

To: Chief Constable
From: Neil Stacey – Principal Performance Analyst
Date: 10th April 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 accompanying 'Performance Update' pack.

2. Background

- 2.1. 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.
- 2.2. This report focuses on priorities set in the performance framework for the 2012-15 LPP and is the end of year report against current arrangements.
- 2.3. Acknowledging the formal endorsement of the Police and Crime Plan for 2013/16 (and associated measures) the performance arrangements for next year will now be finalised. A paper confirming the internal arrangements will be presented to the next FEB.

3. Maintaining Local Policing Performance

Improve Public Confidence in Police

- 3.1. The proportion of residents who agree *the police are dealing with the things that matter* remains significantly higher than the period to March 2012. At 72.3% (n=3493) the rolling 12 month rate continues to improve at force level.
- 3.2. Although significant improvements are recorded in South Cambridgeshire, East Cambridgeshire, and Fenland (with smaller improvements noted in Cambridge City and Huntingdonshire) community confidence has fallen in Peterborough. At 72.3% (n=599) confidence has fallen but remains comparable with the whole force rate.
- 3.3. Analysis of local survey data in January confirmed the findings of national research into the drivers of confidence¹. Consideration of these findings will be included in the Peterborough plan for 2013-14.

Improve Satisfaction of Victims of Crime

- 3.4. Satisfaction with service delivery improved compared to the baseline period. At 85.4% (n=1773) an improvement of 0.6 pts is was achieved at year end. There were improvements (albeit small in some cases) to each of the sub sections of the whole experience (Ease of Contact, Action taken, Follow up, Treatment).

¹ Neighbourhood problem solving / identification, Police/ Public contact, Fair treatment

- 3.5. Although overall an improvement was achieved, this is influenced by the service received by victims of vehicle crime (where an improvement of 3.1 pts was achieved). The satisfaction rates for victims of Burglary and Violent crime fell by 2.3 pts and 0.7 pts respectively. Despite these reductions, Cambridgeshire remain better than peers with regard to Burglary satisfaction rates and comparable to peers with respect to violent crime². However, both areas will remain an important focus into 2013/14.
- 3.6. Satisfaction rates in Cambridge City have been variable during the second half of the year, and rates have deteriorated compared to the baseline period. Analysis to understand this and recommend changes to improve consistency of service delivery will be undertaken.
- 3.7. The satisfaction rate for Racist Incidents to the end of March has deteriorated (78.7% compared to 78.9%). As a result of smaller sample sizes, the results for this indicator can be volatile.

Special Constabulary

- 3.8. The LPP 2012-15 commits the organisation to achieving and maintaining an establishment of 300 special constables. As a result of an effort to understand the activity of serving Special Constables a number have found to be inactive and have been removed from strength figures.
- 3.9. This has had an impact on the constabulary's ability to achieve 300 in total. This remains a strategic priority for 2013/14.

4. Reducing Crime and Disorder

Tackling Antisocial Behaviour

- 4.1. 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 throughout the year and has fallen to just 0.9% (n=3493).
- 4.2. The ASB Steering group continue to meet in an effort to build on and maintain improvements with regard to identifying vulnerable victims. Performance analysis commissioned in February recognised many of the positive findings identified by the HMIC inspection earlier in the year. However, it also identified a number of areas where the organisation should seek to improve. This work will be overseen by Supt Skeels and monitored through the internal Force Performance Board in 2013/14.

Reduce the Overall Level of Crime and Victim-Based Crime

- 4.3. The constabulary met the target to reduce crime compared to the previous year. A significant reduction of 10.1% was achieved; with 5223 fewer offences recorded in 2012/13 compared to 2011/12. Victim based crime shows a similar trend – with a reduction of 9.6% (4310 fewer offences). Significant improvements were seen across all force districts for both total crime and Victim based crime.

² iQuanta data; December 2012

- 4.4. The report produced in December identified higher levels of dwelling burglary and cycle crime compared to the previous year. At year end, fewer offences were recorded than the baseline in both offence groups; improvements of 1.0% and 1.7% noted.
- 4.5. The constabulary position relative to peers in terms of crime rate per 1000 population continues to strengthen. Although the national picture shows falling crime rates, the rate of reduction in Cambridgeshire has been greater.

Metal Theft

- 4.6. 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.
- 4.7. Data suggests the volume of power and communication infrastructure thefts to have fallen compared to the baseline. A total of 82 offences have been recorded during the last 12 month compared to 205 during the 12 months to March.
- 4.8. This priority will no longer form part of the constabulary's strategic objectives in 2013/16.

Drugs Misuse

- 4.9. The intention to reduce the proportion of residents that perceive drug misuse to be a problem in their area has been met. An improvement from 17.1% to 14.0% (n=3493) is noted.
- 4.10. Analysis undertaken in January of survey data attempted to explore the relationship between proactive police work and perception of drug misuse. While no clear relationship was found between the volume of police activity and perception levels (whether positive or negative) it did identify that respondents become dissatisfied at a lack of visible police action taken against drug dealers (particularly when they have provided information to the police).
- 4.11. As a result, efforts are being made to improve the links between respondents comments and neighbourhood level problem solving.

5. Keeping People Safe

Domestic Abuse

- 5.1. Although the LPP measure of success is the ratio of incidents to prosecutions the constabulary monitor the conversion rates of incidents to crime (and subsequent detection). This allows a quicker and more detailed assessment to be made.
- 5.2. As a result of continued efforts to improve data quality in this area, data presented in this report may differ from that presented previously.

- 5.3. The domestic abuse incident to detection rate has improved since the last report and remains stable at 12-13%. The overall detection rate has continued to improve following the formation of the DAISU (Domestic Abuse Investigation and Safeguarding Unit) and ended the year at 49.4%.

6. Maintain Resilience of Protective Services

- 6.1. The LPP commits the organisation to reduce the number of killed or seriously injured people within Cambridgeshire. Current figures (373) indicate 27 fewer victims than the 12 months to March 2012 (400).

7. Conclusion

- 7.1. Despite a challenging financial position, the constabulary have achieved the majority of strategic objectives set out in the Local Policing Plan 2012/15.