

Staffordshire Police Authority

Performance and Resources Committee

Force Performance April 2011 – December 2011

Report of the Chief Constable

Purpose of the Report

1. To present Force performance against targets between 1 April 2011 and 31 December 2011.

Background

2. At every Performance and Resources Committee, current Force performance is presented to Members in respect of the aforementioned performance measures. These support and are detailed in the document entitled 'Policing Staffordshire Strategy and Plan 2011/14'. The attached demonstrates performance during 1 April 2011 – 31 December 2011 compared to the targets set, and also how this compares to the previous year (1 April 2010 to 31 December 2010).

Recommended: That

- (1) the report be received;
- (2) any queries relating to performance detailed within the report to be raised during the presentation.

**MIKE CUNNINGHAM
CHIEF CONSTABLE**

Background Documents: Policing Staffordshire Strategy and Plan 2011/14

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Force Performance April to September 2011/12

Performance and Resources Committee

18 January 2012

This paper aims to report on the performance of the Force between 1 April 2011 to 31 December 2011 against the agreed priorities outlined in "Policing Staffordshire – Strategy and Plan 2011-14"

Overview

The Force has set ten targets for 2011/12 and will focus on:

- Delivering quality services
- Reducing crime and disorder
- Protecting people from harm

Between April and December 2011 the Force recorded 49521 crimes representing an 8% reduction on the same period last year.

During the 3 month period to November 2011 the Force is ranked 5th when compared to its peers (MSG). The Force continues to reduce overall crime in line with its peers.

Delivering Quality Services

Percentage of People Who "agree that the police deal with things that matter to this community "(using feeling the difference surveys)

The target for 2011/12 is to increase the percentage of people who agree 'the police deal with things that matter to this community'.

The most recent results for the period March 2010 to September 2011 show that 72% of people agree that the police deal with things that matter to this community. Results for the previous 3 periods were as follows:

June 2009 to March 2010 = 69%
September 2009 to June 2010 = 73%
December 2009 to March 2011 = 72%

At Force level the latest result is stable.

At the LPT geographical level results range from 68% (Stafford Borough) to 82% (Newcastle-under-Lyme). However, these 2 areas have seen a statistically significant improvement since the period June 2009 to March 2010. The remaining LPT's are observing stable results over the same time period. See table below :

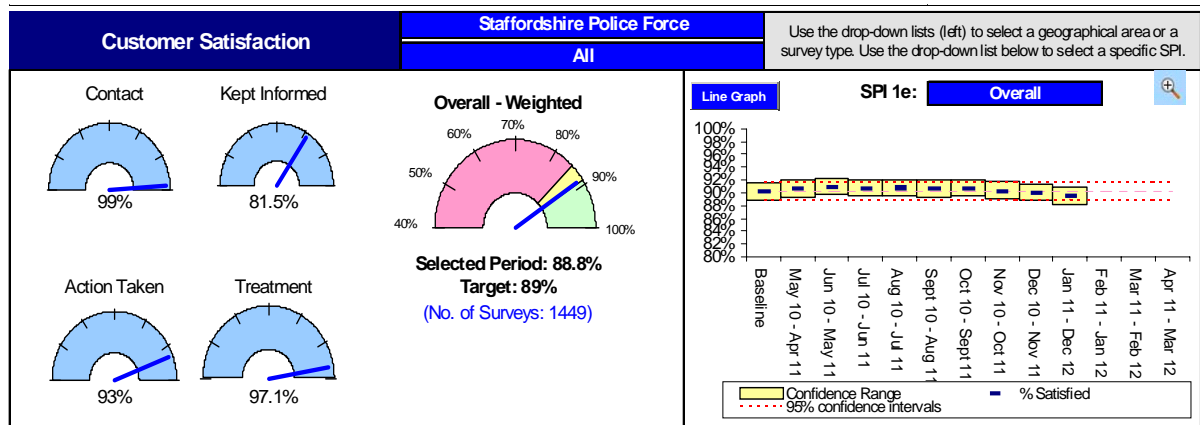
	Waves 6 – 9 (Jun 09 – Mar 10)	Waves 7 – 10 (Sept 09 – Jun 10)	Waves 8 – 11 (Dec 09 to Mar 11)	Waves 9 – 12 (Mar 10 to Sept 11)
Staffordshire Moorlands	68%	70%	67%	69%
Newcastle-under-Lyme	71%	73%	78%	82%
Cannock Chase	74%	83%	79%	77%
South Staffordshire	71%	74%	69%	68%
Stafford Borough	58%	65%	66%	68%
Stoke-on-Trent	75%	76%	73%	71%
East Staffordshire	70%	69%	71%	72%
Lichfield	67%	70%	70%	71%
Tamworth	67%	72%	78%	72%
Force	69%	73%	72%	72%

Dealing with what matters in local communities continues to be a strong priority for policing in Staffordshire. The force and Staffordshire Observatory have both completed research into the factors which shape public opinion for this measure.

In response to this, local policing teams have created Visibility/ Engagement Plans. To help develop these further new profiles have been created for each LPT. These divide each LPT into wards and each ward into its constituent socio-economic groups using MOSAIC social classification data. They include the engagement and communication preferences for each group. Used in conjunction with local knowledge and other data these profiles will help with the development of police tactics that can be targeted to best meet the needs and expectations of different areas and communities and directly impact on the police dealing with what matters measure.

The next Feeling the Difference survey will run during January and February 2012.

The Percentage of Victims Who Are Satisfied With the Overall Service Provided by the Police (Crime)



2010/11	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YEAR
Satisfied	40	127	167	168	136	179	125	132	110	73	53	325	1635
Overall	45	147	184	182	159	200	142	148	117	82	56	350	1812
%	89%	86%	91%	92%	86%	90%	88%	89%	94%	89%	95%	93%	90%

2011/12	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YEAR
Satisfied	155	136	181	141	141	168	114	157	92				1285
Overall	163	149	204	152	168	186	138	182	107				1449
%	95%	91%	89%	93%	84%	90%	83%	86%	86%	No Calc	No Calc	No Calc	89%

The Force continues to achieve consistent success in attaining high levels of satisfaction with the service delivered to victims of crime. The satisfaction target for 2011/12 is 89%.

Between April and December this year 88.8% of crime victims were either completely, very or fairly satisfied with the service provided to them. This is a 1.3% decrease compared to the same time last year. The percentage of victims completely satisfied overall was 71% during this first nine months compared with 58% during the same time last year.

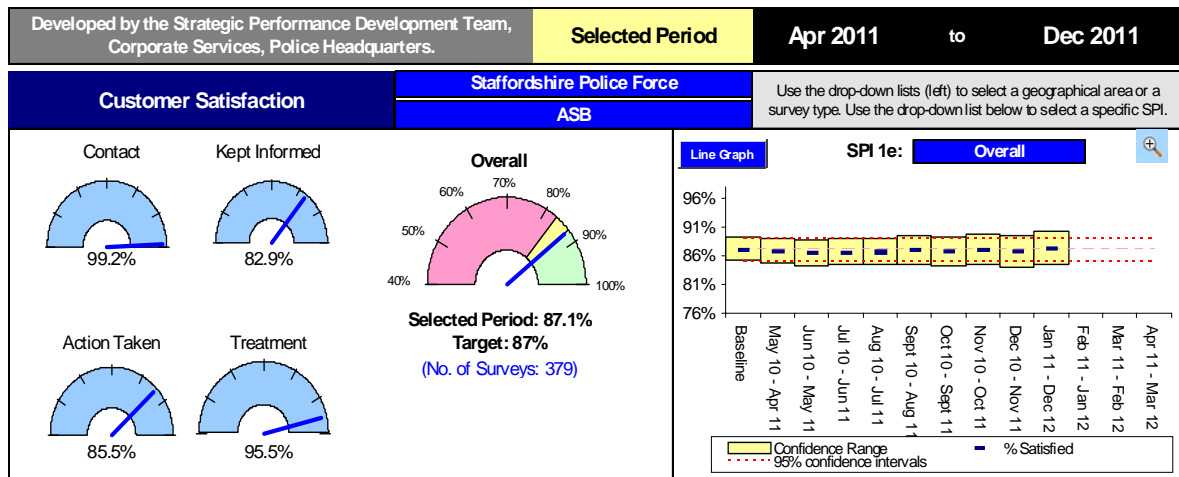
Compared with the other 42 forces in England and Wales the Force was ranked in 2nd position at the year end September 2011 and 1st when ranked against its most similar group (MSG) of 8 forces. This is an improved position from a year ago when the Force was ranked 12th nationally and 3rd against its most similar forces.

In relation to the elements that drive satisfaction the Force is ranked as follows:

Ease of contact - 1st in MSG; 2nd nationally
 Action taken – 1st in MSG; 1st nationally
 Kept informed – 1st in MSG; 7th nationally
 Treatment – 1st in MSG; 2nd nationally

Action taken and being kept informed are key drivers in influencing overall satisfaction. Between April and December this year the percentage of victims satisfied with the action taken was 93% compared with 89.3% during the same time last year. Between April and December this year the percentage of victims satisfied with being kept informed was 81.5% compared with 78.6% during the same time last year.

The Percentage of Victims Who Are Satisfied With the Overall Service Provided by the Police (ASB)



	2010/11	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YEAR
Satisfied		93	89	104	67	97	75	89	101	64	52	48	39	918
Overall		99	100	121	80	111	90	101	115	78	55	59	44	1053
%		94%	89%	86%	84%	87%	83%	88%	88%	82%	95%	81%	89%	87%

	2011/12	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YEAR
Satisfied		41	50	29	32	41	31	55	29	22				330
Overall		43	59	33	39	44	41	59	35	26				379
%		95%	85%	88%	82%	93%	76%	93%	83%	85%	No Calc	No Calc	No Calc	87%

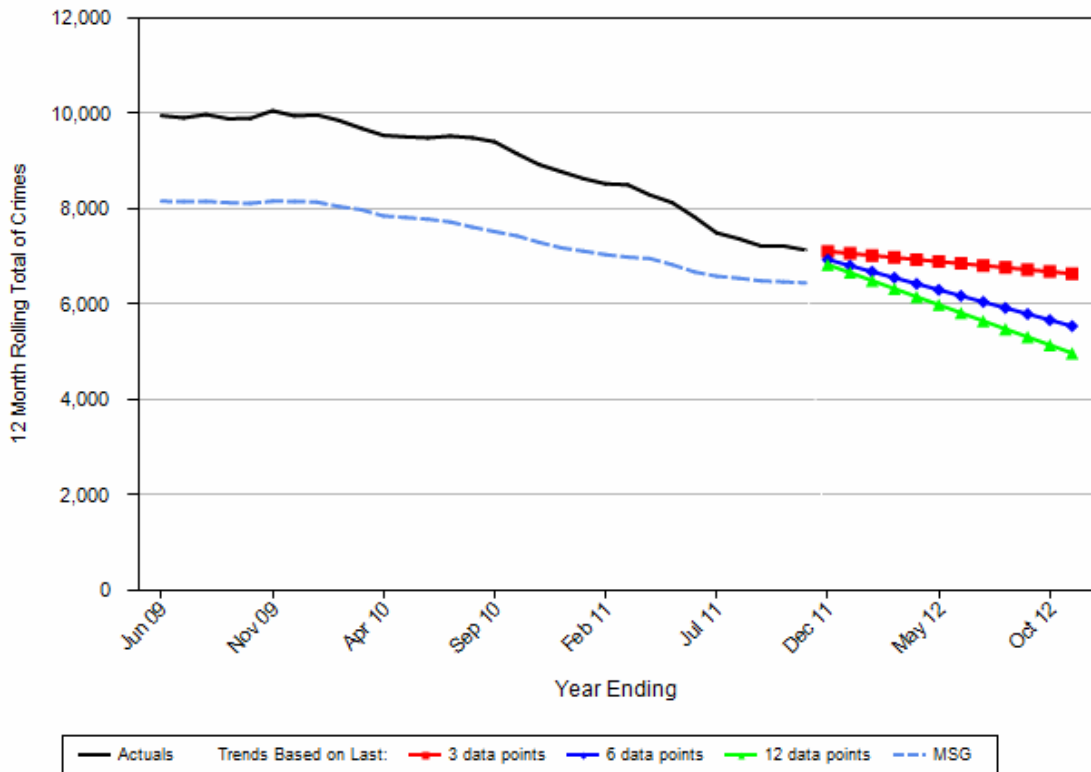
The Force continues to achieve consistent success in attaining high levels of satisfaction with the service delivered to victims of anti-social behaviour. The satisfaction target for 2011/12 is 87%.

Between April and December this year 87.1% of ASB victims were either completely, very or fairly satisfied with the service provided to them. This is up 0.1% compared to the same time last year. The percentage of victims completely satisfied overall was 58% during this first nine months compared with 56% during the same time last year.

Action taken and being kept informed are key drivers in influencing overall satisfaction. Between April and December this year the percentage of victims satisfied with the action taken was 85.5% compared with 84% during the same time last year. Between April and December this year the percentage of victims satisfied with being kept informed was 82.9% compared with 85.6% during the same time last year.

Reducing Crime and Disorder

The Number of Violence with Injury Crimes



The target for 2011/12 is to reduce these types of offences by 10% on the previous year. Between April and December this year the Force is achieving a 21% reduction compared to the same time last year. This reduction represents 1368 fewer offences. The most serious element of overall violence with injury saw a reduction of 9.4% and the less serious element 21.7%. With the exception of Lichfield all other LPTs are seeing substantial reductions beyond the 10% required. However, Lichfield LPT is seeing a 7.3% reduction compared to last year and is 9 offences short of the 10% reduction target.

During the 3 month period to November 2011 the Force is ranked 7th when compared to its peers (MSG). The Force is reducing these offences at the same rate as its peers.

In terms of domestic related violence with injury the proportion recorded as domestic was 27.4% at the end of this period. The proportion for the same time last year was 24.8% which is 2.6% lower.

The repeat domestic violence with injury rate for the period stands at 17.7%. The rate for most serious is 19.7% and less serious is 17.6%. There is no comparison possible with last year but in recent months results have stabilised at these levels.

Violent Crime Strategy

During September 2010 the violent crime strategy was introduced following presentation to COMM and Police Authority and focussed on 9 priority areas each having a Superintendent lead. The two areas where the greatest success has been achieved are as follows:

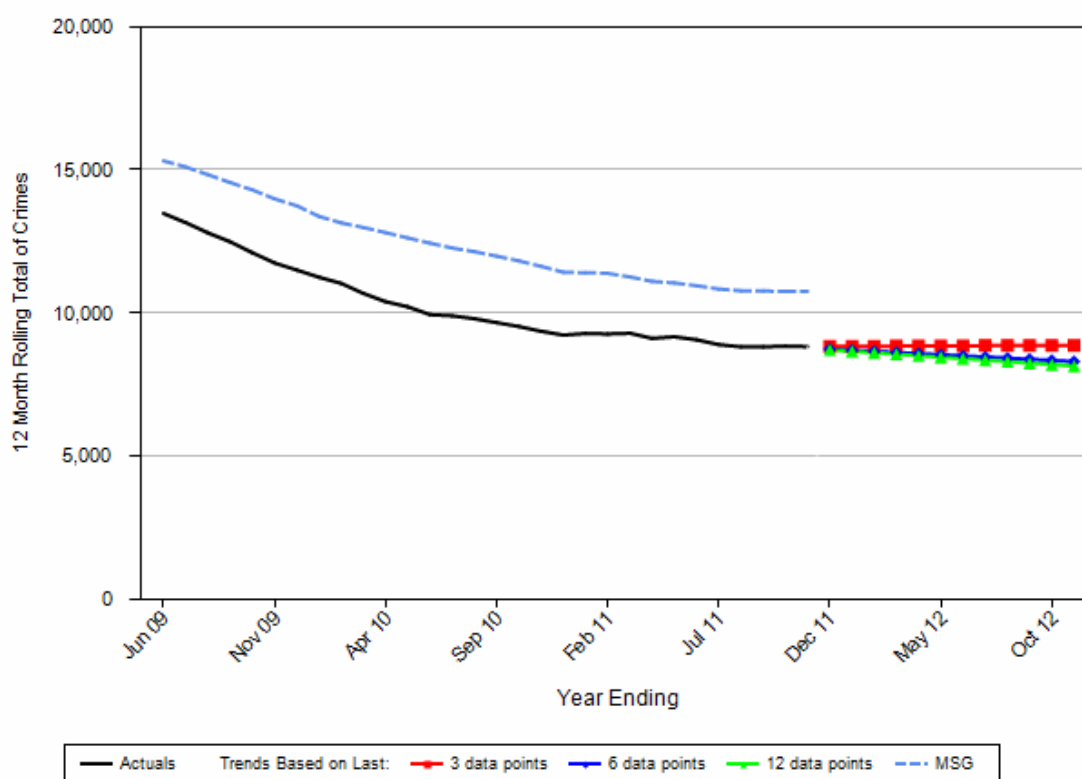
1) Public Space Alcohol Related Violence

- Nightlife Partnerships Co-ordinating activities to reduce violent crime
- Pro-Active Force Licensing Unit targeting problems premises
- Monthly Licensing Meetings with Partners Agencies
- Working with and training Security Industry Authority linking Door Staff into Police Operations
- Introduction of Street Pastor Initiative / Night Churches
- Taxi Marshals
- Effective Resource Management across the force based on Night Time Economy peak nights
- Use of Section 27 Notices, Warning Letters and Exclusions

2) Domestic Abuse

- Introduction of 7 Step Plan which focuses on providing a quality of service to victims, standards of investigation and a problem solving approach within local policing – Introduced on the 1st December 2010
- Ensures the process of dealing with Domestic Abuse is consistently delivered across the County
- Joint training with partners and CPS ensuring staff are aware of interventions and legislation available to prevent Domestic Abuse
- Provided support to officers in terms of standards of investigation
- Introduced closer working arrangements / practices with CPS and IDVAs to dynamically review Domestic Abuse cases to reduce attrition rates.

The Number of Serious Acquisitive Crimes



The target for 2011/12 is to reduce these types of offences compared to the previous year. Between April and December this year the Force is achieving a 7.1% reduction compared to the same time last year. This reduction represents 480 fewer offences. Domestic burglary is the only crime type seeing an increase compared to last year which currently stands at 4%.

The Force remains 2nd in its MSG in the 3 month period to November and the trend in reductions is stable.

The reasons for the success in reductions can be attributed to the following:

- Operation IMPACT – October 2011
- Robust IOM process (Integrated Offender Management)
- Greater agility of command teams in responding to performance challenges
- Appropriate leaders in key areas of focus e.g. vehicle crime
- Stronger partnership working e.g. Smartwater – Trent Valley

Another Operation IMPACT is planned to commence at the end of February 2012.

Exceptions

At Force level all of the crime types that make up serious acquisitive crime are reducing. However, there are some exceptions at LPT level and the issues have been identified in each case.

Domestic Burglary

Stoke North (20.9% increase; 48 more offences) – The main areas are Burslem, Tunstall and the Norton area. The issues have mainly been due to void premises, privately rented premises and premises where elderly persons reside. In the Tunstall area one issue is tenants vacating premises are leaving them insecure, so the LPT is working with the Selective Licensing Scheme to identify these premises early on. In the Norton area burglaries targeting elderly persons have a different MO so analysis is underway as it is thought the offenders are juveniles. However, all of these areas have seen reductions in December compared to the previous month.

Cannock (14.6% increase; 30 more offences) – Year to date performance has improved due to more positive results since September. There are opportunities to reduce the levels further during the remaining months of the year which should result in the target being achieved.

Stafford Borough (20.2% increase; 36 more offences) – This is the highest priority for the LPT with large increases experienced during the last three months. There are currently three serials being managed but offenders are yet to be identified.

East Staffs (24.2% increase; 47 more offences) – Year to date performance has improved due to more positive results since October. It is anticipated that the forthcoming operation IMPACT week will push the reduction further.

Tamworth (35.3% increase; 55 more offences) – Due to large increases earlier in the year the LPT still shows an increase despite performance being closer to target during the last few months. There are opportunities to reduce further but it is anticipated that the target will not be achieved.

Theft of Motor Vehicles

Tamworth (48.4% increase; 30 more offences) – Year to date performance has deteriorated due to large increases since September. Motorcycle theft has been the most common offence during this period. High levels of resource are being used to target these problems. There are opportunities to reduce and improve the annual position but it is anticipated that the target will not be achieved.

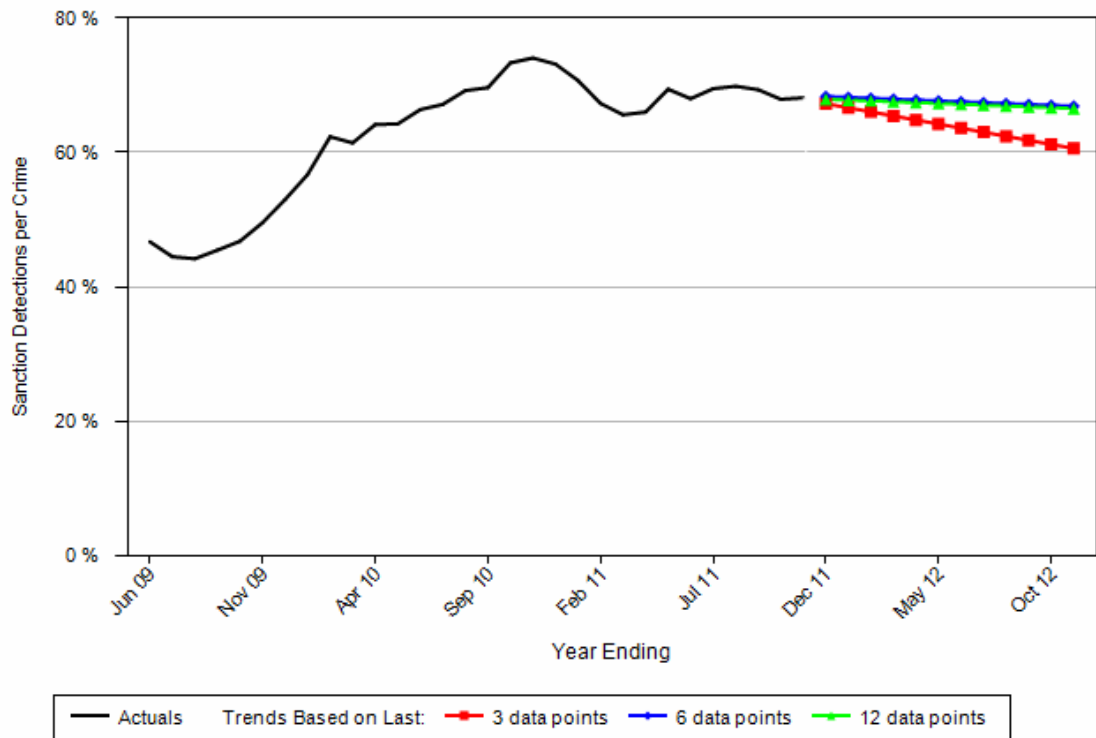
Theft from Motor Vehicles

Stoke Central (46.5% increase; 106 more offences) – Crimes are spread across the LPT. Three of those areas however have seen reductions in December compared to the previous month. Two known offenders have been arrested. Monthly LPT meetings take place where Patrol Strategy and LPT Reduction Plans are discussed.

Theft of number plates has seen an increase force-wide and pro-active work is underway in collaboration with West Midlands Police.

Protecting People from Harm

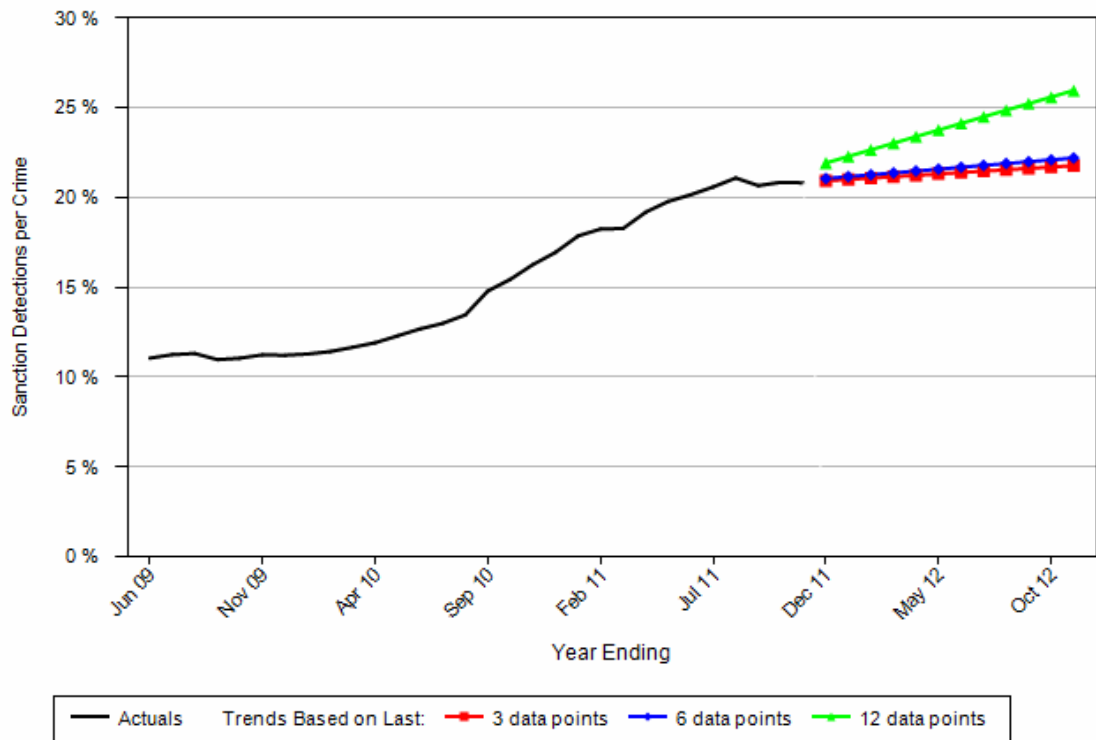
Sanction Detection Rate for Most Serious Violent Crime



The target for 2011/12 is to achieve a detection rate of 66%. Between April and December 2011 the force has achieved a detection rate of 66.3% which exceeds the target and is 0.7% higher than the same time last year. This has been achieved under a backdrop of a 9.4% reduction in offences. 90.4% of the offences detected this period resulted in a charge or summons which is very similar to last year.

The continued high level of performance has consolidated the Force in 1st position in its MSG with a stable trend.

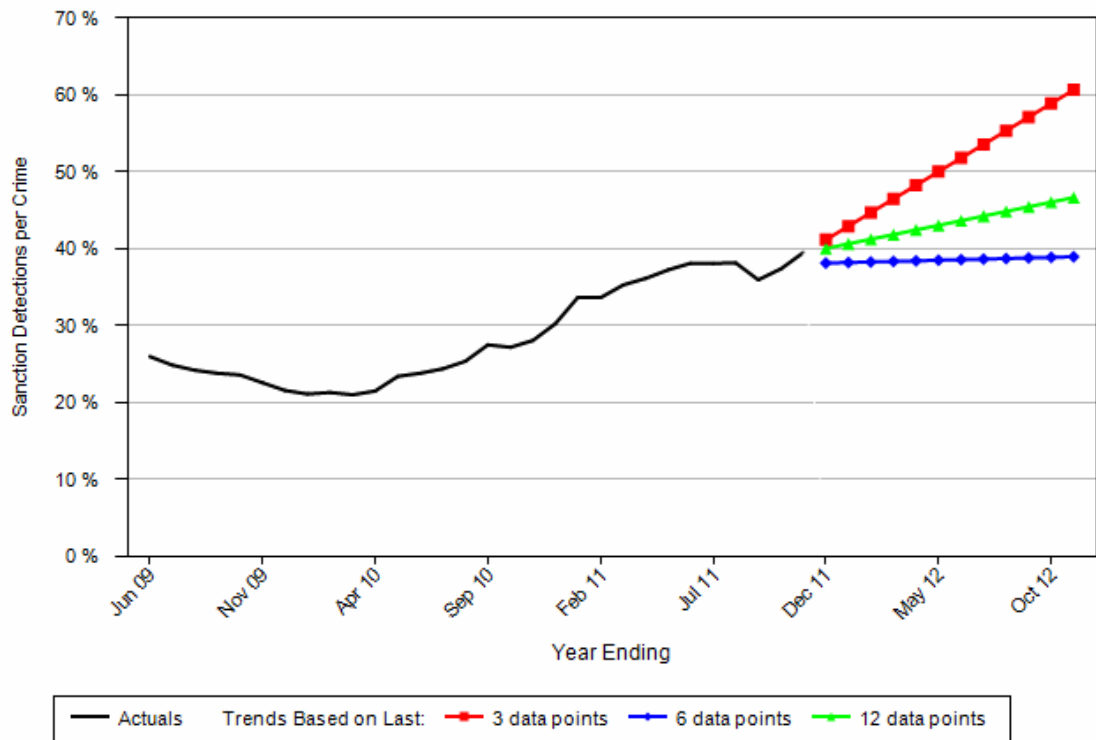
Sanction Detection Rate for Serious Acquisitive Crime



The target for 2011/12 is to achieve a detection rate of 21%. Between April and December 2011 the force has achieved a detection rate of 21.8% which exceeds the target and is 3.8% higher than the same time last year. This has been achieved under a backdrop of a 7.1% reduction in offences. 55% of the offences detected this quarter resulted in a charge or summons compared to 53% last year. The proportion of offences detected resulting in a caution was 8.7% for the period compared with 11.1% for the same period last year. The proportion of offences detected resulting in a TIC (offences taken into consideration) was 36.2% for the period compared to 35.8% during the same time last year.

The continued high level of performance has consolidated the Force in 2nd position in its MSG with a stable trend.

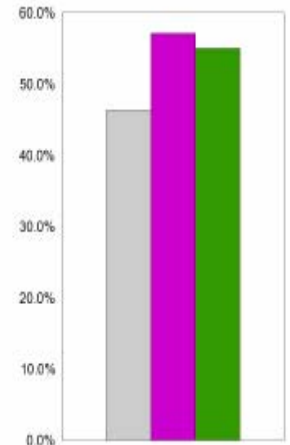
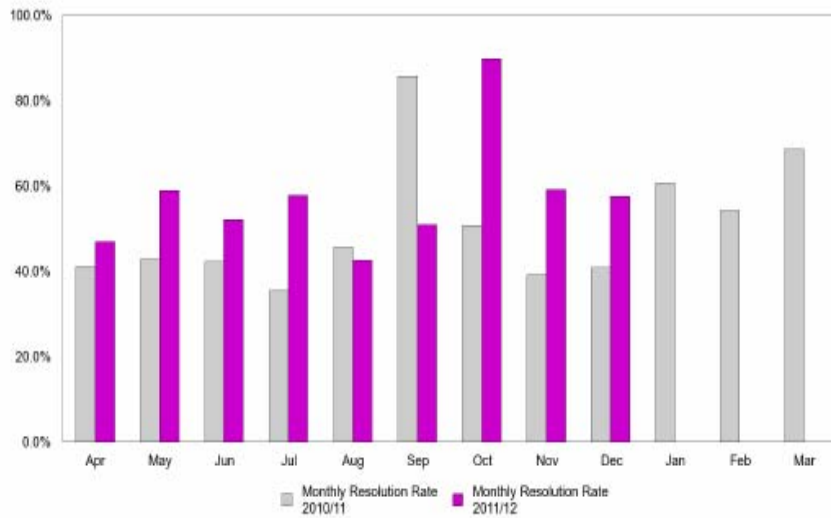
Sanction Detection Rate for Rape and Other Serious Sexual Offences



The target for 2011/12 is to achieve a detection rate of 31%. Between April and December 2011 the force has achieved a detection rate of 30.9% which is in line with the target and is 3.1% lower than the same time last year. This has been achieved under a backdrop of a 12% reduction in offences. 88% of the offences detected this period resulted in a charge or summons which is consistent with the proportion achieved last year.

The level of performance achieved has consolidated the Force in 1st position within its MSG with a stable trend being observed.

Resolution Rate for Hate Crime



Month	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Crimes 2010/11	85	84	92	93	70	70	67	74	71	61	57	51
Resolutions 2010/11	35	36	39	33	32	60	34	29	29	37	31	35
Resolution Rate 2010/11	41.2%	42.9%	42.4%	35.5%	45.7%	85.7%	50.7%	39.2%	40.8%	60.7%	54.4%	68.6%
Crimes 2011/12	49	39	46	45	61	53	49	93	66			
Resolutions 2011/12	23	23	24	26	26	27	44	55	38			
Resolution Rate 2011/12	46.9%	59.0%	52.2%	57.8%	42.6%	50.9%	89.8%	59.1%	57.6%			

Year to Date Position	Totals
Crimes 2010/11	706
Resolutions 2010/11	327
Resolution Rate 2010/11	46.3%
Crimes 2011/12	501
Resolutions 2011/12	286
Resolution Rate 2011/12	57.1%

The target for 2011/12 is to achieve a resolution rate of 55%. The resolution rate is calculated from the number of sanction detections and the number of community resolutions including professional judgement. Resolutions include:

- resolved with a local resolution
- resolved in proportion to offence without victims consent
- resolved in accordance with victims wishes
- offender on restorative justice scheme
- harassment notices (included from November 2011)
- fixed penalty notices (included from November 2011)

Between April and December 2011 the force has achieved a resolution rate of 57.1% which is above the target and is 10.8% higher than the same time last year. The number of offences have fallen by 29% compared to last year.

41% of the offences resolved this period resulted in a charge or summons compared to 41.3% last year. The proportion of offences resolved by means of a caution was 12.2% for the period compared with 9.5% last year. The proportion of offences resolved by means of a resolution was 46.9% for the period compared with 49.2% last year.

Reductions in Hate Crime

There were a high number of crimes and incidents between April and July 2010 which began to reduce from August 2010. Some of the positive reasons for this happening have been due to a 23% reduction in the recording of all public order. Public order accounts for 60% of hate crime. Also, there has been a reduction in repeat incidents through the success of problem solving activities. More recently, however, the levels of hate crimes and reported incidents have started to increase.

Developments

A change in emphasis has been required and all LPT commanders have delivered a series of presentations to ACC Blazeby outlining plans to enhance engagement with their diverse communities. Outcomes will be reviewed in six months time and scrutinised further through the performance meeting framework and on an ongoing basis.

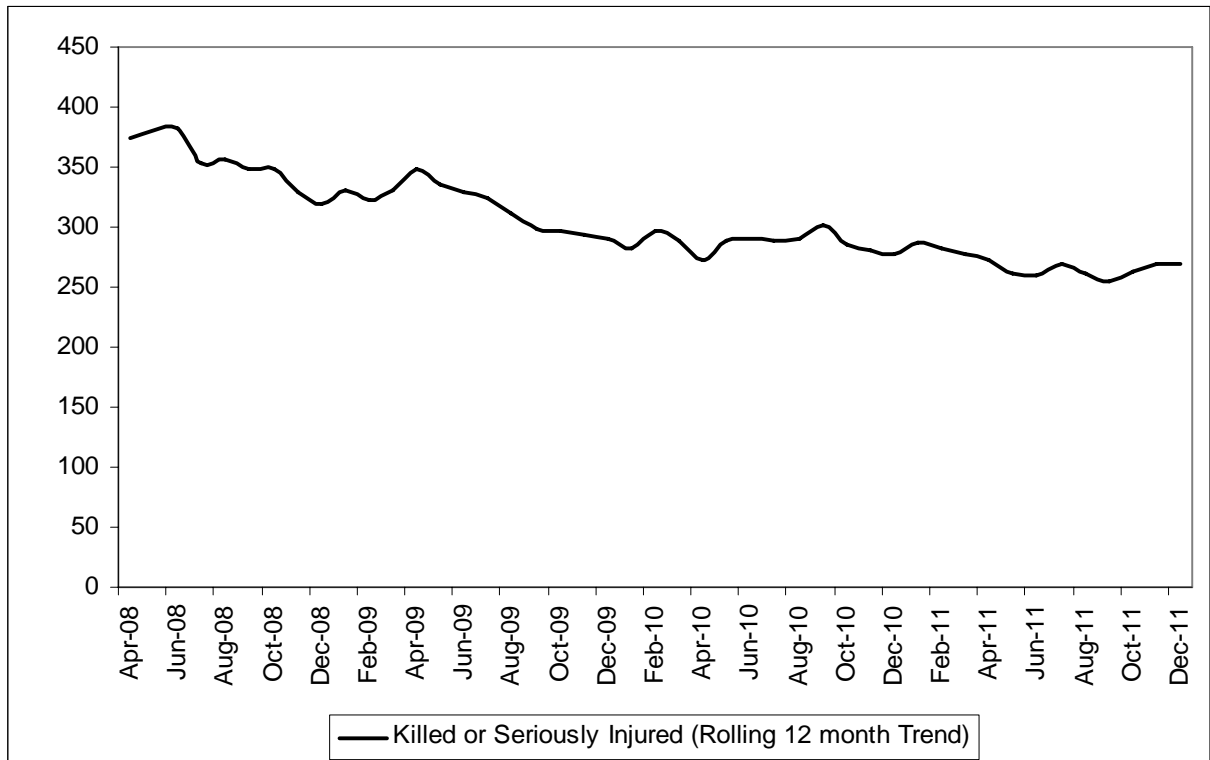
A new communication strategy has been developed internally and externally and will be discussed at the next SESG.

The Disability Public Protection Co-ordinator is working with the County Council and is attending meetings with professionals and disabled people. LPT commanders have been made aware of the key presentations delivered at the meetings and are directing their officers to engage with the relevant parties.

The Diversity Team are continuing the dip sampling process following the recent audit. Results will be shared during the next few weeks and the process remains ongoing.

Hate crime features as a priority area for SESG and work linking in with national and local strategies continues.

Number of People Killed or Seriously Injured in Road Traffic Accidents



The target for 2011/12 is to reduce the 2010/11 level. Between April and December 2011 there have been 217 people killed or seriously injured. This compares with 220 during the same period last year which is a reduction of 4%.

38 people were killed during this period compared to 27 during the same period last year.

The Force's achievements in this area can be attributed to:

- The "Crash Course" initiative
- Operation Talon
- Operation Octane
- The use of ANPR and seizure of uninsured/unlicensed cars

4543 vehicles were seized between April and December 2011 of which 3263 were collected and 921 were disposed.

Of the total seized 1248 were unlicensed or uninsured vehicles. 752 were collected and 459 were disposed.