

**To:** Surrey Police Authority  
**Date:** 19<sup>th</sup> May 2011  
**By:** Chief Constable  
**Title:** Local Policing Plan 2010-11 – Quarter 4 results (March 2011)

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**Purpose of Report/Issue:**

A review of local policing plan performance results up to Quarter 4 (March 2011)

**Summary -**

The attached reports detail performance up to the end of March for the 2010-11 local policing plan performance indicators.

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**Recommendation(s) –**

The Authority is asked to note the exceptional performance achieved by the Force during 2010-11.

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**Introduction -**

Please find attached the policing plan monitoring scorecard and performance charts as well as an executive summary. These reports provide a succinct overview of the headline local policing plan measures and performance against target commenting on data up to the end of 2010-11.

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**Equalities Implications –** Have been considered and none identified.

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**Risk –** Covered in summary paper.

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**Attachments – Policing plan monitoring -**

- (i) Executive summary
- (ii) Scorecard
- (iii) Performance charts

**Background papers -** N/A

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### Executive Summary

The 2010-11 local policing plan contains nine headline measures that were agreed as part of the three year policing strategy to reflect the key priorities in support of Surrey Public First.

Outlined in the table below is a summary of the headline measures and performance against the end of year targets:

Local Policing Plan measure	Target Met?
Maintain public confidence levels at or above 80%, as measured by local confidence surveys	Y
i) Increase overall satisfaction with the service provided to victims of serious crime and road traffic collisions to at least 79.2%	On target
ii) improve public satisfaction for anti-social behaviour to at least 76%	Y
Disrupt or dismantle a further 15 organised criminal enterprises	Y
Charge/caution at least 170 people for Class A Drugs supply	N
To sustain low levels of serious violent and acquisitive crime levels to 13.6 per 1000 population (3% reduction on baseline)	Y
Increase sanction detections and informal resolutions for serious acquisitive, violent and sexual offences to 18.6%	Y
To achieve a 3.3% cashable efficiency savings in 2010/11 to support the three year target of 10.3%	Y
Stabilise unplanned police officer and police staff turnover at 8%	Y

### End of year performance

The Force has achieved exceptional performance in this challenging year by meeting all but one of the stretching local policing plan targets set. This is particularly impressive considering the Force's new policing model was only

implemented 12 months ago and demonstrates how the much the 'One Team Surrey' approach has achieved in such a short space of time.

The highlights of this year are:

- Notably high levels of public confidence, particularly with an end of Q4 result of 90.1% (the highest quarterly performance on record). End of the year performance is at 88.2% exceeding the end of year target of 80% and representing an improvement on the already high 2009-10 year end performance of 85.3%.
- Latest financial year to date customer satisfaction data for Burglary Dwelling, Vehicle Crime, Violent Crime, Racial and Road Traffic incidents to the end of February is at 84.7%. This performance shows a significant improvement on the end of 2009-10 results of 80.8%. End of year data will be available at the beginning of May and will therefore be updated verbally to the Authority at the meeting. Currently there is an improvement on 2009-10 year end performance for all individual crime and incident categories with a significant increase in vehicle and violent crime satisfaction. In addition there has been an improvement in year end performance for all questions but a significant increase in satisfaction for the questions Time Taken, Action Taken and Treatment.
- The Force has recorded a year on year increase in Anti Social Behaviour (ASB) customer satisfaction from 73.1% to 76.7% exceeding the end of year target of 76%. There has been an improvement on 2009-10 year end performance for the ASB incident categories of Rowdy and Inconsiderate Behaviour and Vehicle Nuisance Behaviour and the same level of performance for Nuisance Neighbours. In addition there has been an improvement in year end performance for all questions but in particular a significant improvement in satisfaction for the questions Ease of Contact, Time Taken, Kept Informed and Treatment.
- Increased public safety by reducing the risk of harm through disrupting and dismantling 16 Organised Criminal Groups, of which all cases were subsequently reviewed and signed off by the Controlling Crime Panel.

- The Force continues to maintain low levels of serious crime with an end of year total of 13.5 serious crimes per 1,000 population (equating to 15014 crimes). This level of crime met the end of year target 13.6 per 1,000 pop (15062 crimes). A particularly notable achievement is the year on year reduction in vehicle crime of 5.5% (359 crimes).
- Achieving a serious crime detection rate of 18.8%, exceeding the challenging end of year target of 18.6%. This is the Force's highest annual serious crime detection rate recorded since comparable records began and compares to a detection rate of 17.1% at the end of 2009- 10. The Force's domestic burglary detection rate performance has seen a notable improvement when compared to the previous year.
- The continued delivery of efficiency savings, with a further 3.3% cashable savings realised, which equates to £6.22 million.

During the financial year the Force has charged or cautioned 153 persons for the Supply of Class A Drugs. It is evident that progress against the end of year target of 170 was slower in the first half of the financial year with 55 persons charged or cautioned, compared to 98 in the second half of the financial year. It is recognised that the bedding in of the Operational Policing Review may have impacted performance in the first few months of the year.

During the Police Authority meeting on 4<sup>th</sup> November the Force highlighted progress against target as a significant performance risk with expected end of year performance to be below the target of 170. The Police Authority noted the concern and recognised the impact that the in-year funding cuts had on the Force's capacity indicating that it would look favourably on performance of 156 and above.

The main difference between 2010-11 performance of 153 persons charged or cautioned and 2009-10 performance of 166 persons charged or cautioned was in relation to test purchase (TP) operations. The Force recorded a higher number of charges and cautions that were non test purchase related in 2010/2011 than the previous year. In 2009-10 of the 166 persons charged and cautioned, 93 were TP related and 73 non TP related. In 2010-11 of the 153 persons charged and cautioned only 49 were TP related and 104 were non-TP related. The Covert

Investigation Team (CIT) who service TP operations were not a functioning operational team until September 2010. In the subsequent 6 months they have delivered a TP operation (Blindfold) that has caused very significant disruption to the supply of class A (crack and heroin) in Reigate and Banstead to the extent that over 6 weeks later intelligence suggested there was still no supply available in this area.

It is important to note that the CIT has had a further ongoing operation (Op Glacial) which ended this month (April 2011). As a result of the operation a number of individuals were dealt for the Supply of Class A drugs. If the arrest phase of this operation had been brought forward to the end of March this, with the 153 already achieved, it is likely the Force would have achieved the end of year target of 170. In 2011-12 the Force will continue to target those people who sell illegal drugs, in particular Class A drugs such as heroin and cocaine. In addition it will target Supply of Class B drugs in recognition of concerns over the serious health and social impact of Class B drugs (especially on young people) and recognition that organised crime groups are increasingly moving into cannabis supply. This is reflected in the new local policing plan target for the year ahead which is to achieve 450 charges/ cautions of Class A and B drugs supply offences.

**FAU - Force Analysis Unit**  
**Local Policing Plan Scorecard**  
**Force Level**  
**SPECS: April 2011**

<b>Measure</b>	<b>FYtD</b>	<b>vs. Target</b>	<b>vs. Previous</b>	<b>End of</b>
Public who have confidence in the Police working in their neighbourhood	88.2%	80.0%	85.3%	MAR
%age Satisfaction (CVF) with Overall Service inc Racial	84.7%	79.2%	80.6%	FEB
%age Satisfaction (CVF) with Overall Service for ASB	76.7%	76.0%	73.1%	MAR
Disrupt or Dismantle OCGs	16	15	10	MAR
Supply of Class A Drugs	153	170	167	MAR
Serious Crime Reduction	13.53 per 1000	13.57 per 1000	13.73 per 1000	MAR
Serious Crime Detection	18.8%	18.6%	17.1%	MAR
Efficiency Savings	3.3%	3.3%	3.5%	MAR
Unplanned Wastage	4.3%	8.0%	5.0%	MAR

# FAU - Force Analysis Unit

## Local Policing Plan Summary

### Force Level

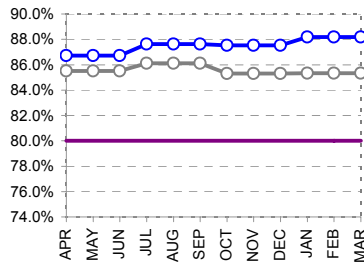
SPECS: April 2011

**What are we measuring?**

% Public who have confidence in the police working in their neighbourhood. This is a locally defined measure derived from the quarterly Joint Neighbourhood Survey. Although it uses a separate methodology it is closely linked with the Statutory Performance Indicator (SPI) 2.3 which calculates level of local confidence in the police based on the British Crime Survey results.

**Public who have confidence in the Police working in their neighbourhood**

FYtD	vs. Target	vs. Previous
88.2%	80.0%	85.3%



**Commentary**

During the fourth quarter 90.1% of the public surveyed had confidence in the police in their neighbourhood. Performance ended the year at 88.2%, notably higher than the end of 2009/10 performance of 85.3%. The Force has achieved the end of year target of greater than 80%.

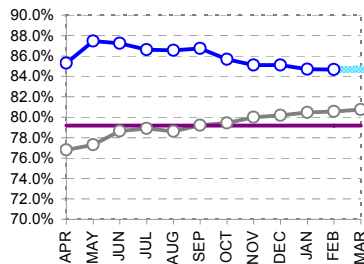
**What are we measuring?**

This measure is based on weighted data with the FIVE component groups (Burglary Dwelling, Vehicle Crime, Violent Crime, Racial and RTC victims) all having an equal 20% influence on the overall level of satisfaction.

PLEASE NOTE: Due to inherent time delays in collecting customer satisfaction data the FYTD percentages are calculated from the latest available data.

**%age Satisfaction (CVF) with Overall Service inc Racial**

FYtD	vs. Target	vs. Previous
84.7%	79.2%	80.6%



**Commentary**

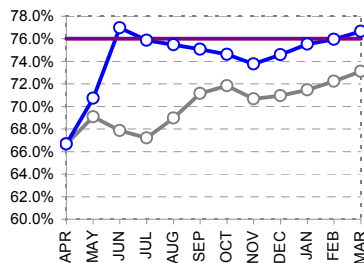
With a result of 84.2% recorded in February the Force's FYTD performance remains at 84.7% ( 6.7% neutral and 8.7% dissatisfied), and continues to be ahead of the end of year target of 79.2%. Key areas of note are the significant improvements in the levels of satisfaction for victims of burglary dwelling, vehicle crime and violent crime when compared to the end of last year.

**What are we measuring?**

This measure is based on Customer Satisfaction with Overall Service for Antisocial Behaviour Incidents (ASB) only

**%age Satisfaction (CVF) with Overall Service for ASB**

FYtD	vs. Target	vs. Previous
76.7%	76.0%	73.1%



**Commentary**

Results from the March survey relate to incidents that occurred in January. With a satisfaction level of 81.8% for March, FYTD performance has improved to 76.7%. This result means the force has met the end of year target of 76.0% and is a notable improvement on the end of 2009/10 performance of 73.1%.

# FAU - Force Analysis Unit

## Local Policing Plan Summary

### Force Level

SPECS: April 2011

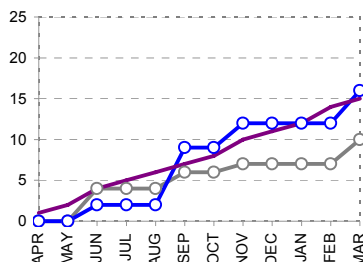
#### What are we measuring?

Disrupt / Dismantle Organised Criminal Groups

This is a locally defined measure developed in support of the local policing plan. Before an organised criminal group (OCG) can be deemed 'disrupted' or 'dismantled' a group will submit a file of evidence to ACC (SO) who will review the contents, and if suitable it is then submitted to the Control of Crime Panel (Surrey Police Authority) to scrutinise and sign off.

**Disrupt or Dismantle OCGs**

FYtD	vs. Target	vs. Previous
16	15	10



#### Commentary

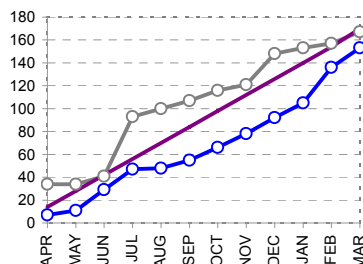
Four OCGs were signed off at the Control of Crime Panel in March. Therefore with a FYtD performance of 16 the force has achieved the end of year target of 15, and is ahead of the 2009/10 performance of 10 OCGs signed off.

#### What are we measuring?

Persons charged/cautioned with the supply of Class A drugs This is a locally defined measure based on the old BVPI indicator 129 which uses the Force's crime recording system (CIS) data and calculates the number of offenders dealt with by means of either a charge (including reported, reprimanded, summons and warnings) or a caution.

**Supply of Class A Drugs**

FYtD	vs. Target	vs. Previous
153	170	167



#### Commentary

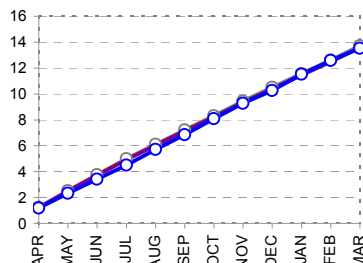
During March, 17 persons were charged/cautioned with the Supply of Class A Drugs bringing the FYtD total to 153. Therefore the Force has narrowly missed the end of year challenging target of 170.

#### What are we measuring?

Keep levels of serious crime low in Surrey. Number of Violence with Injury & Serious Acquisitive Crimes per 1000 population.

**Serious Crime Reduction**

FYtD	vs. Target	vs. Previous
13.53 per 1000	13.57 per 1000	13.73 per 1000



#### Commentary

By the end of March the Force had recorded a serious crime level of 13.53 per 1,000 population. Therefore the force has achieved the challenging 2010/11 target of recording of less than 13.6 serious crimes per 1,000 population. A particularly notable achievement is a 5.5% year on year reduction in vehicle crime.

# FAU - Force Analysis Unit

## Local Policing Plan Summary

### Force Level

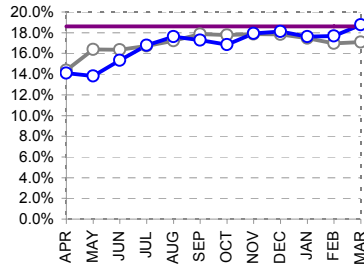
SPECS: April 2011

**What are we measuring?**

Catch people who commit serious crimes like burglary, car theft, mugging, serious violence, rape and sexual abuse. % sanction detections and informal resolutions for Serious Acquisitive, violence with injury and serious sexual offences. Method includes Sanction Detections and those crime resolved.

**Serious Crime Detection**

FYtD	vs. Target	vs. Previous
18.8%	18.6%	17.1%



**Commentary**

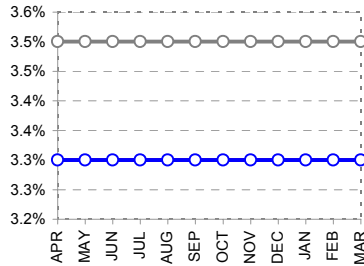
The Force has been able to achieve an uplift in detection performance compared to earlier in the financial year (13.9% at end of May). The rate at the end of 2010/11 is 18.8%. This is above the end of year target of 18.6% and is a notable improvement on the detection rate at the end of 2009/10 of 17.1%. Of particular note is a year on year improvement in Domestic Burglary detection performance.

**What are we measuring?**

% cashable savings (efficiency savings). This measure is based on the Statutory Performance Indicator (SPI) 12.1 and will be updated on a quarterly basis During 2008/09 the Home Office have confirmed that all savings will now be deemed as cashable.

**Efficiency Savings**

FYtD	vs. Target	vs. Previous
3.3%	3.3%	3.5%



**Commentary**

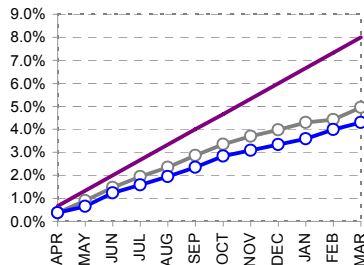
The target for 2010/11 is for the Force to achieve a cashable savings rate of 3.3% as part of a longer term target to achieve 15% cashable savings over a three year period. The Force at the end of Qtr 2 this year has already achieved 3.3% cashable savings.

**What are we measuring?**

% Unplanned turnover rate for: Police Officers / Police Staff This is a locally defined measure calculating to assist the force in better understanding the impact of strategic change programmes. The definition of unplanned wastage is Retired - Early, Transfer to other Force, Resigned - Alternative Employment or Domestic Reasons or Job Dissatisfaction or to become Police Officer (Other Force) or Unsited or Other.

**Unplanned Wastage**

FYtD	vs. Target	vs. Previous
4.3%	8.0%	5.0%



**Commentary**

During March, 2 Police Officers and 11 Police Staff left the Force. The FYtD totals are now 45 Police Officers and 143 Police Staff equating to an unplanned turnover rate of 4.3%. The Force has comfortably achieved the end of year target of less than 8%.