

**SCT**  
**Performance**  
**05/03/2013**

Performance Team

## Strategic Priorities

### Strategic Priority Balanced Scorecard

Apr-12 to Feb-13

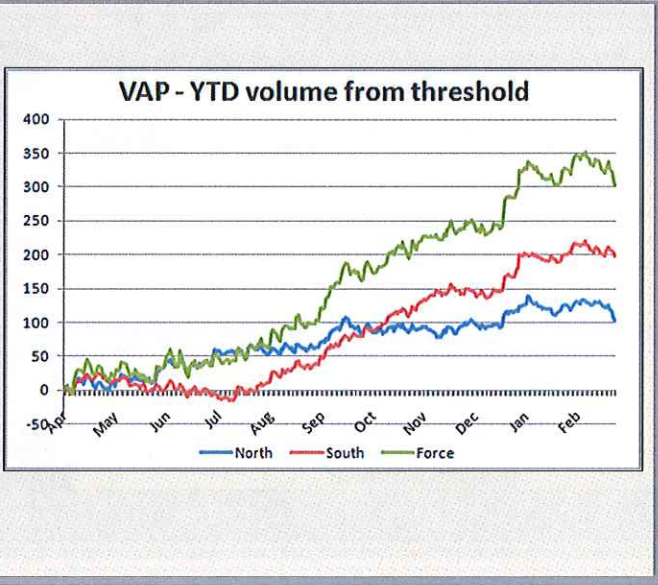
		Volume and Reduction	Dealing With	Understanding	Partnership Working
	SP1 - Tackle Violent Crime - Private Space Focus				
	SP2 - Reduce Offending by Managing Harm Causers				
	SP3 - Reduce ASB and KSI through a focus on Partnership Working				

Strategic Priorities – SP1					
SP1 - Tackle Violent Crime - Private Space Focus					
Volume and Reduction			Dealing With		
LP	Violence Against the Person	Crime	DA Repeat Rate		
LP	Assault with Less Serious Injury	LP	% Domestic abuse suspects arrested within 24 hours		
LP	Alcohol Related VAP	Crime	DA Resolved Rate		
LP	Town Centre VAP	Crime	VAP Resolved Rate		
		All	Violent Crime Satisfaction		
		Response	VAP Response Rate		
Partnership Working			Understanding		
	MARAC Repeat Rate	Crime	DA VAP		
	Success of OOPPA power	Crime	Children in the presence of DA		
	MARAC Referrals from partners	LP	Outstanding Violent Crime Offenders - Average Duration in		
	VAP level at top 10 repeat licensed premises	LP	VAP against Children <18yrs where offender family member		
		Crime	DA Sexual Offences		

### Summary of key points

- Violence Against the Person was 1.8% over threshold in February (443 offences vs threshold of 435) putting it now 5.5% over threshold YTD (303 offences). This measure has not hit threshold since June 2012.
- VAP resolved rate has now exceeded the threshold set, performing at 49.1% against a threshold of 47.9%. This measure has now turned green and is anticipated to stay this way for the year end.
- DA Resolved Rate has returned the highest month this year at 47.7% against a threshold of 43.3%, however this measure is 8.5% below the threshold YTD and will not meet the year end threshold.
- Violent Crime Satisfaction continues to improve month on month and will be very close to meeting the year end threshold.
- VAP Response rate has seen the highest performance all year at 91.9% against a threshold of 86.7%.

**Violence Against the Person YTD: +5.5%**



Area	YTD Position	Last 5 Weeks	Last week
Force	+5.5%	-0.3%	107/102
North	+3.4%	-3.6%	59/57
South	+8.1%	+4.0%	48/45

Crime Group	YTD Position	Last 5 Weeks	Last week
VAP	+5.5%	-0.3%	107/102
VAP WI	+5.2%	+0.0%	52/56
VAP WOI	+8.0%	+0.3%	55/45

The volume away from threshold has remained relatively stable through February which a recent reduction towards the end of the month. The majority of the Force's distance from threshold is made up from the South, with the North maintaining less than fifty offences above threshold over the year.

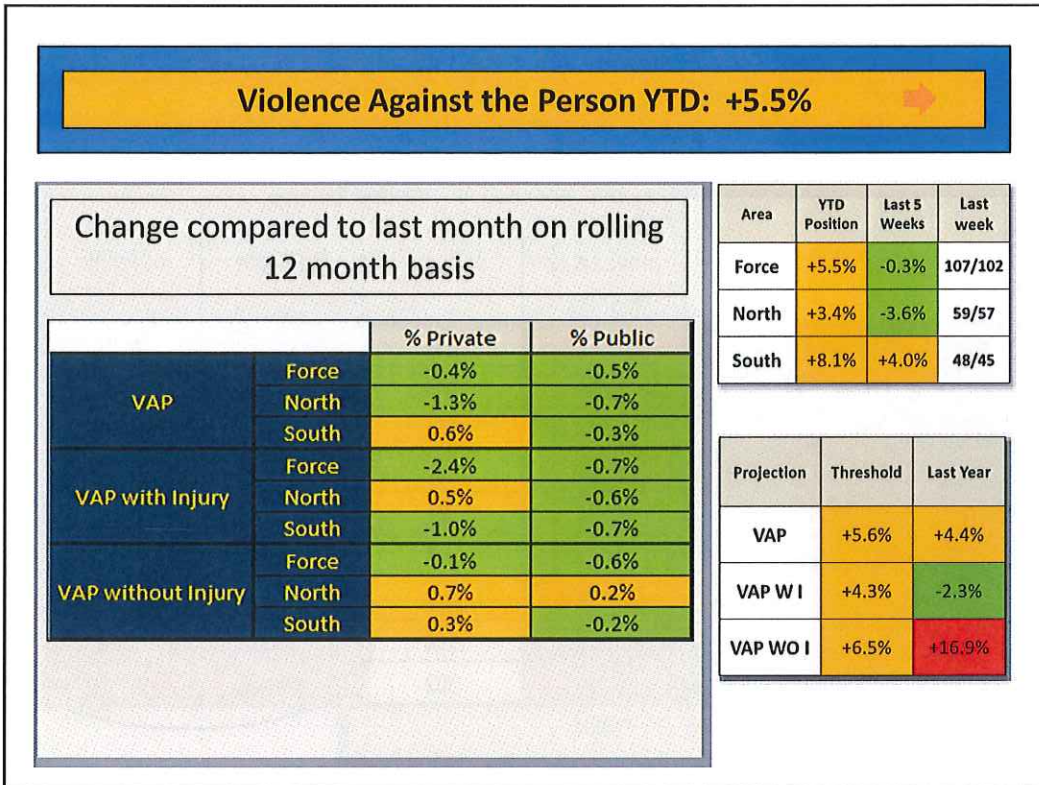
Last Month <b>Violence Against the Person YTD: +5.9%</b>					
		% change from previous 12 months	Volume	% Private	% Public
VAP	Force	8.7%	499	11.1%	4.2%
	North	7.7%	245	13.1%	1.2%
	South	9.9%	254	8.9%	8.3%
VAP with Injury	Force	0.2%	6	5.2%	-3.9%
	North	2.6%	48	12.5%	-4.1%
	South	-2.6%	-42	-2.1%	-3.8%
VAP without Injury	Force	21.5%	496	18.5%	18.2%
	North	14.2%	194	13.7%	9.5%
	South	32.0%	302	24.9%	31.6%

— Private — Public

This slide displays change in VAP compared to the previous 12 months. It is clear to see that there is a difference between VAP with Injury and without as previously outlined. The increases seen in VAP without Injury are similar across both private and public space, and also many Sectors which continues to suggest some form of process change. Although this is the case, the crime grouping continues to see increases over the adjusted threshold, and it is recommended to have a more in depth audit. (12.2% over threshold in last 5 weeks).

This is currently planned within the crime audit team to listen into calls and assess the initial investigation, however there are technical solutions and staffing issues which are delaying this process.

Public space violence with injury has seen a reduction, whereas there have been big increases within the North in private space violence. Although the Force has remained stable for Violence with Injury, the threshold is designed to keep the Force performing in line with peers which is not be achieved.

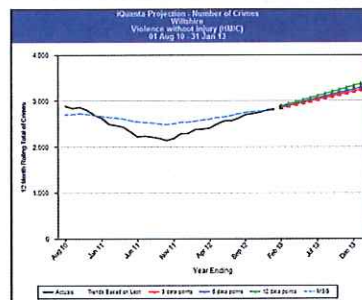
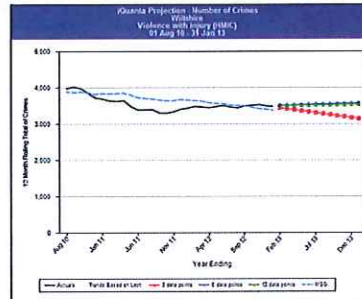
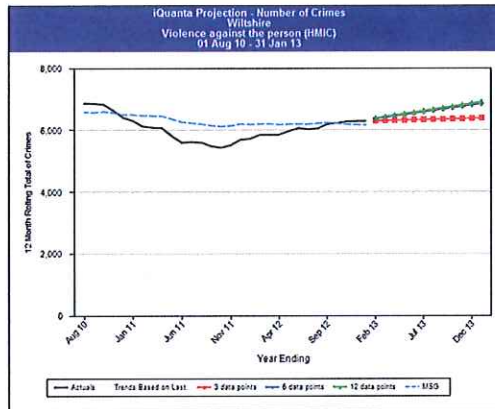


This slide gives a breakdown of Violence Against the person, by private/public space, and VAP With/Without Injury by North, South and Force. It is clear that there has not been much change from the previous month as most areas have seen a reduction.

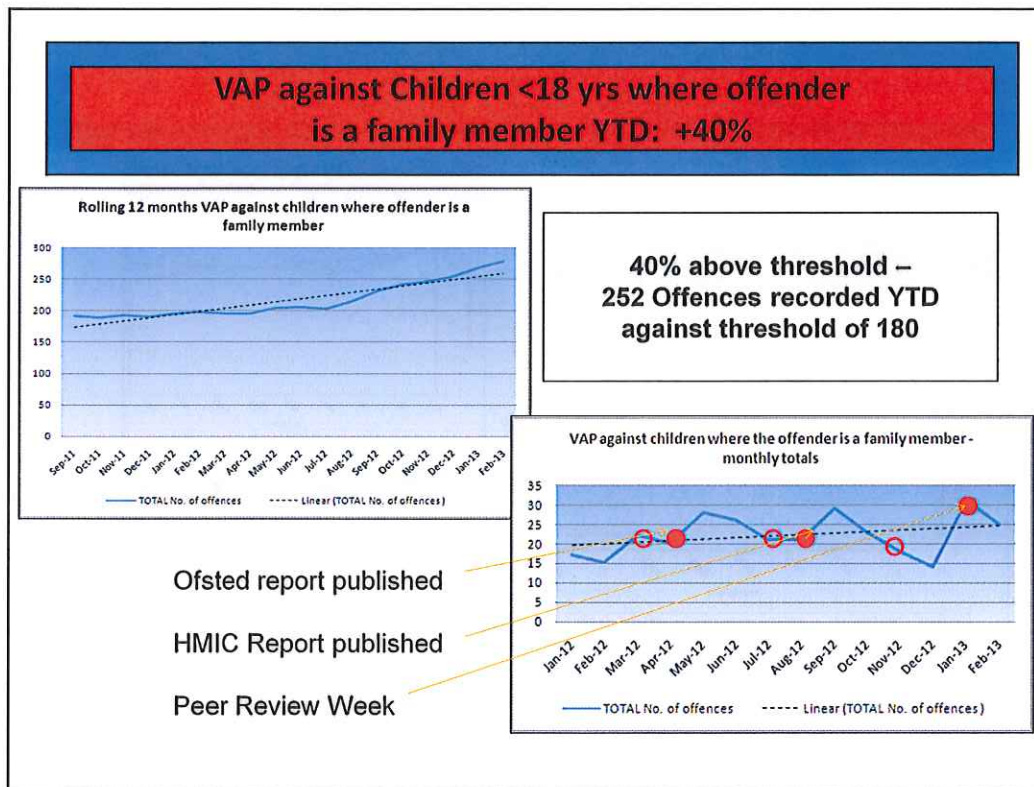
Projections are shown in the bottom right hand corner which show the Force not only being over the year end threshold, but over last year as well.

When looking at Violence With Injury, there is a reduction of 2.3% on the previous year, however it is expected to exceed the year end threshold. Violence Without Injury has seen very large increases compared to the previous year (16.9%).

## Violence Against the Person YTD: +5.5%



Within VAP and VAP With Injury, the more recent red trend is stabilising and returning to the MSF average. In VAP Without Injury, trends and the MSF average continue to increase up to the end of January 2013.



**VAP against children <18years where Offender is Family Member**

The rolling 12 months chart above shows the steady increase in the number of VAP against children <18years where offender is family member over the last 18 months.

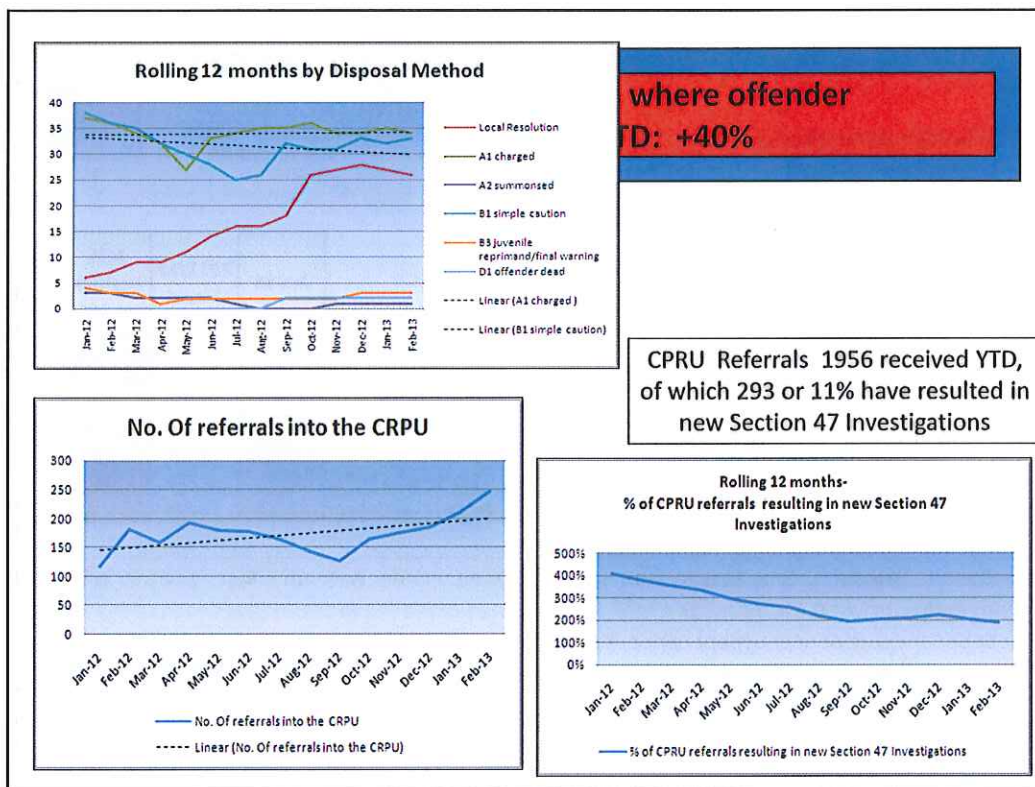
The second line graph above shows the totals recorded in individual months over the last year. During this time there have been a number of inspections and reviews of the safeguarding children area. The key dates are as follows:

- 5-16<sup>th</sup> March 2012 Inspection of Child Safeguarding conducted by Ofsted within the Wiltshire County Council area
- 24 April 2012 Ofsted published its findings of the March inspection.
- 2-6<sup>th</sup> July 2012 HMIC examined the child protection service delivered within the Wiltshire county council local authority area by Wiltshire Police
- 13<sup>th</sup> August 2012 HMIC report into the findings of the July inspection disseminated
- October 2012 Section 47 Audit process review
- January 2013 Peer Review week into Safeguarding Children with Wiltshire Council.

The dates of these inspections/reviews and their resulting reports have been plotted on the line graph above. Looking at this graph it is clear that following the publication of the Ofsted report in April 2012 numbers increased dramatically. The next dramatic increase can be seen directly following the publication of the HMIC report in mid August 2012.

It should be noted that a further review is due to be conducted in June 2013 at which time it is predicted that numbers will increase again in line with the trend shown above.





When looking at the disposal method for 'VAP against children where the offender is a family member' we see a dramatic increase in the number of LRs issued for this crime group from April/May 2012 onwards. It is therefore questionable whether some of these offences would not have been crimed prior to the introduction of LRs (previously, informal words of advice may have been given and no offence recorded). 9% of 'VAP against a child where the offender is a family member' this YTD (up to the end of Jan 2013) were disposed of via a LR, last year only 3% were disposed of via an LR over the same period. In contrast, the number offences disposed of via a charge has decreased from 20% last YTD to 12% this YTD.

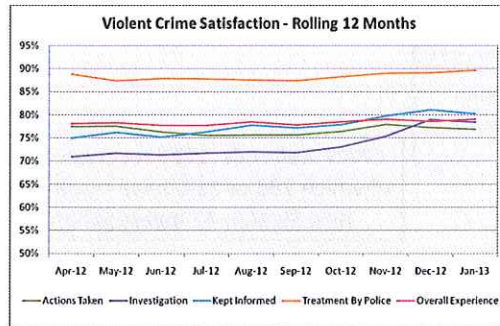
### CPRU Referrals and Investigations

It is interesting to compare the trends in numbers noted within the VAP against children <18 years where offender is family member with numbers in relation to CPRU Referrals and Section 47 Investigations. It would seem logical that these figures would show the same trends as in the 'VAP against children under the age of 18 years where offender is a family member' if the inspections/reports are behind the increase in figures.

And, there has also been a marked increase in the number of referrals into the CPRU compared to previous years overall. Figures for CPRU referrals peak in Feb 12 (i.e. the month leading up to the Ofsted Inspection), they peak again in April/May (as per the VAP >18 by family member) and drop off, before starting to climb again from September (after the HMIC Inspection report).

What is interesting re the CPRU referrals is that despite the numbers of referrals increasing dramatically, the proportion that then actually result in new Section 47 investigations has actually decreased on previous years. There is a concern therefore that the focus has been on the quantity of referrals rather than the quality of referrals.

## Overall Satisfaction – Violent Crime



	Jan-13	2012/13 Target	MSF Position Dec 2012
Ease of Contact	96.7%	94.6%	Green
Arrival Time	86.0%	84.7%	Grey
Actions Taken	76.9%	79.3%	Yellow
Investigation	78.4%	71.4%	Dark Green
Kept Informed	80.3%	72.1%	Green
Treatment By Police	89.6%	91.6%	Red
Overall Experience	79.1%	79.3%	Yellow

- Overall Violent Crime Satisfaction has remained stable over the last quarter, and currently sits just 0.4% below the MSF average
- Despite positive movement since Sept 2012, Wiltshire is currently in a position of 'worse than peers' for Satisfaction with treatment by police and 2% below the MSF average

### Satisfaction with Investigation

Within Investigation we have moved from 1% below threshold (Amber) in April at 70.9% to significantly (+10.5%) above threshold at 78.4% to the end of Jan 2012 (Green), this question is not published in IQunta, therefore there is no MSF comparison available.

### Satisfaction with Follow Up / Kept Informed

Satisfaction with follow up has seen movement from 3.9% better than threshold (Green) at the beginning of the financial year to 11.4% above threshold at the end of January (Dark Green) and is currently performing 'Better than MSF Peers'

### Satisfaction With Treatment

Satisfaction with treatment by police remains in Amber status, however this measure has seen positive movement since Sept 12 and is currently 2.2% (2.0pp) from threshold and 2% below the MSF average. This is a slight improvement on last quarter where we sat 2.7% below our peer average.

### Previous analysis has shown that drivers for dissatisfaction are;

Police making arrangements to visit victims and then not attending or delaying visits with little or no notice; Rude behaviour from Police Officers; Police treating victims unfairly (i.e. not listening/uninterested); Police not taking matter seriously; Victims being advised not to pursue the matter; Lack of communication/updates

### Satisfaction With Actions Taken

Satisfaction with Actions taken has seen positive movement from 'Worse than Peers' at the end of Sept 12 to 'Inline with peers and worse than average' in December 12.

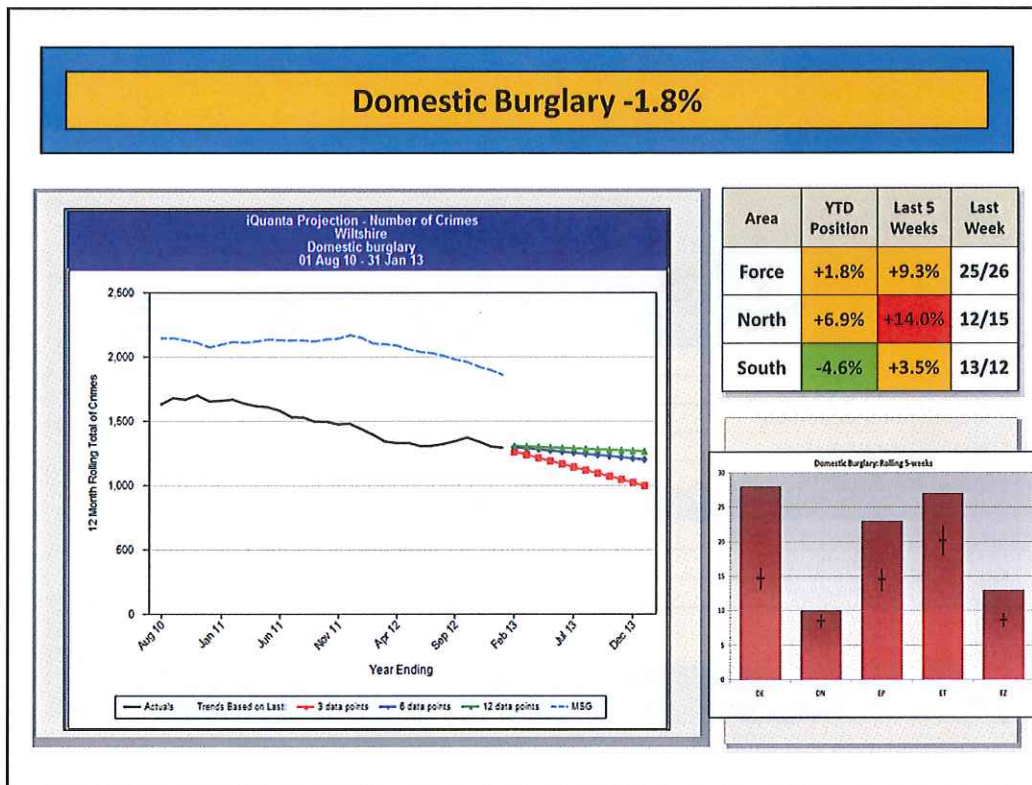
Those victims that state they were dissatisfied with the Actions Taken were also likely to say that they were not offered advice (59%) and/or not given practical help (57%). The verbatim commentary also suggests that a perceived lack of interest from the Police towards the crime/incident they had experienced is a driver for dissatisfaction.

Strategic Priorities – SP2					
SP2 - Reduce Offending by Managing Harm Causers					
Volume and Reduction			Dealing With		
LP & Crime	Dwelling Burglary		Crime	Distraction Burglary Detection Rate	
LP & Crime	Robbery		Crime	Serious Sexual Offences Detection Rate	
LP & Crime	Serious Sexual Offences		Crime	Serious Violent Crime Detection Rate	
LP & Crime	Serious Violent Crime		Crime	Registered Sex Offender's Re-offending	
LP & Crime	Distraction Burglary				
Partnership Working			Understanding		
Crime	Reduce Offending of SWITCH		LP	Hate Crime Incidents	
Crime	Cost of SWITCH nominals		LP & Crime	Breach of DVPO	
Crime	Repeat Offending of SPOV's		All	Clare's Law Applications	
			Crime	Disruption Assessment on OCG/Networks from Analysis	
			LP & Crime	Risk of personal crime	

Burglary has performed poorly within February (13% over threshold – 14 offences) and will now struggle to hit the year end threshold as previous expected.

Serious Sexual Offences have also started to increase through February (79% over – 26 offences). It is clear that this recent increase is due to housekeeping as many offences have changed from 'NZ' to 'detected', adding to the crime volumes.

The change in SWITCH performance from red to dark green has transformed the overall priority from green to dark green. This is due to a change in methodology from using Niche to PNC, and is explained further in the following slide.



Recently, Dwelling Burglary has been deteriorating as can be seen from the recent five week performance. Year to February 13, the Force is recording 1.46% over threshold (18 offences over), and the more recent period up to and including 1<sup>st</sup> March is recording 1.8% (22) offences over threshold.

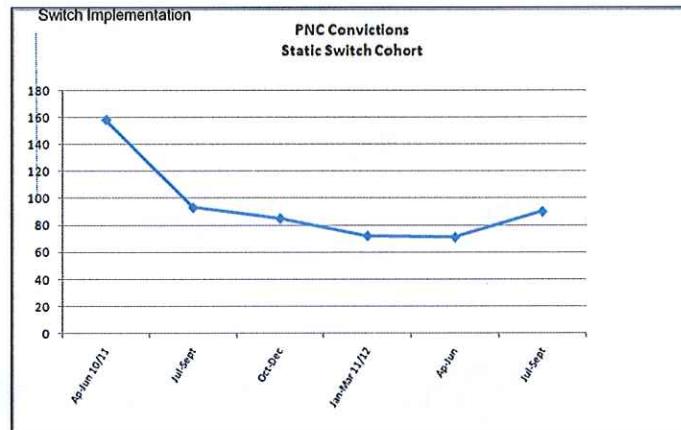
5 week projections for this crime type show the Force finishing over threshold by 1.9%, but also increasing on the previous year by 0.8% (currently 1.4% under). This is mainly impacted upon by the North who are projected to finish the year 6.8% over threshold and 5.5% over last year.

There are some specific sectors which have been contributing to this performance, such as Swindon East (13 offences over threshold) and Chippenham (9 offences over). Other sectors can be seen within the bottom right hand graph. Current WMM discussions show no concentration of locations, the NTT And response are providing sufficient cover, lawful harassment of likely offenders is taking place. Within DE and EP, tactical plans are being updated and maintained.

In terms of MSF positioning the table demonstrates the impact the lower volume has had, Wiltshire now in 1<sup>st</sup> position, better than peers. It is worth note that this does not yet include the more recent February high volume, which is likely to negatively impact.

**Reduce Offending of Switch YTD: -19.6%**

Convictions			
	2010/11	2011/12	% Diff
Apr – Jun	158	71	55.1%
Jul – Sep	93	90	3.2%
YTD	251	161	35.9%



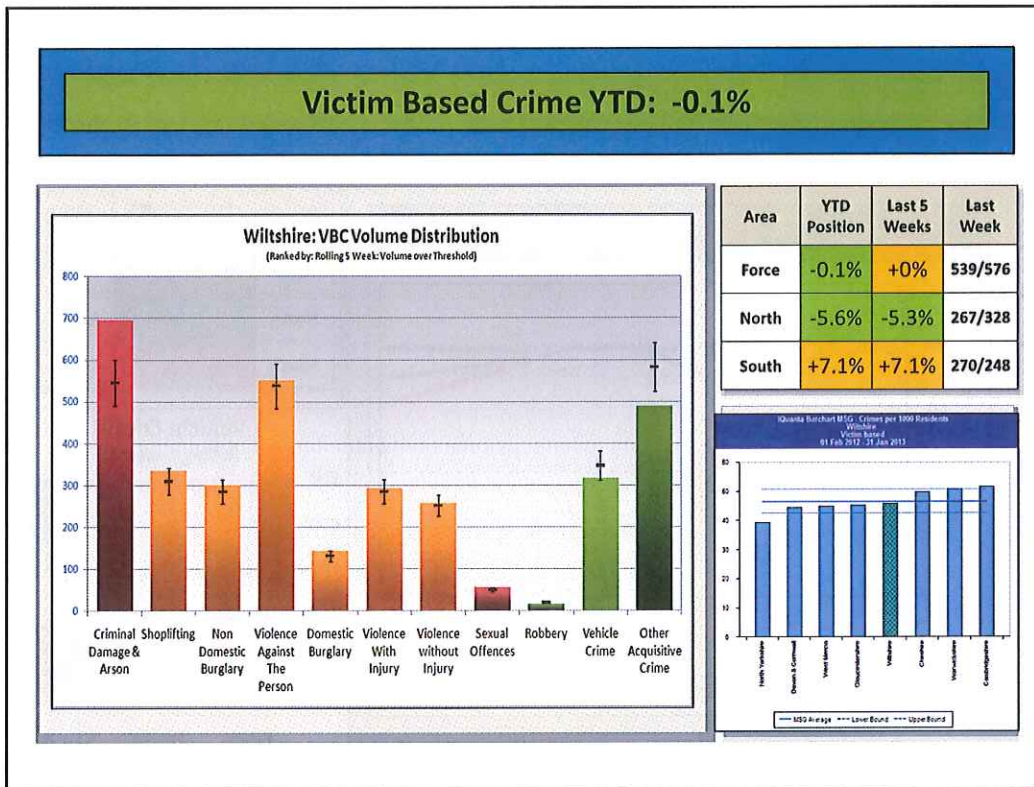
**SWITCH** – Data has been refreshed to reflect PNC in terms of convictions, which falls in line with the national and Probation methodology of monitoring offending levels/patterns. As with the previous method of reporting on this measure, the PNC data has a lag of approximately 3 months, although reports a more accurate conviction level. In terms of reporting on the measure of Reducing Offending of Switch , YTD (April-Sept) is reporting 35.9% against the 30% measure and is based on the conviction levels during the comparable period in 2012.

It is worth note the most recent reported quarter (Jul-Sept) is recording a low reduction in offending when compared to the same period in 2010/11, impacted upon by increased offending patterns by Cunningham, Jones, Morgan, Croke and Fernando.

Strategic Priorities – SP3			
SP3 - Reduce ASB and KSI's by Working in Partnership			
Volume and Reduction		Dealing With	
Volume of ASB	Green	Immediate Response Rate to ASB and Crime	Green
Reduction in ASB & Criminal Damage in top 10 locations	Green	Priority Response Rate to ASB and Crime	Green
Victim Based Crime	Green	All Crime Resolved Rate	Green
Criminal Damage & Arson	Orange	Victim Based Crime Resolved Rate	Green
Vehicle Crime	Orange	Non Victim Based Crime Resolved Rate	Green
KSI's	Green	Quality of Vulnerable People Action Plans	Red
		Trafficking in Controlled Drugs - Number of Detections	Red
		Volume of Outstanding Named Offenders	Orange
Partnership Working		Understanding	
Number of Speedwatch sessions completed	Green	Child KSI's	Green
Number of joint operations targeting licensed premises	Green	Slight Casualties	Red
Quality of Partnership working within top 10 VLI Localities	Green	Overall Satisfaction with Service	Green
		Initial Vulnerability Question Set Compliance	Red
		Risk of household crime	Green

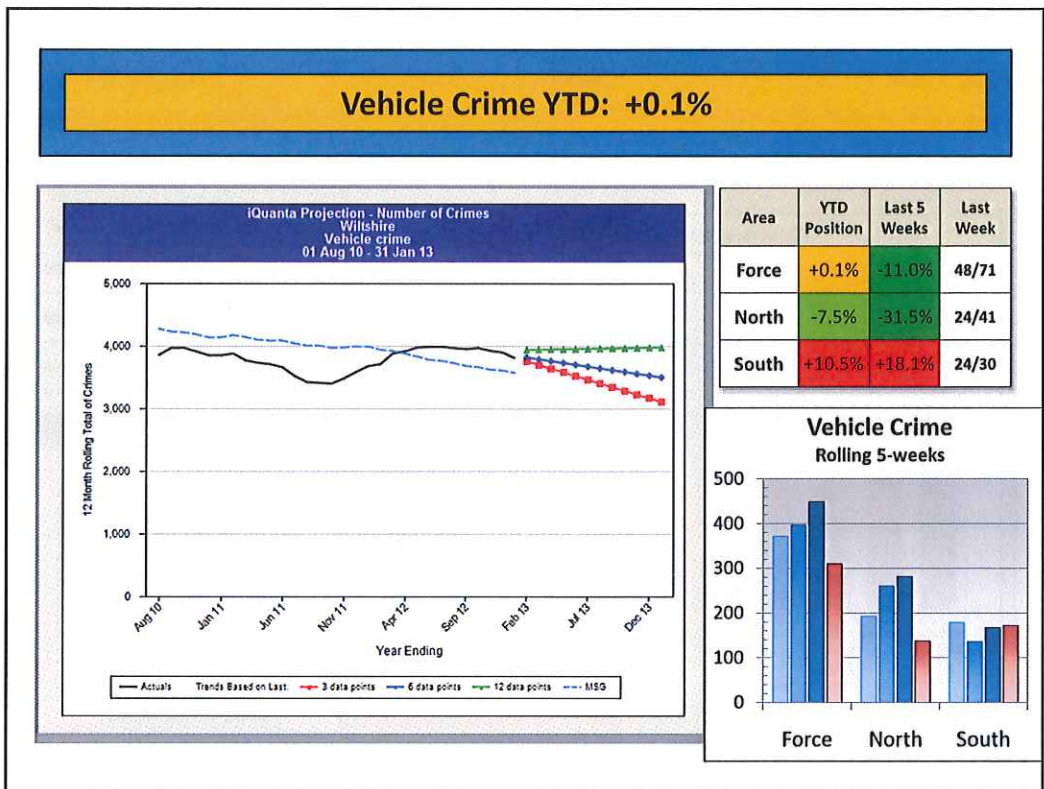
### Summary of key points

- Victim based crime was 4.4% over threshold within February (102 offences), leaving this measure currently 0.2% below threshold YTD (44 offences).
- Vehicle Crime had a good February, coming in 18.2% below threshold (51 offences).
- Criminal Damage was 32% over threshold for February which drove the Force over threshold for total victim based crime. This was due to an isolated incident where 102 car's had their tyres slashed. This is the exact amount the Force was over Victim Based Crime.
- Non Dwelling Burglary was stable for the Force through February, being 2.2% over threshold, however the South was 23.5% over threshold which is still impacting on the good performance in North (13.9% below threshold for February).



Over the past 5 weeks victim based crime has been just over threshold by 0.04%. This has seen the YTD position improve far from -0.5% to -0.1% since last month. This is being driven primarily by the increase in Criminal Damages seen this month in Swindon, which has reduced the level under threshold that the North has achieved. However, there continues to be a clear disparity between the North and South areas.

Projections based on the last five weeks performance does have the Force finishing the year within threshold at 0.8% under.



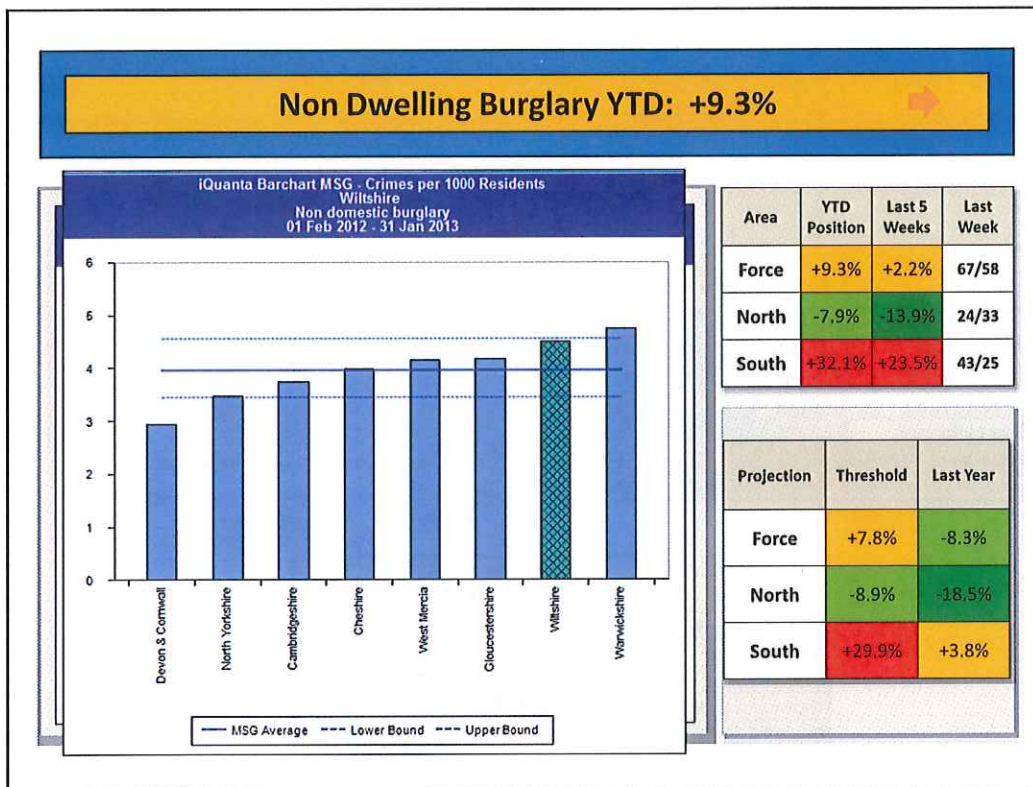
Vehicle crime has now reduced from being 1.9% over threshold to 0.1% over threshold at the end of February. The right hand side of the slide shows the disparity between North and South, with the South seeing performance of 18.1% over threshold for the last five weeks.

The force is projected to finish the year below threshold if this good performance continues. South is projected to finish the year more than 10% above threshold, however they will see a reduction on the previous year (4.8%). This continues to be a good reduction, however restricts the Force slightly when North are estimated to see a reduction of about 13%.

The Force is currently above the average in iQuanta graphs up to the end of January, but the more recent projection lines are pointing downwards which can be seen from the graph on this slide.

Within the North, the very positive five week performance is as a result of increased focus and effort on managing prolific offenders within the town.

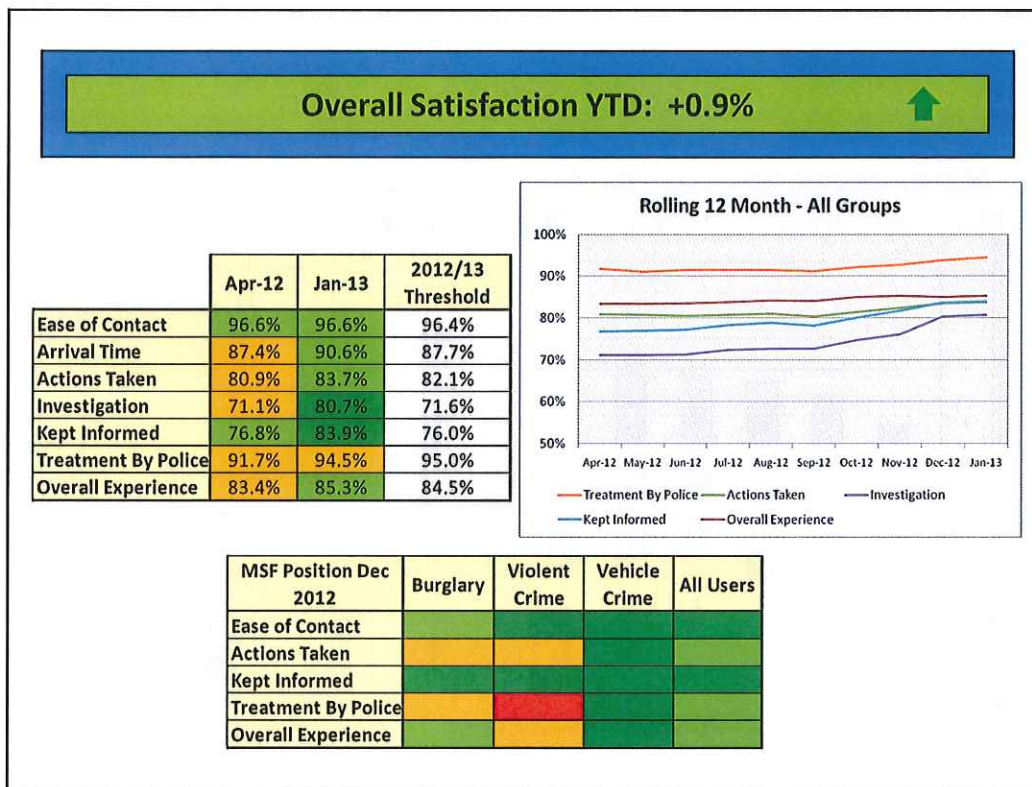




During the month of February, this crime group performed well, being 2.2% over threshold. There is clearly again a big disparity between North and South, which is shown on the right hand side. To show a rounded picture, projections compared to the threshold and last year are displayed in the bottom right hand corner of the slide, which demonstrates an increase in South compared to last year, and a large reduction in the North. The MSF projection graph shows how quickly other Forces are reducing in this crime group, with Wiltshire showing a recent increase up to the end of January. Wiltshire is currently positioned seventh out of eight forces, and very close to being in the 'Worse than peers' quartile.

WMM Activity taken from minutes (26/02/2013):

- South: Poor performance for NDB within ET and EZ (EZ formed much of the conversation due to poor short, medium and long performance around NBD and Vehicle Crime).
- Op Chariot in place to tackle NDB in ET, rigorous offender management, attendance at all NDB in ET, ES, EZ and EM.

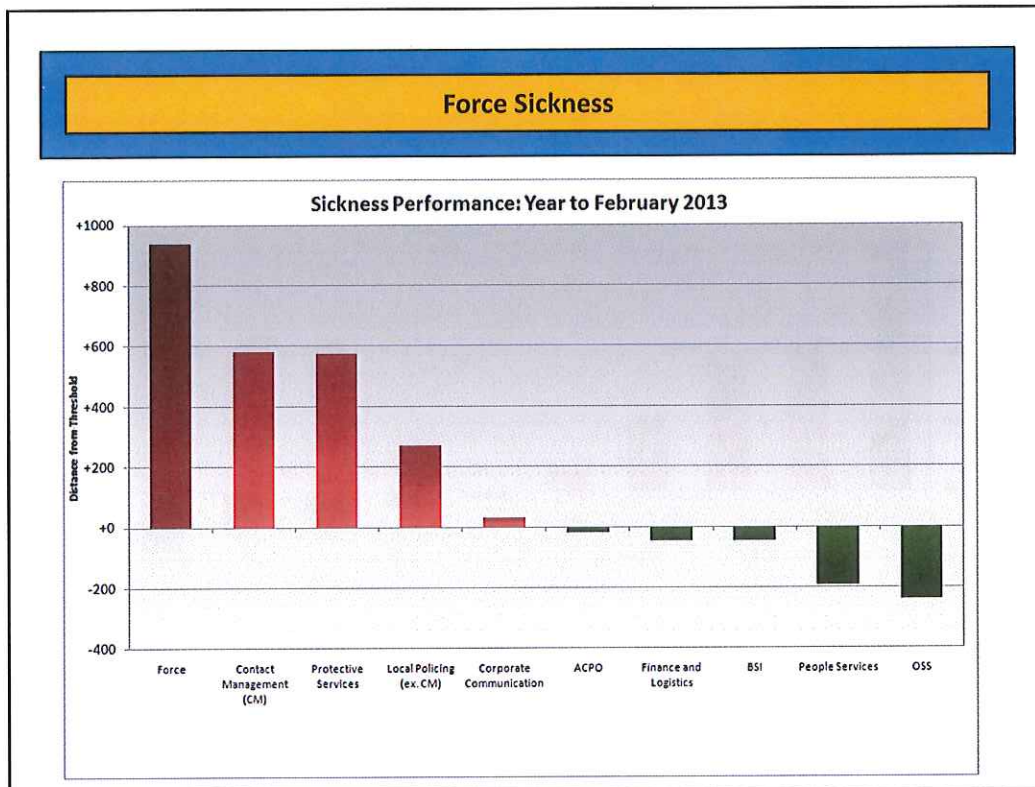


The table above shows the positive direction of travel of all elements of overall satisfaction since April 2012, with positive movement in bandings for five of the seven areas. The two areas that remain in the same banding (ease of contact and treatment by police) have both seen positive movement within their banding.

The table showing MSF position gives our performance against peers for all elements published in IQuanta.

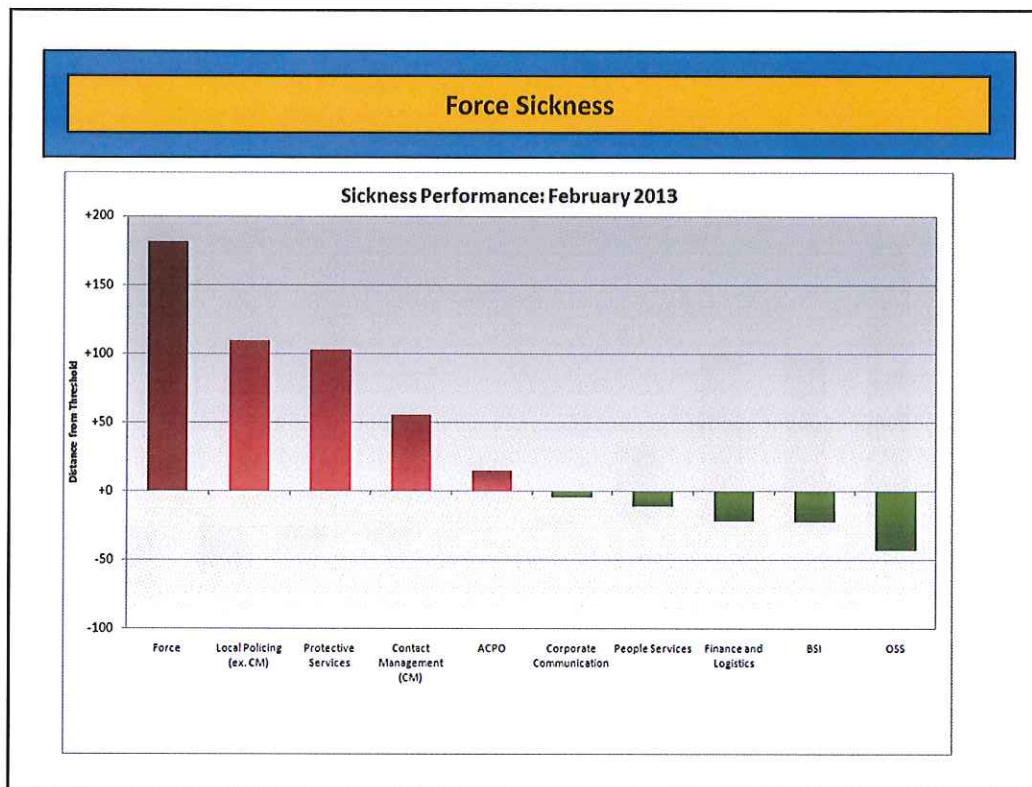
Of all 20 areas, we perform 'worse than peers' in only one element (Treatment by Police for Violent Incidents), although it is worth noting that this area has also seen positive movement within the last quarter closing the gap to sit 2% below the peer average.

It is worth noting that Wiltshire performance for Follow Up / Kept Informed is 'better than peers' across all groups surveyed and that all elements of Vehicle Crime are in the banding of 'better than peers'.



Sickness for the Force for February was 0.69 against a threshold of 0.61 (14% over threshold). This is a reduction in sickness compared to last month (0.80 days lost), however due to the seasonally adjusted target this has dropped from a fair grading to poor. YTD 7.52 days lost against a threshold of 7.16, 5.01% over threshold, an amber grading. The year end threshold is 7.8 days lost, which only leaves 0.28 days left within March, therefore the force will not finish the financial year within target.

- Short term sickness has decreased by 151 days for February, going from 632 days lost in January to 481 in February. The main sickness reason for absence is Respiratory problems.
- Long term sickness has decreased by 106 days. There are currently 23 people off on Long term sick (26 last month).



- Departments over the 0.61 target are as follows:

Local Policing (exc Contact management)

Contact Management

Protective Services

ACPO

- Departmentally, Local Policing (excluding CM) had seen improvement last month going from 101 days over threshold to 56. However this month, bar April has seen the highest sickness for 2012/2013, 109.8 days over threshold.

NPT have the highest sickness rate of 1.02 days lost per person, this is down to a high volume of respiratory illnesses.

- Protective Services has lost 103 days over threshold compared to last months 173 days, an increase in performance. However due to still high levels of sickness within the department Protective Services have asked for further measures to be put in place. From this month, more detailed Performance data will be produced on a monthly basis which will breakdown the departments by headcount and sickness information. Additionally, information provided by People Services on Bradford scores and those on action plans will be included. This will give an overall tactical sickness picture within the department.

All staff with Bradford scores over 192 will be placed on an appropriate plan, whether this be informal or formal. The manager may have rationale for the level of sickness but an auditable measure should be in place.

- ACPO has a high sickness figure for this month 2.50 days lost per person but are only a department of 8 and this only relates to 1 member of staff off sick therefore this is not an area of concern.

- Operational Support Services are the best performing department for the month of February and YTD. (25% under threshold).

## Error rate on Niche

•A total of 3660 Niche errors were corrected in January 2013 by the BSU department.

Jan-13				
Department	Higher risk errors corrected	% increase/decrease from Dec 2012	Medium/low risk errors corrected	% increase/decrease from Dec 2012
Case Management	34	54.55%		
Custody	105	15.38%		
Enquiry Office	44	-35.29%		
FCC	424	39.47%		
Intelligence	78	16.42%		
Justice	55	25.00%		
PPD	30	66.67%		
IM	1	-50.00%		
CMU	50	-16.67%		
Other Departments	1242	109.09%		
<b>Total</b>	<b>2063</b>	<b>62.44%</b>	<b>1597</b>	<b>-1.66%</b>

Month	Niche logs highlighted by Performance Team
Sep-12	176
Oct-12	229
Nov-12	226
Dec-12	200
Jan-13	149

As highlighted in previous exception report the BSU department are concentrating efforts on correcting daily errors due to decreased staffing levels therefore data is unavailable for previous measures. However an interim method of data collection has been established.

A total of 3660 errors were corrected by BSU during January 2013 this is a 26.5% increase compared to the volume corrected in December 2012. This increase could be due to increase in staff availability within BSU department as during December 2012 there are high periods of annual leave and bank holidays due to the festive period which would have impacted on the number of errors being found and corrected by the department.

There has however been a decrease in the number of Niche logs being identified by the Performance team as errors relating to missing victims, multiple victims, missing locations etc... A total of 149 were identified during January which is 25.5% decrease to the number of logs identified in December 2012 (200).

This data being used as a proxy measure until full performance data is available again.

