

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 second month of this reporting year (April to May).

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). **It should be noted that for the performance indicators related to recorded crime, this comparison is based on data for just the two months of April and May and is therefore subject to high percentage changes at this early stage of the reporting year.** 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 April 2011) show that 85.6% of the public have confidence in Humberside Police and 67.5% agree that the Force can be relied on to be there when needed.
4. The latest User Satisfaction figures (to May 2011) show that 83.3% 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 already improved up to 79.4%, meeting the target of 78.7%.
5. During April and May, there were 106 hate crimes recorded by the Force. This is a fall of 15.2% in comparison to the 125 offences recorded in the equivalent period of last year. The majority of these offences (around 85%) are considered as hate crimes in relation to the race of the victim. The Force has made an excellent start to the year in terms of racially and religiously aggravated crime investigation, having achieved a sanction detection rate of 70.8%.

6. The Force is currently meeting the emergency call handling target of 97% of calls answered on time (within 10 seconds) but is 0.8 percentage points away from the non-emergency call handling target of 90% of calls answered on time (within 30 seconds).
7. Within Strategic Aim 2, the Local Telephone Survey shows that over 70% of the public now consider Humberside Police to deal effectively with crime and anti-social behaviour (ASB). The number of reported repeat ASB incidents is continuing to fall, following the 40.3% reduction which was made during 2010/11. The number of recorded criminal damage offences is also continuing to fall, although not yet to the extent to be meeting this year's target.
8. The recorded crime figures under Strategic Aim 3 show that total recorded crime was up by 4.4% in April and May compared to last year. A report published by the Yorkshire Post on 23 May, using figures obtained by the newspaper, highlighted that crime rates have risen almost everywhere in the region in the first five months of this year compared to the same period in 2010, suggesting that the economic downturn is beginning to impact upon recorded crime.
9. The level of serious acquisitive crime has shown an increase of 7.6%. This includes increases in the number of domestic burglaries and thefts from vehicles. However, the levels of theft of motor vehicle offences and robberies have continued to fall, following the reductions of 15.1% and 8.2% respectively which were made last year. The number of recorded violence against the person with injury offences is also continuing to fall, although not yet to the extent to be meeting this year's target.

OPTIONS, RISKS AND OPPORTUNITIES

10. Not applicable.

POLICING PLAN AND PERFORMANCE

11. 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

12. Not applicable.

FINANCIAL IMPLICATIONS

13. Not applicable.

LEGAL IMPLICATIONS

14. Not applicable.

EQUALITY AND DIVERSITY AND HUMAN RIGHTS

15. 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

16. Following on from the performance successes of 2010/11, a number of further performance improvements are already being seen during 2011/12, particularly in relation to recorded ASB, theft of motor vehicle and robbery. Performance areas which are not yet seeing improvement will continue to be monitored and, where necessary, focused upon for scrutiny at the Deputy Chief Constable's Performance Conference which is held on a monthly basis. This month's meeting will include particular scrutiny on recorded theft from vehicle and domestic burglary, both of which have been identified as showing increases at this early stage of the reporting year.

RECOMMENDATIONS

17. 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 April 2011		Apr 11 - Mar 12
People having confidence in their local police	85.8%	85.6%	- 0.2 pp	86.0%
People stating that local police can be relied on to be there when needed	65.5%	67.5%	+ 2.0 pp	66.0%
User Satisfaction	Apr 10 - Mar 11	Rolling 12 months to May 2011	Change	Apr 11 - Mar 12
Victims of crime satisfied with the overall service provided	83.4%	83.3%	- 0.1 pp	85.0%
Victims of racist incidents satisfied with the overall service provided	76.0%	79.4%	+ 3.4 pp	78.7%
Hate Crime	April 2010 - May 2010	Performance: April 2011 - May 2011	Change	Apr 11 - Mar 12
Number of Hate Crimes	125	106	- 15.2%	To monitor performance
Racial	105	90	- 14.3%	
Religious	0	2	-	
Homophobic	17	11	- 35.3%	
Disability	3	3	-	
Sanction detection rate for racially and religiously aggravated crimes	51.3%	70.8%	+ 19.5 pp	50.1%
Call Handling	Apr 10 - Mar 11	Performance: April 2011 - May 2011	Change	Apr 11 - Mar 12
Emergency calls answered on time	97.3%	97.4%	+ 0.1 pp	97.0%
Non-emergency calls to the Command Centres answered on time	89.8%	89.2%	- 0.6 pp	90.0%
Domestic Violence	April 2010 - May 2010	Performance: April 2011 - May 2011	Change	Apr 11 - Mar 12
Number of repeat domestic violence victims	467	482	+ 3.2%	Report performance and understand issues
Number of domestic violence incidents reported which have been identified as high risk	157	181	+ 15.3%	

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 April 2011		Apr 11 - Mar 12
People stating that local police deal effectively with crime and ASB in their neighbourhoods	69.5%	70.7%	+ 1.2 pp	72.0%
Repeat ASB Incidents	Apr 10 - Mar 11	Rolling 12 months to May 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	3,132	- 2.1%	To reduce
Criminal Damage	April 2010 - May 2010	Performance: April 2011 - May 2011	Change	Performance: April 2011 - May 2011
Criminal Damage offences (excl. code 59)	2,754	2,613	- 5.1%	2,390

STRATEGIC AIM 3: REDUCE LEVELS OF LOCAL CRIME	PERFORMANCE		Change	TARGET
	2010/11	2011/12		2011/12
Recorded Crime	April 2010 - May 2010	Performance: April 2011 - May 2011		Performance: April 2011 - May 2011
All recorded crime	13,304	13,896	+ 4.4%	To reduce
Number of serious acquisitive crimes	1,927	2,073	+ 7.6%	No increase
Domestic burglary	811	830	+ 2.3%	To reduce
Theft of motor vehicle	293	274	- 6.5%	-
Theft from vehicle	723	892	+ 23.4%	-
Robbery	100	77	- 23.0%	-
Violence against the person with injury	1,381	1,334	- 3.4%	1,240
Most serious violent crime	122	126	+ 3.3%	-
Assault with less serious injury offences	1,259	1,208	- 4.1%	-

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 April 2011		Apr 11 - Mar 12
People having confidence in their local police	84.9%	85.5%	+ 0.6 pp	To be set
People stating that local police can be relied on to be there when needed	62.3%	64.4%	+ 2.1 pp	To be set
User Satisfaction	Apr 10 - Mar 11	Rolling 12 months to May 2011	Change	Apr 11 - Mar 12
Victims of crime satisfied with the overall service provided	84.0%	84.9%	+ 0.9 pp	85.0%
Hate Crime	April 2010 - May 2010	Performance: April 2011 - May 2011	Change	Apr 11 - Mar 12
Number of Hate Crimes	38	25	- 34.2%	To monitor performance
Racial	29	22	- 24.1%	
Religious	0	0	-	
Homophobic	7	3	- 57.1%	
Disability	2	0	- 100.0%	
Sanction detection rate for racially and religiously aggravated crimes	28.6%	50.0%	+ 21.4 pp	50.1%
Domestic Violence	April 2010 - May 2010	Performance: April 2011 - May 2011	Change	Apr 11 - Mar 12
Number of repeat domestic violence victims	103	106	+ 2.9%	Report performance and understand issues
Number of domestic violence incidents reported which have been identified as high risk	82	30	- 63.4%	

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 April 2011		Apr 11 - Mar 12
People stating that local police deal effectively with crime and ASB in their neighbourhoods	68.2%	69.9%	+ 1.7 pp	To be set
Repeat ASB Incidents	Apr 10 - Mar 11	Rolling 12 months to May 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	648	+ 0.5%	To reduce
Criminal Damage	April 2010 - May 2010	Performance: April 2011 - May 2011	Change	Performance: April 2011 - May 2011
Criminal Damage offences (excl. code 59)	668	678	+ 1.5%	594

STRATEGIC AIM 3: REDUCE LEVELS OF LOCAL CRIME	PERFORMANCE		Change	TARGET
	2010/11	2011/12		2011/12
Recorded Crime	April 2010 - May 2010	Performance: April 2011 - May 2011		Performance: April 2011 - May 2011
All recorded crime	2,925	2,875	- 1.7%	To reduce
Number of serious acquisitive crimes	419	456	+ 8.8%	No increase
Domestic burglary	176	188	+ 6.8%	To reduce
Theft of motor vehicle	56	38	- 32.1%	-
Theft from vehicle	164	211	+ 28.7%	-
Robbery	23	19	- 17.4%	-
Violence against the person with injury	302	260	- 13.9%	253
Most serious violent crime	23	28	+ 21.7%	-
Assault with less serious injury offences	279	232	- 16.8%	-

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 April 2011		Apr 11 - Mar 12
People having confidence in their local police	83.9%	83.7%	- 0.2 pp	To be set
People stating that local police can be relied on to be there when needed	61.5%	64.7%	+ 3.2 pp	To be set
User Satisfaction	Apr 10 - Mar 11	Rolling 12 months to May 2011	Change	Apr 11 - Mar 12
Victims of crime satisfied with the overall service provided	83.6%	82.4%	- 1.2 pp	85.0%
Hate Crime	April 2010 - May 2010	Performance: April 2011 - May 2011	Change	Apr 11 - Mar 12
Number of Hate Crimes	18	20	+ 11.1%	To monitor performance
Racial	17	14	- 17.6%	
Religious	0	0	-	
Homophobic	1	4	+ 300.0%	
Disability	0	2	-	
Sanction detection rate for racially and religiously aggravated crimes	33.3%	38.5%	+ 5.2 pp	50.1%
Domestic Violence	April 2010 - May 2010	Performance: April 2011 - May 2011	Change	Apr 11 - Mar 12
Number of repeat domestic violence victims	88	82	- 6.8%	Report performance and understand issues
Number of domestic violence incidents reported which have been identified as high risk	24	62	+ 158.3%	

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 April 2011		Apr 11 - Mar 12
People stating that local police deal effectively with crime and ASB in their neighbourhoods	66.7%	67.0%	+ 0.3 pp	To be set
Repeat ASB Incidents	Apr 10 - Mar 11	Rolling 12 months to May 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	840	+ 1.3%	To reduce
Criminal Damage	April 2010 - May 2010	Performance: April 2011 - May 2011	Change	Performance: April 2011 - May 2011
Criminal Damage offences (excl. code 59)	512	529	+ 3.3%	414

STRATEGIC AIM 3: REDUCE LEVELS OF LOCAL CRIME	PERFORMANCE		Change	TARGET
	2010/11	2011/12		2011/12
Recorded Crime	April 2010 - May 2010	Performance: April 2011 - May 2011		Performance: April 2011 - May 2011
All recorded crime	2,567	2,413	- 6.0%	To reduce
Number of serious acquisitive crimes	417	281	- 32.6%	No increase
Domestic burglary	200	115	- 42.5%	To reduce
Theft of motor vehicle	62	62	-	-
Theft from vehicle	128	87	- 32.0%	-
Robbery	27	17	- 37.0%	-
Violence against the person with injury	272	222	- 18.4%	218
Most serious violent crime	31	25	- 19.4%	-
Assault with less serious injury offences	241	197	- 18.3%	-

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 April 2011		Apr 11 - Mar 12
People having confidence in their local police	85.6%	85.7%	+ 0.1 pp	To be set
People stating that local police can be relied on to be there when needed	70.3%	70.9%	+ 0.6 pp	To be set
User Satisfaction	Apr 10 - Mar 11	Rolling 12 months to May 2011	Change	Apr 11 - Mar 12
Victims of crime satisfied with the overall service provided	83.4%	82.9%	- 0.5 pp	85.0%
Hate Crime	April 2010 - May 2010	Performance: April 2011 - May 2011	Change	Apr 11 - Mar 12
Number of Hate Crimes	20	15	- 25.0%	To monitor performance
Racial	15	14	- 6.7%	
Religious	0	1	-	
Homophobic	5	0	- 100.0%	
Disability	0	0	-	
Sanction detection rate for racially and religiously aggravated crimes	8.3%	100.0%	+ 91.7 pp	51.0%
Domestic Violence	April 2010 - May 2010	Performance: April 2011 - May 2011	Change	Apr 11 - Mar 12
Number of repeat domestic violence victims	84	87	+ 3.6%	Report performance and understand issues
Number of domestic violence incidents reported which have been identified as high risk	22	75	+ 240.9%	

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 April 2011		Apr 11 - Mar 12
People stating that local police deal effectively with crime and ASB in their neighbourhoods	69.5%	71.2%	+ 1.7 pp	To be set
Repeat ASB Incidents	Apr 10 - Mar 11	Rolling 12 months to May 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	566	- 10.6%	To reduce
Criminal Damage	April 2010 - May 2010	Performance: April 2011 - May 2011	Change	Performance: April 2011 - May 2011
Criminal Damage offences (excl. code 59)	710	569	- 19.9%	575

STRATEGIC AIM 3: REDUCE LEVELS OF LOCAL CRIME	PERFORMANCE		Change	TARGET
	2010/11	2011/12		2011/12
Recorded Crime	April 2010 - May 2010	Performance: April 2011 - May 2011		Performance: April 2011 - May 2011
All recorded crime	2,995	3,105	+ 3.7%	To reduce
Number of serious acquisitive crimes	360	338	- 6.1%	No increase
Domestic burglary	120	119	- 0.8%	To reduce
Theft of motor vehicle	74	71	- 4.1%	-
Theft from vehicle	155	146	- 5.8%	-
Robbery	11	2	- 81.8%	-
Violence against the person with injury	315	346	+ 9.8%	296
Most serious violent crime	33	39	+ 18.2%	-
Assault with less serious injury offences	282	307	+ 8.9%	-

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 April 2011		Apr 11 - Mar 12
People having confidence in their local police	88.8%	87.6%	- 1.2 pp	To be set
People stating that local police can be relied on to be there when needed	67.9%	69.9%	+ 2.0 pp	To be set
User Satisfaction	Apr 10 - Mar 11	Rolling 12 months to May 2011	Change	Apr 11 - Mar 12
Victims of crime satisfied with the overall service provided	83.0%	82.8%	- 0.2 pp	85.0%
Hate Crime	April 2010 - May 2010	Performance: April 2011 - May 2011	Change	Apr 11 - Mar 12
Number of Hate Crimes	49	46	- 6.1%	To monitor performance
Racial	44	40	- 9.1%	
Religious	0	1	-	
Homophobic	4	4	-	
Disability	1	1	-	
Sanction detection rate for racially and religiously aggravated crimes	87.9%	92.9%	+ 5.0 pp	63.1%
Domestic Violence	April 2010 - May 2010	Performance: April 2011 - May 2011	Change	Apr 11 - Mar 12
Number of repeat domestic violence victims	192	207	+ 7.8%	Report performance and understand issues
Number of domestic violence incidents reported which have been identified as high risk	29	14	- 51.7%	

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 April 2011		Apr 11 - Mar 12
People stating that local police deal effectively with crime and ASB in their neighbourhoods	73.2%	74.5%	+ 1.3 pp	To be set
Repeat ASB Incidents	Apr 10 - Mar 11	Rolling 12 months to May 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	1,078	- 1.4%	To reduce
Criminal Damage	April 2010 - May 2010	Performance: April 2011 - May 2011	Change	Performance: April 2011 - May 2011
Criminal Damage offences (excl. code 59)	864	837	- 3.1%	807

STRATEGIC AIM 3: REDUCE LEVELS OF LOCAL CRIME	PERFORMANCE		Change	TARGET
	2010/11	2011/12		2011/12
Recorded Crime	April 2010 - May 2010	Performance: April 2011 - May 2011		Performance: April 2011 - May 2011
All recorded crime	4,817	5,503	+ 14.2%	To reduce
Number of serious acquisitive crimes	731	998	+ 36.5%	No increase
Domestic burglary	315	408	+ 29.5%	To reduce
Theft of motor vehicle	101	103	+ 2.0%	-
Theft from vehicle	276	448	+ 62.3%	-
Robbery	39	39	-	-
Violence against the person with injury	492	506	+ 2.8%	473
Most serious violent crime	35	34	- 2.9%	-
Assault with less serious injury offences	457	472	+ 3.3%	-

PERFORMANCE	
	Meeting Target
	Not Meeting Target

ANNEX B – IQUANTA FORCE OVERVIEW REPORT

Overview Report - Humberside and BCUs Crime Data to the End of Apr 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
Humberside								
East Riding of Yorkshire								
Kingston upon Hull								
North Lincolnshire								
North East Lincolnshire								

Key to Performance Comparisons

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