

BEST VALUE PERFORMANCE PLAN

The Local Government Act 1999 sets out the need for police authorities to undertake a series of fundamental 'Best Value' service reviews.

Over the past five years, the Authority and the Constabulary have undertaken 17 reviews, focusing on continuous improvements to ensure that the best possible policing service is delivered to the people that live in, travel to or visit Hertfordshire.

There are five key principles that underpin Best Value Reviews:

Challenge

This takes place throughout the review asking fundamental questions such as:

- Why the service is provided by the police?
- How the service is delivered?
- What would happen if the service was not provided?

Compare

Comparison is key to the Best Value Reviews to be able to consider:

- How the service provided in Hertfordshire compares to the service provided elsewhere
- How performance has changed year on year
- How the service provided in Hertfordshire compares with current best practice in the public, private or voluntary sectors

Consult

Consultation is a vital component of the Best Value Reviews. It provides an understanding of the expectations of communities and stakeholders and leads to the development of a service that meets more fully their needs. People who may be consulted during a Best Value Review include:

- Users of the service
- Local communities
- Staff involved in delivering the service
- Partner agencies within the Criminal Justice System
- Other stakeholders interested in the subject under review

Compete and Collaborate

When considering competition and collaboration, the review considers alternative ways of delivering the service provided. On this, a number of questions may be asked throughout the review:

- Are the police the best people to deliver the service?
- Can other service providers deliver a more effective and efficient service?
- Are there other police forces/authorities, or outside agencies that Hertfordshire could collaborate with in order to deliver a better service?

HOW REVIEWS ARE SELECTED

Annual risk assessments are carried out to identify areas for review in the coming year. These take into account feedback from the public, how great an impact the changes are likely to make, the current quality of service being provided and the views of the Police Authority and Her Majesty's Inspector of Constabulary.

BEST VALUE REVIEWS 2005/06

The Authority is carrying out two Best Value Reviews in the coming year – engagement and consultation and, in the second half of the year, anti-social behaviour. The engagement and consultation review will cover the activities undertaken by both the Authority and the Constabulary.

COMPLETED BEST VALUE REVIEWS

Reports on the following Best Value Reviews are available on the Authority's website (www.herts-police-authority.org.uk and then under the "Policies, Plans and Procedures" section) and from Hertfordshire Police Authority, Leahoe House, Pegs Lane, Hertford, SG13 8DE.

2000/01	2001/02	2002/03
Detecting crime	Recruiting	Developing & Retaining Staff
Preventing road traffic collisions & enforcing traffic legislation	Preventing crime	Training
Promoting public safety	Maximising skills	Police Authority
Managing organisational performance	Non-emergencies	Scientific Services
Developing and driving organisational values	Managing money	

BEST VALUE REVIEWS 2003/04

Progress on each of the three Best Value Reviews undertaken in 2003/04 is shown below:

Organised Crime

Recommendations made by this review included improvements to the Constabulary's operational capacity to deal with organised crime in Hertfordshire and the strengthening of cross-border intelligence working. Improvements achieved to date include:

- A Special Operations Unit, has been set up, which has already worked on a number of joint operations with other forces
- Financial investigations now run in parallel with all appropriate large-scale operations
- Hertfordshire works in closer partnership with neighbouring and regional forces to develop quality target profiles for prolific organised criminals and identify their markets
- Independent Advisory Groups are routinely contacted when operations develop which may impact on local communities. For example, recent murder trials and the ongoing work of Operation Crystal

Planning for Contingencies/Events

This review made recommendations to improve the training and support to officers that deal with critical incidents, as well as ensuring that the Constabulary has the resources and equipment necessary to deal with a major incident. Improvements made to date include:

- A complete review has been carried out of the responsibilities for contingency and operational planning. Future events will be subject to the Tasking and Co-ordination process (footnote)
- Action has been taken on the lessons learned from a large-scale multi-agency training exercise carried out in October 2004. The exercise simulated a major chemical/biological incident occurring in Hertfordshire
- A review has been carried out of the instructions for the Constabulary's business continuity plans in the event of total failure of the command centre

Volume Crime

This review recommended improvements to initial call handling procedures and the way the initial crime scene is dealt with. It also recommended the introduction of an 'evidence review' function to ensure that all volume crime cases are dealt with in the most effective manner. Improvements made to the service provided include:

- Automatic call distribution software ('*Symposium*') has been introduced into the County Communications Room and "previous call" backlogs have been reduced
- An Evidence Review Function has been introduced in Western Area as part of a national pilot scheme aimed at developing alternative approaches to tackling volume crime
- New guidance to support investigating officers has been introduced successfully, reducing the number of outstanding volume crimes
- Training in problem solving techniques is given to all Inspectors to address volume crime hot-spot areas. Training for initial crime scene attendance and preservation has also been carried out across the Force

BEST VALUE REVIEWS 2004/05

Hate Crime

The Constabulary and Authority are currently completing a Best Value Review of Hate Crime. This will make recommendations to improve management of hate crime within the Constabulary ensuring that there is a clear picture of the levels of hate crime, who is responsible for delivering the work and that the correct policies and procedures are in place. It will also consider strengthening mechanisms for vulnerable parties to report hate crime to the police, as well as improving the access provided to victims of hate crime whose first language is not English.

AUDIT AND INSPECTION

The unqualified opinion of the District Auditor on the 2004/05 Best Value Performance Plan (BVPP) is:

“Hertfordshire Police Authority has prepared and published its best value performance plan in all significant respects in accordance with Section 6 of the Local Government Act 1999 and statutory guidance issued by the Government.”

(This is the Auditor’s statutory audit report on the BVPP as required under Section 7 of the Local Government Act 1999)

Domain and SPI numbers	Indicator Description	2003-2004 Target	2003-2004 Actual	2004-2005 Target	2004-2005 Actual	2005-2006 Target	Notes
Citizen Focus							
SPI 1	Satisfaction of victims of domestic burglary, violent crime, vehicle crime and road traffic collisions with respect to -						
	(a) making contact with the police (percentage satisfied);	Replaced BVPI 23a-f		Report	91.1%	Report	
	making contact with the police (percentage very/completely satisfied);			Report	73.3%	Report	
	(b) action taken by the police (percentage satisfied);			Report	83.3%	Report	
	action taken by the police (percentage very/completely satisfied)			Report	66.4%	Report	
	(c) being kept informed of progress (percentage satisfied);			Report	66.1%	Report	
	being kept informed of progress (percentage very/completely satisfied);			Report	44.8%	Report	
	(d) their treatment by staff (percentage satisfied);			Report	95.8%	Report	
	their treatment by staff (percentage very/completely satisfied);			Report	86.9%	Report	
	(e) the overall service provided (Force - percentage satisfied)			Report	84.9%	Report	
	the overall service provided (Force - percentage very/completely satisfied)			Report	66.6%	Report	
	the overall service provided (Eastern BCU - percentage satisfied)			Report	80.8%	Report	
	the overall service provided (Eastern BCU - percentage very/completely satisfied)			Report	63.3%	Report	
	the overall service provided (Central BCU - percentage satisfied)			Report	87.6%	Report	
	the overall service provided (Central BCU - percentage very/completely satisfied)			Report	70.6%	Report	
	the overall service provided (Western BCU - percentage satisfied)			Report	81.0%	Report	
	the overall service provided (Western BCU - percentage very/completely satisfied)			Report	66.0%	Report	
SPI 2	Using the British Crime Survey						
	(a) the percentage of people who think their local police do a good job.	New Target	New Target	Report	49.0%	51%	
SPI 3							
	(a) Satisfaction of victims of racist incidents with respect to the overall service provided (percentage satisfied).	Revised BVPI 23g		Report	82.7%	90%	
	Satisfaction of victims of racist incidents with respect to the overall service provided (percentage very/completely satisfied).			Report	59.4%	Report	
	(b) From 1(e), comparison of satisfaction for white users with respect to the overall service provided (percentage satisfied)	Replaced (see 1e above)		Report		Report	Figures to be updated as soon as possible
	From 1(e), comparison of satisfaction for users from visible minority ethnic groups with respect to the overall service provided (percentage satisfied)			Report		Report	Figures to be updated as soon as possible
	From 1(e), comparison of satisfaction for white users with respect to the overall service provided (percentage very/completely satisfied)			Report		Report	Figures to be updated as soon as possible
	From 1(e), comparison of satisfaction for users from visible minority ethnic groups with respect to the overall service provided (percentage very/completely satisfied)			Report		Report	Figures to be updated as soon as possible
	(c) Percentage of PACE stop/searches which lead to arrest by ethnicity of the person stopped (visible ethnic minority group)	Replaced BVPI 138/139		Report	12.2%	Report	
	Percentage of PACE stop/searches which lead to arrest by ethnicity of the person stopped (white)			Report	10.0%	Report	
	(d) Comparison of percentage detected of violence against the person offences by ethnicity of the victim (visible ethnic minority)	Replaced BVPI 140		Report	25.9%	Equate	
	Comparison of percentage detected of violence against the person offences by ethnicity of the victim (white)			Report	30.1%	Equate	
Reducing Crime							
SPI 4	Using the British Crime Survey						
	(a) the risk of personal crime	Revised BVPI 120		Report	*	Report	* Awaiting publication of BCS
	(b) the risk of household crime	Revised BVPI 120		Report	*	Report	* Awaiting publication of BCS
SPI 5							
	(a) Domestic burglaries per 1,000 households	11.32	13.1	12.5	12.4	-5%	
	(b) Violent crime per 1,000 population	8.78	13.5	Report	18.0	Report	
	(c) Robberies per 1,000 population	Reduce from 0.83	0.9	0.9	0.8	-4%	
	(d) Vehicle crime per 1,000 population	14.92	15.7	15.2	12.6	-3%	
	(e) Life threatening crime and gun crime per 1000 population	New Target	New Target	Report	0.5	Report	

<i>Investigating Crime</i>							
SPI 6							
(a)	Number of notifiable/recorded offences resulting in conviction, caution or taken into consideration at court	Revised BVPI 136a		16,595	18,644	19,330	
(b)	Percentage of notifiable/recorded offences resulting in conviction, caution or taken into consideration at court	Revised BVPI 136a		Report	19.2%	Report	
(c)	Number of Class A drug supply offences brought to justice per 10,000 population;	Replaced BVPI 129		Report	2.0	Report	
	Of all Class A drugs supply offences, the number relating to cocaine			Report	53.6	Report	
	Of all Class A drugs supply offences, the number relating to heroin			Report	29.0	Report	
SPI 7							
(a)	Percentage of notifiable/recorded offences resulting in charge, summons, caution or taken into consideration at court	20%	19.4%	21%	21.3%	22.2%	
(b)	Percentage detected of domestic burglaries	19%	23.4%	25%	28.0%	Report	
(c)	Percentage detected of violent crime	63%	61.9%	63%	65.0%	63%	
(d)	Percentage detected of robberies	32%	34.3%	34%	36.1%	Report	
(e)	Percentage detected of vehicle crime	13%	10.9%	13%	15.6%	Report	
SPI 8							
(a)	Percentage of domestic violence incidents with a power of arrest where an arrest was made related to the incident	Revised BVPI 153a		Report	53.4%	Report	
(b)	Of 8(a), the percentage of partner-on-partner violence	Revised BVPI 153b		Report	76.0%	Report	
<i>Promoting Public Safety</i>							
SPI 9							
(a)	Road traffic collisions resulting in death or serious personal injury per 100 million vehicle kilometres travelled	Revised BVPI 132		602	5.0 (566)	Report	
SPI 10							
Using the British Crime Survey							
(a)	fear of crime (comprising the following indicators)						
	* percentage with high levels of worry about burglary	Report	* 9%	Report	** 10%	Report	* year to Sept 2003 ** year to Dec 2004
	* percentage with high levels of worry about car crime	Report	* 13%	Report	** 11%	Report	* year to Sept 2003 ** year to Dec 2004
	* percentage with high levels of worry about violent crime	Report	* 16%	Report	** 11%	Report	* year to Sept 2003 ** year to Dec 2004
(b)	feelings of public safety (comprises "perceived disorder")	Report	* 19%	Report	** 18%	Report	* year to Sept 2003 ** year to Dec 2004
<i>Resource Use</i>							
SPI 11							
(a)	Proportion of police officer time available for frontline policing	Replaced BVPI 28		Report	60.3%	Report	
SPI 12							
(a)	Proportion of police recruits from minority ethnic groups;	Replaced BVPI 25		Report	3.2%	Report	
	Proportion of people from minority ethnic groups in the economically active population			Report	6.2%	Report	
(b)	Ratio of officers from minority ethnic groups resigning to all officer resignations	Replaced BVPI 25		Report	0.7	Report	
(c)	Percentage of female police officers compared to overall force strength	New Target	New Target	Report	25.7%	Report	
SPI 13							
(a)	Number of working hours lost due to sickness by police officers	Revised BVPI 26		85	87.0	Report	
(b)	Number of working hours lost due to sickness by police staff	Revised BVPI 26		81	76.8	Report	