

To: Surrey Police Authority
Date: 6th February 2012
By: Deputy Chief Constable
Title: Local Policing Plan 2011/12 - Performance results up to December 2011

Purpose of Report/Issue:

A review of performance against the 2011/12 Local Policing Plan targets at the end of quarter 3 (December 2011).

Recommendation(s) -

Surrey Police Authority is asked to note the content of the report.

Introduction -

This report provides a summary of performance against the Local Policing Plan targets, commenting on data up to the end of quarter 3 (December 2011)

Equalities Implications – Have been considered and none identified.

Human Rights – Have been considered and none identified.

Attachments – N/A

Background papers - N/A

Contact details –

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Executive Summary

Outlined in the table below is a summary of the Local Policing Plan headline measures for 2011/12 and performance against the end of year targets:

Local Policing Plan measure	On Target?
Percentage of the public who have confidence in the police in their neighbourhood	Y
Percentage of victims of serious incidents (burglary, vehicle crime, violent crime, racial crime and road traffic incidents) who are satisfied with overall service provided by the police	Y
Percentage of victims of antisocial behaviour who are satisfied with overall service provided by the police	Y
Disrupt or dismantle a further 15 organised criminal enterprises	Y
Achieve 450 charge/cautions for Class A and B drugs supply	Y
To sustain low levels of serious violent and acquisitive crime levels to 13.6 crimes per 1000 population	Y
To achieve a sanction detection and informal resolution rate for serious acquisitive, violence with injury and sexual offences of 18.6%	Y
Percentage of budgeted police employees (FTEs) available to deliver and support policing in Surrey.	Y
Number of budgeted police constables	Y

Progress against end of year targets

During the third quarter of the year excellent progress has been made in ensuring the Force continues to be on target for all nine Local Policing Plan 2011/12 measures. A summary of each area of performance is below:

- In quarter 3 of this year, 91.6% of the public surveyed were confident in their neighbourhood police. This is the highest quarterly level of confidence since the survey began. Financial year to date confidence is now at 89.7% compared to 88.2% at the end of 2010/11. This consistently high level of confidence mirrors the latest result (Q1) from the British Crime Survey which shows Surrey continuing to have the highest level of confidence when compared to other Forces nationally.
- At the end of November 2011/12 a weighted satisfaction level of 84.6% was recorded for burglary, vehicle crime, violent crime, racial crime and road traffic

incidents, which is marginally higher than the already high satisfaction level recorded in 2010/11 of 84.5%. The majority of all incident group and question types have seen an improvement in satisfaction when compared to the 2010/11 year end. Of particular note are the satisfaction improvements for road traffic collisions (which is significant) and victim satisfaction with 'ease of contact' and 'time taken'.

- Customer satisfaction for anti-social behaviour (ASB) at the end of quarter 3 stood at 78%, which is 1.3% points higher than the level achieved in 2010/11. All ASB satisfaction indicators have seen a year on year improvement on end of 2010/11. 'Kept informed' has seen a significant increase when compared to the 2010/11 year end.
- At the end of quarter 3 the Force had recorded 314 charges and cautions for class A drugs and 218 charges and cautions for class B drugs bringing the financial year to date total to 532. This excellent achievement is largely due to exceptional performance in quarter 1 as a result of planned operational activity.
- A further four OCGS (Op Lettuce, Barograph, Broad and Charlotte) were signed off by the Controlling Crime Panel in November bringing the FYtD total to 10. The Force holds a monthly OCG scoring meeting where disrupted / dismantled OCGs are reviewed for their potential to be submitted to the Controlling Crime Panel. At the time of writing it is understood that a further 6 OCGS will be submitted to the Controlling Crime Panel in March. Therefore the Force is confident that the end of year target of signing off 15 disrupted/ dismantled OCGS will be achieved.
- At the end of quarter 3 the Force had recorded 10203 serious acquisitive and violence with injury crimes, this is a reduction in crime of 10.4% when compared to the same three quarters last year. The Force has recorded a year on year decrease in violence with injury of 24.8%, vehicle crime of 4% and domestic burglary of 1.8%. The Force is currently in line to meet the end of year target of less than 13.6 serious crimes per 1,000 population (15138 crimes)

- At the end of quarter 3, the Force has recorded a serious crime (serious acquisitive, serious sexual and violence with injury) detection rate of 20.5%. This compares to a detection rate of 18.1% at this same point in time last year, demonstrating the continual improvement in the Force's serious crime sanction detection rate.
- At the end of December the Force has an actual volume of constables of 1529. Forecasts suggest that the Force will reach the target of 1545 budgeted police constables by the end of the financial year, which is an increase of 200 police constables when compared to the 2009/10 baseline of 1345 constables.
- At the end of November the police employee resource availability stood at 91.3%, 1.3% percentage points above the end of year target of 90%.