

# HERTFORDSHIRE POLICE AUTHORITY - STATUTORY PERFORMANCE INDICATORS FOR 2006-07

| Domain and SPI reference | Indicator Description (2006-07)   | 2005-06 Actual | 2006-07 Target | 2006-07 Actual | COMMENTS                          |
|--------------------------|---|----------------|----------------|----------------|-----------------------------------|
| <i>Citizen Focus</i>     |   |                |                |                | <i>(Exception reporting only)</i> |
| 1a (i)                   | Satisfaction of victims of domestic burglary, violent crime, vehicle crime and road traffic collisions with respect to making contact with the police (percentage satisfied);                                   | 93%            | Report         | 94%            | -                                 |
| 1a (ii)                  | Satisfaction of victims of domestic burglary, violent crime, vehicle crime and road traffic collisions with respect to making contact with the police (percentage very/completely satisfied);                   | 83%            | Report         | 84%            | -                                 |
| 1b (i)                   | Satisfaction of victims of domestic burglary, violent crime, vehicle crime and road traffic collisions with respect to action taken by the police (percentage satisfied);                                       | 85%            | Report         | 83%            | -                                 |
| 1b (ii)                  | Satisfaction of victims of domestic burglary, violent crime, vehicle crime and road traffic collisions with respect to action taken by the police (percentage very/completely satisfied);                       | 72%            | Report         | 68%            | -                                 |
| 1c (i)                   | Satisfaction of victims of domestic burglary, violent crime, vehicle crime and road traffic collisions with respect to being kept informed of progress (percentage satisfied);                                  | 72%            | Report         | 70%            | -                                 |
| 1c (ii)                  | Satisfaction of victims of domestic burglary, violent crime, vehicle crime and road traffic collisions with respect to being kept informed of progress (percentage very/completely satisfied);                  | 54%            | Report         | 52%            | -                                 |
| 1d (i)                   | Satisfaction of victims of domestic burglary, violent crime, vehicle crime and road traffic collisions with respect to their treatment by staff (percentage satisfied);   | 96%            | Report         | 94%            | -                                 |
| 1d (ii)                  | Satisfaction of victims of domestic burglary, violent crime, vehicle crime and road traffic collisions with respect to their treatment by staff (percentage very/completely satisfied);                         | 89%            | Report         | 86%            | -                                 |
| 1e (i)                   | Satisfaction of victims of domestic burglary, violent crime, vehicle crime and road traffic collisions with respect to the overall service provided (percentage satisfied - FORCE)                              | 86%            | Report         | 86%            | -                                 |
| 1e (i)                   | Satisfaction of victims of domestic burglary, violent crime, vehicle crime and road traffic collisions with respect to the overall service provided (percentage satisfied - EASTERN BCU)                        | 86%            | Report         | 83%            | -                                 |
| 1e (i)                   | Satisfaction of victims of domestic burglary, violent crime, vehicle crime and road traffic collisions with respect to the overall service provided (percentage satisfied - CENTRAL BCU)                        | 86%            | Report         | 89%            | -                                 |
| 1e (i)                   | Satisfaction of victims of domestic burglary, violent crime, vehicle crime and road traffic collisions with respect to the overall service provided (percentage satisfied - WESTERN BCU)                        | 85%            | Report         | 86%            | -                                 |
| 1e (ii)                  | Satisfaction of victims of domestic burglary, violent crime, vehicle crime and road traffic collisions with respect to the overall service provided (percentage very/completely satisfied - FORCE)              | 71%            | Report         | 70%            | -                                 |
| 1e (i)                   | Satisfaction of victims of domestic burglary, violent crime, vehicle crime and road traffic collisions with respect to the overall service provided (percentage very/completely satisfied - EASTERN BCU)        | 69%            | Report         | 67%            | -                                 |
| 1e (i)                   | Satisfaction of victims of domestic burglary, violent crime, vehicle crime and road traffic collisions with respect to the overall service provided (percentage very/completely satisfied - CENTRAL BCU)        | 74%            | Report         | 73%            | -                                 |
| 1e (i)                   | Satisfaction of victims of domestic burglary, violent crime, vehicle crime and road traffic collisions with respect to the overall service provided (percentage very/completely satisfied - WESTERN BCU)        | 70%            | Report         | 70%            | -                                 |
| 2a                       | Using the British Crime Survey, the percentage of people who think their local police do a good job.  | 53%            | Report         | 56%            | -                                 |
| 3a (i)                   | Satisfaction of victims of racists incidents with respect to the overall service provided (percentage satisfied).   | 81%            | Report         | 83%            | -                                 |
| 3a (ii)                  | Satisfaction of victims of racists incidents with respect to the overall service provided (percentage very/completely satisfied).   | 63%            | Report         | 73%            | -                                 |
| 3b (i)                   | Comparison of satisfaction for white users and users from minority ethnic groups with respect to the overall service provided. (of users from MINORITY ETHNIC GROUPS, the percentage satisfied)                 | 81%            | Report         | 80%            | -                                 |
| 3b (ii)                  | Comparison of satisfaction for white users and users from minority ethnic groups with respect to the overall service provided. (of WHITE USERS, the percentage satisfied)                                       | 86%            | Report         | 86%            | -                                 |
| 3b(iii)                  | Comparison of satisfaction for white users and users from minority ethnic groups with respect to the overall service provided. (of users from MINORITY ETHNIC GROUPS, the percentage very/completely satisfied) | 64%            | Report         | 62%            | -                                 |
| 3b(iv)                   | Comparison of satisfaction for white users and users from minority ethnic groups with respect to the overall service provided. (of WHITE USERS, the percentage very/completely satisfied)                       | 71%            | Report         | 71%            | -                                 |
| 3c (i)                   | Percentage of PACE searches which lead to arrest by ethnicity of the person searched (MINORITY ETHNIC GROUPS)   | 10.5%          | Report         | 8.4%           | -                                 |
| 3c (ii)                  | Percentage of PACE searches which lead to arrest by ethnicity of the person searched (WHITE PERSONS)  | 8.3%           | Report         | 7.4%           | -                                 |

12m to Dec '06

| Domain and SPI reference       | Indicator Description (2006-07)   | 2005-06 Actual | 2006-07 Target | 2006-07 Actual | COMMENTS  |   |
|--------------------------------|---|----------------|----------------|----------------|---|---|
| 3d (i)                         | Comparison of sanction detection rates for violence against the person offences by ethnicity of the victim (MINORITY ETHNIC GROUPS) (Force)               | 29.8%          | Equate         | 39.0%          | The Constabulary has increased detection rates for both the White and the BME populations and, in most BCUs, has reduced the "gap" between the two rates. |   |
| 3d (ii)                        | Comparison of sanction detection rates for violence against the person offences by ethnicity of the victim (WHITE VICTIMS) (Force)                        | 37.4%          | Equate         | 45.5%          |   |   |
| 3d (i)                         | Comparison of sanction detection rates for violence against the person offences by ethnicity of the victim (MINORITY ETHNIC GROUPS) (Eastern Area)        | 31.9%          | Equate         | 47.2%          |   |   |
| 3d (ii)                        | Comparison of sanction detection rates for violence against the person offences by ethnicity of the victim (WHITE VICTIMS) (Eastern Area)                 | 36.2%          | Equate         | 50.3%          |   |   |
| 3d (i)                         | Comparison of sanction detection rates for violence against the person offences by ethnicity of the victim (MINORITY ETHNIC GROUPS) (Central Area)        | 29.3%          | Equate         | 39.0%          |   |   |
| 3d (ii)                        | Comparison of sanction detection rates for violence against the person offences by ethnicity of the victim (WHITE VICTIMS) (Central Area)                 | 38.7%          | Equate         | 43.8%          |   |   |
| 3d (i)                         | Comparison of sanction detection rates for violence against the person offences by ethnicity of the victim (MINORITY ETHNIC GROUPS) (Western Area)        | 23.3%          | Equate         | 32.3%          |   |   |
| 3d (ii)                        | Comparison of sanction detection rates for violence against the person offences by ethnicity of the victim (WHITE VICTIMS) (Western Area)                 | 37.9%          | Equate         | 40.2%          |   |   |
| 3e (i)                         | Of police recruits, the percentage from minority ethnic groups  | -              | Report         | 3.2%           |   | This indicator has been refined to focus on "new recruits" rather than "new appointments" which was the previous year's measure |
| 3e (ii)                        | Of the economically active population of the force area, the percentage from minority ethnic groups   | -              | Report         | 6.2%           |   |   |
| 3g                             | Percentage of female officers compared to overall force strength  | 27.1%          | Report         | 27.8%          | -   |   |
| <b>Reducing Crime</b>          |   |                |                |                | <b>(Exception reporting only)</b>   |   |
| 4a                             | The estimated percentage of risk of an adult being a victim of personal crime once or more in the previous 12 months (using the British Crime Survey)     | 6.3            | Report         | 6.3%           | -   | 12m to Dec '06  |
| 4b                             | The estimated percentage of risk of a household being a victim of household crime once or more in the previous 12 months (using the British Crime Survey) | 16.7           | Report         | 19.4%          | -   | 12m to Dec '06  |
| 5b                             | Violent crime offences per 1,000 population (FORCE)   | 17.4           | Report         | 17.9           | -   |   |
| 5b                             | Violent crime offences per 1,000 population (EASTERN BCU).  | 18.1           | Report         | 17.8           | -   |   |
| 5b                             | Violent crime offences per 1,000 population (CENTRAL BCU).  | 15.1           | Report         | 15.9           | -   |   |
| 5b                             | Violent crime offences per 1,000 population (WESTERN BCU).  | 18.9           | Report         | 20.4           | -   |   |
| 5e                             | Number of recorded life-threatening crime and gun crime offences per 1,000 population.  | 0.4            | Report         | 0.41           | -   |   |
| 5f                             | Number of acquisitive crimes per 1,000 population (FORCE)   | -              | Report         | 20.4           | This is a new measure for 2006/07   |   |
| 5f                             | Number of acquisitive crimes per 1,000 population (EASTERN AREA)  | -              | Report         | 18.2           | This is a new measure for 2006/07   |   |
| 5f                             | Number of acquisitive crimes per 1,000 population (CENTRAL AREA)  | -              | Report         | 21.4           | This is a new measure for 2006/07   |   |
| 5f                             | Number of acquisitive crimes per 1,000 population (WESTERN AREA)  | -              | Report         | 22.3           | This is a new measure for 2006/07   |   |
| <b>Investigating crime</b>     |   |                |                |                |   |   |
| 6b                             | Percentage of notifiable/recordable offences brought to justice   | 21.8%          | Report         | 29.0%          | -   |   |
| 7a                             | Percentage of notifiable/recordable offences resulting in a sanction detection  | 22.5%          | Report         | 28.7%          | -   |   |
| 8a                             | Percentage of domestic violence incidents where an arrest was made related to the incident.   | 61.8%          | Report         | 27.1%          | This indicator has been revised to provide a revised power of arrest based on necessity, so the figures are not comparable                                |   |
| 8c                             | The value of cash forfeiture orders and confiscation orders per 1,000 population  | -              | Report         | £1,262.6       | This is a new measure for 2006/07   |   |
| <b>Promoting public safety</b> |   |                |                |                |   |   |
| 9a                             | Number of people killed or seriously injured in road traffic collisions (per 100 million vehicle kilometres)  | 4.9            | Report         | 4.4            | -   | 12m to Dec '06  |
| 10a (i)                        | The percentage of BCS respondents very worried about burglary   | 9%             | Report         | 11%            | -   | 12m to Dec '06  |
| 10a(ii)                        | The percentage of BCS respondents living in a household owning, or with regular use of a car with high levels of worry about car crime.                   | 11%            | Report         | 10%            | -   | 12m to Dec '06  |
| 10a(iii)                       | The percentage of BCS respondents with high levels of worry about violent crime.  | 17%            | Report         | 18%            | -   | 12m to Dec '06  |
| 10b                            | The percentage of BCS respondents with high levels of perceived anti-social behaviour.  | 18%            | Report         | 19%            | -   | 12m to Dec '06  |
| 10c                            | The percentage of BCS respondents who perceive that people using or dealing drugs are a problem in their local area.                                      | 27%            | Report         | 28%            | -   | 12m to Dec '06  |
| <b>Resource use</b>            |   |                |                |                |   |   |
| 11a                            | Percentage of police officer time spent on frontline duties   | 61.6%          | Report         | 64.5%          | -   |   |
| 12a (i)                        | The percentage of cashable efficiency gains achieved  | 3.0%           | Report         | 1.8%           | -   |   |
| 12a (ii)                       | The percentage of non-cashable efficiency gains achieved  | 4.9%           | Report         | 2.6%           | -   |   |
| 13a                            | Percentage of available hours lost due to sickness for police officers.   | -              | Report         | 3.2%           | These indicators have been changed to focus on the hours lost due to sickness as a percentage of hours available  |   |
| 13b                            | Percentage of available hours lost due to sickness for police staff.  | -              | Report         | 3.4%           |   |   |