

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 fifth month of this reporting year (April to August).

BACKGROUND

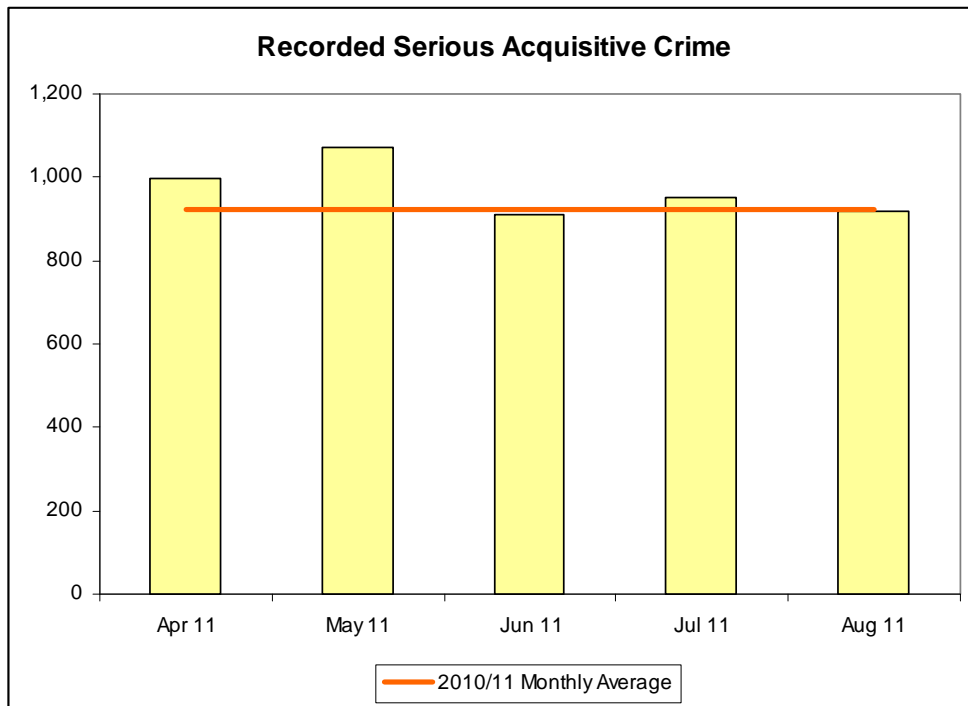
2. The report draws upon the Local Performance Indicators, which were set by the Police Authority under the Strategic Aims 2011-15, to give an overview of Force performance. The overview is detailed under Annex A (along with divisional overviews) and summarised below. This involves a comparison of performance 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 (MSG).

INFORMATION

3. The latest results from the Local Telephone Survey (to July 2011) show that public confidence in Humberside Police has increased to 86.2%, meeting this year's target. The target for people agreeing that the Force 'can be relied on to be there when needed' is also being met, having increased up to 68.6%.
4. The latest User Satisfaction figures (to August 2011) show that 83.5% of victims of crime are satisfied with the overall service provided. The target for this year is for an improvement to 85.0%. The percentage of victims of racist incidents satisfied with the overall service provided has improved up to 82.4%, meeting the target of 78.7%.
5. Between April and August of this year, there were 213 hate crimes recorded by the Force. This is a fall of 26.3% in comparison to the 289 offences recorded in the equivalent period of last year. The majority of these offences (around 83%) are considered as hate crimes in relation to the race of the victim. The Force has continued its excellent start to the year in terms of racially and religiously aggravated crime investigation, with almost two-thirds of these offences detected, a rate which is higher than any other force within the MSG.
6. Neither of the Force's call handling targets are currently being met, with 96.7% of emergency calls answered on time (within 10 seconds) and 86.7% of non-emergency calls answered on time (within 30 seconds). This performance has been influenced by staff abstractions for Operation Bittern (BP Saltend Oil Refinery

dispute) in April and Operation Augusta (response to the civil unrest and riots in London and across the country) in August. There have also been a number of technical issues with the phone system and the CRM system during this year. The Force's resilience to such factors has been reduced due to the number of vacancies being carried by Incident Handling Unit in anticipation of Choices cost savings. The Unit is currently in the process of rebalancing its shift strength around these vacancies.

7. There were 1,137 repeat victims of domestic violence over the April to July period of this year, which is an increase of 185 victims in comparison to the same period of last year. Over the April to August period, there were 484 domestic violence incidents reported which were identified as high risk, 132 more incidents than the same period of last year. This is only the second year of recording the number of high risk domestic violence incidents. The data are being monitored and as such great importance should not be placed on these differences. For example, whilst risk training has been delivered to the Domestic Violence Coordinators, risk assessments will vary from person to person. With experience and time, more consistent risk levels should be seen across the divisions. In addition, the introduction of the DASH risk assessment tool towards the end of the year should also assist.
8. Within Strategic Aim 2, the Local Telephone Survey shows that 71% of the public now consider Humberside Police to deal effectively with crime and anti-social behaviour (ASB). This improvement suggests that the Force is on track to meet the 72% target by the end of the year. The number of reported repeat ASB incidents is continuing to fall, with a reduction of 14.9% compared to last year. The number of recorded criminal damage offences has seen a reduction of 11.3%. If this percentage reduction can be maintained throughout the year, then the Police Authority target to reduce by 700 offences will be met.
9. At the last Police Authority meeting in June, the Overview of Force Performance reported that total recorded crime for the start of the year (April and May) was up by 4.4% compared to last year. The April to August figures show that this year-to-date increase has now fallen to 1.2%, with the total for the June to August period (20,036) lower than the equivalent period of last year (20,130).
10. At the last meeting, it was also reported that the level of recorded serious acquisitive crime was up by 7.6% for the start of the year. The year-to-date figures now show a 2.1% increase, with the total for the June to August period (2,782) lower than the equivalent period of last year (2,826). The chart on the following page illustrates that, over these last 3 months, the levels of recorded serious acquisitive crime have returned to levels similar to last year's monthly average.
11. The number of recorded violence against the person with injury offences has fallen by 2.0% 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 continued improvements in the first five months of this year, particularly in relation to public confidence, recorded ASB, theft of motor vehicle and robbery. Although some crime types are still seeing increases on a year-to-date basis, this is mainly influenced by higher figures which were recorded in April and May and performance since then has generally improved. Crime levels will continue to be focused upon for scrutiny at the Deputy Chief Constable's Performance Conference, as the Force strives for the further improvements which are necessary to meet 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.

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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 July 2011			Apr 11 - Mar 12
People having confidence in their local police	85.8%	86.2%	+ 0.4 pp		86.0%
People stating that local police can be relied on to be there when needed	65.5%	68.6%	+ 3.1 pp		66.0%
User Satisfaction	Apr 10 - Mar 11	Rolling 12 months to August 2011		Change	Apr 11 - Mar 12
Victims of crime satisfied with the overall service provided	83.4%	83.5%	+ 0.1 pp		85.0%
Victims of racist incidents satisfied with the overall service provided	76.0%	82.4%	+ 6.4 pp		78.7%
Hate Crime	April 2010 - August 2010	Performance: April 2011 - August 2011		Change	Apr 11 - Mar 12
Number of Hate Crimes	289	213	- 26.3%		To monitor performance
Racial	241	177	- 26.6%		
Religious	1	4	+ 300.0%		
Homophobic	38	25	- 34.2%		
Disability	9	7	- 22.2%		
Sanction detection rate for racially and religiously aggravated crimes	47.7%	65.4%	+ 17.7 pp		50.1%
Call Handling	Apr 10 - Mar 11	Performance: April 2011 - August 2011		Change	Apr 11 - Mar 12
Emergency calls answered on time	97.3%	96.7%	- 0.6 pp		97.0%
Non-emergency calls to the Command Centres answered on time	89.8%	86.7%	- 3.1 pp		90.0%
Domestic Violence	April 2010 - July 2010	Performance: April 2011 - July 2011		Change	Apr 11 - Mar 12
Number of repeat domestic violence victims	952	1,137	+ 19.4%		Report performance and understand issues
Number of domestic violence incidents reported which have been identified as high risk	352	484	+ 37.5%		

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 July 2011			Apr 11 - Mar 12
People stating that local police deal effectively with crime and ASB in their neighbourhoods	69.5%	71.0%	+ 1.5 pp		72.0%
Repeat ASB Incidents	Apr 10 - Mar 11	Rolling 12 months to August 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	2,723	- 14.9%		To reduce
Criminal Damage	April 2010 - August 2010	Performance: April 2011 - August 2011		Change	Performance: April 2011 - August 2011
Criminal Damage offences (excl. code 59)	6,877	6,102	- 11.3%		5,995

STRATEGIC AIM 3: REDUCE LEVELS OF LOCAL CRIME	PERFORMANCE			Change	TARGET
	2010/11	2011/12			2011/12
Recorded Crime	April 2010 - August 2010	Performance: April 2011 - August 2011			Performance: April 2011 - August 2011
All recorded crime	33,434	33,851	+ 1.2%		To reduce
Number of serious acquisitive crimes	4,753	4,852	+ 2.1%		No increase
Domestic burglary	2,001	2,097	+ 4.8%		To reduce
Theft of motor vehicle	777	659	- 15.2%		-
Theft from vehicle	1,734	1,903	+ 9.7%		-
Robbery	241	193	- 19.9%		-
Violence against the person with injury	3,396	3,327	- 2.0%		3,111
Most serious violent crime	299	312	+ 4.3%		-
Assault with less serious injury offences	3,097	3,015	- 2.6%		-

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 July 2011		Apr 11 - Mar 12
People having confidence in their local police	84.9%	85.5%	+ 0.6 pp	86.0%
People stating that local police can be relied on to be there when needed	62.3%	65.4%	+ 3.1 pp	66.0%
User Satisfaction	Apr 10 - Mar 11	Rolling 12 months to August 2011	Change	Apr 11 - Mar 12
Victims of crime satisfied with the overall service provided	84.0%	85.7%	+ 1.7 pp	85.0%
Hate Crime	April 2010 - August 2010	Performance: April 2011 - August 2011	Change	Apr 11 - Mar 12
Number of Hate Crimes	84	68	- 19.0%	To monitor performance
Racial	70	57	- 18.6%	
Religious	0	1	-	
Homophobic	12	8	- 33.3%	
Disability	2	2	-	
Sanction detection rate for racially and religiously aggravated crimes	28.6%	53.3%	+ 24.7 pp	50.1%
Domestic Violence	April 2010 - July 2010	Performance: April 2011 - July 2011	Change	Apr 11 - Mar 12
Number of repeat domestic violence victims	212	226	+ 6.6%	Report performance and understand issues
	April 2010 - August 2010	Performance: April 2011 - August 2011	Change	
Number of domestic violence incidents reported which have been identified as high risk	135	89	- 34.1%	

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 July 2011		Apr 11 - Mar 12
People stating that local police deal effectively with crime and ASB in their neighbourhoods	68.2%	70.1%	+ 1.9 pp	72.0%
Repeat ASB Incidents	Apr 10 - Mar 11	Rolling 12 months to August 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	569	- 11.8%	To reduce
Criminal Damage	April 2010 - August 2010	Performance: April 2011 - August 2011	Change	Performance: April 2011 - August 2011
Criminal Damage offences (excl. code 59)	1,713	1,594	- 6.9%	1,490

STRATEGIC AIM 3: REDUCE LEVELS OF LOCAL CRIME	PERFORMANCE		Change	TARGET
	2010/11	2011/12		2011/12
Recorded Crime	April 2010 - August 2010	Performance: April 2011 - August 2011		Performance: April 2011 - August 2011
All recorded crime	7,404	7,068	- 4.5%	To reduce
Number of serious acquisitive crimes	1,143	1,057	- 7.5%	No increase
Domestic burglary	439	421	- 4.1%	To reduce
Theft of motor vehicle	170	110	- 35.3%	-
Theft from vehicle	469	481	+ 2.6%	-
Robbery	65	45	- 30.8%	-
Violence against the person with injury	718	653	- 9.1%	635
Most serious violent crime	65	69	+ 6.2%	-
Assault with less serious injury offences	653	584	- 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 July 2011		Apr 11 - Mar 12
People having confidence in their local police	83.9%	85.3%	+ 1.4 pp	86.0%
People stating that local police can be relied on to be there when needed	61.5%	66.5%	+ 5.0 pp	66.0%
User Satisfaction	Apr 10 - Mar 11	Rolling 12 months to August 2011	Change	Apr 11 - Mar 12
Victims of crime satisfied with the overall service provided	83.6%	82.1%	- 1.5 pp	85.0%
Hate Crime	April 2010 - August 2010	Performance: April 2011 - August 2011	Change	Apr 11 - Mar 12
Number of Hate Crimes	45	28	- 37.8%	To monitor performance
Racial	42	19	- 54.8%	
Religious	0	0	-	
Homophobic	3	5	+ 66.7%	
Disability	0	4	-	
Sanction detection rate for racially and religiously aggravated crimes	30.0%	83.3%	+ 53.3 pp	50.1%
Domestic Violence	April 2010 - July 2010	Performance: April 2011 - July 2011	Change	Apr 11 - Mar 12
Number of repeat domestic violence victims	181	197	+ 8.8%	Report performance and understand issues
	April 2010 - August 2010	Performance: April 2011 - August 2011	Change	
Number of domestic violence incidents reported which have been identified as high risk	42	146	+ 247.6%	

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 July 2011		Apr 11 - Mar 12
People stating that local police deal effectively with crime and ASB in their neighbourhoods	66.7%	67.9%	+ 1.2 pp	72.0%
Repeat ASB Incidents	Apr 10 - Mar 11	Rolling 12 months to August 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	776	- 6.4%	To reduce
Criminal Damage	April 2010 - August 2010	Performance: April 2011 - August 2011	Change	Performance: April 2011 - August 2011
Criminal Damage offences (excl. code 59)	1,276	1,153	- 9.6%	1,039

STRATEGIC AIM 3: REDUCE LEVELS OF LOCAL CRIME	PERFORMANCE		Change	TARGET
	2010/11	2011/12		2011/12
Recorded Crime	April 2010 - August 2010	Performance: April 2011 - August 2011		Performance: April 2011 - August 2011
All recorded crime	6,167	5,957	- 3.4%	To reduce
Number of serious acquisitive crimes	960	820	- 14.6%	No increase
Domestic burglary	428	379	- 11.4%	To reduce
Theft of motor vehicle	151	129	- 14.6%	-
Theft from vehicle	329	262	- 20.4%	-
Robbery	52	50	- 3.8%	-
Violence against the person with injury	619	572	- 7.6%	546
Most serious violent crime	64	62	- 3.1%	-
Assault with less serious injury offences	555	510	- 8.1%	-

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 July 2011		Apr 11 - Mar 12
People having confidence in their local police	85.6%	86.3%	+ 0.7 pp	86.0%
People stating that local police can be relied on to be there when needed	70.3%	71.3%	+ 1.0 pp	70.3%
User Satisfaction	Apr 10 - Mar 11	Rolling 12 months to August 2011	Change	Apr 11 - Mar 12
Victims of crime satisfied with the overall service provided	83.4%	82.6%	- 0.8 pp	85.0%
Hate Crime	April 2010 - August 2010	Performance: April 2011 - August 2011	Change	Apr 11 - Mar 12
Number of Hate Crimes	42	30	- 28.6%	To monitor performance
Racial	30	23	- 23.3%	
Religious	1	1	-	
Homophobic	11	6	- 45.5%	
Disability	0	0	-	
Sanction detection rate for racially and religiously aggravated crimes	30.8%	62.5%	+ 31.7 pp	51.0%
Domestic Violence	April 2010 - July 2010	Performance: April 2011 - July 2011	Change	Apr 11 - Mar 12
Number of repeat domestic violence victims	177	223	+ 26.0%	Report performance and understand issues
	April 2010 - August 2010	Performance: April 2011 - August 2011	Change	
Number of domestic violence incidents reported which have been identified as high risk	91	183	+ 101.1%	

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 July 2011		Apr 11 - Mar 12
People stating that local police deal effectively with crime and ASB in their neighbourhoods	69.5%	70.5%	+ 1.0 pp	72.0%
Repeat ASB Incidents	Apr 10 - Mar 11	Rolling 12 months to August 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	452	- 28.6%	To reduce
Criminal Damage	April 2010 - August 2010	Performance: April 2011 - August 2011	Change	Performance: April 2011 - August 2011
Criminal Damage offences (excl. code 59)	1,687	1,382	- 18.1%	1,441

STRATEGIC AIM 3: REDUCE LEVELS OF LOCAL CRIME	PERFORMANCE		Change	TARGET
	2010/11	2011/12		2011/12
Recorded Crime	April 2010 - August 2010	Performance: April 2011 - August 2011		Performance: April 2011 - August 2011
All recorded crime	7,556	7,674	+ 1.6%	To reduce
Number of serious acquisitive crimes	847	839	- 0.9%	No increase
Domestic burglary	304	347	+ 14.1%	To reduce
Theft of motor vehicle	176	158	- 10.2%	-
Theft from vehicle	337	322	- 4.5%	-
Robbery	30	12	- 60.0%	-
Violence against the person with injury	804	826	+ 2.7%	742
Most serious violent crime	73	78	+ 6.8%	-
Assault with less serious injury offences	731	748	+ 2.3%	-

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 July 2011		Apr 11 - Mar 12
People having confidence in their local police	88.8%	87.6%	- 1.2 pp	88.8%
People stating that local police can be relied on to be there when needed	67.9%	71.0%	+ 3.1 pp	67.9%
User Satisfaction	Apr 10 - Mar 11	Rolling 12 months to August 2011	Change	Apr 11 - Mar 12
Victims of crime satisfied with the overall service provided	83.0%	83.3%	+ 0.3 pp	85.0%
Hate Crime	April 2010 - August 2010	Performance: April 2011 - August 2011	Change	Apr 11 - Mar 12
Number of Hate Crimes	118	87	- 26.3%	To monitor performance
Racial	99	78	- 21.2%	
Religious	0	2	-	
Homophobic	12	6	- 50.0%	
Disability	7	1	- 85.7%	
Sanction detection rate for racially and religiously aggravated crimes	74.6%	71.4%	- 3.2 pp	63.1%
Domestic Violence	April 2010 - July 2010	Performance: April 2011 - July 2011	Change	Apr 11 - Mar 12
Number of repeat domestic violence victims	382	491	+ 28.5%	Report performance and understand issues
	April 2010 - August 2010	Performance: April 2011 - August 2011	Change	
Number of domestic violence incidents reported which have been identified as high risk	84	66	- 21.4%	

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 July 2011		Apr 11 - Mar 12
People stating that local police deal effectively with crime and ASB in their neighbourhoods	73.2%	75.4%	+ 2.2 pp	73.2%
Repeat ASB Incidents	Apr 10 - Mar 11	Rolling 12 months to August 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	926	- 15.3%	To reduce
Criminal Damage	April 2010 - August 2010	Performance: April 2011 - August 2011	Change	Performance: April 2011 - August 2011
Criminal Damage offences (excl. code 59)	2,201	1,973	- 10.4%	2,024

STRATEGIC AIM 3: REDUCE LEVELS OF LOCAL CRIME	PERFORMANCE		Change	TARGET
	2010/11	2011/12		2011/12
Recorded Crime	April 2010 - August 2010	Performance: April 2011 - August 2011		Performance: April 2011 - August 2011
All recorded crime	12,307	13,152	+ 6.9%	To reduce
Number of serious acquisitive crimes	1,803	2,136	+ 18.5%	No increase
Domestic burglary	830	950	+ 14.5%	To reduce
Theft of motor vehicle	280	262	- 6.4%	-
Theft from vehicle	599	838	+ 39.9%	-
Robbery	94	86	- 8.5%	-
Violence against the person with injury	1,255	1,276	+ 1.7%	1,186
Most serious violent crime	97	103	+ 6.2%	-
Assault with less serious injury offences	1,158	1,173	+ 1.3%	-

PERFORMANCE	
	Meeting Target
	Not Meeting Target

ANNEX B – IQUANTA FORCE OVERVIEW REPORT

Overview Report - Humberside and BCUs Crime Data to the End of Jul 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			
<u>Across Time - Shape</u>		<u>Against Peers - Ladder</u>	
Clearly Improving	Improving	Better than	
No apparent change		In line with peers	
Clearly Deteriorating	Deteriorating	Worse than	