

HERTFORDSHIRE POLICE AUTHORITY

POLICING PLAN 2006-07

Performance in first six-months (to September 2006)

The Hertfordshire Police Authority Policing Plan for 2006-07 has six key priorities and objectives:-

Priority One:-	Citizen Focus
Priority Two:-	Reduce Crime
Priority Three:-	Investigate Crime
Priority Four:-	Promote Public Safety
Priority Five:-	Provide Assistance
Priority Six:-	Resource Use

and, under these headings, are a number of targets; the six-month performance against these is shown below (*nb – for a more detailed explanation of the data and for further background/non-statistical information, this paper should be read in conjunction with Full Authority Committee Paper Item 11, dated 24th November 2006*).

1. Priority One – Citizen Focus

Objective 1 Improve victim and witness satisfaction in the overall service provided by the police

Target: To achieve at least 90% user satisfaction with respect to the overall police service provided to victims of: racist incidents; domestic burglary; violent crime; vehicle crime and road traffic collisions

	Ease of contact	Action Taken	Follow Up	Treatment by staff	Whole experience
Violent Crime	89% (91%)	84% (83%)	69% (63%)	96% (96%)	82.9% (82.6%)
Burglary Dwelling	95% (94%)	91% (87%)	71% (73%)	97% (95%)	91.4% (87.4%)
Road Traffic Collision	79% (95%)	84% (82%)	82% (73%)	97% (97%)	92.9% (89.5%)
Vehicle Crime	93% (91%)	72% (84%)	54% (83%)	89% (94%)	75.7% (82.3%)
Racist Incidents	94% (89%)	89% (77%)	76% (65%)	93% (89%)	89.6% (80.1%)

Notes: (i) the figures in brackets are for 2005-06;

(ii) there is a two month time lag on the data; therefore, the satisfaction levels for September relates to offences that took place in July.

To put this in context with other forces:-

	Hertfordshire	MSF average
Ease of contact	92.8% (91.3%)	89.3% (88.7%)
Actions taken	85.3% (83.8%)	77.6% (76.9%)
Follow up	73.0% (67.3%)	61.0% (59.5%)
Treatment	96.1% (96.0%)	88.8% (88.0%)
Whole experience	86.7% (85.6%)	80.0% (79.2%)

Notes: (i) “MSF” means “Most Similar Force” which is a groups of forces with similar demographics to Hertfordshire and comprise:

Avon and Somerset, Cheshire, Essex, Kent, Northamptonshire, Thames Valley and Warwickshire

(ii) *the figures in brackets are for 2005-06;*

Objective 2 Improve public confidence in police particularly among ethnic minority communities

Target: Achieve comparable percentages detected for victims of all ethnic groups for violence against the person offences both domestic and non domestic

	Percentage detected	
	Minority ethnic victims	White victims
Domestic violence related	54.7%	55.9%
Non-domestic violence	35.7%	38.8%
Total violence against the person offences	39.6%	43.4%

Target: Increase the satisfaction level for minority ethnic groups to at least the same level as other sectors of the community

	Minority ethnic groups	White groups
Satisfied with overall service	85.3% (81.7%)	86.2% (84.9%)

Note: the figures in brackets are for 2005-06.

2. Priority Two – Reduce Crime

Objective 3 Reduce total crime, including serious violent crime

Target: Reduce all recorded crime by at least 4%.

Target: Reduce all serious violent crime by at least 6%.

	No of Crimes	Reduction/increase
All Crime	46,764 (47,958 in 2005-06)	Down 1,195 (or 2.5%)
Serious Violent crime	4,042 (4170 in 2005-06)	Down 128 (or 3.1%)

Target: Report to the Authority on the recorded number of:

- * Robberies
- * Home burglaries and repeat home burglaries
- * Vehicle crimes
- * Domestic violence crimes and repeat domestic violence incidents
- * Hate incidents involving repeat victims
- * Life threatening and gun crimes
- * Acquisitive crimes

	No of Crimes	Reduction/increase
Robberies	513 (441)	Up 72 (or 16.3%)
Home burglaries	2,021 (2,278)	Down 257 (or 11.3%)
Home burglaries (repeats)	140 (181)	Down 41 (or 22.7%)
Vehicle crimes	5,507 (6,147)	Down 640 (or 10.4%)
Domestic violence	2,354 (2,332)	Up 22 (or 0.9%)
Domestic violence (repeats)	2,179 (2,015)	Up 164 (or 8.1%)
Hate incidents (repeat)	310	No comparable data
Life threatening/gun crimes	256 (268)	Down 12 (4.5%)
Acquisitive crimes	10,536 (11,435)	Down 898 (or 7.9%)

Objective 4 Tackle prolific and priority offenders

Target: Report to the Authority on:-

- * The number of Prolific and Priority Offenders (PPOs) being caught and convicted
- * The number of PPOs entering into rehabilitation or resettlement programmes

* The fall-out rate from rehabilitation and resettlement programmes

	No of PPOs	Reduction/increase
PPOs being caught and convicted	97 (159)	Down 63 (or 39%)
PPOs entering into rehabilitation or resettlement programmes	42 -	-
Fall-out rate from rehabilitation and resettlement programmes	64% -	-

3. Priority Three – Investigate Crime

Objective 5 Increase detection rates

Target: Increase the number of notifiable/recorded offences resulting in conviction, caution or “taken into consideration” (TIC) at least in line with the national target of 19,982

	Number	Reduction/increase
Notifiable/recorded offences	11,179 (8,061)	Up 3,118 (or 38.7%)

Note: April to August (one month’s lag on data)

Targets: Increase the sanction detection rate for all crime at least in line with the national target of 23.6%

Achieve at least a sanction detection rate of 20% for home burglary

Achieve at least a sanction detection rate of 12% for vehicle crime

Achieve at least a sanction detection rate of 45% for serious violent crime

Sanction Detections	Number	Rate
All crime	13,311 (10,264)	28.5%
Domestic burglary	243 (365)	12.0%
Vehicle crime	414 (453)	7.5%
Serious violent crime	1,735 (1,763)	42.9%

Targets: Increase the number of sanction detections per forensic identification to at least 1.5

Increase the number of forensic identifications achieved to at least 2,400

Forensic Identifications	Rate/number	On/off target
SD per forensic hit	1.2	Off
No of forensic IDs	1,399	On (1,300 at 6 months)

Targets: Report to the Authority on the:

- * sanction detection rate for robbery
- * sanction detection rate for all violent crime
- * sanction detection rate for domestic violence

Sanction Detections	Number	Rate
Robbery	125 (94)	24.4%
All violent crime	5,364 (3,840)	51.8%
Domestic violence	1,324 (1,236)	56.2%

Objective 6 Tackle Class A drug supply and its impact on criminality

Target: Increase by at least 2% the number of drug trafficking and supply offences resulting in a sanction detection in respect of Class A drugs

	Number	Reduction/increase
Drug trafficking/ supply offences	68 (118)	Down 50 (52.4%)

Objective 7 Combat serious and organised crime across and within the county.

Targets: Increase the number of successful asset seizure applications to at least 75

Increase the total value of confiscation orders awarded, including forfeiture and cash seizure, to at least £1.5m

	Amount	Reduction/increase
Successful asset seizure applications	34 (19)	Up 15 (or 78.9%)
Total value of confiscation orders awarded	£781,252 (£391,497)	Up £31,252 (or 4.2%)

Objective 8 Protect the county from terrorism and domestic extremism

Targets: The local implementation of the Government's counter-terrorist Strategy and its work with national and regional agencies to combat terrorism

The use of national guidelines to combat domestic extremism

These have been reported separately to the Police Authority.

4. Priority four - Promote Public Safety

Objective 9 Reduce anti-social behaviour and disorder including issues relating to alcohol and licensing

Target: Reduce the number of violent crimes where alcohol is an aggravating factor

	Number	Reduction/increase
Violent crimes where alcohol is an aggravating factor	3,590 (2,604)	Up 986 (or 37.9%)

Target: Report on the baseline figures for anti-social behaviour incidents

	Number	Reduction/increase
Anti-social behaviour incidents	50,859	Baseline

Target: The number of Anti-Social Behaviour Orders (ASBOs) and Acceptable Behaviour Contracts (ABCs)

The proportion of ASBOs and ABCs that are breached

	ASBOs	ABCs
Number issued	56	121
Number breached	30	13

Target: Report on the perceptions of anti-social behaviour (using the British Crime Survey)

	Hertfordshire	MSF Average
Percentage of people who perceive high levels of ASB	18.9% (18.2%)	15.1% (15.3%)

Note: Figures in brackets refer to March 2006

Target: Report to the Authority on the closure and reviews of licensed premises;

Report to the Authority on the implementation of the Youth Crime Reduction Strategy

These have been reported separately to the Police Authority.

Objective 10 Increase visibility and reassurance in all our communities through dedicated Neighbourhood Policing Teams

Target: Ward Constables to spend at least 80% of their working time on duties or tasks directly connected to the day-to-day business or management of their ward or in support of their own CDRP community team.

	Percentage	On/off target
Ward Constables working time on duties in ward	88.3%	On

Target: PCSOs to spend at least 80% of their working time in the community or on visible patrol in their ward

	Percentage	On/off target
PCSOs working time on duties	79%	Off

Target: Increase the number of PCSOs to at least 210 by March 2007 (revised to 242 and then 252)

	Number (FTE)	Reduction/increase
PCSOs	165.0 (119.6)	Up 45.5 (FTE)

Target: Increase the percentage of people who think their local police do a good job (as measured by the British Crime Survey)

	Hertfordshire	MSF average
Local police do a good or excellent job	53.3 (52.8%)	50.3% (49.6)

Note: Figures in brackets refer to March 2006

Objective 11 Improve safety on our roads

Target: Reduce to 759 or below the number of people killed or seriously injured in road traffic collisions

April-June 2006	Number	Reduction/increase
People killed or seriously injured	163 (201)	Down 38 (or 35.6%)

Note: Figures in brackets refer to same period in 2005.

Target: Report to the Authority on the number of vehicles seized that were uninsured, had no excise licence or were driven by unlicensed drivers

Vehicles seized – of which:	Uninsured	No licence	Unlicensed driver
2,662 (100%)	1,921 (72.2%)	106 (0.4%)	741 (27.8%)

Target: Accident rates at road safety camera sites, showing comparisons of before and after figures

	Killed or seriously injured	Personal Injury Collisions
Accident rates at road safety camera sites	Down by 66.8%	Down by 40.5%

Target: Number of breath tests resulting in arrest and charge for drink drive offences

	Number	Reduction/increase
Breath tests - arrest and charge	954 (886)	Up by 68 (or 7.7%)

5. Priority Five – Providing Assistance

Objective 12 Improve contact with the police

Target: Answer at least 90% of 999 calls within 10 seconds

Target: Answer at least 90% of calls to the switchboard within 15 seconds

Target: Answer at least 80% of non-emergency calls to the Contact Centre within 30 seconds

	Percentage within target	On/off target
999 calls	92%	On
Switchboard calls	91.6%	On
Contact Centre calls	79.5%	Off

Target: Attend at least 90% of immediate response incidents within 15 minutes

	Percentage within target	On/off target
Immediate response incidents	90.4% (91.2%)	On

Target: Increase to at least 90% user satisfaction with the way 999 calls are answered

Increase to at least 77% user satisfaction with the way 999 calls are handled in the Contact Centre

Report to the Authority on the user satisfaction with the way non-emergency calls are answered (to set a target baseline for 2007/08)

April - August	Percentage satisfied	On/off target
999 calls – the way answered	96.8% (93.4%)	On
999 calls – the way handled	94.7% (88.3%)	On
Non-emergency calls – the way answered	94.4%	Baseline

Target: Report to the Authority on percentage of callers to the Contact Centre who request feedback and are subsequently provided with it.

April - August	Amount	On/off target
Percentage of callers who requested feedback	88.6%	Baseline

6. Priority Six - Resource Use

Objective 13 Ensure that the Constabulary has the right size workforce with the right skills to meet current and future demands and policing priorities

Targets: Further reduce the number of working days lost due to sickness per police officer to no more than eight days

Further reduce the number of working days lost due to sickness per police staff to no more than eight days

	Number of days	On/off target
Police officer sickness	3.80 (4.59)	On
Police staff sickness	3.90 (3.90)	On

Objective 14 Improve the diversity of the Constabulary's workforce at all levels to better reflect the community it serves

Targets: Increase the percentage of female officers across the ranks and roles

Increase the percentage of police officer recruits from minority ethnic groups to at least 10%

	Amount	Notes
Female officers	26.9% (26.1%)	Excludes those on career breaks
Police officer recruits from minority ethnic groups	2	Out of 92 new recruits (eg 2.2%)