

To: Surrey Police Authority
Date: 15th December 2011
By: Chief Constable
Title: Local performance plan 2011/12 - Quarter 2 (September 2011) results

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 second quarter of the year excellent progress has been made in ensuring the Force is now on target for all 9 Local Policing Plan 2011/12 measures. A summary of each area of performance is below:

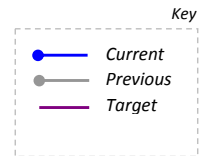
- Public confidence remains high with 88.7% of the public surveyed in the first two quarters of this financial year confident in their neighbourhood police compared to 88.2% in 2010/11. This continued high level of confidence mirrors the latest result from the British Crime Survey which shows Surrey continuing to have the highest level of confidence when compared to other Forces nationally.
- At the end of quarter 2 a weighted satisfaction level of 84.7% has been recorded FYtD 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%.

Jenny Stone, Performance Analysis Manager

The majority of all incident group and questions 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 accidents (which is significant) and victim satisfaction with 'ease of contact' and 'treatment'.

- Customer satisfaction for anti-social behaviour (ASB) at the end of quarter 2 stood at 78.2%, which is 1.5% 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 2 the Force had recorded 188 charges and cautions for class A drugs and 143 charges and cautions for class B drugs bringing the financial year to date total to 331. This excellent achievement is largely due to exceptional performance in quarter 1 as a result of planned operational activity.
- At the end of quarter 2 six disrupted/ dismantled OCGS had been signed off by the Controlling Crime Panel. 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 4 disrupted/dismantled OCGS were to be submitted to the next Controlling Crime Panel in November for review. In addition to this there are a number of OCGS within Surrey and the region that are pending disruption/ dismantling. Therefore, the Force is confident that the end of year target of signing off 15 disrupted/ dismantled OCGS will be achieved. A further full performance update on OCGS will be given at the SPECS meeting taking place on the 22nd December.
- At the end of quarter 2 the Force had recorded 7025 serious acquisitive and violence with injury crimes, this is a reduction in crime of 7.5% when compared to the same two quarters last year. The Force has recorded a year on year decrease in violence with injury of 17.4% and vehicle crime of 6%. The Force is currently on 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 2, the Force has recorded a serious crime (serious acquisitive, serious sexual and violence with injury) detection rate of 19.4%. Latest performance demonstrates the continual improvement in the Force's serious crime sanction detection rates when compared to performance at the end of quarter 2 last year of 17.2%.
- Since the start of the year the Force has recruited an additional 76 police constables bringing the actual volume of constables to 1512. Forecasts show 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 quarter 2 police employee resource availability stood at 90.6%, 0.6% percentage points above the end of year target of 90%.

FAU - Force Analysis Unit Local Policing Plan Summary Force Level Quarter 2 - 2011/2012

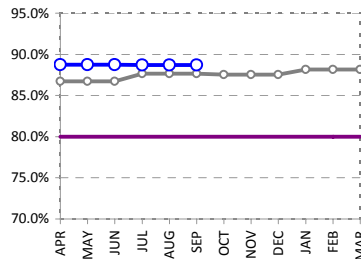


What are we measuring?

% 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
88.7%	80.0%	87.6%



Commentary

Latest data available is for quarter 2, 2011/12.

During the second quarter of this financial year 88.7% of the public surveyed had confidence in the police in their neighbourhood. This is +1.1% points higher than the same period last year and + 0.5% points above the previous 2010/11 year end of 88.2%. Currently the Force is +8.7% points above the Local Policing Plan target of 80%.

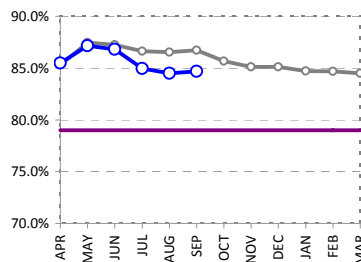
What are we measuring?

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: There are inherent time delays in collecting customer satisfaction data.

%age Satisfaction (CVF) with Overall Service inc Racial

FYtD	vs. Target	vs. Previous
84.7%	79.0%	86.7%



Commentary

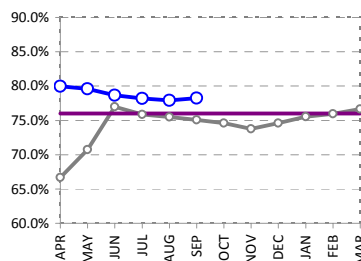
Results for September interviews (July incidents). At 84.7% the FYTD result for overall satisfaction is +5.7% points above the Local Policing Plan target of 79%, and is 0.2% points above the previous year end.

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

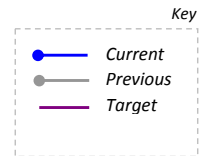
FYtD	vs. Target	vs. Previous
78.2%	76.0%	75.1%



Commentary

Results for September (July incidents). The FYTD result for ASB overall satisfaction of 78.2% is +2.2% points above the Local Policing Plan target of 76%, and +1.5% points above the previous year end.

FAU - Force Analysis Unit Local Policing Plan Summary Force Level Quarter 2 - 2011/2012



What are we measuring?

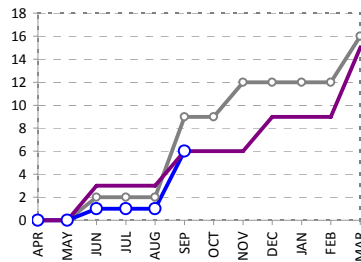
Disrupt or Dismantle OCGs

FYtD	vs. Target	vs. Previous
6	6	9

Commentary

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.



Five OCGs were signed off during September controlling crime panel. Therefore the FYtD performance is currently 6 against an end of year target of 15.

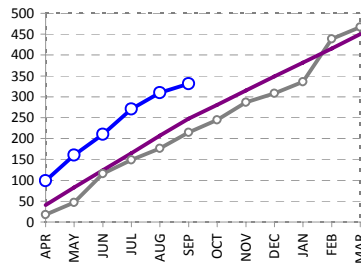
What are we measuring?

Charges / cautions for the Supply or Production of Class A & B Drugs

FYtD	vs. Target	vs. Previous
331	248	215

Commentary

The number of charges or cautions of class A and class B supply offences (supply, possession with intent to supply, concerned in supply, production and cultivation) as measured utilising pre court event data.



During September the force recorded 22 charges or cautions of class A and B supply and production (8 for Class A and 14 for Class B). This brings the FYtD total to 331 (188 Class A and 143 Class B). The results so far, make an excellent contribution to the Force end of year target of 450.

What are we measuring?

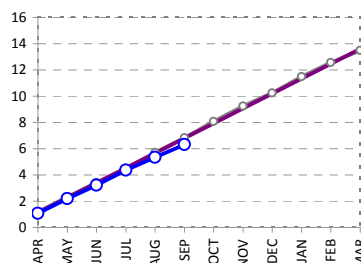
Serious Crime Reduction

FYtD	vs. Target	vs. Previous
6.31 per 1000	6.8 per 1000	6.82 per 1000

Commentary

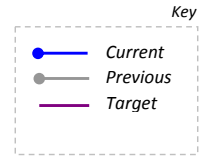
Keep levels of serious crime low in Surrey. Number of Violence with Injury & Serious Acquisitive Crimes per 1000 population.

(Based on Surrey Population of : 1113108)



At the end of September the Force had recorded a serious crime level of 6.31 per 1,000 population. With approximately 544 fewer crimes against the budgeted crime level, the Force is on trajectory to meet the 2011/12 end of year target of less than 13.6 serious crimes per 1,000 population. The Force now needs to record less than 311 Serious Crimes per week for the remainder of the year to meet the end of year target (compared to an average of 269 per week FYtD).

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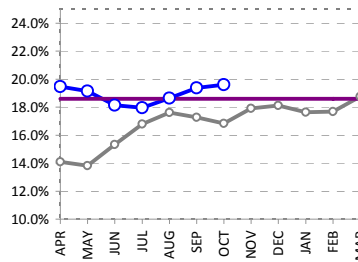


What are we measuring?

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 crimes resolved.

Serious Crime Detection

FYtD	vs. Target	vs. Previous
19.4%	18.6%	17.3%



Commentary

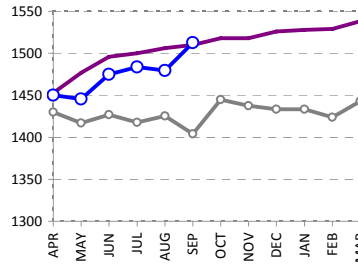
At the end of September the Force was recording a Serious Crime detection rate of 19.4%. Which is 0.8% points above the required end of year target of 18.6%, and 2.1% points above detection rate at the same time last year.

What are we measuring?

1345 was the number of police constables budgeted for as at March 2010. The actual figure was 1363 as actual numbers are usually just above or below the budgeted level due to the timing of intakes of new recruits and officers leaving the force. The aim is to have a budgeted level of 1545 police constables which may differ slightly from actual numbers.

Number of budgeted police constables

Current	vs. Target	vs. Previous
1512	1510	1404



Commentary

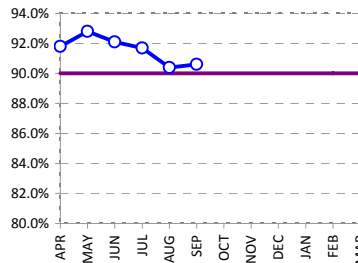
Actual headcount figures for September (1512 police constables) show that the Force is now slightly above the phased budget of 1510. Forecasts suggest the Force will maintain the target during the rest of the financial year.

What are we measuring?

%age of budgeted police employees available to deliver and support policing. The Resource Availability Measure looks at the percentage of time spent working for Surrey Police against the establishment hours which is deemed the optimum number required to deliver the LPP targets. All employees will be included as the support function is an integral part of delivering this.

%age Resource Availability

Current	vs. Target	vs. Previous
90.6%	90.0%	N/A



Commentary

At the end of September resource availability stood at 90.6%, 0.6 percentage points above the end of year target of 90%.