

Cumbria Constabulary – Quarter 1 Report on Delivery of Policing Plan

A Report by the Chief Constable

Background

The performance report is different to that usually submitted to the Committee. This interim report is much shorter and focuses on the performance areas of concern rather than providing information across all performance areas. Members have previously been informed of the reasons for the change in format this meeting.

A recent meeting between the Authority and the Constabulary has identified that the current performance framework needs reviewing and updating for the remainder of the year and the process to achieve this is the subject of a separate report by the Acting Chief Executive.

This report provides details of the position as at end of June 2010 against indicators in the performance management framework for 2010/2011 (see appendix one). An overview of the Constabulary's current position against each general measure has also been included (see appendix two).

More detailed reports are provided on those areas which are in exception, that is, those where there has been a deterioration which is statistically significant enough that it is not likely to be a random fluctuation.

An update to the Strategic Work Programme will be provided at the end of quarters 2, 3 and 4.

Recommendations:

That Members:

- (i) Agree any action required by a) the Authority and b) the Constabulary to address any areas for improvement identified;
- (ii) Agree to the removal of the PURE score from the performance management framework;
- (iii) Agree that the current performance management framework and performance reporting template should be revised and approved by the Constabulary and the Police Authority prior to the November Committee meeting.

Detail

Headline Targets

1. Public Confidence

The national confidence target has been removed by the government. However progress against this measure will continue to be monitored and the confidence question feature as the headline target until further guidance has been issued by government.

The latest set of data released from IQUANTA shows that the percentage of people who said they agreed with the national confidence question rose from 55.1% in the 12 months to December 2009 to 56.8% in the 12 months to March 2010. This compares to a MSF (most similar force) average of 50.8% and a national average of 50.0% where the Constabulary sits first and second respectively.

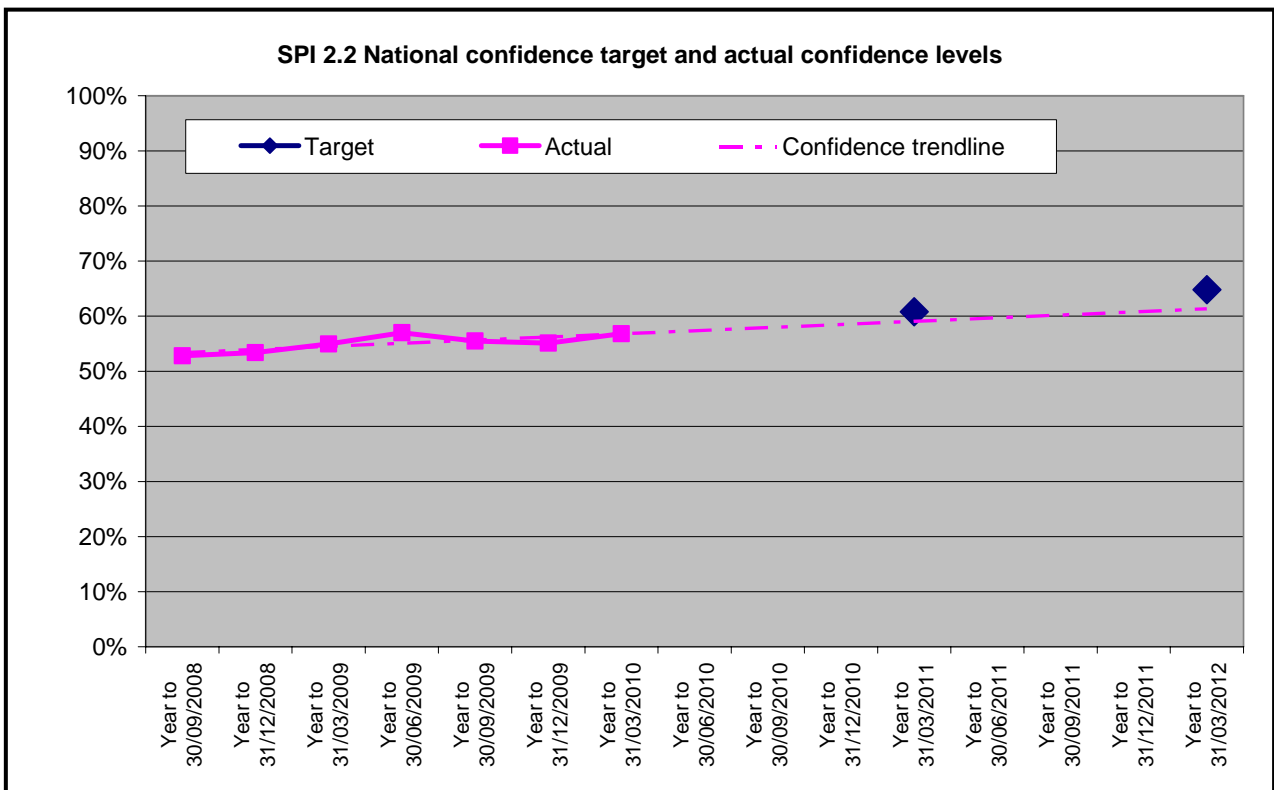


Figure 1: Projection chart for confidence levels against abolished targets

2. Budget and Efficiency Savings

The target is to achieve £1.6million budget savings and £1.5million efficiency savings in 2010/2011. A report on budget savings is being presented to the Governance Committee on 14th September 2010 which will provide a detailed update on the budget and full set of management accounts to 31st July 2010.

A total of £1.6million was taken out of the base budget at the beginning of the financial year and at this stage the planned budget savings for 2010/2011 should be achieved in full.

Home Office guidance previously required forces to provide efficiency updates at the end of quarters two, three and four only. Therefore as usual a full update on efficiency savings will be provided in the next quarterly performance report.

3. Sickness

There has been a decrease in the percentage of available hours lost to sickness for both police officers and staff during the first quarter of 2010/2011 when compared to the previous quarter.

The total cost of sickness this quarter was £392,610 for police officers (£315.10 per officer) and £182,304.56 for police staff (£176.01 per staff member). This has fallen from £505,558.40 for police officers (£400.92 per officer) and £229,098.10 for police staff (£215.32 per staff member) in quarter four of 2009/2010.

A full report on sickness absence was submitted to the Personnel Committee on 21st July 2010.

General Measures

1. Crime and Local Policing Outcomes

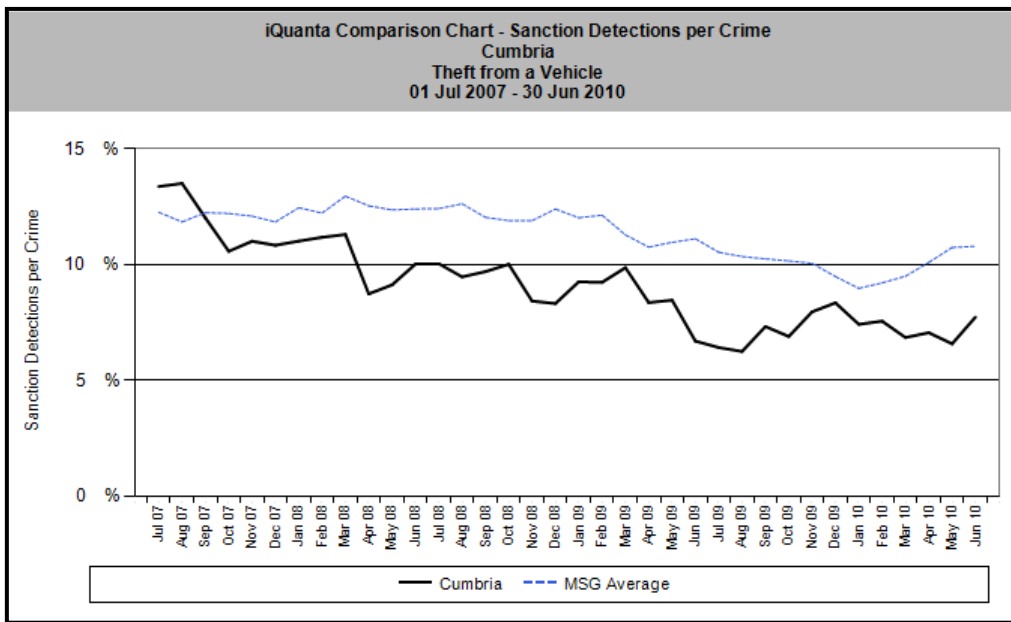
As at the end of June 2010 no statistically significant change has occurred in any general measure within this category, namely:

- All crime.
- All anti-social behaviour.
- All sanction detections (though performance is deteriorating and is being monitored).
- Burglary in a dwelling.
- Assaults with less serious injury.
- Criminal damage.
- Vehicle crime.
- Theft from a motor vehicle sanction detections.
- Prolific and priority offenders.
- Road traffic casualties.
- Levels of domestic violence.

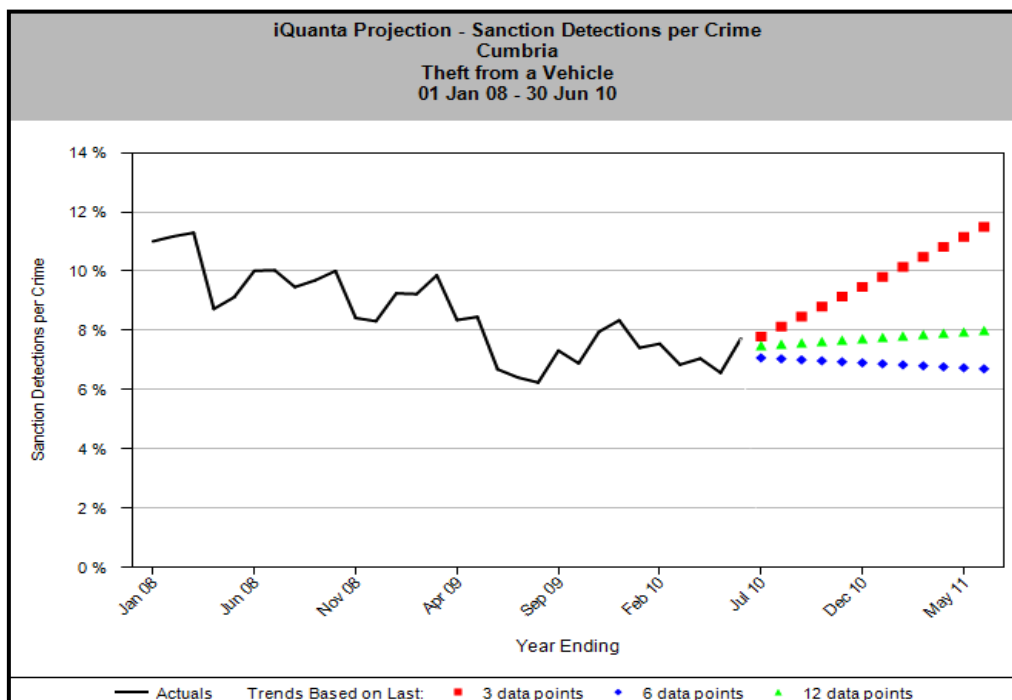
Additional information requested– theft from motor vehicle sanction detections

This measure was introduced in this year's performance management framework at the request of Assistant Chief Constable Graham to improve constabulary performance against our MSF average.

As can be seen from the graph below sanction detection rates for theft from motor vehicles have been consistently lower in Cumbria than the MSF average since September 2007.



However despite this trend, detection rates have been rising over the past few months and as can be seen from the projections graph below, when assessing forecasts against the last 3 months data (April – June 2010) a sharp upwards trend in detection rates is predicted. Data over the last 6 months shows a slight downwards projection due to a dip in detections in quarter four of 2009/2010, yet over the last 12 data points (July 09 - June 10) the projection forecast is for a slight upwards rise.



Despite the rise in sanction detection rates between the 12 months to March 2010 and the 12 months to June 2010 in Cumbria, the MSF average rose by a greater degree during this time resulting in a widening gap between the Cumbria position and MSF average.

2. Quality of Service Provided to the Public

This section of the performance management framework was written to drive delivery of the Policing Pledge. The new government has abolished the Policing Pledge so development of this section of the framework has been stopped and mystery shopping has currently been suspended. ACC Graham and commanders are currently reviewing the confidence agenda and a decision regarding the future of mystery shopping will then be made.

Mystery shopping exercises were conducted during the first quarter of 2010/2011 however and are briefly summarised below.

- Access and fair treatment - the main issues identified through mystery shopping that still need to be addressed are:
 - 15 out of 24 stations are still not showing a special emergency contact number for the hard of hearing/speech impaired.
 - A number of stations did not list their disabled facilities on the website.
 - For 8 out of the 20 stations that are open to the public, counter staff were not wearing ID badges.
- Neighbourhood Policing Team information:
 - Newsletters in the stations advertising Safer Stronger Community Meeting dates are not up to date in a lot of cases.
 - Newsletters put up in the community were either not in the locations stated or out of date.
 - 8 out of the 20 stations that are open to the public had nothing on their Web Pages.
 - 16 out of 24 stations did not display contact details of NPT officers from outside the station when the station is closed, though the majority have the capacity to do so.
- Regular updates on crime and policing issues at police stations has been reported on above. Crimemapper continues to be updated monthly.
- 24 hour response to messages – A small dip sample was taken, and in all cases initial responses were received either immediately, or within a few hours. Follow up responses were received within 24 hours. A dip sample was also taken of letters sent out to NPT's and were all well responded to within the required timescales.
- Public meetings to agree priorities – During the first quarter of 2010/2011 most NPT's seemed to be promoting and leading the SSC meetings. There was an increase in attendance and a greater diversity of people attending.
- Neighbourhood Policing Team visibility – during the first quarter of 2010/2011 community police officers and PCSO's spent an average of 87% of their time working in their NPT.
- Incoming calls and response – figures provided in appendix two for 999 and non 999 calls include calls received after the switchover to Storm on 24th June. However the average time taken to answer a call and the abandoned call numbers do not include calls received after 24th June due to difficulties in combining the data. This will not be a problem

from July. There was a dip in performance in June due to the introduction of the new call handling system, and staff getting used to it. This is being monitored daily and call answering times are improving.

- Incivility complaints – reported separately to the Professional Standards Committee in July.
- User satisfaction between white and BME users – results not statistically reliable due to size of sample.
- Victims and agreeing contact – quarter one data not yet available on IQUANTA.
- Dissatisfaction complaints – in quarter one complaints locally resolved within 40 days and investigations conducted within 120 days were both above the 80% target.

3. Outcomes for use of resources

The Police Use of Resources Score has been abolished by the new government and it is therefore suggested that this measure be removed from the performance management framework.

Areas in Exception

The only measure where a statistically significant change has occurred is:

- Asset recovery

Title: Asset recovery

Definition of the indicator	Ratio of Assets Recovered per 1,000 population				
Current position	£215,240 (at 30 th June 2010) (£433.43 per 1,000 population)	Baseline	Annual target of £1,162,500 (£2,340.92 per 1,000 population)	Exception triggered due to	Below target at Constabulary level

Trend:	Confiscation orders for the Constabulary fluctuate on a monthly basis. There are currently 37 orders still in the system, totalling an estimated £575,000.
Position compared to most similar forces (MSF):	Not recorded
Is this a national indicator?	Yes / No
Is this an APACS indicator?	Yes / No

What has Happened

The target set is an arbitrary one from the Criminal Justice Board, and when assessed in terms of the number of restraints, the Constabulary performs well (6 orders in quarter one against a target of 3). Confiscation orders by volume are also above target (18 in quarter one against yearly target of 47). However the Constabulary has less control over the value that can be derived from the confiscation orders, and as can be seen from the graph below is currently in exception.

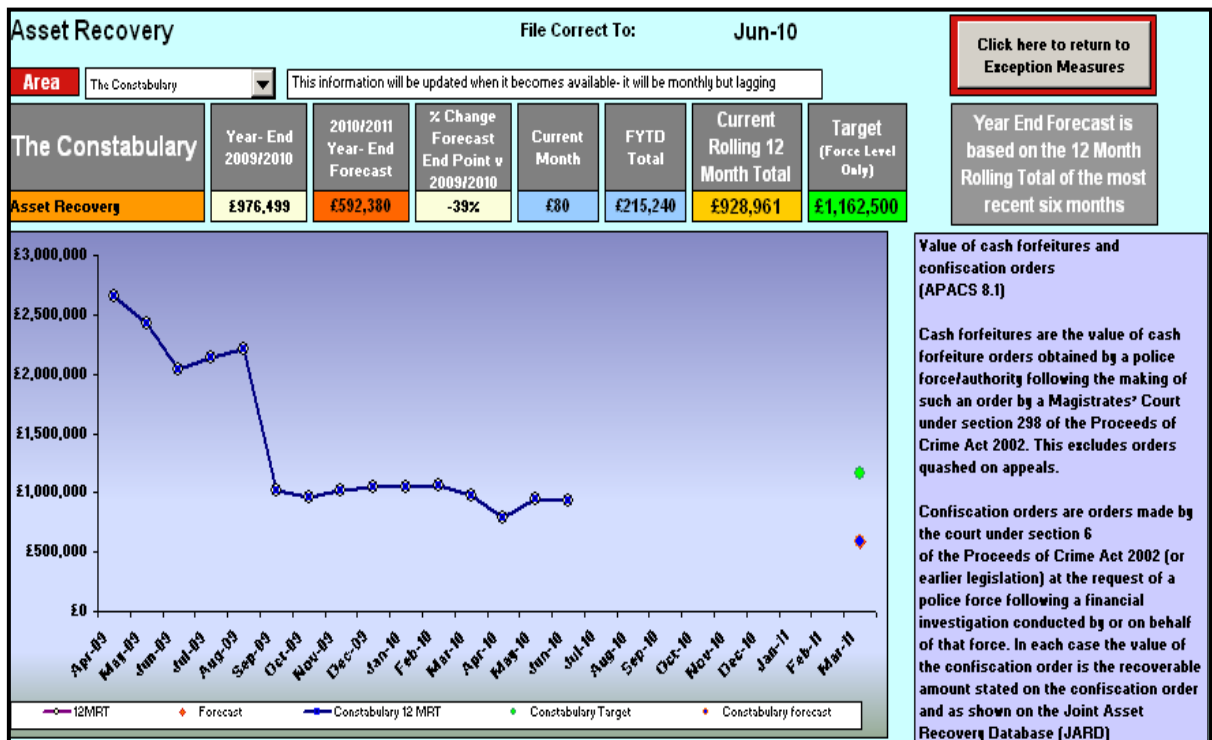


Figure 2: Value of confiscation orders within the Constabulary since April 2009

This is partly because many of those who commit acquisitive crime own very few assets, so although individuals can be taken off the streets there is no financial return. For those who do own property, there are equity issues with houses depreciating in value.

In addition, under the incentivisation fund 50% of monies confiscated go to the government. As previously reported, the remainder is split equally between the Crown Prosecution Service, the Courts, and the Constabulary, which uses this money in part to pay for three Financial Investigator posts.

At present there are a further 37 orders still in the system, totalling an estimated £575,000. As confiscations can only take place after conviction it can take some time to be released and offset against the target.

When these have been processed it will bring the total value of confiscation orders to £790,240 (68% of the Constabulary's annual target).

Possible Explanations for Any Changes

As explained previously, the target set is an arbitrary one. No significant change has occurred in the past ten months. Assets recovered prior to this date have previously been reported on.

West BCU has yet to submit any quarter one figures due to Operation Bridge commitments.

The Constabulary is currently running at 75% of its establishment level for Financial Investigators, and the enforcement team based at Bolton who are merging with Merseyside have also gone from a team of 7 to 3.

Action Taken or Proposed

Money laundering offences are embedded in mainstream investigations. The use of the POCA is proving to be very effective but as mentioned above it takes time to progress through to conclusion. Jobs are also looked at in terms of the potential threats posed, together with the harm and risks to communities, rather than in terms of values.

All confiscation orders are governed by timetables that the Constabulary is unable to influence. Although nothing can be done to push orders through quicker, filling vacancies would increase the number of cases identified.

No further action is proposed at this time due to the additional confiscation orders in the system. There is also a question mark over whether the target will be abolished altogether due to the Local Criminal Justice Board ceasing in March 2011.

As from 12th August 2010 the LCJB are no longer be able to support the POCA group.

Craig Mackey
Chief Constable

16 August 2010

Background Papers:

Agreed template for the report on delivery of the policing plan
Performance management framework 2010-2013
Policing Plan 2010-2013

Human Right Implications

This report has no direct human rights implications.

Race Equality / Diversity Implications

NOT PROTECTIVELY MARKED

There are no specific implications arising from this report.

Risk Management Implications

Cumbria Police Authority has a statutory duty under The Police Act 1996 to monitor the performance of the police force maintained for its area.

CONTACT:

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Overview of the framework

PROTECT. PREVENT AND PROSECUTE

Headline Confidence Target

Measured by percentage of people who agree that police and local councils deal with crime and antisocial behaviour that matters in their local area
Target - 64.8% of people agreeing by March 2012

General Measures – Crime and local policing outcomes

- All crime
- All antisocial behaviour incidents
- All sanction detections
- Burglary in a dwelling
- Assaults with less serious injury
- Criminal damage
- Vehicle crime
- Prolific & priority offenders
- Road traffic casualties
- Levels of domestic violence

General Measures – Quality of service provided to the public

- Access to services & fair treatment
- NPT information
- NPT visibility
- 24 hour response to messages
- 999 calls and response
- Non emergency calls & response
- Public meetings to agree priorities
- Regular updates
- Victims and agreeing contract
- Dissatisfaction complaints

Exception Measures

- Serious violent crimes
- Serious acquisitive crime
- Domestic homicide offences
- Gun crimes
- Knife crimes
- Solving crimes
- Asset recovery
- Reoffending rates
- First time entrants to justice system
- Drug related Class A offending

ORGANISATIONAL PROFESSIONALISM AND PRIDE

Headline Targets

Achieve 10.3% efficiency savings, including £1.5 million budget savings by March 2011.
Identify £6 million budget savings and ways to become more efficient to value of £3 million by March 2013.
Reduce working hours lost to sickness per annum - to 3.5% of available working time for police officers and police staff

General Measures – outcomes for use of resources

- Police Use of Resources Score
- Attendance rates
- Cost of sickness

Exception Measures

- Minority ethnic police officer recruitment
- Female police officer representation
- Diversity measures for ethnicity, disability and age

General measures overview

<u>PROTECT, PREVENT AND PROSECUTE</u>		2009/10 actual	2010/11 forecast	Statistically significant change in performance?	Latest MSF position *	MSF average *
General Measures – Crime and local policing outcomes	All crime	28,210	26,221	No	14.8	16.3
	All antisocial behaviour incidents	37,156	32,151	No	18.2 (01/01/10-31/03/10)	16.8 (01/01/10-31/03/10)
	All sanction detections	40%	39%	No	39.2% (01/07/09-30/06/10)	31.6% (01/07/09-30/06/10)
	Burglary in a dwelling	771	551	No	0.77	1.53
	Assaults with less serious injury	2,789	2,534	No	1.44	1.6
	Criminal damage	7,416	6,710	No	3.9	3.6
	Vehicle crime	1,719	1,652	No	0.86	1.25
	Theft from motor vehicle sanction detections	6.8%	8.3%	No	7.72%	10.79%
	Prolific & priority offenders	81%	82%	No	-	-
	Road traffic casualties	230	267	No	0.88 <i>Casualties per 100m vehicle kms (01/10/09-31/12/09)</i>	1.17 <i>Casualties per 100m vehicle kms (01/10/09-31/12/09)</i>
	Levels of domestic violence: % of repeat cases managed by MARAC	20%	N/A	No	2.12 (01/07/09-30/09/09)	3.15 (01/07/09-30/09/09)
Domestic violence incidents	5,590	N/A				
% of DV that result in:						
Crimes	32%	34%				
Arrest	28%	27%				
Sanction detection rate	66%	53%				

NOT PROTECTIVELY MARKED

General Measures – Quality of service provided to the public	Access to services & fair treatment Mystery shopping results	See 2009/10 end of year perf report	See page 6	-	-	-
	Incivility complaints	85	23 (Apr-Jun)			
	User satisfaction BME	White users 70.2% BME users 66.0%	N/A N/A			
	NPT information	See 2009/10 end of year perf report	See page 6	-	-	-
	NPT visibility	82%	87%	-	-	-
	24 hour response to messages	See 2009/10 end of year perf report	See page 6	-	-	-
	999 calls and response: % 999 calls answered in 10 seconds Average call answering time Number and % of abandoned calls % of emergency responses (grade 1) within 15 minutes for urban areas % of emergency responses (grade 1) within 20 minutes for rural areas	89.6% 4 seconds 694, 1.2% 98.1% 90.8%	85.3% 4 seconds 197, 1.4% (Apr-Jun) 97.7% 91.8%			
	Non emergency calls & response % calls answered in 30 seconds % calls answered in 40 seconds Average call answering time Number and % of abandoned calls % of grade 2 within 1 hour % of grade 3 within 1 hour % of grade 4 no deployments	92.8% 95.1% 1 min 15s 24514, 6% 90.9% 83.4% 96.5%	88.4% 91.6% 1min 18s 7580, 8.3% (Apr-Jun) 89.8% 82.5% 96%			
	Public meetings to agree priorities	See 2009/10 end of year perf report	See page 6	-	-	-

	Regular updates	See 2009/10 end of year perf report	See page 6	-	-	-
	Victims and agreeing contact	See 2009/10 end of year perf report	See page 7	-	-	-
	Dissatisfaction complaints:			-	-	-
	Locally resolve within 40 days	81.4%	88.04%			
	Conduct investigation within 120 days	97.1%	94.79%			

***IQUANTA data based on results per 1,000 residents / households and 01/04/10-30/06/10 unless otherwise stated**