



To: Business Coordination Board

From: Chief Constable

Date: 21 January 2013

PERFORMANCE UPDATE

1. Purpose

- 1.1. To discuss performance against the priorities identified in the Local Policing Plan 2012-15 (LPP). Further data is available within the 'Performance Update Pack'.

2. Recommendation

- 2.1 The BCB is invited to note the report.

3. Background

- 3.1. Priorities identified in the LPP are grouped within several areas. This report follows that structure and provides contextual information where possible to help understand current progress against priorities.
- 3.2 This report focuses on priorities set in the performance framework for the 2012-15 LPP.

4. Maintaining Local Policing Performance

Improve Public Confidence in Police

- 4.1. The proportion of residents who agree *the police are dealing with the things that matter* remains significantly higher than the period to March 2012.
- 4.2. At 71.7% (n=3406) the rolling 12 month stands at the highest level on record. Force level confidence rates remained above baseline levels for each of the last three months (74.2%, 77.4% and 75.9%).
- 4.3. Peterborough is the only area where confidence rates have fallen compared to their baseline position. However, confidence rates in Peterborough remain higher than elsewhere in force (73.7%). Analysis of respondent's comments to

the Policing in Cambridgeshire survey is due to be presented to the Force Performance Board in January.

Improve Satisfaction of Victims of Crime

- 4.4. Despite improvements to satisfaction rates for Ease of Contact (+1.4pts), Treatment (+1.4pts), and Follow up (0.2pts) the overall satisfaction rate has fallen compared to the baseline (-0.2pts). This is a result of satisfaction rates in Peterborough and Cambridge City where rates have fallen to 84.9% and 83.7% respectively.
- 4.5. In Peterborough, falling rates with Follow up and Police Actions (which are closely linked) help to explain overall rates. As a result, actions have been put in place to ensure communication with victims improves.
- 4.6. In Cambridge City Follow Up rates have improved – it is Police Actions where satisfaction has fallen. It is however noted that satisfaction rates were higher in the month of November than any previous month.
- 4.7. The satisfaction rate for Racist Incidents to November remains unchanged (78.4% compared to 78.9%). As a result of smaller sample sizes, the results for this indicator can be volatile.

Special Constabulary

- 4.8. The LPP 2012-15 commits the organisation to achieving and maintaining an establishment of 300 special constables, the current strength is 254. A further intake is proposed for January to increase the level of special constables.

5. Reducing Crime and Disorder

Tackling Antisocial Behaviour (ASB)

- 5.1. Tackling ASB remains a priority for the constabulary. The proportion of residents who perceive a high level of ASB in their area has remained very low at 1.4%.
- 5.2. The total volume of ASB reported to the constabulary has fallen compared to last year. At this time whilst the proportion the constabulary have identified as vulnerable has fallen to 2.6%. This is a result of fewer medium risk victims.
- 5.3. Following the re inspection of how the constabulary dealt with ASB in February this year, the internal ASB Steering group continues to meet. Findings of the report showed Cambridgeshire to be inline with other forces, however, four themes have been identified by the force lead to further improve the management of ASB.
 - Identification of repeat / vulnerable victims at point of report
 - Staff briefing
 - Use of Data / Intelligence
 - ASB tools and Powers
- 5.4. Progress against these themes will be tracked quarterly by the Force Performance Board.

Reduce the Overall Level of Crime and Victim-Based Crime

- 5.5. The constabulary remains on track to meet the LPP target to reduce recorded crime over the next 12 months. The most recent 12 month period shows a 6.3% reduction compared to the same period in the previous year and a 5.8% reduction compared to the baseline. Improvements are noted in all Local Policing Areas.
- 5.6. The volume of victim-based crime has fallen by a similar rate (5.5%) compared to the baseline.
- 5.7. Following high levels of Domestic Burglary in June / July, offence levels have remained stable and consistent with the same months last year. The impact of higher levels earlier in the year means the constabulary have recorded 27 more offences than the baseline in the most recent 12 months. The expected seasonal rise in November was mitigated; with offence levels in November 2012 72 lower than November 2011.
- 5.8. In recent months the constabulary has seen higher than expected levels of cycle theft. At force level, cycle theft represents approximately 10% of total crime in any month although in Cambridge City this figure is in the region of 20%. Intelligence analysis was undertaken to enable the constabulary to decide how best to manage rising cycle theft. The volume of offences recorded in November was below the same month last year for the first time since July. A separate paper has been produced to reflect a recent cycle crime initiative.
- 5.9. Although remaining comparable to peers, the 'all crime' detection rate has deteriorated compared to the baseline (and stands at 30.6%). In the four months to end of November, the volume of offences Taken into Consideration (TiC) was low. This is likely to be linked to clarification of sentencing guidelines released to judges, and is likely to have had an impact on total detection rates. This is particularly the case for Serious Acquisitive Crime offences where recent results have been disappointing.

Metal Theft

- 5.10. A commitment to reduce the level of communication and power cable thefts in the county has been given in the Local Policing Plan, the measurement of which relies on data from external service providers along with crime records appropriately annotated.
- 5.11. Data suggests the volume of power and communication infrastructure thefts to have fallen compared to the baseline. A total of 126 offences have been recorded during the last 12 month compared to 205 during the 12 months to March.

Drugs Misuse

- 5.12. The Constabulary is aiming for a reduction in the percentage of respondents who consider drug misuse to be a problem in their area. Although fewer people perceive drug misuse to be a problem in their area (down 0.5 pts), as highlighted in previous reports, the complexity of measuring performance in this area is evident. Further analysis of survey data has been tasked, in order to understand how the activities of the constabulary contribute to this indicator.

6. Keeping People Safe

Domestic Abuse

- 6.1. Although the LPP measure of success is the ratio of incidents to prosecutions the constabulary monitors the conversion rates of incidents to crime (and subsequent detection). This allows a quicker and more detailed assessment to be made.
- 6.2. Following a peak in July 2012 (1040) domestic incident levels have fallen to lower levels in November.
- 6.3. Although the domestic abuse incident to detection rate has been as high as 16% (and is consistently around 12%) the rate fell to 9.2% in November as a result of the incident to crime conversion rate falling. That is, the proportion of incidents that were considered to be criminal fell.
- 6.4. The overall detection rate has been better than the same period last year in all but two months since the formation of the DAISU (Domestic Abuse Investigation and Safeguarding Unit).

7. Maintain Resilience of Protective Services

- 7.1. The LPP commits the organisation to reduce the number of killed or seriously injured people within Cambridgeshire. Current figures (381) indicate 19 fewer victims than the 12 months to March 2012 (400).

8. Other Matters to Note – Call Handling

- 8.1. A full report on the performance in handling emergency and non emergency calls is presented to the Board at agenda item 11.
- 8.2. In each of the last 12 months between 90% and 95% of 999 calls were answered within 10 seconds – with the average wait time 5 seconds. The abandonment rate for these calls remains below 1%. The Constabulary considers this to be excellent performance.
- 8.3. Initial call handling for non-emergency calls remains at 90% within target (average wait time of 11 seconds).

Abandonment rate for secondary call handling over the course of 2012

- 8.4. Calls classified as 'secondary' are non-emergency calls transferred from SMILE (the switchboard system in the Police Service Centre) which require a crime or incident to be raised.
- 8.5. Abandonment rates are monitored internally to gauge performance in this area. Although the acceptable waiting time is subjective (and likely to be dependent on the circumstances) the abandonment rate gives an indication of satisfaction with service levels. The Constabulary strives to minimise the abandonment rate regardless of average wait length.
- 8.5. Most recent data shows a notable improvement in abandonment rates for these calls:
 - June 10%
 - July 6%

- August 9%
- September 7%
- October 5%
- November 3.4%

8.6. Improvements with regard to call handling have also been achieved as a result of training delivery to staff (multi skilled call takers are now able to resolve incidents without the need to transfer) – in addition all vacant positions within the Police Service Centre have been filled.

9. Conclusion

9.1. Performance is monitored against 15 headline measures. Against these, the constabulary is currently on track to meet or achieve nine of them (with baselines not set in a further three measures).

10. Recommendation

10.1 The BCB is invited to note the report.

BIBLIOGRAPHY

Source Document (s)	Contact Officer	Location
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