



ANNUAL POLICING PLAN 2007 – 2008

Recent Performance and Targets for 2007-2008

Delivering a Quality Policing Service in a Customer Focused Way

INTRODUCTION

Annual Policing Plan 2007-2008

The Annual Policing Plan 2007-2008 highlights the priorities for policing in Bedfordshire and Luton. It tells you about the specific actions we will be taking in the journey set out in our 2005-2008 three-year policing strategy. The full Annual Policing Plan can be viewed on our websites

www.bedfordshirepoliceauthority.co.uk

www.bedfordshire.police.uk

To fulfil our mission to deliver a quality policing service we are focusing on two key priorities:

- **Reassurance** – increasing community confidence, safety and satisfaction by improving visibility, neighbourhood policing and care for victims and witnesses
- **Crime Management** – helping to drive down crime by improving investigation and end-to-end crime management processes

Delivery of our policing services is assessed through a series of targets and other performance indicators. These measures assess our performance under our priorities of reassurance and crime management plus in the supporting themes of resource usage and strategic management. Statutory Performance Indicators (SPIs) are set by Central Government and are used to compare performance across all police forces in England and Wales. In addition to these national indicators we have developed a number of 'local indicators' to address local needs. Performance indicators are organised into a series of domains:

Key priority	Performance domains
Reassurance	Our actions to promote reassurance will be assessed by indicators in three domains: Citizen Focus, Promoting Public Safety and Providing Assistance
Crime Management	Our actions to improve crime management will be assessed by measures in two domains: Reducing Crime and Investigating Crime
Resource Usage and Strategic Management	Our actions to improve resource usage will be assessed by measures in the Managing Resources domain

Your priorities: Performance targets for policing in 2007-2008

The Annual Policing Plan collates your priorities for policing in Bedfordshire and Luton over the coming year. Consultation by the Force, Police Authority and local partnerships reveals priorities in a number of key areas. We take your priorities seriously, and have set targets to assess our performance and improve our accountability in all of these areas.

Priority areas	Targets set to assess performance
Increased visible policing	<ul style="list-style-type: none"> • Increased police officer time available for frontline policing • Reduced police officer and staff sickness
Improved communication	<ul style="list-style-type: none"> • Improved response times for answering 999 and non-emergency calls • Improved satisfaction with the service provided to victims of crime
Dealing with anti-social behaviour	<ul style="list-style-type: none"> • Increased feelings of public safety and reduced fear about high levels of anti-social behaviour
Reducing key crimes, such as burglary and robbery	<ul style="list-style-type: none"> • Reduced overall crime • Reduced vehicle crime, robbery and burglary (including repeat burglaries) • Increased numbers of charges brought and convictions made
Tackling violent crime, including domestic violence	<ul style="list-style-type: none"> • Reduced violent crime • Increased reporting of domestic violence incidents, reduced repeat domestic violence incidents and increased arrests for domestic violence
Improved roads policing	<ul style="list-style-type: none"> • Reduced numbers of people killed or seriously injured on the county's roads

As part of our commitment to serving diverse communities we have set targets to assess the equality of our service provision. Further targets are set to help us use our people and other resources more efficiently.

Performance and Targets Tables

Two sets of tables are presented over the following pages:

Priority Performance Indicators. The first set of tables shows performance indicators where we are setting targets, linked to your priorities. Tables show our performance for the year just ended (2006-2007), comparing it to targets previously set and to performance in 2005-2006. The tables show the new targets we are setting for 2007-2008.

Supporting Performance Indicators. The second set of tables shows other performance indicators for which we are not setting targets. These form an important part of our performance management process, but they should be seen in a supporting light to the priority indicators. Tables compare performance in 2006-2007 with that in 2005-2006.

PRIORITY PERFORMANCE INDICATORS

Reassurance – Citizen Focus

SPI/ local	Description	2005/06 Outcome	2006/07 Target	*2006/07 Outcome	Outcome ↑/↓	Target achieved?	2007/08 Target
1e(i)	Percentage of victims of domestic burglary, violent crime, vehicle crime and road traffic collisions <i>satisfied</i> with the overall service	79.5%	82%	79.8%	↓	×	80%
2a	Percentage of people who think their police do a 'good job' (British Crime Survey ¹)	50.1%	49%	49.8%	↓	✓	54%
3a(i)	Percentage of victims of racist incidents <i>satisfied</i> with the police service when dealing with the incident ²	73.2%	75%	67.9%	↓	×	75%
Local, based on 3b	Minimise the percentage difference in satisfaction with action taken between white and minority ethnic victims of crime ^{3,4}	9.8%	9.0% (stretch ⁵ 8.0%)	8.8%	↑	✓	9.0% (stretch ⁵ 8.0%)
Local, based on 3b	Minimise the percentage difference in satisfaction with treatment between white and minority ethnic victims of crime ³	5.3%	No target set ⁶	8.1%	↓	N/A (no target set)	7.0%
Local, based on 3b	Minimise the percentage difference in satisfaction with follow-up action between white and minority ethnic victims of crime ^{3,4}	10.3%	7.6% (stretch ⁵ 6.8%)	8.2%	↑	×	7.6% (stretch ⁵ 6.8%)
Local, based on 3b	Minimise the percentage difference in satisfaction with overall service between white and minority ethnic victims of crime ³	7.2%	No target set ⁶	8.7%	↓	N/A (no target set)	7.0%
Local, based on 3c	Minimise the difference between minority ethnic and white groups of the percentage of stop searches that lead to arrest ^{3,7}	1.3%	No target set ⁶	-1.3%	STABLE	N/A (no target set)	1.0%
Local, based on 3d	Minimise the difference between racial groups of the percentage of sanction detections for violence against the person offences ^{3,4}	7.0%	6.3% (stretch ⁵ 5.5%)	9.5%	↓	×	6.0%

Reassurance – Promoting Public Safety

SPI/ local	Description	2005/06 Outcome	2006/07 Target	*2006/07 Outcome	Outcome ↑/↓	Target achieved?	2007/08 Target
9a	Number of people killed or seriously injured (KSIs) in road traffic collisions per hundred million vehicle kilometres travelled	6.2 (293 KSIs)	6.0 (299 KSIs)	5.7 (286 KSIs)	↑	✓	5.7 (284 KSIs)
10b	Feelings of public safety (British Crime Survey ¹); Percentage feeling high level of perceived anti-social behaviour	19.7%	17%	17.5%	↑	×	17%

Reassurance – Providing Assistance

SPI no. 2007/08	Description	2005/06 Outcome	2006/07 Target	*2006/07 Outcome	Outcome ↑/↓	Target achieved?	2007/08 Target
11a	Proportion of police officer time available for frontline policing	62.1%	64.0%	67.0% ⁷	↑	✓	65%
13a	Percentage of available working hours lost due to sickness for police officers	91.1 hours per officer	4.0%	4.7% (97.9 hrs)	↓	×	4.0%
13b	Percentage of available working hours lost due to sickness for police staff	70.2 hours per staff	3.6%	4.4% (79.9 hrs)	↓	×	4.0%
Local	Percentage of non-emergency calls answered within target response time (30 seconds)	90.0%	90%	94.1%	↑	✓	90%
Local	Percentage of 999 calls answered within National Call Handling Standards target response time (10 seconds)	N/A (definition changed)	90%	93.2%	N/A (definition changed)	✓	90%

Crime Management – Reducing Crime with our Crime and Disorder Reduction Partnerships

SPI no. 2007/08	Description	2005/06 Outcome	2006/07 Target	*2006/07 Outcome	Outcome ↑/↓	Target achieved?	2007/08 Target
5b	Violent crimes per 1,000 population	20.7	18.5	18.4	↑	✓	15.2
5f	Acquisitive crime offences per 1,000 population (comprises domestic burglary, robbery, vehicle crime, theft from person, theft of pedal cycle)	28.8	27.7	27.9	↑	✗	24.1
Local	Reduce vehicle crimes per 1,000 population	15.6	15.7	16.0	↓	✗	13.8
Local	Reduce personal robberies per 1,000 population	2.3	1.8	2.0	↑	✗	1.3
Local	Reduce domestic burglaries per 1,000 households	15.3	14.1	15.1	↑	✗	12.8
Local	Reduce the percentage of repeat victimisation for domestic burglary	N/A (indicator not used)	No target set ⁶	8.6%	N/A (not previously used)	N/A (no target set)	8.8%
Local	Reduce total recorded crimes per 1,000 population	104.2	97.8	113.3	↓	✗	89.0

Crime Management – Investigating Crime

SPI no. 2007/08	Description	2005/06 Outcome	2006/07 Target	*2006/07 Outcome	Outcome ↑/↓	Target achieved?	2007/08 Target
6a	Offences brought to justice: Number of notifiable offences resulting in a caution/conviction, or taken into consideration by a court	13,125	13,045	13,308	↑	✓	13,579
7a	Sanction detections. Percentage of notifiable offences that were detected where a person has been charged, reported for summons or cautioned, or the offence was taken into consideration by a court	23.0%	23.9%	20.0%	↓	✗	24.0%
Local, based on 7a	Sanction detections. Increase the number of notifiable offences detected (where a person has been charged, reported for summons or cautioned, or the offence was taken into consideration by a court)	13,471	13,800	11,649	↓	✗	13,147
8a	Percentage of reported domestic violence incidents in which an arrest was made relating to the incident	78.0% (old definition)	23.0% (80% old definition)	22.0%	N/A (definition changed)	✗	22.0%
Local	Reduce the percentage of repeat victimisation for domestic violence ⁴	41.4%	41.0% (stretch ⁵ 40.0%)	46.0	↓	✗	39%
8c	Value of cash and confiscations from Proceeds of Crime Act (POCA) seizures	£266,788	£600,000	£321,709	↑	✗	£824,000
Local, based on 8c	Increase the number of confiscation orders issued in relation to the POCA	16	22	33	↑	✓	37

Resource Usage and Strategic Management – Managing Resources

SPI no. 2007/08	Description	2005/06 Outcome	2006/07 Target	*2006/07 Outcome	Outcome ↑/↓	Target achieved?	2007/08 Target
3e	Proportion of police recruits from minority ethnic groups ⁹	13.8%	14.6% (14 recruits)	0.0%	↓	✗	14.6%
Local	Increase the percentage of minority ethnic officers in the organisation ⁹	5.9%	No target set ⁶	5.4%	↓	N/A (no target set)	6.5%

Local	Increase the percentage of female police officer recruits	N/A (indicator not used)	26%	38.0%	N/A (not previously used)	✓	44.0%
3g	Percentage of female officers in the organisation	25.0%	No target set ⁶	25.0%	STABLE	N/A (no target set)	26.0%
Local	Number of medical retirements of police officers per 1000 officers	Zero	3.5	2.4	↓	✓	3.0
Local	Number of medical retirements of police staff per 1000 police staff	Less than one	3.5	0	↑	✓	3.0
12a	Delivery of efficiency savings – cashable	1.96%	1.5%	TBC ¹⁰	TBC ¹⁰	TBC ¹⁰	1.5%
12a	Delivery of efficiency savings – non-cashable	4.84%	1.5%	TBC ¹⁰	TBC ¹⁰	TBC ¹⁰	1.5%

Notes to Performance and Targets Tables

↑ = outcome improved compared to previous year

↓ = outcome worsened compared to previous year

✓ = target achieved

✗ = target not achieved

* These indicators are published to accompany issue of the 2007/08 Annual Policing Plan. They were first published on 31st March 2007 and contained estimates of our expected performance for the full year. This version has been updated with our actual performance for the full 2006/07 year.

¹ British Crime Survey data, as made available through the Home Office 'iQuanta' police performance management system. Current data is for the year ended 31st December 2006. Performance against these indicators will be updated when further data becomes available.

² The response to this survey is small and the data therefore not statistically reliable.

³ Our aspiration is for there to be no difference in the satisfaction of white and minority ethnic victims of crime.

⁴ These local indicators form the local domain of the national Police Performance Assessment Framework and will be assessed alongside national Statutory Performance Indicators.

⁵ Stretch targets represent a level of performance over the minimum acceptable targets, achievement of which will secure Local Area Agreement reward grants.

⁶ These were not used as priority performance indicators in 2005-06, and therefore targets were not set.

⁷ Final year performance data on police officer time available for frontline policing will be confirmed by the Home Office, around October 2007. Confirmed data will be published on the website when available.

⁸ PACE stops are used for a variety of purposes. An increase or decrease is not representative of a change in performance.

⁹ For comparison 11.5% of the local working age population are minority ethnic (August 2004, as provided by the Home Office).

¹⁰ Efficiency savings delivered to be confirmed by Home Office, around October 2007. Confirmed data will be published on the website when available.

SUPPORTING PERFORMANCE INDICATORS

Reassurance – Citizen Focus

SPI/ local	Description	2005/06 Outcome	*2006/07 Outcome	Outcome ↑/↓
1a(i)	Percentage of victims of domestic burglary, violent crime, vehicle crime and road traffic collisions <i>satisfied</i> when first making contact with the police	88.7%	89.9%	↑
1a(ii)	Percentage of victims of domestic burglary, violent crime, vehicle crime and road traffic collisions <i>very or completely satisfied</i> when first making contact with the police	69.0%	63.3%	↓
1b(i)	Percentage of victims of domestic burglary, violent crime, vehicle crime and road traffic collisions <i>satisfied</i> with action taken by the police	76.9%	77.8%	↑
1b(ii)	Percentage of victims of domestic burglary, violent crime, vehicle crime and road traffic collisions <i>very or completely satisfied</i> with action taken by the police	59.2%	54.1%	↓
1c(i)	Percentage of victims of domestic burglary, violent crime, vehicle crime and road traffic collisions <i>satisfied</i> with respect to being kept informed of progress by the police	66.8%	62.5%	↓
1c(ii)	Percentage of victims of domestic burglary, violent crime, vehicle crime and road traffic collisions <i>very or completely satisfied</i> with respect to being kept informed of progress by the police	48.2%	39.9%	↓
1d(i)	Percentage of victims of domestic burglary, violent crime, vehicle crime and road traffic collisions <i>satisfied</i> with their treatment by the police	88.8%	89.8%	↑
1d(ii)	Percentage of victims of domestic burglary, violent crime, vehicle crime and road traffic collisions <i>very or completely satisfied</i> with their treatment by the police	73.2%	69.0%	↓
1e(ii)	Percentage of victims of domestic burglary, violent crime, vehicle crime and road traffic collisions <i>very or completely satisfied</i> with the overall service	61.3%	56.7%	↓
1e(i) County Division	Of victims of domestic burglary, violent crime, vehicle crime and road traffic collisions, the percentage <i>satisfied</i> with the overall service	Not applicable ¹	82.7%	Not applicable ¹
1e(ii) County Division	Of victims of domestic burglary, violent crime, vehicle crime and road traffic collisions, the percentage <i>very or completely satisfied</i> with the overall service	Not applicable ¹	59.5%	Not applicable ¹
1e(i) Luton Division	Of victims of domestic burglary, violent crime, vehicle crime and road traffic collisions, the percentage <i>satisfied</i> with the overall service	77.5%	76.4%	↓
1e(ii) Luton Division	Of victims of domestic burglary, violent crime, vehicle crime and road traffic collisions, the percentage <i>very or completely satisfied</i> with the overall service	57.5%	53.5%	↓
3a(ii)	Percentage of victims of racist incidents <i>very or completely satisfied</i> with the police service when dealing with the incident	52.7%	67.9%	↑
3b(i)	Of white victims of domestic burglary, violent crime, vehicle crime, road traffic collisions and racist incidents, the percentage <i>satisfied</i> with the overall service	80.9%	81.2%	↑
3b(ii)	Of minority ethnic victims of domestic burglary, violent crime, vehicle crime, road traffic collisions and racist incidents, the percentage <i>satisfied</i> with the overall service	73.6%	72.6%	↓
3b(iii)	Of white victims of domestic burglary, violent crime, vehicle crime, road traffic collisions and racist incidents, the percentage <i>very or completely satisfied</i> with the overall service	63.2%	59.9%	↓
3b(iv)	Of minority ethnic victims of domestic burglary, violent crime, vehicle crime, road traffic collisions and racist incidents, the percentage <i>very or completely satisfied</i> with the overall service	48.8%	41.7%	↓
3c	Percentage of PACE stops leading to arrest – white persons	9.5%	16.5%	↑
3c	Percentage of PACE stops leading to arrest – persons of minority ethnic groups	10.8%	15.2%	↑
3d	Percentage of sanctioned detections for violence against the person offences – white victims	37%	38.7%	↑
3d	Percentage of sanctioned detections for violence against the person offences – victims from minority ethnic groups	30%	29.2%	↓

Reassurance – Promoting Public Safety

SPI no. 2007/08	Description	2005/06 Outcome	*2006/07 Outcome	Outcome ↑/↓
Local	Number of speeding offences detected	79912	75075	↑
Local	Number of seat belt offences detected	4402	4335	↓
10a	Fear of crime (British Crime Survey ²); Percentage very worried about burglary	14.0%	13.7%	↑
10a	Fear of crime (British Crime Survey ²); Percentage with high level of worry about vehicle crime	18.2%	14.1%	↑
10a	Fear of crime (British Crime Survey ²); Percentage with high level of worry about violent crime	20.4%	18.3%	↑
10c	Feeling of public safety (British Crime Survey ²); Perceptions of local drug use	29.0%	27.5%	↑

Crime Management – Reducing Crime

SPI no. 2007/08	Description	2005/06 Outcome	*2006/07 Outcome	Outcome ↑/↓
4a	Level of Personal crime (British Crime Survey ²); Percentage victim at least once	7.6%	5.9% ³	↑
4b	Level of Household crime (British Crime Survey ²); Percentage victim at least once	22.3%	19.6% ⁴	↑
5e	Life threatening crime and gun crime per 1,000 population	0.6	0.4	↑

Crime Management – Investigating Crime

SPI no. 2007/08	Description	2005/06 Outcome	*2006/07 Outcome	Outcome ↑/↓
6b	Offences brought to justice: Percentage of notifiable offences resulting in a caution/conviction, or taken into consideration by a court	23.5%	23.2%	↓

Notes to Supporting Performance Indicators Tables

↑ = outcome improved compared to previous year

↓ = outcome worsened compared to previous year

* These indicators are published to accompany issue of the 2007/08 Annual Policing Plan. They were first published on 31st March 2007 and contained estimates of our expected performance for the full year. This version has been updated with our actual performance for the full 2006/07 year.

¹ Not applicable: County Division was formed in April 2006 through merger of precursor policing divisions.

² British Crime Survey data, as made available through the Home Office 'iQuanta' police performance management system. Current data is for the year ended 31st December 2006. Performance against these indicators will be updated when further data becomes available.

³ A target of 7.0% was set for this indicator for performance in 2006-07. This target has been achieved.

⁴ A target of 18.3% was set for this indicator for performance in 2006-07. This target has not been achieved.