

ANNEX A – MANAGING CONSTABULARY PERFORMANCE

Everybody's Business is supported and underpinned by an operational policing plan, which spells out how the Constabulary plays its part in delivering the wider five-year strategy. This sets out the tactical activity required to maintain the Constabulary's impressive record of crime reduction, catching criminals and keeping people safe. In support of this, the 'Herts Way' sets out the operational tone for how the Police will go about delivering against the Police and Crime Plan. A six-month progress report, commissioned from the Chief Constable, provides the basis for the performance material in this annex.





















Managing Constabulary Performance

Objective	Measure	YTD ¹ ending 300913	Against previous year	Target	Against Plan ²	Trend on Last Year ³
Reduce Crime and ASB by 2%	All Crime (exc Action Fraud)	25235	-6.0%	-2%		
	Dwelling Burglary	1299	-9.2%	Reduce		
	Distraction Burglary	16	-65.2%	Reduce		
	Violence Against the Person	3889	-6.2%	Reduce		
	Robbery	216	-6.5%	Reduce		
	Serious Sexual Offences	290	+20.8%	Reduce		
	Vehicle Crime	2538	+1.2%	Reduce		
	Metal Theft	493	-19.4	Reduce		
	Business Crime	5,377	-4.6%	Reduce		
	ASB incidents	13,994	-29.8%	-2%		
	999 Call Handling	82.3%	-7.7%	90% in 10 seconds		
	Non- Emergency calls	80.3%	-8.4%	80% in 10 seconds		
	Response to Emergency Calls	86.2%	-7.4%	90% in 15 minutes		

¹ Excluding Action Fraud

² Compared to plan

³ Trend compared to previous year

	Victim Satisfaction – whole experience	88.70%	-1%	90%		
	ASB Satisfaction	63.6%	-5.9%	80%		
	Attend more crimes	67.7%	-0.06%	70%		
Catch Criminals	All Crime detected	38.31%	-0.6%	35%		
	No of people subject to FTA Warrants	No comparative data – change in definition.	189	250		
Keep People Safe	Increase the number of offenders charged with the supply of Class A+B drugs	247	+22.3%			
	Number of repeat victims of domestic violence	329	-4.1%			
	No of Dwelling Burglaries where victim over 70	168	-20%			
Meet the Strategic Policing Requirement	Number of repeat victims aged over 70	5	-70.6%			
	% of OCGs whose criminal activity is disrupted	82.9%	No comparative data	90%		
	Number of OCG dismantled	6	+17%	6		

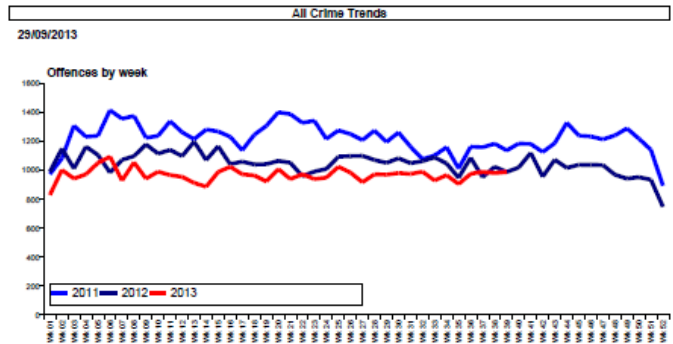
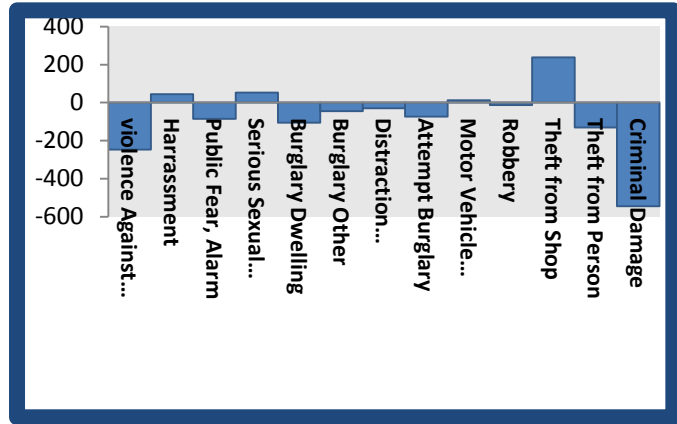
ALL CRIME						
Crimes Recorded	YTD	25235	Base Line	26845	² MSG RANKINGS	1
Outcome Rate	YTD	38.31%	Base Line	38.9%	MSG RANKINGS	1

Commentary

In the first half of the current policing year we experienced a 6% reduction in all crime, excluding action fraud. The chart opposite shows the crime types that have been reduced/increased so far this year. Of note is the significant reduction in criminal damage – 13.3% (576 less offences)

Outcome rate has almost been maintained.

Crime Trend



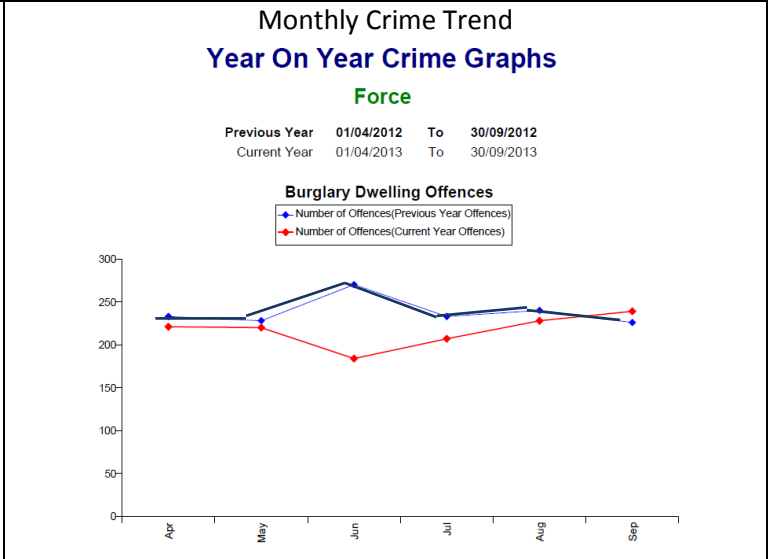
² Most Similar Groups (MSGs) are groups of police force areas that have been found to be the most similar to each other based on an analysis of demographic, social and economic characteristics which relate to crime. At the current time, our MSG consists of AVON & SOMERSET; BEDFORDSHIRE;ESSEX;HAMPSHIRE;KENT;SUSSEX;THAMES VALLEY

BURGLARY DWELLING						
Crimes Recorded	YTD	-9..2%	Base Line	1430	MSG RANKINGS	3
Outcome Rate	YTD	22.6%	Base Line	26.1%	MSG RANKINGS	2

Commentary
Hertfordshire domestic burglary rate has reduced quite significant during the last 2 years. We are now averaging 7 dwelling burglaries per day compared to 8 for the same period last year.

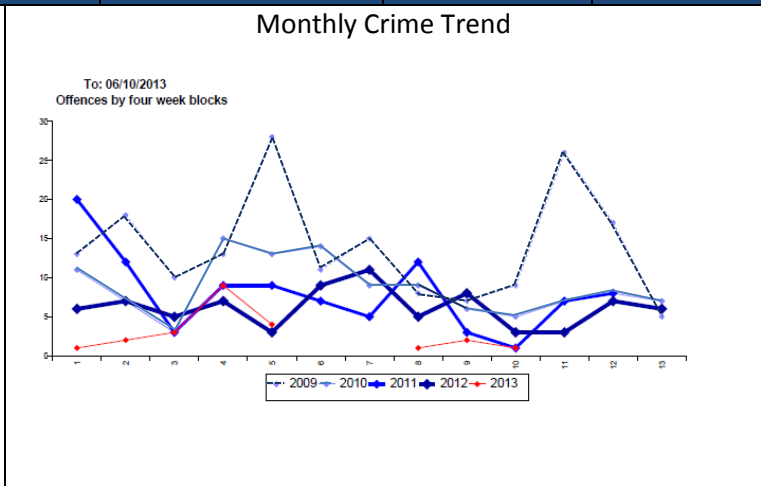
We are ranked 15th nationally for recorded crime per 1000 Households.

Outcome rate has dropped this year, but this needs to be taken in the context that there were 131 less offences during this reporting period.



DISTRACTION BURGLARY						
Crimes Recorded	YTD	-65.2%	Base Line	46	MSG RANKINGS	1
Outcome Rate	YTD	81.3%	Base Line	39.1%	MSG RANKINGS	1

Commentary
The Constabulary's commitment to this type of crime is evident from the performance. We have seen significant reduction in offences over the past 5 years, and this year so far we have seen a 65.2% reduction. There have been only 16 offences recorded during the reporting period, which is an average of 2.7 per month from an average of 7.6 per month.



VIOLENT CRIME						
Crimes Recorded	YTD	-6.2%	Base Line	4147	MSG RANKINGS	1
Outcome Rate	YTD	49.4%	Base Line	51.1%	MSG RANKINGS	1

Commentary

The number of record crimes in this category continues to fall with 3888 offences in the reporting period. Assaults with injury – non-domestic related are the main contributor to the reduction with a 9.7% decrease, 193 less offences. Assaults without injury have seen a small decrease of 3.9%.



ROBBERY						
Crimes Recorded	YTD	-6.5%	Base Line	231	MSG RANKINGS	3
Outcome Rate	YTD	29.6%	Base Line	41.1%	MSG RANKINGS	1

Commentary

Combining Business and Personal Robberies, we have seen a decrease of -6.5% which is 15 less offences on the same period last year.

89% of robberies are of personal property and we have seen a decrease during the reporting period of 9.9%, which is 21 less offences. There have been 192 Personal Robberies during the reporting period, which is an average of 1 per day.

There were 24 Business Robberies in the reporting period, which is an increase of 6 – 33.3%. This is an average of 4 per month. However, the increase is attributed to a series of robberies in the first quarter of the year, which is demonstrated on the trend chart.

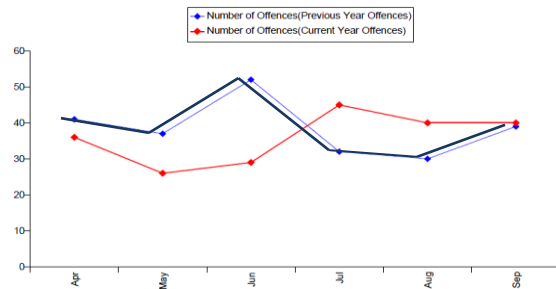
Monthly Crime Trend

Year On Year Crime Graphs

Force

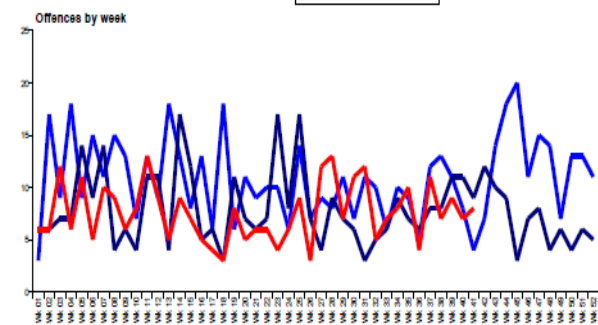
Previous Year 01/04/2012 To 30/09/2012
Current Year 01/04/2013 To 30/09/2013

Robbery Offences



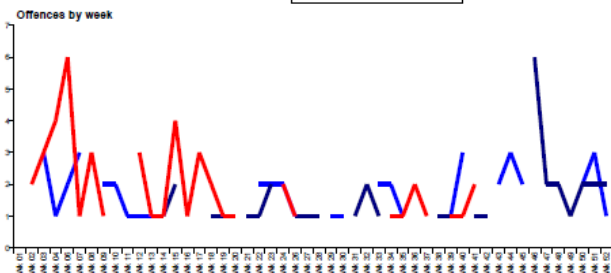
Robbery Personal Trends

13/10/2013



Robbery Business Trends

13/10/2013



METAL THEFT																																																															
Crimes Recorded - Infrastructure	YTD	288	Base Line	333	MSG RANKINGS	N/A																																																									
Crimes Recorded - Non infrastructure	YTD	205	Base Line	279																																																											
<p>Commentary</p> <p>We have seen a reduction of 13.5% in metal theft relating to infrastructure³, which is 45 less offences.</p> <p>We have seen a reduction of 26.5% in metal theft relating to non-infrastructure which is 74 less offences. The reduction is mainly attributable to the reduction in the theft of catalytic converters.</p>			<p align="center">Monthly Crime Trend</p> <table border="1"> <caption>Monthly Crime Trend Data (Estimated)</caption> <thead> <tr> <th>Month</th> <th>Infrastructure</th> <th>Non-Infrastructure</th> </tr> </thead> <tbody> <tr><td>Apr-12</td><td>85</td><td>55</td></tr> <tr><td>May-12</td><td>55</td><td>45</td></tr> <tr><td>Jun-12</td><td>35</td><td>50</td></tr> <tr><td>Jul-12</td><td>45</td><td>35</td></tr> <tr><td>Aug-12</td><td>80</td><td>35</td></tr> <tr><td>Sep-12</td><td>65</td><td>30</td></tr> <tr><td>Oct-12</td><td>60</td><td>30</td></tr> <tr><td>Nov-12</td><td>60</td><td>30</td></tr> <tr><td>Dec-12</td><td>50</td><td>15</td></tr> <tr><td>Jan-13</td><td>85</td><td>15</td></tr> <tr><td>Feb-13</td><td>50</td><td>20</td></tr> <tr><td>Mar-13</td><td>25</td><td>35</td></tr> <tr><td>Apr-13</td><td>65</td><td>35</td></tr> <tr><td>May-13</td><td>85</td><td>35</td></tr> <tr><td>Jun-13</td><td>40</td><td>35</td></tr> <tr><td>Jul-13</td><td>45</td><td>25</td></tr> <tr><td>Aug-13</td><td>20</td><td>35</td></tr> <tr><td>Sep-13</td><td>45</td><td>35</td></tr> </tbody> </table>				Month	Infrastructure	Non-Infrastructure	Apr-12	85	55	May-12	55	45	Jun-12	35	50	Jul-12	45	35	Aug-12	80	35	Sep-12	65	30	Oct-12	60	30	Nov-12	60	30	Dec-12	50	15	Jan-13	85	15	Feb-13	50	20	Mar-13	25	35	Apr-13	65	35	May-13	85	35	Jun-13	40	35	Jul-13	45	25	Aug-13	20	35	Sep-13	45	35
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BUSINESS CRIME																											
Crimes Recorded	YTD	5377	Base Line	5710	MSG RANKINGS	N/A																					
% of all crime	YTD	21.30%	% of all crime	23%																							
<p>Commentary</p> <p>We have seen a small reduction in Business Crime this year – 1.7%, which can be mainly attributable to the reduction in burglary to business premises We have seen a 6.0% increase in Making Off without Payment – 34 more offences and a 10% increase in Theft from Shop – 259 more offences.</p>			<table border="1"> <caption>Business Crime Comparison Data (Estimated)</caption> <thead> <tr> <th>Month</th> <th>2012/13</th> <th>2013/14</th> </tr> </thead> <tbody> <tr><td>Apr-13</td><td>1000</td><td>800</td></tr> <tr><td>May-13</td><td>1000</td><td>850</td></tr> <tr><td>Jun-13</td><td>1000</td><td>900</td></tr> <tr><td>Jul-13</td><td>950</td><td>850</td></tr> <tr><td>Aug-13</td><td>900</td><td>850</td></tr> <tr><td>Sep-13</td><td>850</td><td>900</td></tr> </tbody> </table>				Month	2012/13	2013/14	Apr-13	1000	800	May-13	1000	850	Jun-13	1000	900	Jul-13	950	850	Aug-13	900	850	Sep-13	850	900
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³ This is the removal of metal that has a direct impact on the functioning of infrastructure and/or fabric of a building or machinery. It includes all metals that are connected to live services such as water, heating, electricity, other service cabling and railway cabling: roofing lead, a catalytic converter removed from a vehicle and manhole covers.

Anti-Social Behavior (ASB)						
Incidents Recorded	YTD	13994	Base Line	19936	MSG	N/A
Incidents Recorded - Personal	YTD	4817	Base Line	6024		
Incidents Recorded - Environmental	YTD	409	Base Line	469		
Incidents Recorded - Nuisance	YTD	8768	Base Line	13443		

Commentary

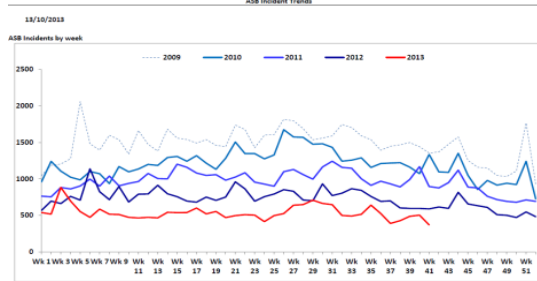
We have seen a significant reduction in ASB during the first half of the performance year. There is a 29.8% reduction in all ASB incidents, which is 5942 less incidents. The most significant reduction is in ASB Nuisance, where we have seen 34.8% (-4675) less incidents. Personal ASB has decreased by 20% (-1207) and Environmental has decreased by 12.8% (-60).

The data suggests that there has been a reduction in repeat victims and indeed from an overall reduction of 29.8% this would also suggest that there is a decrease. In April 2013, there were about 1150 repeat victims and in September there were 900, which is a reduction of 35%.

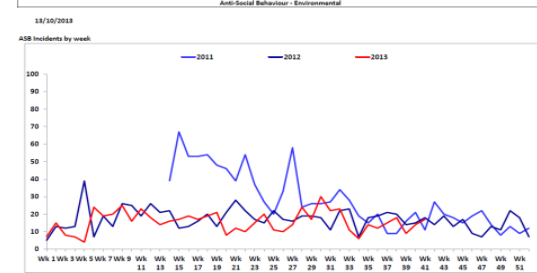
The key factor in overall reductions of ASB and repeat victims, is effective case management. This has helped to identify repeat victims at an early stage and provided for early intervention thereby reducing the chances of the victim continuing to suffer from repeat incidents.

Since 1st April 2013 mandatory attendance to all repeat and vulnerable victims of ASB has been in place.

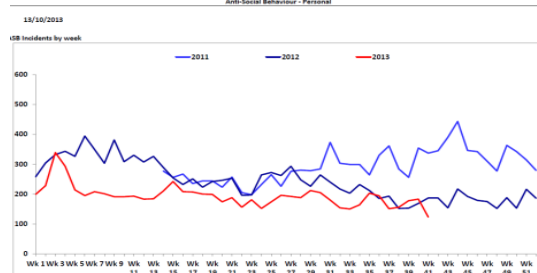
Monthly incident trend



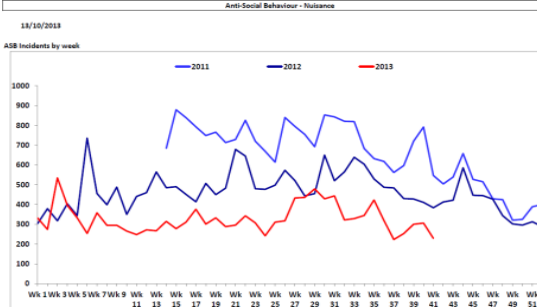
Environmental



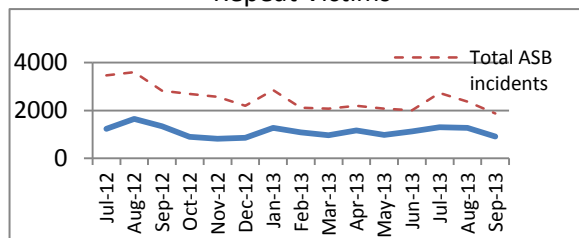
Personal



Nuisance



Repeat Victims



999 CALL HANDLING

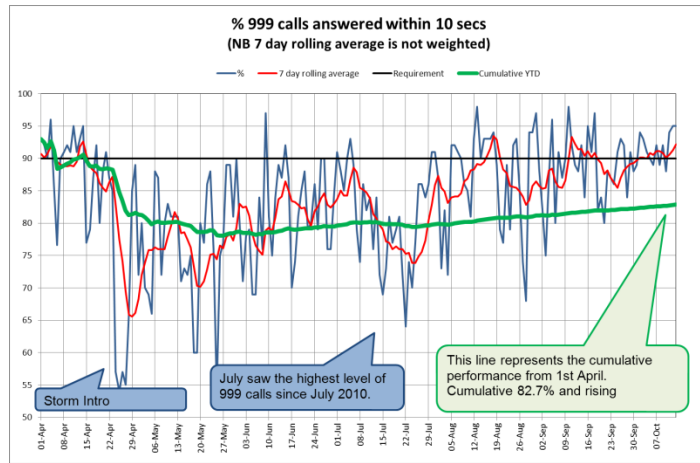
Calls Received	YTD	72272	Base Line		MSG RANKINGS	N/A
Within Target	YTD	82.3%	Base Line	90%	MSG RANKINGS	N/A

Commentary
 The Force Contact Centre has just undergone its biggest change in 15 years with the introduction of a new Command and Control computer system – STORM.

Performance began to fall from the 23rd April when STORM was introduced but stabilised in June. The good summer also caused brief but severe spikes in demand, with July seeing the highest level of 999 calls since July 2010. Performance has been improving since early August.

Diagnostics, management and intensive scrutiny have recovered some lost ground and these measures continue in an effort to safeguard performance but it is unlikely that we reach our ambition by the end of the year to answer 90% of 999 calls within 10 seconds.

Monthly Trend



VICTIM SATISFACTION

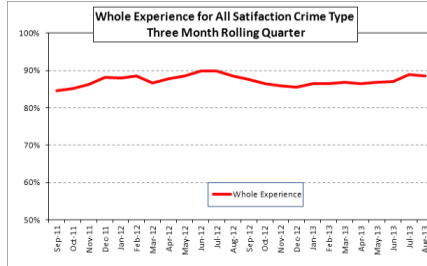
Overall Satisfaction	YTD	88.1%	Base Line	89.3%	MSG RANKINGS	1st
Violent Crime	YTD	82.6%	Base Line	83%		
Burglary Dwelling	YTD	94.1%	Base Line	95.1%		
Vehicle Crime	YTD	88.6%	Base Line	90.2%		
Racists Incidents	YTD	87%	Base Line	88.7%		

Commentary

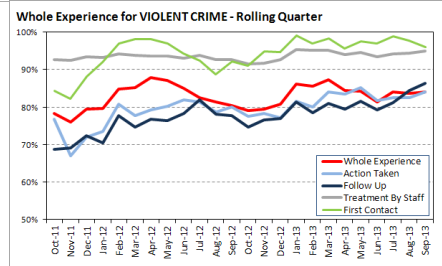
Overall victims' satisfaction with their whole experience has fallen by 1.2% this year so far but we are 1st in our MSG and currently rated 6th nationally.

Of the 5 strands of satisfaction, follow up is our weakness but we are seeing improvements in this area with a steady upward trend in all categories.

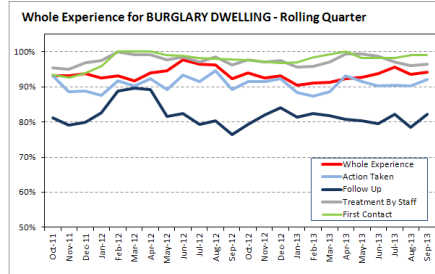
Overall Satisfaction



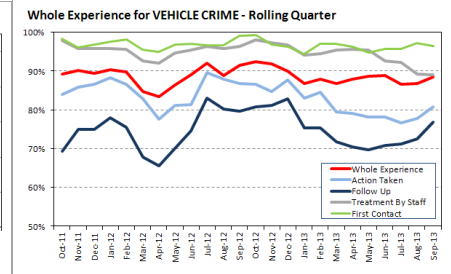
Violent Crime



Burglary Dwelling



Vehicle Crime



Racists Incidents

