

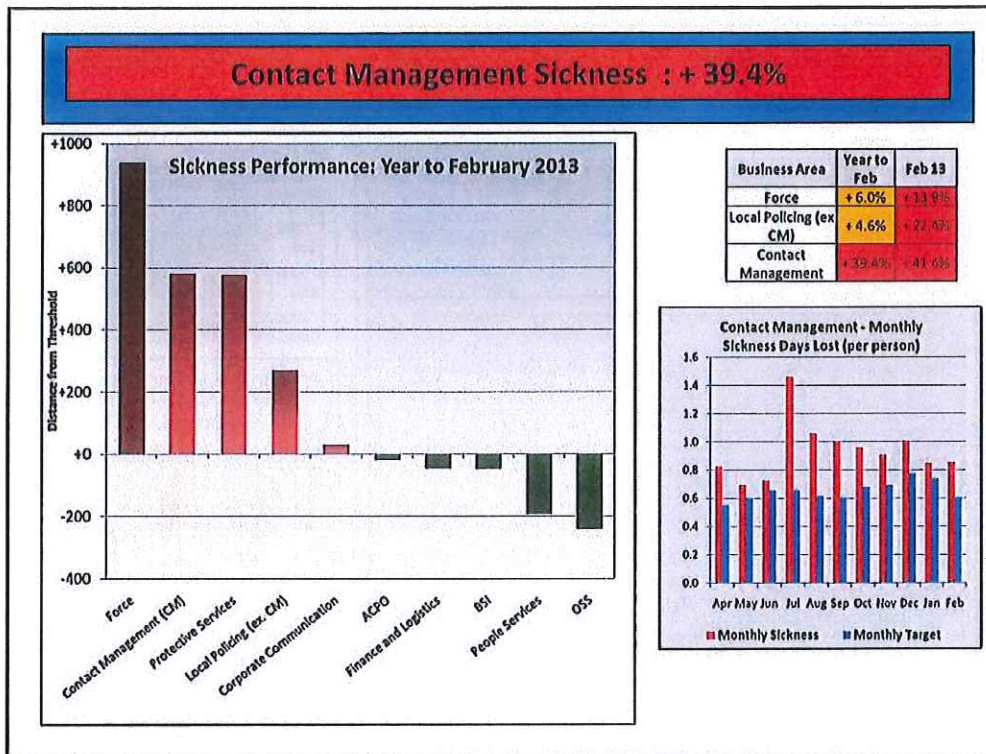
Contact Management

**Performance Exception Report
April – February 2013**

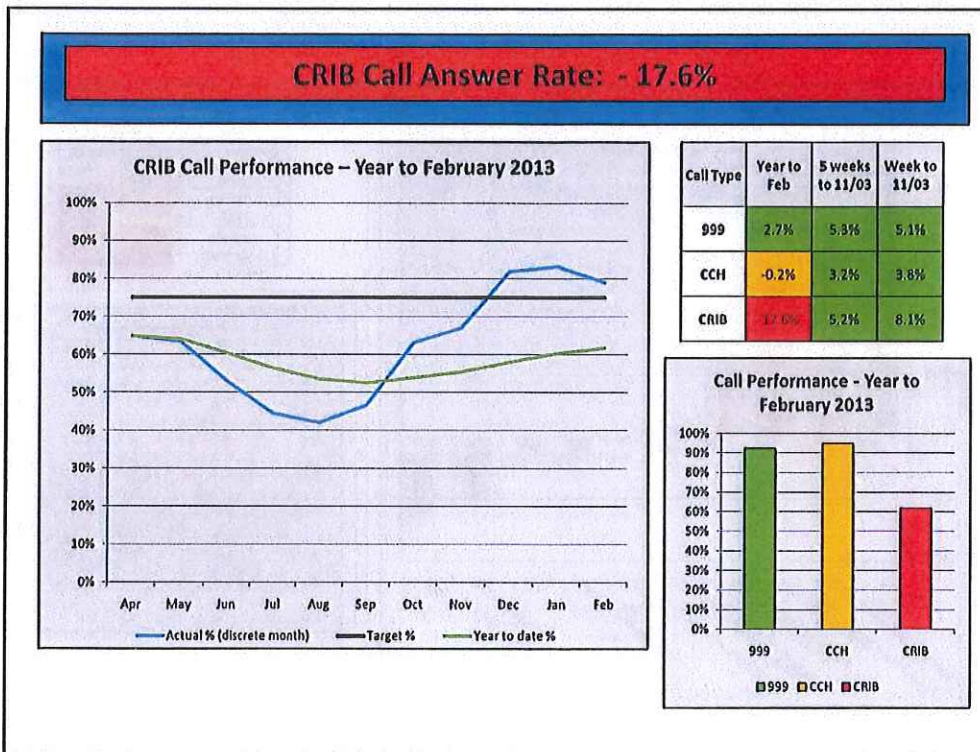
Contact Management Scorecard: 2012/13 (year to February 2013)			
Volume and Reduction		Dealing With	
CCH Public Demand	<=3yr trend	% CCH Public calls answered In 30s	>=95% In 30
999 Demand	<=3yr trend	% 999 calls answered In 10s	>=90% In 10
Occurrence Demand	<=3yr trend	% CRIB calls answered In 30s	>=75% In 30
Response Demand	<=3yr trend	% Priority Incidents dispatched In SLA	>=80%
Overtime	<= allowance	Incident Control	>=80%
Department Headcount	TBC	Tasking/ Resource Management	>=80%
Sickness/Person	<=7,8/year	Enqulry Office Opening Hours	>=95%
		Telephone Investlgation	>=80%
Data Quality		Understanding	
Data Quality (Storm) 1/4ly	>=80%	Leadership	>=80%
Data Quality (Niche) 1/4ly	>=80%	Knowledge	>=80%
BSU Data Quality (FCC)	Good	Customer Experience	>=80%
BSU Data Quality (Enqulry Office)	Good	Managing Risk	>=80%
		Ease of Contact (rolling 12 month)	TBC
		% of Non-Attendance Callbacks	TBC
		Initial Vulnerability Question Set Compliance	>=80%

The following measures are missing for February:

1. Overtime – the most recent data available from Finance is January 2013. Although this measure is currently under threshold, the February overtime figure may include some overtime claims that missed the January deadline.
2. BSU data quality (FCC and Enquiry Office) – the latest available data is June 2012.
3. Overall performance for Contact Management is 'good' where in previous months performance has been 'amber' status. This is because the following quarterly measures, which have previously been 'greyed out', have been included with the most recent data available which is from 01/10/2012 to 31/12/2012. Data from 01/01/2013 to 31/03/2013 will be available early in April 2013. Formatting the scorecard this way includes the most recent data and gives the most accurate and up-to-date overview of performance in these areas
 - Data quality (Storm)
 - Data quality (Niche)
 - Incident control
 - Tasking/Resource management
 - Telephone investigation
 - Leadership
 - Knowledge
 - Customer experience
 - Managing risk
 - Initial vulnerability question set compliance



1. Contact Management remains the largest contributor to Force sickness and is 580 days over threshold year to date (39.4%).
2. Force sickness is 938 days above threshold year to date (6.0%).
3. Local policing, excluding Contact Management, is 269 days over threshold year to date (4.6%).
4. Monthly sickness days lost in Contact Management have shown a decrease, since July 2012's high of 277 days. The total number of days lost during February 2013 was 188.
5. Contact Management sickness per person is 10.3 days, year to February 2013. As reported previously, due to the high volume of sickness already recorded earlier in the financial year, there is no way for Contact Management to achieve it's end of year threshold of 7.8 days per person.



1. CRIB answer rate for February was 79%. This is the third month in a row that this measure has been above the 75% target, having previously been under threshold since April 2012.
2. Improving performance in the CRIB answer rate over the last three months, has resulted in an improvement in the year to date performance, although this is still 17.6% above threshold. Due to poor performance already recorded earlier in the financial year, there is no way for Contact Management to achieve it's end of year threshold of 75% of all CRIB calls answered in 30 seconds.
3. Projected end of year call answer rates:-

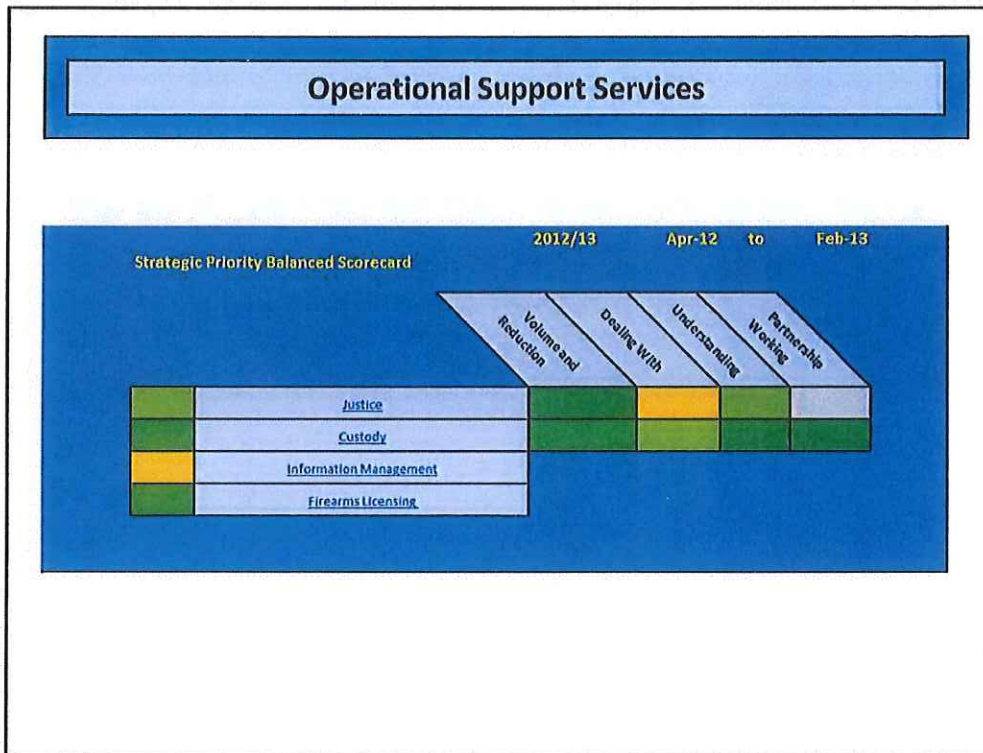
999 – 91.8% (threshold 90%)

CCH – 95.1 (threshold 95%)

CRIB – 64.2% (threshold 75%)

Operational Support Services
Performance Exception Report

February 2013



The Scorecard overview page demonstrates the performance of the scorecards which feed into Operational Support Services.

Please note, grey boxes are measures either awaiting data or that data has been unavailable for this month.

Overall there are some clear strengths within some domains however also areas for improvements which will be identified for exception reporting.



Overall the Justice scorecard is returning green status.

Key Points

- **Proportion of Effective Trials – Magistrates Court** has seen a decline in performance and moved from amber to red this month. YTD 49.4% of trials at Magistrates Court are effective against a threshold of 55.0%. This will be further explored in exception reporting.
- **Proportion of effective trials at Magistrates court and Proportion of Cracked and ineffective trials due to prosecution at magistrates court** is continuing to maintain recent trend in improved performance returning 20.2% YTD against a threshold of 20.0%.
- **Use of Local Resolution** YTD 6.6% of all crime is resolved by use of Local Resolution against a threshold of 3.3%.
- **Witness attendance** is blank this month as the data has been unavailable.

Use of Local Resolution

- **YTD 6.6% of total crime is resolved by use of Local Resolution against a threshold of 3.3%.**

- **This equates to 2067 Local resolutions and is 20.5% of all force detections.**

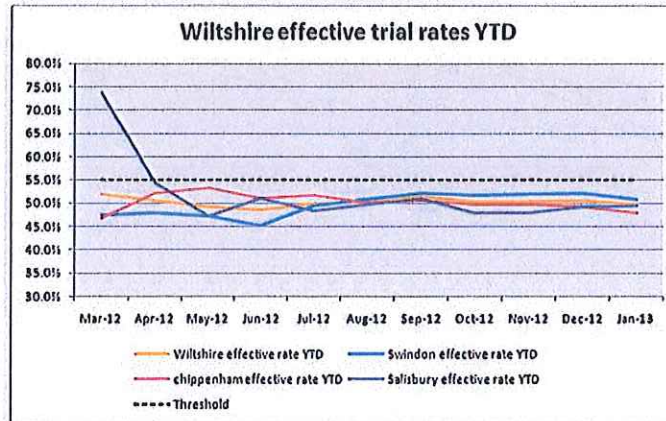
YTD use of Local Resolutions as a measure is performing 98.5% better than threshold with 6.6% of all crime being resolved by Local Resolution.

Against our MSF Wiltshire is performing better than average (4.2%) however presently West Merca and Gloucestershire Police Forces are resolving a higher proportion of all crime by utilising Restorative Justice at 7.2%.

Most common offences resolved are Shoplifting (18.8% of all LR's), Criminal Damage & Arson (17.4% of all LR's) and Violence with Injury (17.2% of all LR's).

Proportion of effective trials – Magistrates Court

- YTD 49.4% of trials at Magistrates court are effective against threshold of 55.0%.
- 225% increase in number of trials cracked due to 'Acceptable guilty pleas entered late offered 1st time by defence'



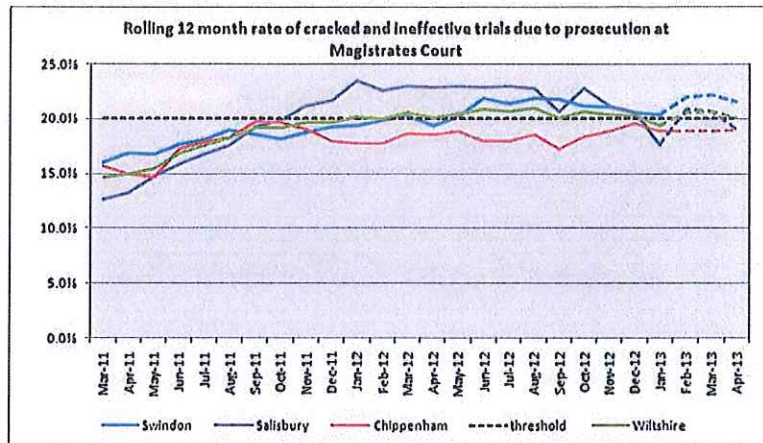
There has been a decline in performance for this measure and unfortunately it has slipped from amber back into red. YTD 49.4% of trials at Magistrates court are effective against a threshold of 55.0%.

All 3 courts have seen a significant decline in performance during January 2013 when compared to the previous months. It is anticipated that the decline in performance has been directly influenced by the increase in trials listed during January 2013, there has been a 55.9% increase in the number of trials listed in January 2013 compared to the number listed in December 2012. As explored in last month's exception report the improvement in performance seen over more recent months was attributed to the decline in the number of trials being listed whilst the number of effective trials remained relatively stable. Therefore the increase in trials listed this month has not been mirrored with an increase in effective trials, there has been a slight increase of 19.4% in volume of effective trials however this is not proportionate against the 55.9% increase in trials listed, hence the decline in effective trial rate.

It is of note that in January 2013 there was a significant increase in the volume of trials cracked due to 'Acceptable guilty pleas entered late offered 1st time by Defence'. During January 2013 there were 26, this is a 225.0% increase from December 2012. On average prior to January 2013, 13 were cracked due to this reason per month. This increase would have had significant impact on the volume of cracked/ineffective trials during January. 14 of these cases were heard at Chippenham Magistrates court and equates to 63.6% (14/22) of all cracked and ineffective trials in Chippenham during January.

Proportion of cracked and ineffective trials due to prosecution at Magistrates Court.

• YTD 20.2% against a threshold of 20.0%



The proportion of cracked and ineffective trials at prosecution is maintaining strong performance in spite of the recent dip in effective trials overall at Magistrates court. YTD 20.2% of trials listed at Magistrates are cracked or ineffective due to prosecution related issues, this equates to a YTD total of 197 trials.

YTD the 3 most common reasons for a cracked/ineffective trial are:

- Prosecution end case, insufficient evidence – Total of 49 cases, 5.0% of all trials listed
 - Prosecution end case, witness absent/withdrawn – Total of 46 cases, 4.7% of all trials listed
 - Prosecution end case, public interest grounds – Total of 45 cases, 4.6% of all trials listed.
- Combined, these 3 reasons equate to 14.3% of all trials listed YTD.

In the graph above the 3 month forecast demonstrates an anticipated decreasing trend in all 3 magistrates courts and by the end of this financial year it is anticipated that Wiltshire will be falling inline with the threshold for this measure.

Custody			
CUSTODY			
Volume and Reduction		Dealing With	
Number of Detainees		Air lock time	Red
		Finger Print Pass rate	Green
		Palm Print Pass rate	Green
		Footwear Impressions recorded	Green
		DNA Without Error	Green
		% of Form 7's submitted to PNC within 24 hours	Green
Partnership Working		Understanding	
S 136 Detainees		Adverse Incidents	Green
Under 18 S136 Detainees YTD	5	Niche error rate	Grey
		Days lost due to sickness per person	Green
		Bail rate	Green

Overall the custody scorecard is returning green status.

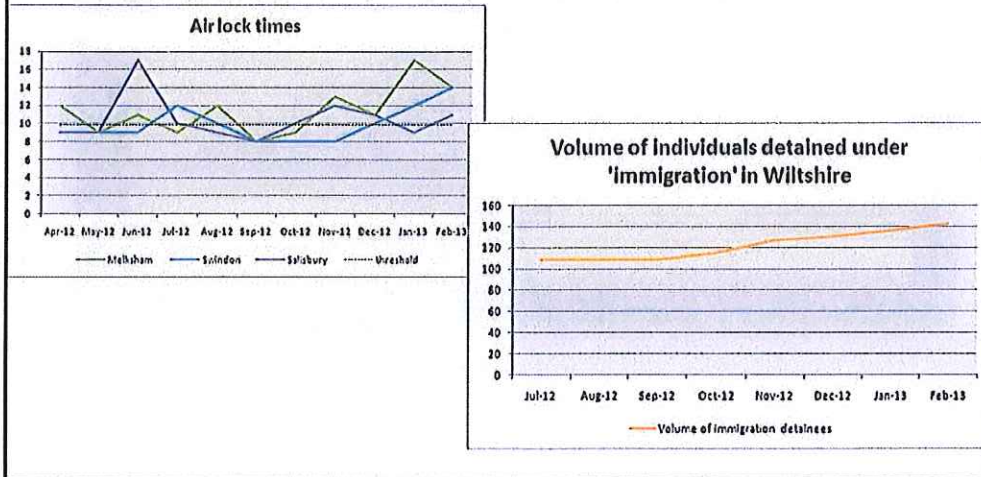
Key Points

- **Air lock time** is continuing to return red status with YTD airlock time of 13.0minutes against a threshold of 9.9. There are a number of influencing factors to this which will be explored further in exception reporting.

- **Under 18 S136 detainees** there was 1 under 18 S136 detainee in force in February, the first in 5 months. This was at Melksham custody suite, Melksham Custody Inspector is satisfied correct protocol was followed and agreed with the decision to detain the individual.

Air lock time

- Average airlock time is currently 13.0 minutes across the force.
- ED = 14.0 minutes, DD = 14.0 minutes and Salisbury = 11.0 minutes.



There has been a 44.4% increase in airlock time from October 2012 to February 2013, this equates to a 4 minute increase.

Increase has been seen across force and has been influenced by a number of factors which include changes in Code G, introduction of new Sergeants into post and increase in the number of illegal immigrants processed which significantly increase average airlock time due to the length of time to process using language line. The above line graph demonstrates the steady increase in the number of individuals detained under 'immigration' in Wiltshire, increase is seen from November 2012 which correlates with when airlock time average began to increase.

Information Management and Firearms Licensing

Information Management and Firearms Licensing	
Information Management	Firearms Licensing
CRB requests cleared within 14 days	Outstanding Files
Requests completed by Force Disclosure unit	Outstanding files over 6 weeks old
RRD Triggered Reviews	14
RRD Calcass	
Error rate on Niche	
Risk Error rate on Niche	

Information Management Key Points:

- CRB – has moved into red status this month returning 64.0% against threshold of 85.0%. CRB have been aware of the decline in performance and have put measures into place to improve. It is anticipated that the impact of these will be demonstrated in the following 2 months (February & March 2013) therefore exception reporting is not currently necessary however performance will be monitored closely and reported on next month if improvement is not seen.
- Force Disclosure Unit has for the second time this financial year moved from red to amber status. YTD 91.3% of requests completed by FDU are done so within the statutory time frames against a threshold of 95.0%.

Firearms Licensing - No cause for concern.

Please note, There is currently an issue with reliability of the reports used to provide data for the Firearms Licensing scorecard. Therefore data is unavailable for measures previously reported on, these have been removed from the scorecard until the issue is resolved.

Requests completed by Force Disclosure unit

- YTD 91.3% of requests received by the FDU have been completed within the statutory time frames. Those completed outside of time frames although late have been completed.
- A total of 1130 requests have been received YTD, an average of 113 per month.
- There is currently no backlog within the department therefore no requests are outstanding from previous months.

Requests completed by FDU has moved from red to amber status for the second time this financial year. Those of most concern in previous months due to high status weighting have demonstrated significant improvement:

FOI – 90.9% completed within threshold (50 out of 55 received), 5 were answered late however completed and there is currently no backlog.

Internal subject access – 100% completed within threshold (15/15)

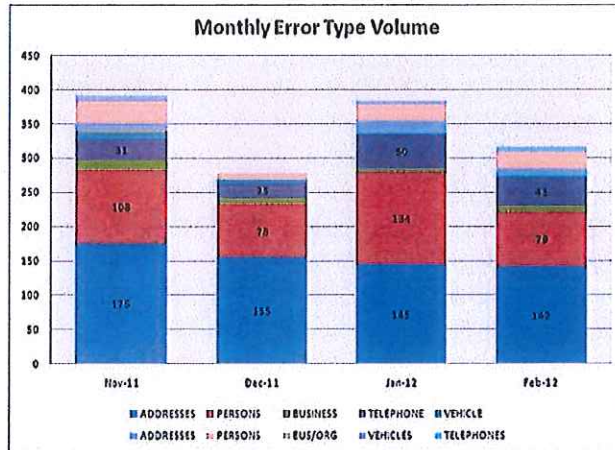
PNC requests – 100% completed (32/32)

Court orders – 83.3% completed within threshold (15 out of 18 received). 3 were answered late however completed however backlog has been cleared and there are no requests outstanding.

This a significant improvement in performance of this area from the beginning of the financial year, even with 12.4% more than average requests being received within the department during January 2012. The measure will continued to be monitored with hope that recent improving trend continues.

Error rate on Niche

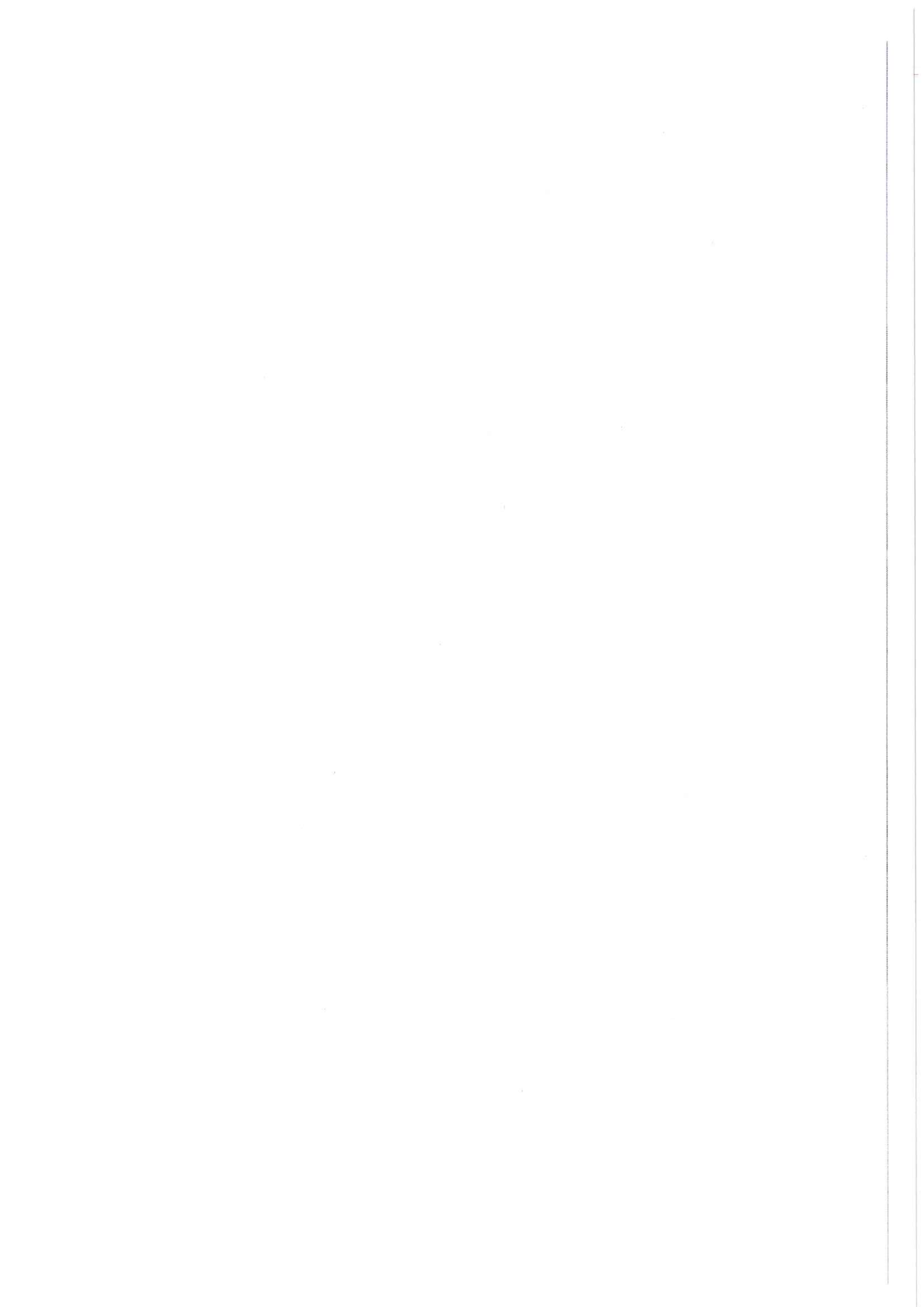
•A total of 3310 Niche errors were corrected in February 2013 by the BSU department.



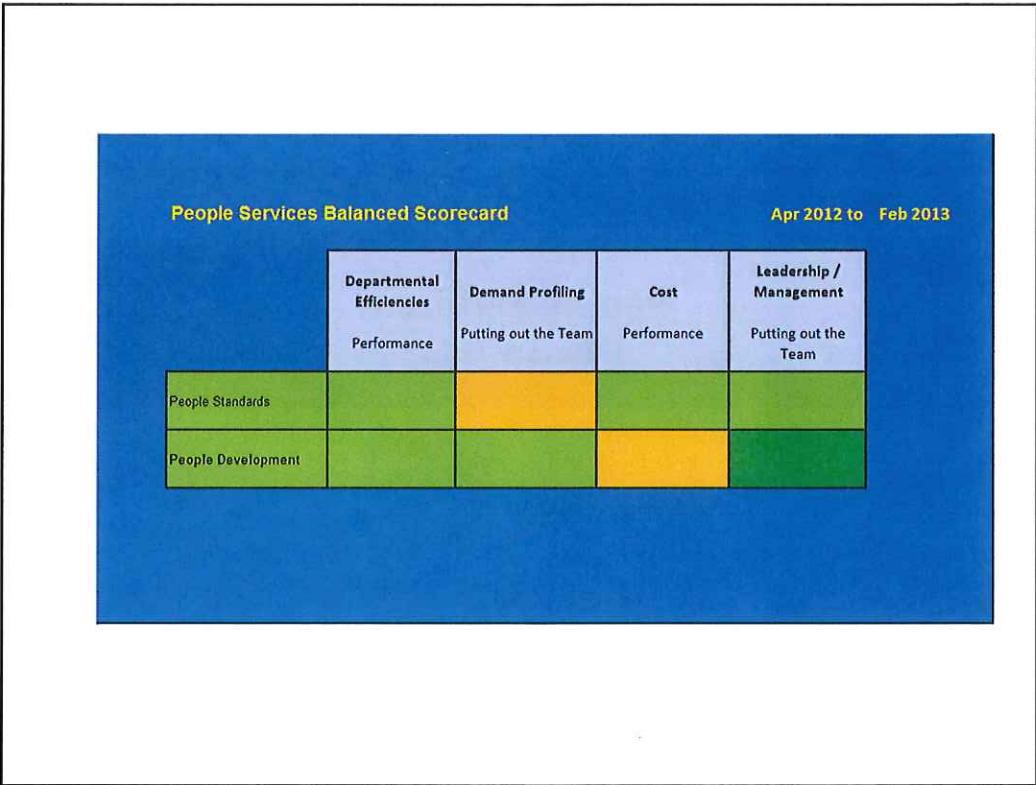
Month	Niche logs highlighted by Performance Team
Sep-12	176
Oct-12	229
Nov-12	226
Dec-12	200
Jan-13	149
Feb-13	111

A total of 3310 Niche errors were corrected by the BSU in February 2013. The above chart demonstrates the proportion of error types where they are available. As demonstrated the most common error type relates to 'addresses'. This has been raised and addressed with SPOCs for departments who attend the Data quality tasking and finishing group.

There has been a 9.6% decrease in the number of errors being found and corrected by the BSU during February when compared directly to January 2013 and a 25.5% decrease in the number of Niche logs being highlighted by the Performance team. This indicates a decreasing trend in the volume of errors being found and corrected by the BSU and not an overall decrease in the number of data quality errors across force.



People Services
February 2013



Overall People Services are good. There are two areas of concern. For People Standards this is within the Demand Profiling and for People Development this is within cost.

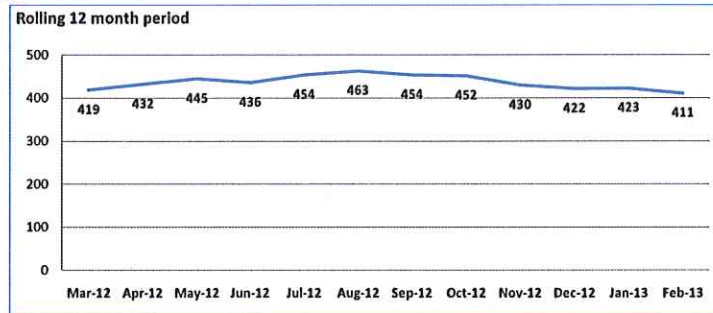
People Standards
February 2013

People Standards

Departmental Efficiencies		Cost / Risk	
Complaint Cases Recorded		Attendance for OH Referrals (Clinical, FMA, physio)	
% of Complaint Cases recorded within 10 working days (KPI 5)		Accidents at work - Police officers / Police staff	
Average number of Days to finalise allegation by Local Investigation (KPI 1)		Riddor accidents per 100 officers / staff (½ y)	
Average number of Days to locally Resolve Allegations (KPI 3)		Total assaults on Police officers / Police Staff	
Drugs Testing (Q)		Civil Claim Incidents (POLACS)	
% of Allegations Upheld		Civil Claim Incidents (Forced Entries)	
Conduct Cases Recorded - PO, PS, SPC			
Compliance with re-vetting programme (Q)			
% of vetting requests cleared within 30 days (Police Officers)			
% of vetting requests cleared within 20 days (Police Staff)			
Leadership/ Management		Demand Profiling	
HR Policy review (Q)		Annual Leave analysis	
Sickness per person - Departmental		Response Targets	
Sickness per person - Force (days)		Toxic Debt	
PDR completion - Departmental		Establishment (FTE) of PO	
PDR completion - Force		Establishment (FTE) of PCSO	
Satisfaction surveys - HRBC (Q)		Operational Contribution - Specials Hours	
Diversity - Force			

Departmental Efficiencies

• **Complaint Cases** - in February **34** complaint cases were recorded, giving a YTD figure of **369**, which is **13%** below target figure of 423. The chart below shows the rolling 12 month period of cases recorded.



• **Recording of Complaints** - in February **91.2%** of complaints were recorded within 10 working days, giving a YTD percentage of **92.7%**, which is 4% above target of 89%.

The theme of 'Departmental Efficiencies' for February 2013 finished in the good banding, with 9 measures being completed, 7 were excellent/good, 1 was fair and 1 was poor

• Complaint cases recorded - In February, for the sixth month running saw the number of cases recorded being below the monthly target of 38 cases (Oct 24, Nov 27, Dec 20, Jan 31 & Feb 34 cases). Year to date shows 369 cases, which is 13% below target figure of 423.

• Rolling 12 month period - The chart shows the rolling 12 month period of what future performance would be like if short, medium and longer-term performance trends were to continue. The chart is based on 12-month rolling totals, which mean that for each month the figure plotted is the total for the 12 months to the end of that month. Using a rolling 12-month total 'smoothes' the data and removes any seasonality effects.

• Cases recorded within 10 working days - In February 31 out of 34 cases (91.5%) were recorded within 10 working days and YTD shows that 342 cases out of 369 cases (92.7%) were recorded within 10 working days, which is 4% above target of 89%.

Departmental Efficiencies

- Average number of days to finalise allegations by Local Investigation - in February it took **139 days** with a YTD figure of **119 days**, which is 13% below the MSF average of 136 days
- Average number of days to Locally Resolve allegations - in February it took **42 days** with a YTD figure of **52 days**, which is 4% below the MSF average of 54 days
- % of vetting checks cleared within 20 days (police staff) - in February **90.6%** checks were cleared within 20 days, YTD **79.6%** which is fractionally below the target of 80%

•Average number of days to finalise allegations by Local Investigation - February saw a slight decrease in the number of investigation days down to 139 from 141 the previous month with a YTD figure of 119 days, which is 13% below the MSF average of 136 days.

***Local Investigation:** If the complainant declines local resolution and requires a thorough examination of the incident, this would involve the appointment of an investigating officer who would look into the complaint and produce a report that details whether each allegation is Upheld or Not Upheld.*

• Average number of days to finalise allegations by Local Resolution - February saw a slight decrease in the number of days down to 42 from 48 the previous month with a YTD figure of 52 days, which is 4% below the MSF average of 54 days.

***Local Resolution:** means dealing with complaints against the police at a local level - for example, through the involvement of an inspector at a police station or a police staff manager, they can talk with the complainant so they understand what the complaint is about and take any appropriate action to put things right or explain what has happened from the perspective of the police officer or staff member involved.*

% of Vetting cleared within 20 days (police staff)

February has continued to see an improvement on January/December figures with the return of staff from sickness and the YTD figure of 79.6% is fractionally below the target of 80%

Demand Profiling

- Special Constables Operational contribution recorded on GRS to the force in February – **2,463 hours**, YTD total **29,730 hours** against seasonal target of 52,749 hours, which is 43.6% below target
- Strongly believed that data is inaccurate due to varying recording practices conducted by specials. Work is underway to resolve going forward.

The theme of 'Demand Profiling' for February 2013 finished in the fair banding, with 5 measures being completed, 2 were excellent/good, 2 were fair and 1 was poor.

- Operational Contribution of Special Police Constables (SPCs) hours - SPCs are contracted to complete 16 hours of duty per month.
- Work is in progress to resolve the accuracy issues surrounding Specials, currently the data that is provided is inaccurate.

Cost

- Forced Entries – **23 for February**, which is slightly down on the previous month of 36, YTD shows 207 against a threshold of 187 – **10.7%** above target

Forced Entries has seen a decrease this month. 23 in February compared to 36 the previous month, 207 YTD against a threshold of 187. (10.7% above target) – poor grading

11 occurred in Swindon and 12 in County

Of the 23 forced entries:

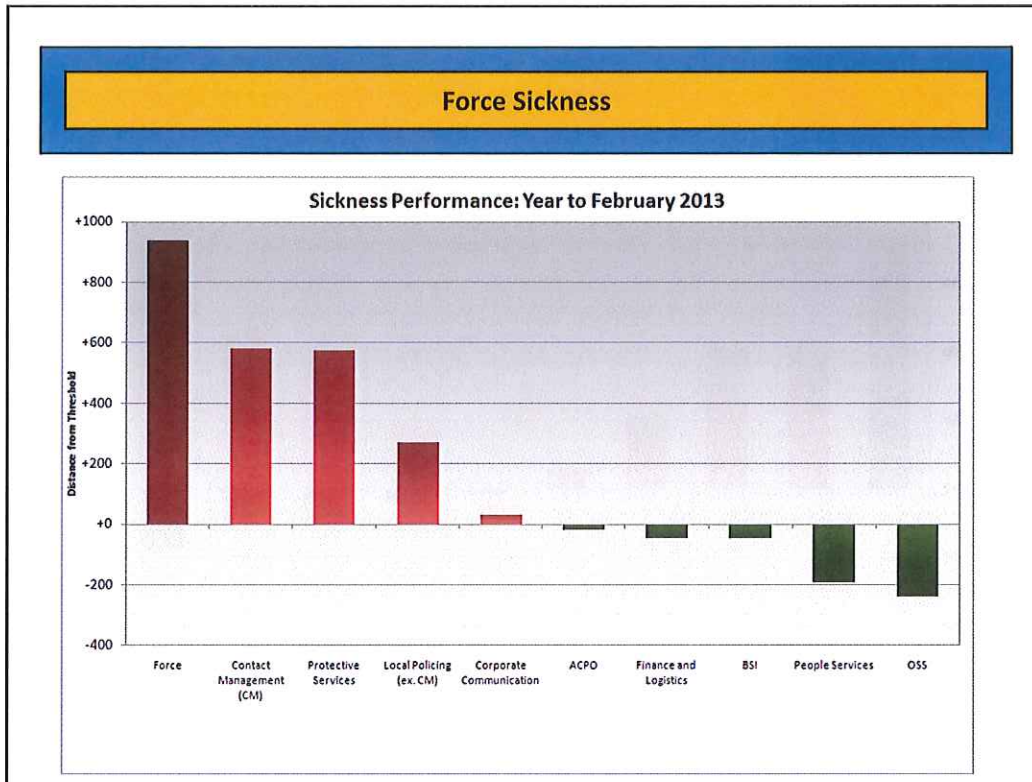
11 x concerns for safety or welfare CFSS

1 x criminal offence CRIM

2 x miscellaneous MISC

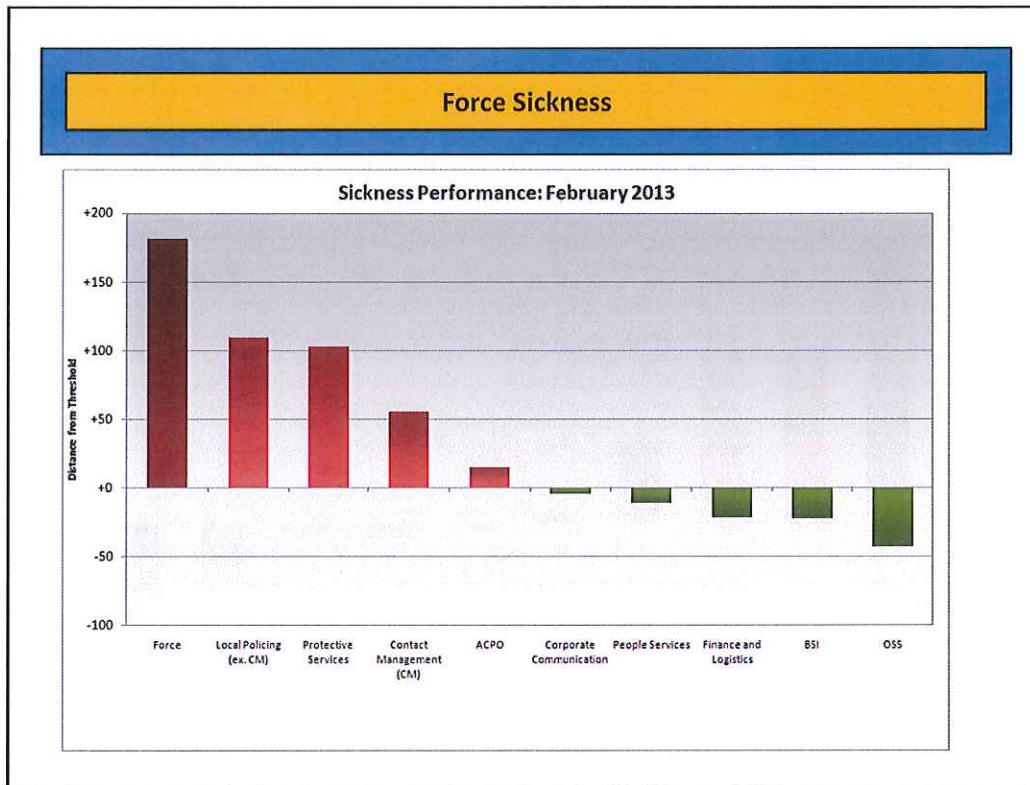
3 x Section 18 warrant WS18

6 x Section 23 drug warrants WS23



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.

•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 rational for the level of sickness but an auditable measure should be in place.

•Contact Management has lost 188.93 days per person.

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

People Development
February 2013

People Development		Apr 2012 to Feb 2013
Departmental Efficiencies	Goat	
Sickness (days per person)	Headcount - Specials	
PDR completion	Monetary Contribution - Specials	
Level 1 surveys	Fit for Independent patrol	
Level 3 surveys	Officer Safety Training - compliance	
Demand Profiling	Standard Response Driving - compliance	
Allocated on courses	Advanced Driving - compliance	
Attended on courses	Leadership / Management	
Resourcing Events	Deployable skills - Public Order	
	Deployable skills - Search	
	Deployable skills - Firearms	

The department has ended the month with a grading of Good.

Departmental Efficiencies

- Sickness (per person) –0.30 sickness days for February against threshold of 0.61 (29.6% under target)
- YTD 5.04 against a YTD target of 7.16
- Level 3 surveys (3 months after training) – 94.9% (167 out of 176 stated that the training benefited them)

- Sickness per person – For the sixth month consecutively the department has had excellent performance. The department has achieved 0.30 days lost per person compared to last months of 0.18.
- 3 members of staff had a total of 13.57 working days off and all short term sickness.
- Overall, the department has achieved a YTD total of 5.04 against a YTD target of 7.16 and it is anticipated that they will finish above target.

Cost

- Officer Safety Training compliance – 88.2% against a threshold of 90% (996 officers, 118 are out of date) – 2.1% off target
- Driving Standard – (Response) – 85% against a threshold of 90% -(40 officers are out of date from 268)

Officer Safety Training compliance has increased this month from 83.6% to 88.2% against a 90% threshold. (2.1% off target)

There are 118 officers that are not in date with their Officer Safety Training.

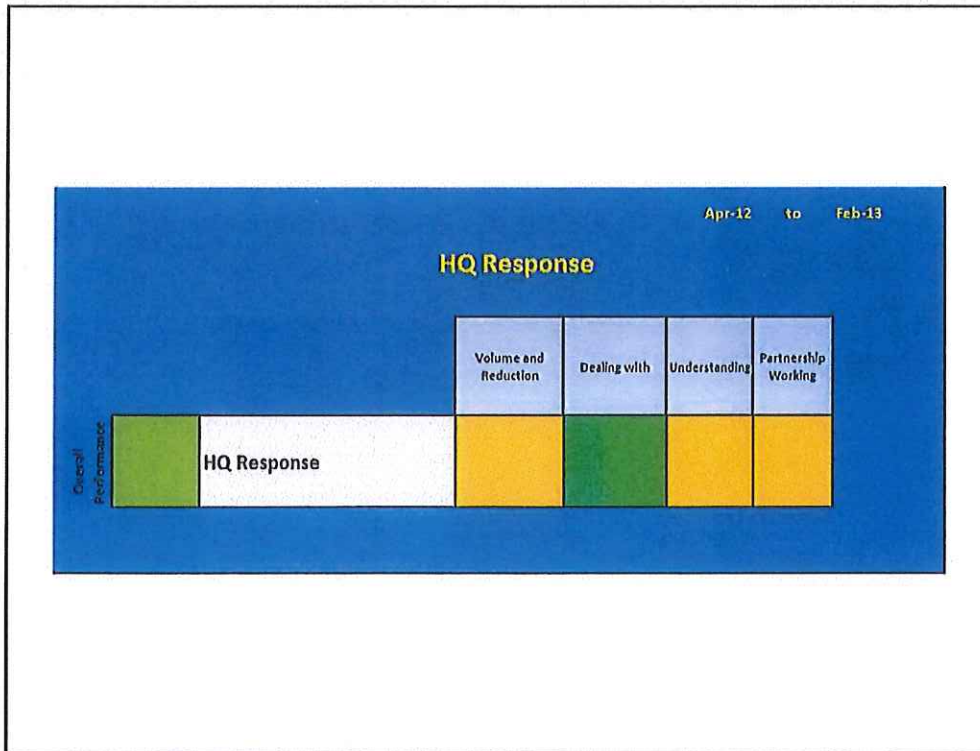
With the implementation of the 'deferred' button this figure will increase compliance levels. This should be completed in readiness for March's figures.

Work around the OST compliance is still ongoing between myself, Glynn and HR.

The 118 officers is quoting the worst case scenario

• Driving Standard (response hubs) – 85 % against a threshold of 90%. 40 officers are out of date.

**HQ Response
February 2013**



Summary for February 2013

The HQ Response scorecard is showing as good overall performance YTD (based on 11 months of performance data).

Volume and Reduction

- There has been no opportunity to influence the amber status of the Volume and Reduction domain as the indicators contained within this domain are all quarterly measures and will not be reported on again until April 2013. For ease of reference, within the Volume and Reduction the two indicators that are showing cause for concern and negatively effecting the overall performance of this domain are 'Total KSI on priority routes' and 'Slight Injuries'.

Dealing with

- No change to the strong YTD performance in this domain.

Understanding

- This domain remains amber again this month, negatively influenced by the under performing 'No. of dog deployments' indicator.

Partnership Working

- Whilst this domain is still performing well YTD, its status has changed from a green to amber due to the lower number of RPU Proactive days carried out over the last two months.

HQ Response		
Volume and Reduction		Dealing With
People killed and seriously Injured (all roads)		No. of counter terrorism checks undertaken
Children killed and seriously Injured (all roads)		No. of Section 165 Vehicle seizures
Total Killed and seriously Injured priority routes		
Slight Injuries		
Partnership Working		Understanding
No. of RPU proactive operational days		No. of dog arrests
Year 9/10 pupils attended a FAKE presentation		No. of dangerous dog assessments
		No. of dog deployments
		Dog non-availability

Volume and Reduction

- **People KSI** – Quarterly measure, next reporting will be April 2013 exception report.
- **Children KSI** – Quarterly measure, next reporting will be April 2013.
- **Total KSI on priority routes** – Quarterly measure, next reporting will be April 2013.
- **Slight Injuries** – Quarterly measure, next reporting will be April 2013.

Partnership Working

- **No. Of RPU Proactive days** – Only 5 RPU proactive operational days in February 2013. This is below the monthly threshold, however YTD this indicator continues to perform well at 8.2% over threshold with 119 RPU proactive days YTD against a YTD threshold of 110.
- **No. Of Year 9/10 pupils attended a FAKE presentation** – Data not yet updated for February 2013.

Dealing With

- **No. Of Counter Terrorism Checks undertaken** – There were 54 checks carried out in February 2013 which is below the monthly threshold of 69 checks. However, YTD this indicator is performing at 116% above threshold with 1641 checks undertaken against a YTD threshold of 759. Despite the strong performance, analysis shows a number of sites which have not been checked the required number of times this month. This is discussed in the report that follows.
- **No. Of Section 165 Vehicle Seizures** – In February 2013 there were 74 vehicles seized under Section 165. This continues the strong performance reported YTD. YTD there have now been 745 Section 165 vehicle seizures, which is 35.5% above the TYD threshold of 550 seizures.

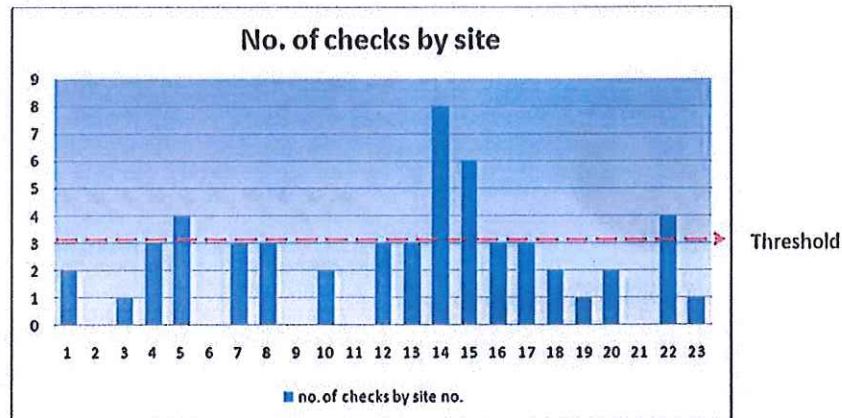
HQ Response			
Volume and Reduction		Dealing With	
People killed and seriously injured (all roads)		No. of counter terrorism checks undertaken	
Children killed and seriously injured (all roads)		No. of Section 165 Vehicle seizures	
Total Killed and seriously injured priority routes			
Slight injuries			
Partnership Working		Understanding	
No. of RPU proactive operational days		No. of dog arrests	
Year 9/10 pupils attended a FAKÉ presentation		No. of dangerous dog assessments	
		No. of dog deployments	
		Dog non-availability	

Understanding

- **No. Of Dog Arrests** – Data on dog arrests in February 2013. has not yet been received.
- **No. Of Dog Assessments completed** – Data on the number of Dog Assessments carried out in February 2013 has not yet been received.
- **No. Of Dog Deployments** – In February 2013 there were 120 dog deployments, continuing the run of under threshold figures reported each month so far this YTD. This indicator is performing significantly under threshold with 1180 deployments YTD against a YTD threshold of 1727 (31.7% under threshold).
- **Dog Non- Availability** – The dog non availability tag was used 3 times in February 2013, making a total of 34 uses YTD.

Strong Performance – Op Lightning Checks

Op Lightning Checks – 116% above threshold



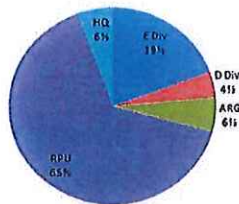
Op Lightning checks

- There were only 54 Op Lightning checks recorded on the Tasker for February 2013. This is below threshold (69) for the month, however TD this indicator is performing at 116% above threshold, with 1641 checks against a YTD threshold of 759.
- Looking at the Tasker logs, of the 54 checks undertaken there was 'no further action' or 'All in order' recorded for every single check undertaken.
- Once again there are a number of individual sites which have not been checked the required number of times. Sites no. 1,2,3,6,9,10,11,18,19,20,21,23 were checked less than 3 times in February. Indeed Sites no. 2,6,9,11 and 21 were not checked at all.
- Due to the concerns raised in previous reports over the quantity and quality of the checks undertaken this area is now being reviewed. A paper has been produced which, subject to authorisation, will see the sites graded according to their importance (with Category A being the most important). The number of checks required will then be assessed on risk basis according to the category assigned. The type of check will also be risk assessed, ranging from a full check for the most at risk to a drive by check. This change will ensure that those sites most important receive regular and thorough checks rather than the current process of all sites requiring 3 checks per month (with no specification of what these checks must entail). It is hoped that this change will commence in time for the new reporting year in April 2013.

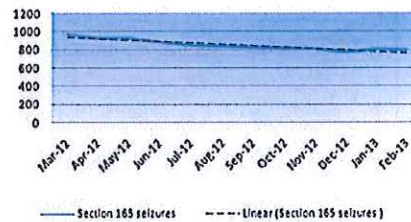
Strong Performance – Section 165 Vehicle Seizures

745 vehicles seized for no license or no insurance this YTD.

Seizures In Feb 2013 by Dept.



Section 165 Vehicle Seizures - Rolling 12 months



Recovery Operator	No. of recoveries In Feb 13
ASHLEY WOOD RECOVERY (SALISBURY)	18
D & C FRY (CHIPPENHAM)	27
GREENMEADOW COMMERCIAL SERVICES LTD (SWINDON)	24
WHATLEY & CO (PEWSEY) LTD	5
Total	74

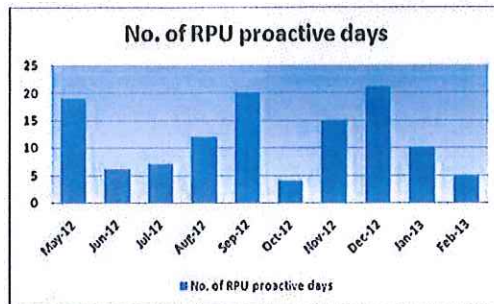
On average 68 vehicles have been seized per month this YTD.

Section 165 Vehicle Seizures

- In February 2013 there were 74 Section 165 Vehicle Seizures, this brings the YTD total to 745 vehicle seizures. The average number of vehicles seized per month this YTD is 68. With the monthly threshold set at 50 seizures per month, this indicator is performing at 35.5% above threshold YTD (a further increase on the distance from threshold reported on last month).
- Of the seizures in February 2013, RPU made 47 seizures or 65% of the seizures (slightly higher than in the previous month). A breakdown of seizures made by Dept is shown in the pie graph above. YTD RPU have made some 527 seizures (or 71% of the seizures YTD).
- Despite the continuing over threshold figures, the numbers on a rolling 12 month basis have continued to decrease over this reporting year as shown on the line graph above.
- In terms of the Recovery Operator (Contractor), D&C Fry recovered 36% of the vehicles in February, closely followed by Greenmeadow Commercial who recovered 32% (or 24 vehicles) seizures for no license or no insurance in February 2013.

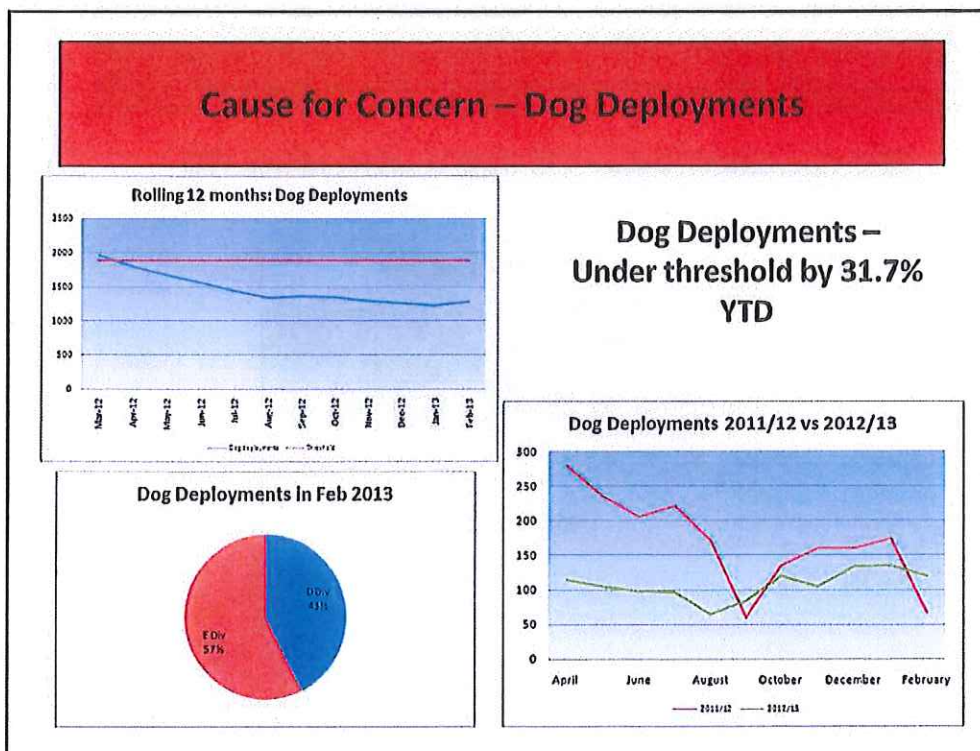
Good Performance - RPU Operational Days

RPU Operational Days – 119 Days completed this YTD



RPU Operational Days

- YTD this indicator is performing 8.2% above threshold, with a total of 119 RPU operational days completed this YTD against a threshold of 110.
- The number of RPU operational days in February 2013 was below threshold (5 days against a threshold of 10 days per month). However in addition to these 5 operational days, RPU officers also had a week of VIP training (involving 7 staff) and a week of TPAC upgrade training (during which time 28 officers, i.e. the whole Department, were trained).
- Of the RPU operational days carried out in February, 1 was an Op Mermaid which resulted in the identification of numerous offences and tickets being issued. The other 4 were ANPR operations in various areas which resulted in over 100 fixed penalty notices being issued and numerous others offences detected. And, in addition to these outcomes, in February RPU Officers issued £9,860 worth of graduated Fixed Penalty notices to commercial vehicles.



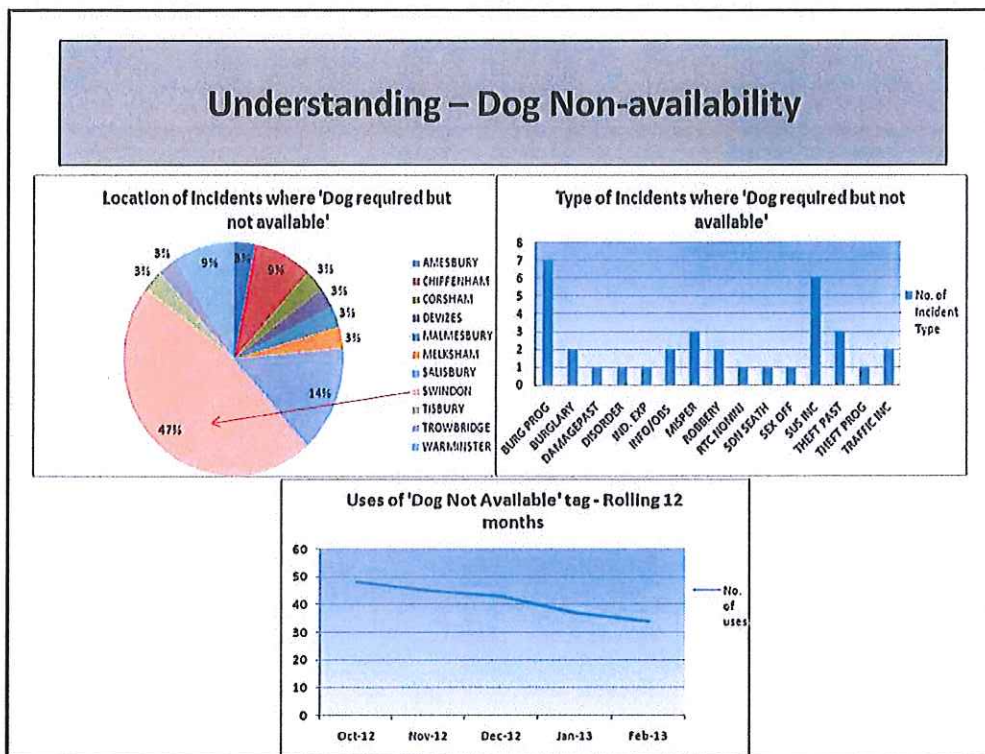
Dog Deployments

- In February 2013 the dogs were deployed 120 times (against a threshold of 157 monthly deployments). There have been 1180 deployments YTD. The YTD threshold is 1727 (which makes this indicator 31.7% under threshold currently). Despite being well below threshold the direction of travel this month is positive, last month the indicator was 32.5% below threshold. This improving picture is shown on the rolling 12 months chart above.,

- The pattern of deployment in 2011/12 and 2012/13 follows a very similar pattern, starts high in April, drops to the lowest numbers in August and September before starting to increase again towards the end of the year and then dropping in February.

- In February 2013, 57% of the dog deployments were in E division. On average over the 11 reporting months of this year, E division have accounted for 56% of all dog deployments. Dog deployments in D Division have reduced at a far greater level than in E Division when comparing the figures YTD from 2011/12 with 2012/13. In D division where there has been significantly less general purpose dog deployments this year compared to last (in E division the decrease has been less marked compared to the deployments of the general purpose dogs last YTD). In contrast, E division's deployment of the dual passive/proactive drugs search dogs has nearly doubled this YTD compared to the same period 2011/12.

- It is important to note that currently 5 out of the 13 Dog Handlers are 'off line' due to training and other commitments. There are two new Dog Handlers due to start at the end of the month and it is anticipated that within 6 weeks 12 out of the 13 Officers should be operational again, at which point we should see the number of deployments increase.



Dog Non Availability

- The Dog Non Availability tag has been used 34 times this YTD.
- The most common day of the week in which a dog was not available when required has been on a Thursday. There have been 8 instances on a Thursday when a dog was required but not available (there is no correlation between a Thursday and a particular area, the use of the tag on a Thursday has been in relation to incidents in five different areas). Work is now being carried out to find out the times of the incidents when the dog was required but not available as the data produced from this measure is proving of core value to the Department in terms of planning and future forecasting.
- 47% of the incidents where a dog was requested but not available were in Swindon. It is interesting to relate this to figure with the general decline in dog deployments in Swindon this YTD (in comparison with last YTD and in comparison with E Division). The location of incidents where a dog was required but not available is shown on the pie chart above.
- In relation to the types of instances when a dog has not been available then required, the most common incidents this YTD have been burglary in progress (7 incidents) and suspicious incidents (6 incidents). Other incidents in which the tag has been used include disorder, info/obs, robbery, traffic incident and a sexual offence. These are shown on the bar chart above.
- As shown on the line graph above, over a rolling 12 months, usage of the 'dog not available' has slowly been decreasing over the last five months.

