

OVERVIEW OF FORCE PERFORMANCE

PURPOSE OF THE REPORT

1. This report presents the achievements of Humberside Police in meeting the objectives set out in the Policing Plan 2011-15, up to the end of the seventh month of this reporting year (April to October).

BACKGROUND

2. The report draws upon the Local Performance Indicators, which were set by the Police Authority under the Strategic Aims 2011-15, to give an overview of Force performance. The overview is detailed under Annex A (along with divisional overviews) and summarised below. This involves a comparison of performance against the targets set by the Police Authority and against the performance of 2010/11. Any performance indicators with numerical targets are highlighted as either green (meeting target) or red (not meeting target). Annex B provides an iQuanta Overview of Force and divisional performance in relation to the local priorities against the performance of Most Similar Groups (MSGs).

INFORMATION

3. The latest results from the Local Telephone Survey (to September 2011) show further improvements in public confidence in Humberside Police (87.1%) and in people agreeing that the Force 'can be relied on to be there when needed' (70.0%).
4. The latest User Satisfaction figures (to October 2011) show that satisfaction of crime victims with the overall service provided by the police has remained stable from last year at 83.4%. The Force's Performance Development Unit (PDU) has been tasked with looking at the responses of victims who are not satisfied with the actions taken by the police and identifying the reasons behind this. The findings will be reported back to the Force Performance and Tasking Meeting in November so that these issues can be addressed to help enable the Force to get on track towards the Police Authority's overall satisfaction target of 85.0%. The percentage of victims of racist incidents satisfied with the overall service provided has improved up to 81.6%, meeting the target of 78.7%.
5. Between April and October of this year, there were 289 hate crimes recorded by the Force. This is a fall of 22.3% in comparison to the 372 offences recorded in the equivalent period of last year. The majority of these offences (around 84%) are considered as hate crimes in relation to the race of the victim. The Force has detected 64% of the racially and religiously aggravated crimes recorded so far this year. This detection rate is higher than the rate of any other force within the MSG.
6. At the last Police Authority meeting in September, it was reported that call handling performance has been influenced by staff absences and technical issues. Although neither of the call handling targets are yet being met on a year-to-date basis, performance has improved since this meeting, with 97.6% of emergency calls

answered on time (within 10 seconds) and 88.9% of non-emergency calls answered on time (within 30 seconds) during September and October.

7. There were 2,025 repeat victims of domestic violence over the April to October period of this year, which is an increase of 372 victims in comparison to the same period of last year. So far this year, 676 domestic violence incidents have been identified as high risk, 183 more incidents than at this stage of last year. The September Overview of Force Performance report explained that this is only the second year of recording the number of high risk domestic violence incidents and that risk assessments can vary from person to person. Whilst great importance should not be placed on the increase in recorded incidents at this stage, the PDU has been tasked with reviewing the high risk domestic incidents by division to enable a better understanding of the data. The findings will be reported back to the Force Performance and Tasking Meeting in November.
8. All of the Force targets within Strategic Aim 2 are now being met. The Local Telephone Survey indicates that 72.1% of the public now consider Humberside Police to be dealing effectively with crime and anti-social behaviour (ASB). The number of reported repeat ASB incidents is continuing to fall, with a reduction of 15.3% compared to last year, whilst recorded Criminal Damage is now showing a reduction of 12.1%.
9. At the September Police Authority meeting, the Overview of Force Performance reported that total recorded crime was up by 1.2% compared to last year. The year-to-date figures now show that total recorded crime is down by 1.3%. The October total of 5,902 offences is the lowest monthly figure recorded by the Force so far this calendar year.
10. At the last meeting, it was also reported that the level of recorded serious acquisitive crime was up by 2.1%. The year-to-date figures now show a reduction of 4.1%, with the total for October of 780 offences the lowest monthly figure this calendar year.
11. The number of recorded violence against the person with injury offences has fallen by 0.5% so far this year. A reduction of at least 2.9% is required to meet the Police Authority's target to reduce by 225 offences over the full year.

OPTIONS, RISKS AND OPPORTUNITIES

12. Not applicable.

POLICING PLAN AND PERFORMANCE

13. This report has been structured around the Strategic Aims set out in the Policing Plan 2011-15 and provides a performance update in relation to the measures set by the Police Authority under Strategic Aims 1-3.

IMPACTS ON OR LINKS TO COLLABORATION

14. Not applicable.

FINANCIAL IMPLICATIONS

15. Not applicable.

LEGAL IMPLICATIONS

16. Not applicable.

EQUALITY AND DIVERSITY AND HUMAN RIGHTS

17. Equality and Diversity issues are covered under Strategic Aim 1 which includes performance measures around recorded hate crime, the sanction detection rate for racially and religiously aggravated crime and the satisfaction level of victims of racist incidents with the service provided.

CONCLUSION

18. A number of performance areas have seen improvements since the last Police Authority meeting, most notably around public confidence, call handling, recorded criminal damage, recorded serious acquisitive crime and overall recorded crime. Performance will continue to be scrutinised at the Force Performance and Tasking Meeting, with particular focus upon the performance indicators which are not yet meeting the targets set by the Police Authority.

RECOMMENDATIONS

19. It is recommended that Members:
- (i) examine the performance explained in this report
 - (ii) continue to receive performance updates at future full Police Authority Meetings.

TIM S HOLLIS
Chief Constable

Contact Officer: David Porter, Principal Research Officer

Telephone: 6375

Background documents: None

ANNEX A - FORCE OVERVIEW

STRATEGIC AIM 1: IMPROVE LOCAL TRUST, CONFIDENCE AND OVERALL SATISFACTION	PERFORMANCE		Change	TARGET
	2010/11	2011/12		2011/12
Local Telephone Survey	Apr 10 - Mar 11	Rolling 12 months to September 2011		Apr 11 - Mar 12
People having confidence in their local police	85.8%	87.1%	+ 1.3 pp	86.0%
People stating that local police can be relied on to be there when needed	65.5%	70.0%	+ 4.5 pp	66.0%
User Satisfaction	Apr 10 - Mar 11	Rolling 12 months to October 2011	Change	Apr 11 - Mar 12
Victims of crime satisfied with the overall service provided	83.4%	83.4%	-	85.0%
Victims of racist incidents satisfied with the overall service provided	76.0%	81.6%	+ 5.6 pp	78.7%
Hate Crime	April 2010 - October 2010	April 2011 - October 2011	Change	Apr 11 - Mar 12
Number of Hate Crimes	372	289	- 22.3%	To monitor performance
Racial	307	242	- 21.2%	
Religious	1	5	+ 400.0%	
Homophobic	52	35	- 32.7%	
Disability	12	7	- 41.7%	
Sanction detection rate for racially and religiously aggravated crimes	46.9%	64.0%	+ 17.1 pp	50.1%
Call Handling	Apr 10 - Mar 11	April 2011 - October 2011	Change	Apr 11 - Mar 12
Emergency calls answered on time	97.3%	96.9%	- 0.4 pp	97.0%
Non-emergency calls to the Command Centres answered on time	89.8%	87.3%	- 2.5 pp	90.0%
Domestic Violence	April 2010 - October 2010	April 2011 - October 2011	Change	Apr 11 - Mar 12
Number of repeat domestic violence victims	1,653	2,025	+ 22.5%	Report performance and understand issues
Number of domestic violence incidents reported which have been identified as high risk	493	676	+ 37.1%	

STRATEGIC AIM 2: TACKLING ANTI-SOCIAL BEHAVIOUR (ASB)	PERFORMANCE		Change	TARGET
	2010/11	2011/12		2011/12
Local Telephone Survey	Apr 10 - Mar 11	Rolling 12 months to September 2011		Apr 11 - Mar 12
People stating that local police deal effectively with crime and ASB in their neighbourhoods	69.5%	72.1%	+ 2.6 pp	72.0%
Repeat ASB Incidents	Apr 10 - Mar 11	Rolling 12 months to October 2011	Change	Apr 11 - Mar 12
Number of anti-social behaviour incidents reported to the police by victims who have reported at least 3 previous incidents within the last 12 months	3,200	2,710	- 15.3%	To reduce
Criminal Damage	April 2010 - October 2010	April 2011 - October 2011	Change	April 2011 - October 2011
Criminal Damage offences (excl. code 59)	9,411	8,269	- 12.1%	8,386

STRATEGIC AIM 3: REDUCE LEVELS OF LOCAL CRIME	PERFORMANCE		Change	TARGET
	2010/11	2011/12		2011/12
Recorded Crime	April 2010 - October 2010	April 2011 - October 2011		April 2011 - October 2011
All recorded crime	46,372	45,776	- 1.3%	To reduce
Number of serious acquisitive crimes	6,717	6,439	- 4.1%	No increase
Domestic burglary	2,869	2,803	- 2.3%	To reduce
Theft of motor vehicle	1,053	881	- 16.3%	-
Theft from vehicle	2,461	2,458	- 0.1%	-
Robbery	334	297	- 11.1%	-
Violence against the person with injury	4,622	4,598	- 0.5%	4,351
Most serious violent crime	403	417	+ 3.5%	-
Assault with less serious injury offences	4,219	4,181	- 0.9%	-

PERFORMANCE	
	Meeting Target
	Not Meeting Target

ANNEX A - A DIVISION OVERVIEW

STRATEGIC AIM 1: IMPROVE LOCAL TRUST, CONFIDENCE AND OVERALL SATISFACTION	PERFORMANCE		Change	TARGET
	2010/11	2011/12		2011/12
Local Telephone Survey	Apr 10 - Mar 11	Rolling 12 months to September 2011		Apr 11 - Mar 12
People having confidence in their local police	84.9%	86.5%	+ 1.6 pp	86.0%
People stating that local police can be relied on to be there when needed	62.3%	67.8%	+ 5.5 pp	66.0%
User Satisfaction	Apr 10 - Mar 11	Rolling 12 months to October 2011	Change	Apr 11 - Mar 12
Victims of crime satisfied with the overall service provided	84.0%	85.9%	+ 1.9 pp	85.0%
Hate Crime	April 2010 - October 2010	April 2011 - October 2011	Change	Apr 11 - Mar 12
Number of Hate Crimes	118	91	- 22.9%	To monitor performance
Racial	98	76	- 22.4%	
Religious	0	1	-	
Homophobic	18	12	- 33.3%	
Disability	2	2	-	
Sanction detection rate for racially and religiously aggravated crimes	37.7%	58.2%	+ 20.5 pp	50.1%
Domestic Violence	April 2010 - October 2010	April 2011 - October 2011	Change	Apr 11 - Mar 12
Number of repeat domestic violence victims	369	428	+ 16.0%	Report performance and understand issues
Number of domestic violence incidents reported which have been identified as high risk	164	120	- 26.8%	

STRATEGIC AIM 2: TACKLING ANTI-SOCIAL BEHAVIOUR (ASB)	PERFORMANCE		Change	TARGET
	2010/11	2011/12		2011/12
Local Telephone Survey	Apr 10 - Mar 11	Rolling 12 months to September 2011		Apr 11 - Mar 12
People stating that local police deal effectively with crime and ASB in their neighbourhoods	68.2%	71.3%	+ 3.1 pp	72.0%
Repeat ASB Incidents	Apr 10 - Mar 11	Rolling 12 months to October 2011	Change	Apr 11 - Mar 12
Number of anti-social behaviour incidents reported to the police by victims who have reported at least 3 previous incidents within the last 12 months	645	532	- 17.5%	To reduce
Criminal Damage	April 2010 - October 2010	April 2011 - October 2011	Change	April 2011 - October 2011
Criminal Damage offences (excl. code 59)	2,322	2,130	- 8.3%	2,084

STRATEGIC AIM 3: REDUCE LEVELS OF LOCAL CRIME	PERFORMANCE		Change	TARGET
	2010/11	2011/12		2011/12
Recorded Crime	April 2010 - October 2010	April 2011 - October 2011		April 2011 - October 2011
All recorded crime	10,208	9,479	- 7.1%	To reduce
Number of serious acquisitive crimes	1,592	1,376	- 13.6%	No increase
Domestic burglary	617	558	- 9.6%	To reduce
Theft of motor vehicle	237	145	- 38.8%	-
Theft from vehicle	651	601	- 7.7%	-
Robbery	87	72	- 17.2%	-
Violence against the person with injury	970	890	- 8.2%	889
Most serious violent crime	90	103	+ 14.4%	-
Assault with less serious injury offences	880	787	- 10.6%	-

PERFORMANCE	
	Meeting Target
	Not Meeting Target

ANNEX A - B DIVISION OVERVIEW

STRATEGIC AIM 1: IMPROVE LOCAL TRUST, CONFIDENCE AND OVERALL SATISFACTION	PERFORMANCE		Change	TARGET
	2010/11	2011/12		2011/12
Local Telephone Survey	Apr 10 - Mar 11	Rolling 12 months to September 2011		Apr 11 - Mar 12
People having confidence in their local police	83.9%	85.7%	+ 1.8 pp	86.0%
People stating that local police can be relied on to be there when needed	61.5%	68.0%	+ 6.5 pp	66.0%
User Satisfaction	Apr 10 - Mar 11	Rolling 12 months to October 2011	Change	Apr 11 - Mar 12
Victims of crime satisfied with the overall service provided	83.6%	80.9%	- 2.7 pp	85.0%
Hate Crime	April 2010 - October 2010	April 2011 - October 2011	Change	Apr 11 - Mar 12
Number of Hate Crimes	55	38	- 30.9%	To monitor performance
Racial	49	27	- 44.9%	
Religious	0	0	-	
Homophobic	5	7	+ 40.0%	
Disability	1	4	+ 300.0%	
Sanction detection rate for racially and religiously aggravated crimes	33.3%	73.7%	+ 40.4 pp	50.1%
Domestic Violence	April 2010 - October 2010	April 2011 - October 2011	Change	Apr 11 - Mar 12
Number of repeat domestic violence victims	299	346	+ 15.7%	Report performance and understand issues
Number of domestic violence incidents reported which have been identified as high risk	74	208	+ 181.1%	

STRATEGIC AIM 2: TACKLING ANTI-SOCIAL BEHAVIOUR (ASB)	PERFORMANCE		Change	TARGET
	2010/11	2011/12		2011/12
Local Telephone Survey	Apr 10 - Mar 11	Rolling 12 months to September 2011		Apr 11 - Mar 12
People stating that local police deal effectively with crime and ASB in their neighbourhoods	66.7%	68.6%	+ 1.9 pp	72.0%
Repeat ASB Incidents	Apr 10 - Mar 11	Rolling 12 months to October 2011	Change	Apr 11 - Mar 12
Number of anti-social behaviour incidents reported to the police by victims who have reported at least 3 previous incidents within the last 12 months	829	775	- 6.5%	To reduce
Criminal Damage	April 2010 - October 2010	April 2011 - October 2011	Change	April 2011 - October 2011
Criminal Damage offences (excl. code 59)	1,703	1,535	- 9.9%	1,454

STRATEGIC AIM 3: REDUCE LEVELS OF LOCAL CRIME	PERFORMANCE		Change	TARGET
	2010/11	2011/12		2011/12
Recorded Crime	April 2010 - October 2010	April 2011 - October 2011		April 2011 - October 2011
All recorded crime	8,469	8,153	- 3.7%	To reduce
Number of serious acquisitive crimes	1,340	1,185	- 11.6%	No increase
Domestic burglary	595	545	- 8.4%	To reduce
Theft of motor vehicle	203	183	- 9.9%	-
Theft from vehicle	476	383	- 19.5%	-
Robbery	66	74	+ 12.1%	-
Violence against the person with injury	836	783	- 6.3%	764
Most serious violent crime	85	82	- 3.5%	-
Assault with less serious injury offences	751	701	- 6.7%	-

PERFORMANCE	
	Meeting Target
	Not Meeting Target

ANNEX A - C DIVISION OVERVIEW

STRATEGIC AIM 1: IMPROVE LOCAL TRUST, CONFIDENCE AND OVERALL SATISFACTION	PERFORMANCE		Change	TARGET
	2010/11	2011/12		2011/12
Local Telephone Survey	Apr 10 - Mar 11	Rolling 12 months to September 2011		Apr 11 - Mar 12
People having confidence in their local police	85.6%	88.3%	+ 2.7 pp	86.0%
People stating that local police can be relied on to be there when needed	70.3%	72.2%	+ 1.9 pp	70.3%
User Satisfaction	Apr 10 - Mar 11	Rolling 12 months to October 2011	Change	Apr 11 - Mar 12
Victims of crime satisfied with the overall service provided	83.4%	82.2%	- 1.2 pp	85.0%
Hate Crime	April 2010 - October 2010	April 2011 - October 2011	Change	Apr 11 - Mar 12
Number of Hate Crimes	53	41	- 22.6%	To monitor performance
Racial	37	35	- 5.4%	
Religious	1	1	-	
Homophobic	13	5	- 61.5%	
Disability	2	0	- 100.0%	
Sanction detection rate for racially and religiously aggravated crimes	33.3%	52.2%	+ 18.9 pp	51.0%
Domestic Violence	April 2010 - October 2010	April 2011 - October 2011	Change	Apr 11 - Mar 12
Number of repeat domestic violence victims	318	394	+ 23.9%	Report performance and understand issues
Number of domestic violence incidents reported which have been identified as high risk	142	234	+ 64.8%	

STRATEGIC AIM 2: TACKLING ANTI-SOCIAL BEHAVIOUR (ASB)	PERFORMANCE		Change	TARGET
	2010/11	2011/12		2011/12
Local Telephone Survey	Apr 10 - Mar 11	Rolling 12 months to September 2011		Apr 11 - Mar 12
People stating that local police deal effectively with crime and ASB in their neighbourhoods	69.5%	73.1%	+ 3.6 pp	72.0%
Repeat ASB Incidents	Apr 10 - Mar 11	Rolling 12 months to October 2011	Change	Apr 11 - Mar 12
Number of anti-social behaviour incidents reported to the police by victims who have reported at least 3 previous incidents within the last 12 months	633	501	- 20.9%	To reduce
Criminal Damage	April 2010 - October 2010	April 2011 - October 2011	Change	April 2011 - October 2011
Criminal Damage offences (excl. code 59)	2,322	1,946	- 16.2%	2,016

STRATEGIC AIM 3: REDUCE LEVELS OF LOCAL CRIME	PERFORMANCE		Change	TARGET
	2010/11	2011/12		2011/12
Recorded Crime	April 2010 - October 2010	April 2011 - October 2011		April 2011 - October 2011
All recorded crime	10,465	10,427	- 0.4%	To reduce
Number of serious acquisitive crimes	1,199	1,098	- 8.4%	No increase
Domestic burglary	465	444	- 4.5%	To reduce
Theft of motor vehicle	238	203	- 14.7%	-
Theft from vehicle	456	429	- 5.9%	-
Robbery	40	22	- 45.0%	-
Violence against the person with injury	1,113	1,159	+ 4.1%	1,038
Most serious violent crime	101	97	- 4.0%	-
Assault with less serious injury offences	1,012	1,062	+ 4.9%	-

PERFORMANCE	
	Meeting Target
	Not Meeting Target

ANNEX A - D DIVISION OVERVIEW

STRATEGIC AIM 1: IMPROVE LOCAL TRUST, CONFIDENCE AND OVERALL SATISFACTION	PERFORMANCE		Change	TARGET
	2010/11	2011/12		2011/12
Local Telephone Survey	Apr 10 - Mar 11	Rolling 12 months to September 2011		Apr 11 - Mar 12
People having confidence in their local police	88.8%	87.9%	- 0.9 pp	88.8%
People stating that local police can be relied on to be there when needed	67.9%	72.0%	+ 4.1 pp	67.9%
User Satisfaction	Apr 10 - Mar 11	Rolling 12 months to October 2011	Change	Apr 11 - Mar 12
Victims of crime satisfied with the overall service provided	83.0%	83.8%	+ 0.8 pp	85.0%
Hate Crime	April 2010 - October 2010	April 2011 - October 2011	Change	Apr 11 - Mar 12
Number of Hate Crimes	146	119	- 18.5%	To monitor performance
Racial	123	104	- 15.4%	
Religious	0	3	-	
Homophobic	16	11	- 31.3%	
Disability	7	1	- 85.7%	
Sanction detection rate for racially and religiously aggravated crimes	63.4%	68.5%	+ 5.1 pp	63.1%
Domestic Violence	April 2010 - October 2010	April 2011 - October 2011	Change	Apr 11 - Mar 12
Number of repeat domestic violence victims	667	857	+ 28.5%	Report performance and understand issues
Number of domestic violence incidents reported which have been identified as high risk	113	114	+ 0.9%	

STRATEGIC AIM 2: TACKLING ANTI-SOCIAL BEHAVIOUR (ASB)	PERFORMANCE		Change	TARGET
	2010/11	2011/12		2011/12
Local Telephone Survey	Apr 10 - Mar 11	Rolling 12 months to September 2011		Apr 11 - Mar 12
People stating that local police deal effectively with crime and ASB in their neighbourhoods	73.2%	75.1%	+ 1.9 pp	73.2%
Repeat ASB Incidents	Apr 10 - Mar 11	Rolling 12 months to October 2011	Change	Apr 11 - Mar 12
Number of anti-social behaviour incidents reported to the police by victims who have reported at least 3 previous incidents within the last 12 months	1,093	902	- 17.5%	To reduce
Criminal Damage	April 2010 - October 2010	April 2011 - October 2011	Change	April 2011 - October 2011
Criminal Damage offences (excl. code 59)	3,064	2,658	- 13.3%	2,831

STRATEGIC AIM 3: REDUCE LEVELS OF LOCAL CRIME	PERFORMANCE		Change	TARGET
	2010/11	2011/12		2011/12
Recorded Crime	April 2010 - October 2010	April 2011 - October 2011		April 2011 - October 2011
All recorded crime	17,230	17,717	+ 2.8%	To reduce
Number of serious acquisitive crimes	2,586	2,780	+ 7.5%	No increase
Domestic burglary	1,192	1,256	+ 5.4%	To reduce
Theft of motor vehicle	375	350	- 6.7%	-
Theft from vehicle	878	1,045	+ 19.0%	-
Robbery	141	129	- 8.5%	-
Violence against the person with injury	1,703	1,766	+ 3.7%	1,659
Most serious violent crime	127	135	+ 6.3%	-
Assault with less serious injury offences	1,576	1,631	+ 3.5%	-

PERFORMANCE	
	Meeting Target
	Not Meeting Target

ANNEX B – IQUANTA FORCE OVERVIEW REPORT

Overview Report - Humberside and BCUs Crime Data to the End of Sep 11								Sanction Detection
	All Crime	Most serious violence exc GBH without intent	Serious Acquisitive Crime	Domestic Burglary	Robbery	Vehicle Crime (excluding Vehicle Interference)	Other Wounding	Racially or Religiously Aggravated Offences
Force - Humberside								
BCU - East Riding of Yorkshire								
BCU - Kingston upon Hull								
BCU - North Lincolnshire								
BCU - North East Lincolnshire								

Key to Performance Comparisons

Across Time - Shape		Against Peers - Ladder	
	Clearly Improving		Improving
	No apparent change		Better than
	Clearly Deteriorating		In line with peers
	Deteriorating		Worse than