



## **Dorset Police**

# **Dorset Police Authority Performance Report**

**2009/10**

**April to December 2009**

**One Team, One Vision ... A Safer Dorset for You**

## Dorset Police Strategic Objectives 2009/12

- **To Make Dorset Safer**
- **To Make Dorset Feel Safer**

Our operational priorities for 2009/10 that will help us to achieve our strategic objectives are to:

- **Reduce serious violent crime**

This priority focuses on preventing homicide and serious violence, including bringing prolific and priority offenders to justice, tackling domestic violence and serious sexual offences and reducing the harm caused by alcohol and drugs

- **Reduce the crimes most affecting local communities**

This priority focuses on reducing the crime, disorder and anti-social behaviour most affecting local neighbourhoods, with specific emphasis on bringing prolific and priority offenders to justice and reducing the harm caused by alcohol and drugs

- **Protect vulnerable people and communities**

This priority focuses on identifying and supporting those people and communities who are especially vulnerable and need particular protection

- **Tackle serious and organised criminals**

This priority focuses on tackling criminals engaging in serious and organised crime that causes or has the potential to cause significant harm

- **Counter terrorism and domestic extremism**

This priority focuses on tackling criminals who use violence and extreme forms of victimisation for the apparent advancement of a political or ideological position

- **Reduce road casualties**

This priority focuses on reducing the number of people killed or seriously injured on our roads, with a particular emphasis on the education of road users

- **Bring offenders to justice**

This priority focuses on improving the effectiveness and efficiency of the Criminal Justice System; bringing the most serious offences to justice, enforcement of court orders, reducing the risk of re-offending and supporting victims and witnesses

- **Secure the trust and confidence of people in Dorset in their police force and the wider criminal justice system**

This priority focuses on ensuring that every member of Dorset Police delivers the highest quality of service and meets the specific needs of individuals and communities, deals with what matters locally, is professional and upholds the Force Values. Fundamentally, to meet the Community Expectation to be Listened to, Understood, Informed, Protected and Safe.

- **Being prepared for major incidents and events**

This priority focuses on Force planning for scheduled events, for example, the Olympic Sailing Events and preparedness for any spontaneous critical incident that requires the implementation of force-level or multi-agency contingency plans and / or the mobilisation of specialist or significant resources. These events are comparatively rare but have a very high impact and can sometimes require a regional or national response.

To ensure that we are successful, our performance will be monitored against a comprehensive set of indicators and targets that will enable the Force and Authority to assess whether the anticipated outcomes of the plan are being realised.

## Purpose

This report will provide members of the Police Authority and the public with an accurate and timely update on the performance of Dorset Police against the objectives and targets outlined in our Annual Policing Plan. The Police Authority has a statutory responsibility to hold the Chief Constable accountable for the Force performance. This report provides a quarterly update, ensuring performance is accessed and progress against key measures is monitored on a regular basis.

Force Performance is presented against a suite of performance measures and targets outlined against each of the Force priorities. Where available the information presented shows latest performance for 2009/10 compared against the same period in the previous year, indicating the change in both actual and percentage terms. Where information is available the latest position within our 'most similar group' (MSG) is shown, with 1<sup>st</sup> being best position through to 5<sup>th</sup>. Our MSG consist of a total of 5 Forces the others being Hampshire, Surrey, Sussex and Thames Valley. Targets are listed for 2009/10 where agreed and those measures that are related to monitoring the 'Policing Pledge' are highlighted in the 'performance overview' situated at the end of the document.

Targets have been set for key performance measures and an assessment of progress against these is included within this report. Targets have been set using a methodology that incorporates national legislation, historic and current trends and Dorset position relative to our 'most similar group' of forces.

To help identify exceptions in performance the figures are given a 'traffic light' colour against the following scale. Performance within a band of +/- 3% is colour amber, exceptions over 3% in Red (highlighting decline in performance) and below 3% in Green (identifying improvements in performance)

	Decline in performance of over 3%
	Variation of +/- 3% in performance
	Improvement in performance of over 3% (or Achieving Target)

The scale highlights exceptions and allows for a certain amount of normal variation in performance. However, certain measures included with the 2009/10 suite relate to very precise indicators and subsequently small changes in performance can lead to substantial variation especially when expressing the change in terms of a percentage. The change in performance is therefore expressed as both an 'actual' and a 'percentage' where applicable.

## Introduction and Foreword by the Chief Constable

This report outlines our progress from April – December inclusive in the 2009/10 financial year against our Force priorities. Unfortunately, the timing of Police Authority meetings dictates that the performance reported herein will be somewhat historic when finally presented. Given that the Christmas and New Year period can be very challenging for the Force I will update the Authority on current headline performance at its meeting on 12 February.

I am particularly pleased to report on the continued good work and significant achievements of all Divisions. Examples of these and other achievements are contained in the following pages and our success in these areas has helped to achieve positive results in our overall performance.

Between April and December 2009 total violent crime reduced by 3.0% and we continue to be below the most similar group average for violent crimes per 1,000 population. As members all know, over 60% of crimes in this category have no victim and do not relate to physical assault. Consequently of far greater significance is the 17.8% reduction that has been achieved in 'most serious violent crime', 46 fewer offences. Additionally the sanctioned detection rate continues to improve.

Tackling Anti-Social Behaviour (ASB) continues to be a challenge for the Force and represents a complex area that relies significantly on the participation of our partners. ASB covers a range of incidents from animal related incidents, abandoned vehicles to rowdy and inconsiderate behaviour. The overall number of recorded ASB incidents have increased by 4.2% when compared to the same period in the previous year. By far the largest percentage increases has been in noise incidents (+27%) and malicious communications (+20%). The latest monthly figures show the lowest individual monthly rate for recorded ASB for almost 4 years.

By working with our partners we have the lowest number of serious acquisitive crimes (dwelling burglary, robbery and vehicle crime) per 1,000 residents compared to our most similar group of forces, with levels over the first 9 months of 2009/10 falling by a further 1.6%. While we are proud of this achievement we are working very hard to reduce these types of crime still further, as the public and the Authority would expect.

While there has been a 15.1% reduction in the overall number of people killed or seriously injured compared to same period last year we remain focused on making Dorset roads even safer. This is particularly so in relation to the number of serious injuries to children, which have increased by 8 over last year.

Members will be aware that 'No Excuse' campaign was launched on 15<sup>th</sup> January 2010. The campaign is partnership initiative involving all the key agencies through Dorset Road Safe. This includes Dorset County Council, Dorset Police, Dorset Safety Camera Partnership, Bournemouth Borough Council, Borough of Poole, Dorset Fire and Rescue Service and the Highways Agency.

The Dorset Police Traffic Unit, supported by the Dorset Safety Camera Partnership, will be conducting additional sustained high visibility policing and covert operations in order to deter and detect traffic offences.

The other crucial part of the 'No Excuse' campaign is to deliver education and publicity programmes to support the additional targeted enforcement. This includes regular media updates, distribution of promotional materials and hard-hitting radio and visual advertising. The campaign will run for 12 months and results will be reported back to members.

Latest figures show that confidence levels in Dorset Police have increased year on year for the last 5 years to a current level of 65.5% the highest level nationally and a significant 15.4% improvement on levels in 2003/04.

The combined efforts of all our officers and staff with our partners have helped to achieve this performance to make Dorset Safer and Feel Safer

## Contents – Summary of Performance against Key 2009/10 Targets

Priority	Pages	Key Performance Indicators	2009/10 Target	Latest performance	
				Actual	%
Reduce serious violent crime	6 - 8	Number of most serious violent crimes	-1%	-46	-17.8%
Reduce the crimes most affecting local communities	9 - 11	Number of serious acquisitive crimes	-1%	-83	-1.6%
Protect vulnerable people and communities	12 - 13				
Tackle serious and organised criminals & Counter terrorism and domestic extremism	14 - 16	Number of Confiscation Orders	46	54	
		Value of Confiscation Orders Enforced	£ 657,663	£636,025	
		Number of Restraint Orders	13	6	
Reduce road casualties	17 - 18	Number of people killed or seriously injured in RTCs	-3%	-53	-15.1%
		Number of children killed or seriously injured in RTCs	-3%	8	42.1%
Bring offenders to justice	19 - 20	Sanctioned Detection Rate			
		Most serious violent crime	47%	44.3%	
		Serious sexual offences	27%	17.5%	
		Serious acquisitive crime	12%	10.9%	
		Racially and religiously aggravated offences	47%	39.6%	
		Execution of fail to appear warrants	<240	-19	-6.5%
Secure the trust and confidence of people in Dorset in their police force and the wider criminal justice system	21 - 24	Percentage of the public who think the police in their local area are doing a good job	67.0%	65.5%	0.1%
		People who agree that the police and local councils are dealing with anti-social behaviour and crime that matter in their area	54.5%	47.6%	-1.4%
		Percentage of victims that are satisfied with the overall service provided by police officers and staff	88%	83.7%	-3.1%
		Victim satisfaction with progress updates made by police officers and staff	73%	71.3%	1.6%
		Satisfaction gap between white and BME victims when comparing victim satisfaction with the overall service provided by the police officers and staff. (BME figures above white)	Parity #	65.2%	variance
				81.6%	16.4%
		Percentage of 999 emergency calls answered within target (10 seconds)	90%	90.9%	1.3%
		Percentage of non-emergency calls answered within target (30 seconds)	75%	62.7%	-0.2%
		The number of PEC non emergency abandoned calls	<5%	3.3%	-1.4%

## Contents – Summary of Performance against Key 2009/10 Targets

Priority	Pages	Key Performance Indicators	2009/10 Target	Latest performance	
				Actual	%
Being prepared for major incidents and events	25				
Developing the workforce and making best use of resources	26	Police Officers			
		Percentage of working hours lost due to sickness: police officers	-10% (Approx level of 3.75%)	3.94%	-0.81%
		Percentage of police officers that are female	25%	25.3%	2.0%
		Percentage of police officers that are from black and minority ethnic groups	2% by 2011	1.10%	0.0%
		Police Staff			
		Percentage of working hours lost due to sickness: police staff	-10% (Approx level of 3.83%)	6.01%	0.37%
		Percentage of police staff that are from black and minority ethnic groups	2% by 2011	1.10%	0.1%
Performance Overview	27 - 29				
All APACS (Analysis of Policing & Community Safety) Performance Indicators 2009/10	30				

## Section 1 - Reduce Serious Violent Crime

This priority focuses on preventing homicide and serious violence, including bringing prolific and priority offenders to justice, tackling domestic violence and serious sexual offences and reducing the harm caused by alcohol and drugs

### Context

- Overall violent crime is reducing and showing a downward trend over the last 3 years. Figures for April to October 2009/10 show a 1.4% reduction on the comparable period last year.
- Most serious violent crime currently accounts for only 0.26% of all recorded violent crime in Dorset.
- The risk of being a victim of a 'most serious violent crime' is 3 in every 10,000 resident population (this ratio takes no account of the very many visitors to Dorset).
- The main victim group are males under the age of 25 with offences committed under the influence of alcohol. Of the total victims 80% are males and of these 43% are under the age of 25.
- On an average Friday and Saturday night Bournemouth alone sees over 20,000 night-time economy visitors

**Table 1.1 - Latest performance against 'serious violent crime' targets & indicators**

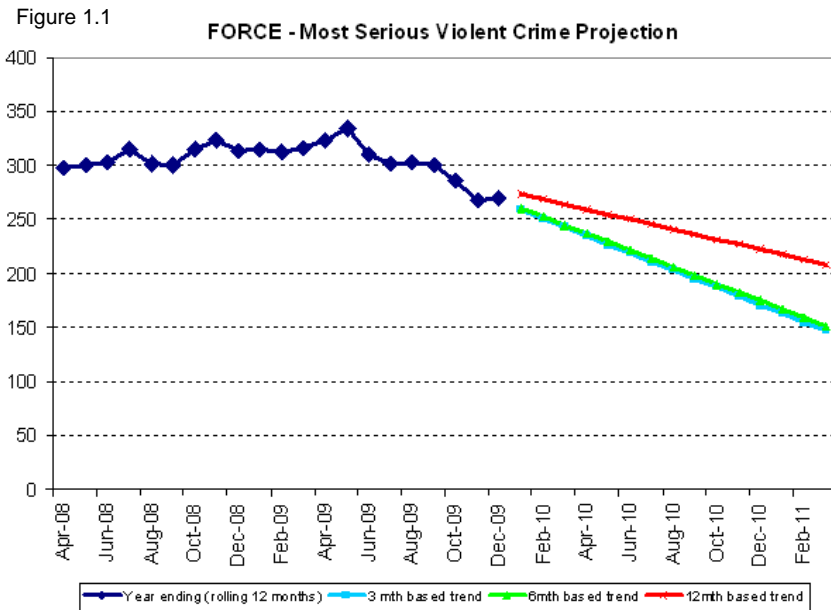
Performance Targets & Indicators	2008/09 (Apr to Dec)	2009/10 (Apr to Dec)	Change		Latest MSG Position (*)	2009/10 Target	Trend	Pledge
			Actual	%				
<b>Target</b>								
Number of most serious violent crimes	258	212	-46	-17.8%	3rd	-1%	↓	
<b>Performance Indicators:</b>								
'Assault with less serious injury' crimes	3,615	3,528	-87	-2.4%	4th		↓	
Serious Sexual Offences	388	457	69	17.8%	4th		↑	
Life Threatening & Gun Crime	120	108	-12	-10.0%	1st		↓	
Knife Related offences (all violent crime involving a knife)	40	30	-10	-25.0%	1st		↔	
Firearm Offences	5	5	0	0.0%	1st		↔	
<b>Proportion of Public/Private offences 'most serious violent crime'</b>								
Public (Stranger)	53.9%	58.0%		4.1%				
Private (Known relationship)	46.1%	42.0%		-4.1%				
<b>Proportion of Public/Private offences 'serious sexual offences'</b>								
Public (Stranger)	33.1%	21.4%		-11.7%				
Private (Known relationship)	66.9%	78.6%		11.7%				
<b>Alcohol Related Offences</b>								
Percentage of 'most serious violent crime' alcohol related	31.6%	38.7%		7.1%				
Percentage of 'assault with less serious' alcohol related	42.0%	39.4%		-2.6%				

### Commentary on latest performance

Most serious violent crime is a small sub group of 'violence against the person', which includes the specific offences of Homicide (including attempts), Serious Wounding & Other Acts Endangering Life and Grievous Bodily Harm (GBH). Together these offences account for only 2.5% of all recorded violent crime, with 42.0% of the offences committed by an offender know to the victim.

Performance for the first 9 months of 2009/10 financial year indicates a reduction of 17.8% in the number of 'most serious violent crimes', which is 46 fewer offences. The sanctioned detection rate has improved by 4.0% to its current level of 44.3%.

The following graph (Figure 1.1) indicates the current trend and projections based on the last 3, 6 and 12 months. The numbers have fallen over the last 7 months since peaking in May, all 3 forecasting lines are showing declining trends varying in significance.



The numbers of assaults with less serious injury also continue to fall, with 87 fewer offences, a reduction of 2.4% recorded over the first 9 months of 2009/10. The detection rate is currently 33.0%.

Serious sexual offences have increased by 17.8% during the year so far, an increase of 69 offences. 78.6% of these offences were committed by offenders known to the victim.

Latest figures indicate that approximately 40% of both most serious violence and the less serious assaults are flagged as 'alcohol'

related. The latest 'public/private' split for most serious violent crime indicates that in 42% of offences there is a 'known' relationship between the victim and offender, with the remaining 58% recorded as no known relationship. This profile has an effect on our detection rate as crimes with known offenders are more readily detected, although even when the offender is known the victim is still needed to support the investigation to ensure the offence can be detected. This profile changes significantly for serious sexual offences, in almost 79% of recorded offences there is some form of known relationship between the victim and offender.

Victim satisfaction with the police initial response to a report of a Violent Crime remains consistently high with latest figures showing overall satisfaction rate of 82.9%, the highest rate within our 'most similar group' of Forces.

**Significant operations and activities**

One of the main challenges in addressing violent crime remains the impact of the night-time economy and effects of alcohol on both offenders and victims. The figures above indicate an increase in the proportion of 'alcohol' related offences and it remains an influential factor in a significant number of violent crimes. These offences range in severity from minor public disorder and harassment to more serious assaults and woundings.

The following are examples of ongoing work and results of operations aimed at tackling violent crime and in particular the impact and effect of alcohol.

A number of initiatives took place over the third quarter to reduce alcohol – related crime. In Swanage and Wareham, as part of Operation Protect the Safe Bus, on loan from Bournemouth, made an appearance. The vehicle provided a safe environment and assistance from a group of multi-agency volunteers including Purbeck drug and alcohol advisory workers and MAYO (Multi-Agency Youth Outreach) workers. The service was available to anyone who was vulnerable as a result of being intoxicated, injured, lost or unable to get back to their accommodation. In addition, police in Purbeck also used Bluetooth technology to text drink safe messages to pub and club goers' mobile phones.

The Safe Bus was stationed in Bournemouth town centre for eight nights during December, including Christmas Eve and New Year's Eve, in time for the influx of party-goers celebrating the festive season. The volunteers helped 55 vulnerable people who boarded the bus over the eight nights.

In Wimborne the partnership between the police and licensing trade has grown and developed. The Pub Forum now has 18 registered partners, all of whom have signed up to 'Banned From One, Banned From All' and all have agreed an information sharing agreement with Dorset Police. This will continue to grow with the Drug Intervention Programme protocol being renewed in the New Year and closer links with all. The result of all this hard work was the safest New Year's Eve celebrations in Wimborne for many years with only one arrest.

New Year's Eve in Weymouth and Portland Section also passed with relatively few incidents following some forward thinking from the policing team. Prior to the New Year's Eve celebrations in the town a series of briefings were held by the Section Inspector for patrons of licensed premises and their door staff to remind them of their responsibilities as licensees not to permit under age persons into their establishment and not to serve to intoxicated persons.

Operation Lektor was an undercover policing operation in Swanage that was designed to tackle the problem of drugs being brought into the town – particularly into licensed premises – and the related anti-social consequences, including violence and other associated crime. The operation led to the arrest of seven people and most importantly has provided vital evidence that has allowed us to take two licensed premises to review, one for a closure and one for a reduction in its opening hours.

At the end of the last quarter the Operation Protect Team, which is dedicated to reducing alcohol-related violence and anti-social behaviour in Bournemouth and Poole, was established. One month on, and the team's work has already led to a former Dorset security director being fined after pleading guilty to not holding a Security Industry Authority (SIA) licence and, also to a supplying unlicensed door supervisors to licensed premises.

The Operations Division has commenced a programme to train additional officers in the use of Tasers. Currently Tasers are only issued to firearms officers. The training will enable other officers, designated Specially Trained Taser Officers (STTOs), to be available across the Force area. The first of these officers should be deployed by the beginning of June 2010.

## Section 2 - Reduce the crime most affecting local communities

This priority focuses on reducing the crime, disorder and anti-social behaviour most affecting local neighbourhoods, with specific emphasis on bringing prolific and priority offenders to justice and reducing the harm caused by alcohol and drugs

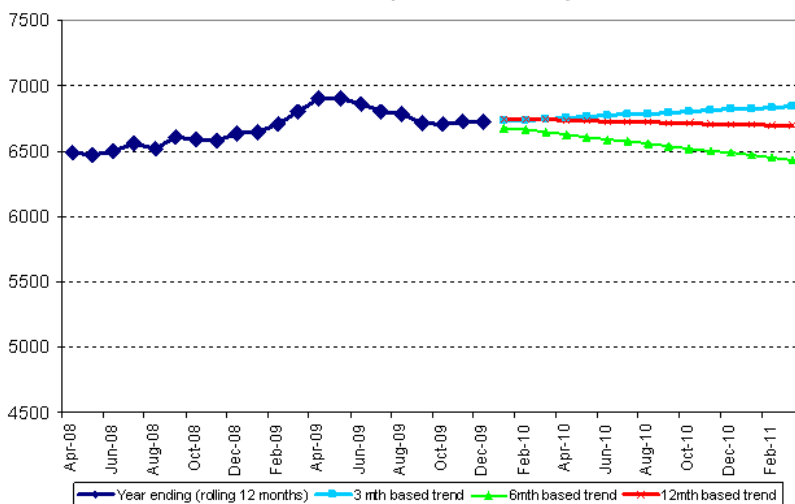
### Context

- The level of dwelling burglary last year (2008/09) was 71.6% lower than the levels in 1995/96.
- Latest national figures show that Dorset has the 8<sup>th</sup> lowest rate of dwelling burglary per 1,000 dwellings.
- Vehicle crime levels in 2008/09 were 64.9% lower than the levels in 1995/96. Nationally, latest figures show Dorset has the 13<sup>th</sup> lowest rate of vehicle crime per 1,000 population.
- A particular difficulty for the Force in further reducing this type of crime is the number of both local residents and visitors who leave valuables in their vehicles, often at isolated 'beauty spots'

**Table 2.1 - Latest performance against 'crime most affecting local communities' targets & indicators**

Performance Targets & Indicators	2008/09 (Apr to Dec)	2009/10 (Apr to Dec)	Change		Latest MSG Position (*)	2009/10 Target	Trend	Pledge
			Actual	%				
<b>Target</b>								
Number of serious acquisitive crimes	5,093	5,010	-83	-1.6%	1st	-1%	↔	
<b>Performance Indicators:</b>								
Domestic burglary	1,310	1,391	81	6.2%	1st		↗	
Commercial burglary	2,700	2,714	14	0.5%	3rd		↔	
Robbery	200	160	-40	-20.0%	1st		↘	
Vehicle Crime	3,583	3,459	-124	-3.5%	3rd		↘	
Overall Crime	38,533	37,450	-1,083	-2.8%	3rd		↘	
ASB Incidents	36,958	38,492	1,534	4.2%	5th		↘	
BCS - Percentage of people with high level of perceived anti-social behaviour	11.0%	10.0%		-1.0%	2nd		↘	✓
BCS - Percentage of people who perceive people being drunk or rowdy in public places to be a problem in their local area	22.0%	18.2%		-3.8%	1st		↘	✓
BCS - Percentage of people who perceive drug use or drug dealing to be a problem in their local area	16.9%	17.9%		1.0%	3rd		↘	✓
Community Safety Survey - Percentage of people who worry about internet crime	62%	56%		-6%				

Figure 2.1  
FORCE - Serious Acquisitive Crime Projection



### Commentary on latest performance

In 2008 the government volume crime target was replaced by a focus on 'serious acquisitive crime' which is a sub set of volume crime and covers the specific offences of Robbery, Dwelling Burglary and Vehicle Crime.

The Force recorded an increase in levels in the early months of 2009, shown in Figure 2.1 which peaked in March 2009. The overall monthly levels have fallen since this point and have levelled out over the last quarter. The latest year to date performance shows a

reduction of 1.6%, 83 fewer offences. The Force continues to have the lowest rate of serious acquisitive crime per 1,000 population within our 'most similar group' of forces.

Of the 3 crime groups that make up serious acquisitive crime, dwelling burglary has seen the only increase with the latest figures indicating an increase of 6.2% an additional 81 crimes. Performance is split across the 2 divisions with an 11.0% increase in Bournemouth & Poole Division and a 1.4% reduction in County Division.

Several specific crime series have been identified at various locations across the Bournemouth and Poole conurbation and media releases have encouraged residents to ensure their homes are kept secure and valuables are not left on display in their homes. Members of the public who witness anything suspicious or have any information relating to burglaries are encouraged to contact either Dorset Police or Crimestoppers. Operational activity continues to focus on these active series to ensure those responsible are brought to justice.

During January 2010 door-to-door high visibility campaigns are being conducted in the Ferndown villages by Safer Neighbourhood Teams, Special Constables and Home Watch. Homes in over 40 roads will be visited by the patrols who will be offering advice on improving home security and giving out Home Office security information packs and UV property marking pens. During each visit, police officers will be encouraging householders to sign up to 'Home Watch' and a community messaging system that shares information on crime trends between the police, businesses, residents and partners such as local authorities and the fire service.

The remaining subsets of serious acquisitive crime (vehicle crime and robbery) have both reduced over this 9 month period; there have been 124 fewer vehicle crimes (-3.5%) and robbery levels fell by 20.0%, a reduction of 40 offences. The overall level of total recorded crime has also fallen, with latest figures showing a 2.8% reduction, 1,083 fewer offences as at the end of December 2009.

The Force is currently recording an increase of 4.2% in anti-social behaviour incidents, an additional 1,534 incidents. ASB levels follow a distinctive seasonal pattern with peaks in the summer months; this year the Force recorded higher than normal levels in May, June and July. In terms of divisional breakdown, whilst

Bournemouth & Poole Division still account for the majority of ASB incidents both Divisions have recorded similar increases.

Figure 2.2

	2008/09	2009/10	Change	
			Actual	%
Vehicle Abandoned/Nuisance	5,984	6,096	112	1.9%
Rowdy/Nuisance Neighbours	3,003	3,037	34	1.1%
Rowdy/Nuisance Other	541	548	7	1.3%
Rowdy/Nuisance Rowdy & Inconsiderate	21,973	23,192	1,219	5.5%
Malicious Communications	1,991	2,394	403	20.2%
Noise - Alarms/Pubs/Clubs/Vehicles	952	1,209	257	27.0%
Animal Related Problems	430	300	-130	-30.2%
Other ASB Incidents	2,084	1,716	-368	-17.7%
<b>TOTAL ASB Incidents</b>	<b>36,958</b>	<b>38,492</b>	<b>1,534</b>	<b>4.2%</b>

Figure 2.2 provides a breakdown of recorded ASB incidents by the main groups, identifying the range and type of incidents covered under the ASB definition. The Force relies on the significant support and participation of our partners to both address

and manage the challenges presented by ASB.

The latest results from the British Crime Survey cover the 12 months ending June 2009 indicate that despite the recorded rise in ASB the perceptions of Antisocial Behaviour in Dorset has fallen to 10.0%, with perception of rowdy and drunk behaviour and drug use or drug dealing falling to 18.2% and 17.9% respectively.

Bournemouth East section has been running the Policing Perimeter Project with a phased targeted approach to problems of ASB in the main precinct working with key stakeholders such as the Local Authority and

shopkeepers. This has had a dramatic impact on the cases of reported ASB with the section showing an overall decrease in reported ASB of 7.3% in the 9 months up to December 2009.

Operation Protect has been running throughout the summer in Bournemouth town centre and has been supported by specific operations to tackle rough sleepers and associated reports of ASB. This operation has been jointly run with street services, outreach workers, local businesses and third sector organisations. In addition there has been a positive approach on the use of dispersal orders and legislation with over 200 individual orders given in the six weeks of the school summer holidays alone. There were alongside a range of diversionary activities put in place in the town.

Earlier in the year there was a Section 30 dispersal order implemented following problems with ASB in the Canford Heath area which resulted in a 18% reduction in reports for the three months it operated.

In the Rossmore and Alderney part of Poole there have been several measures implemented to tackle reported problems of ASB. A section 30 order was put in place and has been extended to cover a mainly residential area and recently the Safer Neighbourhood team ran a community based Restorative Justice meeting. This involved a number of local residents and stakeholders, victims of ASB, offenders and their families. This has received positive feedback and together has led to a 35% reduction in reported incidents over a six month period

The Bournemouth and Poole Divisional Commander Chief Superintendent Lynn Hart, went back to her roots when she spent the day educating and mentoring students at her former school, Rossmore Community College. During her visit she launched a competition for students to submit their ideas on how the community might prevent anti-social behaviour from occurring in the future by designing a poster. The deadline for entries is at the end of January 2010 with the winning poster being displayed in a variety of public places in the area from February. The winner will also get to spend a day with Dorset Police, shadowing her and visiting a police station, the Firearms Unit and both Marine and Dog Sections. Meanwhile, the area's Safer Neighbourhood Sergeant, arranged for 22 of the school's students from diverse academic, behavioural and social backgrounds, to take part in a days training with international rugby star Junior Paramore at Bournemouth Rugby Club.







East Dorset has seen a significant reduction in anti-social behaviour since August, thanks to Operation Tolerance, aimed at Ferndown Town Centre, and the subsequent partnership working with East Dorset District Council. The operation itself was a huge success, with an 80% reduction in reported ASB for the area concerned but the exit strategy – a five week youth outreach trial with the local authority which saw youth workers running an evening surgery for the area concerned – was also successful and will be run again, this time for six months, from the forthcoming February half-term.

Just before Christmas 2009, Weymouth Safer Neighbourhood Team conducted a Misuse of Drugs Act warrant on an address in the Wyke Regis area that had caused concern to the local community. A large quantity of both cash and what is believed to be heroin was discovered and an arrest made. This was one of several warrants conducted by Safer Neighbourhood officers on that day.

## Section 3 - Protect vulnerable people and communities

This priority focuses on identifying and supporting those people and communities who are especially vulnerable and need particular protection

**Table 3.1 - Latest performance against 'vulnerable people and communities' targets & indicators**

Performance Targets & Indicators	2008/09 (Apr to Dec)	2009/10 (Apr to Dec)	Change		Latest MSG Position (  )	2009/10 Target	Trend	Pledge
			Actual	%				
Performance Indicators:								
Number of Missing Persons reports	823	870	47	5.7%				
Domestic violence Incidents	5,506	5,001	-505	-9.2%				
Domestic violence Incidents percentage of repeat victims	46.8%	45.6%		-1.2%				
Hate Crime & Incidents	549	511	-38	-6.9%				
Serious Sexual offences percentage of repeat victims	7.0%	5.7%		-1.3%				

### Commentary on latest performance

Overall missing person reports have increased by 5.7% (71 actual) during the first 9 months of the current financial year when compared to the same period last year. Of the 870 missing person reports received during this period 2 persons are currently still missing and these cases remain under investigation.

Multi-Agency missing person meetings are now well established in both Divisions. Those people who are identified as repeatedly going missing or those that are causing particular concern to an attending agency will be referred to each meeting attendee. They will search their own systems for information regarding those persons in order to share relevant information with partner agencies. This enables a complete picture to be formed enabling actions to be allocated aimed at tackling the factors that are causing that person to go missing.

Latest figures indicate that the overall number of recorded domestic violence incidents has reduced by 9.2% (505 less incidents) and the percentage of 'repeat victims' has decreased by 1.2% to a current level of 45.6%.

Operation Maple in the Bournemouth and Poole Division and Operation Lynx in the County has provided reassurance to high risk and repeat domestic abuse victims. Independent Domestic Violence Advisers are now in place across the Force area with 2 in the County and 3 in the Conurbation. A Domestic Violence Advisor (IDVAs) is now well established at Poole Hospital A&E department, identifying victims who would otherwise go unnoticed. The safety advice and target hardening measures put in place by the IDVAs help to protect victims and reduce the chance of them becoming repeat victims.

In the Bournemouth and Poole Division the Public Protection Unit has set up a dedicated team of investigators focused on Domestic Violence offences. This has seen a significant improvement in the sanctioned detection rate (which now stands at 47%) and this approach is now being extended force-wide.

In March 2010 the Force, in partnership with the local charity Family Matters, are delivering comprehensive risk assessment training on domestic violence to front-line staff, public protection specialists and key partners across the Force area. This three day event will focus on the identification and management of high risk domestic violence cases and will provide a unique opportunity to learn from other practitioners and also re-enforce the latest national guidelines on risk assessment which are due to be released soon.

A project has been established to identify the most appropriate location for a Sexual Assault Referral Centre. This will involve significant partnership work. The Force, Health Authorities, Local Authorities and the voluntary sectors all have a significant role to play in this challenging environment. The principal demand is within the Poole/Bournemouth conurbation but care is being taken to ensure the needs of victims Force wide will be

addressed. This is planned to include dedicated medical response for the unit, which will improve victim service and minimise examination delays. A new procedure for sexual offence investigation has been written and Operational Opal, the dedicated victim response to sexual assaults victims, is well established.

## Section 4 - Tackle serious and organised criminals

This priority focuses on tackling criminals engaging in serious and organised crime that causes or has the potential to cause significant harm

**Table 4.1 - Latest performance against 'serious and organised crime' targets & indicators**

Performance Targets & Indicators	2008/09	2009/10 (Apr to Dec)	Change		Latest MSG Position (*)	2009/10 Target	Trend	Pledge
			Actual	%				
Performance Indicators:								
Progress/updated to be provided on quarterly basis								
Number of Confiscation Orders	60	54	-6	-10.0%		46		
Value of Confiscation Orders Enforced	£420,043	£636,025	£ 215,982	51.4%		£ 657,663		
Number of Cash forfeitures	36	22	-14	-38.9%				
Value of Cash forfeitures	£100,054	£130,020	£ 29,966	29.9%				
Number of Restraint Orders	21	6	-15	-71.4%		13		
Community Safety Survey - Percentage of people who agree the Force tackles serious and organised crime effectively	87%	90%		3%				

### Commentary on latest performance

The figures presented above indicate latest year to date performance compared against the end of year 2008/09 results, as comparable 2008/09 figures are not available. Therefore performance is not directly comparable however the latest figures show excellent progress towards the targets for the current year. Most notable is a total of £636,025 of enforced confiscation orders so far this year, which is a 50% increase on the amount in 2008/09.

Operation WEAVE is a proactive investigation into conspiracy to supply controlled drugs (heroin) between Liverpool and Bournemouth, and linked money laundering activity. This operation resulted in the arrest of 12 individuals, 9 of whom are to be charged with conspiracy and money laundering offences. There is confiscation potential in excess of £1,000,000, including over £600,000 of which is already restrained

A joint investigation between Dorset Police and UK Border Authority identified 2 individuals who ran restaurants and employed illegal immigrants. Both pleaded guilty to charges of employing illegal immigrants. The men were ordered to pay fines and confiscation orders totalling in excess of £90,000.

Operation MAZE has led to two defendants charged with 4 counts of Fraudulent Trading and 1 count of Money Laundering in respect of an alleged international high yield investment fraud (£2 million+). Trial date set for 6th September 2010 (6-8 weeks) at Bournemouth Crown Court

### Completed Investigations (examples)

**Operation Kinsfolk** - Collaboration with SOCA in joint operation against OCG involved in supply of Class A drugs between Bournemouth and South Wales. Led to arrest of 19 offenders, three kilo's of Cocaine, over £225,000 in cash seized with multi million pound assets recovered. SOCA have identified our collaboration in this operation as best practice including the way we structure our SOC investigations and support.

**Operation Panther** - Investigation into the large scale supply of Cocaine by an organised crime group in Dorset. Total of 7 arrests and 3 convictions totalling 29yrs.

**Operation Flair** - Finalisation of regional investigation between Dorset and Devon and Cornwall into the supply of class A drugs by an organised crime group. Total of 7 arrested and 5 convictions totalling 72 yrs, after 2nd trial.

**Operation Trove** - Force-wide operation tackling class A drug supply in Poole, Blandford, Dorchester and Bournemouth. Total of 38 convictions and 53yrs imprisonment so far.

**Operation Quark** - 3 defendants from London involved in pre-planned murder of Luke Campbell, all convicted of offences after 6 week trial and received sentences between 17 and 18 years each.

**Ryba Murder** – Murder of Polish female by partner who repeatedly stabbed her and then threw her from 1st floor window. Offender charged and awaiting trial.

**Nicholas Verron Attempted Murder** - Victim stabbed to head with a screw driver. Offender charged and awaiting trial February 2010.

**Operation Soprano** - Cash in transit (CIT) robberies in Christchurch, Bournemouth and 4 other Forces nationally, with a total of 6 CIT offences. Arrested in Dorset and all offenders charged with conspiracy to Rob, awaiting trial March 2010.

**Operation Calm** - Paedophile investigation centred around Social Services carer with access to 14 Foster Children. Offender arrested and charged with offences awaiting trial

**Operation Montana** – Regional Response to Distraction Burglary

Reported Dorset Offences = 2008 – 64 2009 – 38 Reduction of 40.6%

Distraction Burglary Detection rates – 2009

Dorset – 36% (3rd best in the UK, 1st in the South West Region)

Avon & Somerset – 10.2%, Gloucestershire – 19%, Wiltshire – 13%, Devon & Cornwall – 10%

## Section 5 -Counter terrorism and domestic extremism

This priority focuses on tackling criminals who use violence and extreme forms of victimisation for the apparent advancement of a political or ideological position

*Performance indicators are monitored by the Home Office and the Police Authority on a quarterly basis but are not published*

The establishment of a Contest Board has prioritised the response from Dorset Police in the areas of Prevent, Pursue, Protect and Prepare. Each area has a dedicated Silver lead at Superintendent level to progress the necessary actions that develops the Force Contest Strategy up to 2012.

As an example within the Prevent agenda, joint funding with GOSW has enabled the Force to recruit a dedicated Inspector into the Prevent role.

Work undertaken within the Rich Picture environment and the production of Counter Terrorism Local Profiles has been graded as Excellent and is regarded as National Best practice. Work has developed with tasking between Special Branch and all areas of policing and in particular SNTs

Our CT/DE resources are due to be co located at Portcullis House by the End of February 2010. This will enable a comprehensive intelligence sharing and pro active capability to be developed with our local and National partners.

## Section 6 - Reduce road casualties

This priority focuses on reducing the number of people killed or seriously injured on our roads, with a particular emphasis on the education of road users

**Table 6.1 - Latest performance against 'road casualties' targets & indicators**

Performance Targets & Indicators	2008/09 (Apr to Dec)	2009/10 (Apr to Dec)	Change		Latest MSG Position	2009/10 Target	Trend	Pledge	
			Actual	%					
<b>Target</b>									
Number of people killed or seriously injured in RTCs	352	299	-53	-15.1%		-3%	↘		
Fatalities	25	21	-4	-16.0%					
Seriously Injured	327	278	-49	-15.0%					
Number of children killed or seriously injured in RTCs	19	27	8	42.1%		-3%	↗		
Fatalities	0	0	0	-					
Seriously Injured	19	27	8	42.1%					
<b>Performance Indicators:</b>									
Speed & Driver awareness courses attendances	Data currently not available								
Prosecutions for speed camera offences	Data currently not available								

### Commentary on latest performance

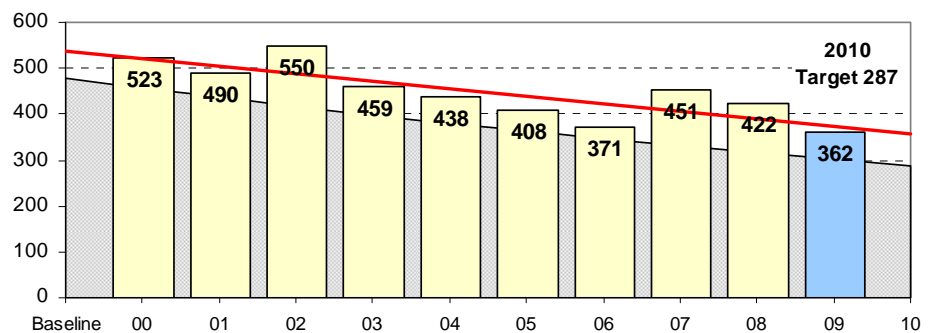
Latest figures for 2009/10 indicate a 15.1% reduction in the number of people killed or seriously injured, Fatalities have reduced by 4, and 49 fewer people were seriously injured. The breakdown of the casualty figures show that Drivers account for 68% of all fatal and serious casualties, with Passengers (16%) and Pedestrians (16%).

The overall number of children (under 15's) killed or seriously injured during the first 9 months of this financial year increased by 42.1% (8 additional casualties). There have been a total of 27 children seriously injured on Dorset roads over this period. There have been no child fatalities.

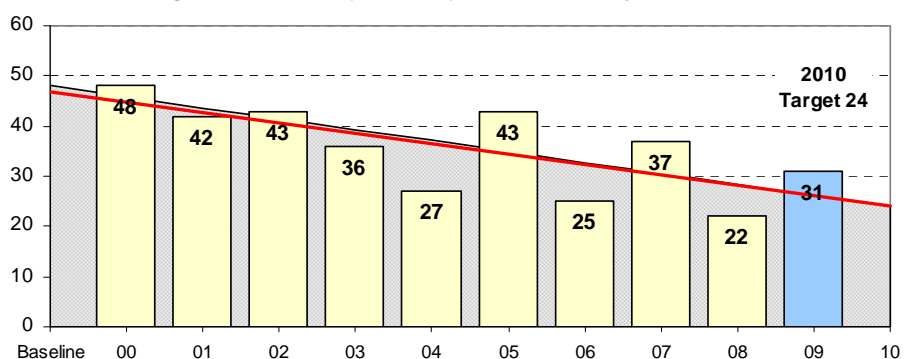
The Force remains committed to achieve the Government 2010 targets in both areas, a 40% reduction in people killed and seriously injured on Dorset roads (50% for children). The reduction target equates to no more than 287 persons killed or seriously injured (24 children).

The two graphs (figures 6.1 & 6.2) indicate progress towards these targets, which are assessed against calendar year performance. The latest provisional figures for 2009 indicated that the Force has recorded a 24.4% reduction in the number of persons killed or seriously injured and a 35.4% reduction for children.

**Figure 6.1 - All Fatal & Serious Injured Casualties**



**Figure 6.2 - Children (Under 15s) Fatal & Serious Injured Casualties**



Victim satisfaction with the police initial response to a report of a RTC remains high with latest figures showing an overall satisfaction rate of 84.4%, the third highest rate within our 'most similar group'.

Latest Divisional figures indicated that within the Dorset County the number of people killed or seriously injured has reduced by 3.5% and in Bournemouth and Poole there has been a 36.0% reduction. Ongoing work is being led by the Highways Authorities to identify what additional measures can be implemented to further improve the safety of Dorset's roads.

The focus continues on young drivers (16-25), motorcyclists, the fatal four (impairment, seat belts, distraction and speed) and 'bad driving'. The following are recent examples of ongoing work and results of operations aimed at improving road safety in Dorset.

Running in tandem with the national campaign, the Christmas drink and drug driving initiative in Dorset ran from Tuesday, 1 December 2009 until Friday, 1 January 2010. Throughout the campaign there were increased traffic patrols, as well as road-side checks, and every driver who was involved in a collision during December was breath tested – irrespective of whether they were suspected of drink driving or not. A total of 1322 breath tests were conducted during the campaign and 103 drivers were arrested for giving positive or refused tests.

On Friday, 15 January 2010 a year-long project called "No Excuse" was launched. It involves all the key agencies and partners working together through "Dorset Road Safe", the delivery arm of the Dorset Strategic Road Safety Partnership. The campaign aims to change the behaviour and attitude of road users in Dorset towards increased road safety and collision reduction. Dorset Police and the Safety Camera Partnership are providing a dedicated team of officers and vehicles to undertake additional enforcement measures. The initiative has received very positive local and national media attention, both on radio and television.

**Table 6.2 – Fixed Penalty Tickets and PNDs issued**

	Apr to Dec 2008	Apr to Dec 2009	Change	
			Actual	%
Total Number of Notices of Intended Prosecution (NIPS) Issued	41,691	39,596	-2,095	-5.0%
<b>Fixed Penalty Tickets</b>				
Number of Endorsable Issued	3,794	4,220	426	11.2%
Number of Non Endorsable Issued	4,275	5,768	1,493	34.9%
Total Number of Fixed Penatly Tickets Issued	8,069	9,988	1,919	23.8%
HORTS	3,879	2,900	-979	-25.2%
VDRS (Vehicle Defect Rectification Scheme)	2,167	2,023	-144	-6.6%
<b>Penalty Notice of Disorder</b>				
Total Number of Penalty Notice of Disorder (PNDs) Issued	778	498	-280	-36.0%
Driver Awareness Scheme (DAS) Attendees	13,507	13,282	-225	-1.7%

Table 6.2 provides a 9 month comparison of the number of Fixed Penalty Tickets and Penalty Notices for Disorder that have been issued, overall there has been a 23.8% increase in the total number of fixed penalty tickets issued. There are two main types of Fixed Penalty Tickets (i) Endorsable tickets cover mobile phone, speeding & traffic light offences, (ii) Non-Endorsable cover parking and contravention of highway code offences. Officer are also able to issue HORTS for the production of driving documents and Vehicle Defects Rectification Scheme (VDRS) notices, which give motorists 7 days for minor vehicle defects to be repaired to avoid prosecution or a fixed penalty. The number of Driver Awareness Scheme attendees has reduced by 1.7% over the period, 225 fewer attendees.

The impact of Restorative Justice as a disposal has had a significant impact of the number of PNDs issued which have fallen by 36% when compared to the same 9 month period last year.

## Section 7 - Bring offenders to justice

This priority focuses on improving the effectiveness and efficiency of the Criminal Justice System; bringing the most serious offences to justice, enforcement of court orders, reducing the risk of re-offending and supporting victims and witnesses

**Table 7.1 - Latest performance against 'bring offenders to justice' targets & indicators**

Performance Targets & Indicators	2008/09 (Apr to Dec)	2009/10 (Apr to Dec)	Change		Latest MSG Position ( $\uparrow$ )	2009/10 Target	Trend	Pledge
			Actual	%				
<b>Performance Indicators:</b>								
Sanctioned detection rate for most serious violent crime	40.3%	44.3%		4.0%	4th	47%		
Sanctioned detection rate for serious sexual offences	22.9%	17.5%		-5.4%	5th	27%		
Sanctioned detection rate for serious acquisitive crime	9.9%	10.9%		1.0%	3rd	12%		
Sanctioned detection rate for racially and religiously aggravated offences	39.1%	39.6%		0.5%	4th	47%		
Execution of fail to appear warrants	293	274	-19	-6.5%		<240		
Number of young people subject to restorative justice	133	216	83	62.4%				
BCS - Perception of a fair criminal justice system		62.6%			2nd			
BCS - Perception of an effective criminal justice system		41.2%			3rd			

### Commentary on latest performance

Latest figures indicate that the Force has increased the sanctioned detection rate for serious violence by 4.0%, with a 5.4% decline for serious sexual offences. All investigations for both areas are reviewed by either the Public Protection Detective Inspector or Divisional Detective Inspector depending on ownership. Two specific working groups have also been established to focus on improving performance in both areas and to ensure that the crime investigation process is effective and consistent across the Force.

Each division actively manages all crimes with named offenders to ensure timely and thorough investigations are undertaken and officer workloads are monitored and reviewed by squad sergeants on a regular basis.

Overall the current sanctioned detection rate is 23.1% and is the third highest within our 'most similar group' of Forces. Significant ongoing work led by the ACC (Operations) through Operation Phoenix has identified opportunities for improvement in this regard.

The 'Restorative Justice' process continues implemented across the Force and has accounted for the resolution of 216 crimes over the first 9 months of 2009/10. All of these offences, prior to Restorative Justice would have led to a formal detection: Restorative Justice therefore contributed to the reduction in the sanctioned detection rate. However the focus of the Force is truly on the needs and wishes on the victim and the actions most likely to prevent re-offending. Nevertheless, the Force continues to implement the various recommendations following the review of the crime investigation process, all aimed at improving the overall investigation process and consequently the sanctioned detection rate.

The initiative to divert relevant offenders away from the Criminal Justice System, making better use of out-of-court disposals in appropriate cases will be enhanced as the Force embraces the use of 'Professional Judgement' within current investigative standards across the Force. In November 2009 the Modernising Charging Project commenced, continuing the spirit of collaborative working with the Crown Prosecution Service to improve existing statutory charging arrangements. Dorset has taken a multi-agency approach in developing an Integrated Offender Management Unit which commenced with a 12 month pilot led by the Probation Service in Bournemouth & Poole in October 2009. The unit will be responsible for managing prolific and chaotic

offenders in conjunction with the Dorset Probation Service and other key partners. The unit will be building on the success of the 'Pier Project' which was set up in Bournemouth in 2006 to tackle prolific offenders. The main focus will be the development of appropriate interventions and support with offenders to prevent them from committing crime.

**Table 7.2 – Sanctioned detections breakdown**

Sanctioned Detections	Apr - Dec 2008/09	Apr - Dec 2009/10	+/-
Charged/Summons	5,703	5,417	<b>-5.0%</b>
Cautions (inc PNDs & Street Warning for Poss Cannabis)	3,351	2,778	<b>-17.1%</b>
TICs	538	466	<b>-13.4%</b>
<b>TOTAL Sanctioned Detections</b>	<b>9,592</b>	<b>8,661</b>	<b>-9.7%</b>
TOTAL Recorded Crime	38,533	37,450	<b>-2.8%</b>
<b>Sanctioned Detection Rate</b>	<b>24.9%</b>	<b>23.1%</b>	<b>-1.8%</b>

The overall number of sanctioned detections have fallen by 931 over the first 9 months of this financial year. As highlighted in the table above the main reductions in sanctioned detection have been in the number of TICs (-13.4%) and Cautions (-17.1%). This has resulted in an overall sanctioned detection rate of 23.1% a reduction of 1.8% on the comparable period last year.

Work is underway to improve the standard of volume crime investigation, which aims to improve our sanctioned detection rate as well as increase the number of persons brought to justice and improve the quality of service provided to victims and witnesses. This work is taking place under the name of Operation Phoenix, with the first phase having commenced on the 26th October 2009. The primary objective of this operation is directed towards the overall quality of investigation and providing improved services to both victims and witnesses. A renewed effort has been made to reduce the overall number of outstanding crime reports and to ensure that investigations are finalised efficiently and in line with force guidance. Operation Phoenix is also providing additional support to local resources with experienced detectives quality assuring investigations. A dedicated team of specialists has been set up to specifically tackle crimes with DNA and Fingerprint evidence so that we are maximising every opportunity to target and bring to justice those offences with the best opportunity of conviction. The Force has also appointed an experienced Superintendent as the Force Champion for Volume Crime Investigations who will be responsible for developing a corporate and consistent approach and professionalising all aspects of our investigative processes.

## Section 8 - Secure the trust and confidence of people in Dorset in their police force and the wider criminal justice system

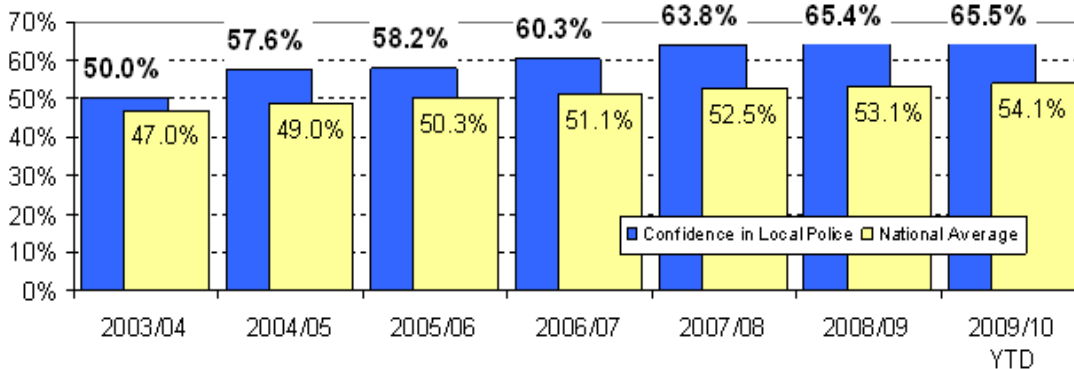
This priority focuses on ensuring that every member of Dorset Police delivers the highest quality of service and meets the specific needs of individuals and communities, deals with what matters locally, is professional and upholds the Force Values. Fundamentally, to meet the Community Expectation to be Listened to, Understood, Informed, Protected and Safe.

**Table 8.1 - Latest performance against 'confidence' targets & indicators**

Performance Targets & Indicators	2008/09	2009/10 (YTD)	Change		Latest MSG Position (1)	2009/10 Target	Trend	Pledge
			Actual	%				
<b>Confidence Target</b>								
BCS - Percentage of the public who think the police in their local area are doing a good job	65.4%	65.5%		0.1%	1st	67.0%	↔	✓
BCS - People who agree that the police and local councils are dealing with anti-social behaviour and crime that matter in their area	49.0%	47.6%		-1.4%	4th	54.5%	↓	✓
BCS - People who agree that the police are dealing with the things that matter to people in this community'	61.5%	63.7%		2.2%	1st		↑	✓

The British Crime Survey (BCS) is an independent survey in which adults living in private households are asked about their experiences and perceptions of crime. The BCS gives a better indication of trends in crime over time because it is unaffected by changes in levels of reporting to the police, and in police recording practices. The methodology of the BCS has remained the same since the survey began in 1981. The most recent survey took a representative sample of over 47,000 people nationwide

Figure 8.1



Dorset's latest results for the 12 months ending June 2009 (figure 8.1) show that confidence levels in Dorset Police have increased to 65.5% the highest level nationally and a significant 15.5% improvement on levels in 2003/04.

The new joint measure of 'people who agree that the police and local councils are dealing with anti-social behaviour and crime that matter in their area' was introduced as a single government target for police forces from April 2009. Following significant consultation this target has been implemented and is derived from a BCS question that asks:

"How much would you agree or disagree that the police and the local council are dealing with the anti social behaviour and crime issues that matter in this area?"

The Home Secretary expects a 15% improvement from the current national base line of 45% agreement therefore achieving 60% agreement by 2012. In the interim and by the end of the current Public Service Agreement period in 2011, 55% of respondents are expected to be in agreement.

Dorset's baseline is 49.4%, the target by 2011 is 57.4% and by 2012, 61.4% of respondents are expected to be in agreement. The latest figures show that performance has fallen to 47.6%, the fourth highest rate within our 'most similar group' and 25<sup>th</sup> nationally.

The HMIC inspection of Policing Pledge implementation has identified a number of areas for improvement and draft findings have been implemented into the Trust and Confidence Improvement Plan. The Force instigated and led strategic and practitioner partnership confidence events that have led to a number of recommendations for working more closely together including the adoption of the new single target confidence figures as a Local Area Agreement (LAA) target. The initial research conducted by the Force into trust and confidence is now to be extended and is expected to be funded by Home Office grant.

**Table 8.2 - Latest performance against 'victim satisfaction' targets & indicators**

Performance Targets & Indicators	2008/09	2009/10 (Apr - Dec results)	Change		Latest MSG Position (*)	2009/10 Target	Trend	Pledge
			Actual	%				
<b>User Satisfaction (Victim Surveys)</b>								
Percentage of victims that are satisfied with the overall service provided by police officers and staff	86.8%	83.7%		-3.1%	2nd	88%	↗	✓
Victim satisfaction with contact made by police officers and staff	95.7%	94.7%		-1.0%	2nd		↘	✓
Victim satisfaction with action taken by the police	84.4%	82.4%		-2.0%	1st		↔	✓
Victim satisfaction with progress updates made by police officers and staff	69.7%	71.3%		1.6%	4th	73%	↔	✓
Victim satisfaction with treatment by police officers and staff	94.1%	93.5%		-0.6%	1st		↔	✓
Satisfaction gap between white and BME victims when comparing victim satisfaction with the overall service provided by the police officers and staff. (BME figures above white)	83.7%	65.2%		variance	5th	Parity #	↗	✓
	86.4%	81.6%		16.4%	1st		↔	✓
Satisfaction of victims of racist incidents with the overall service provided by police officers and staff	82.6%	79.3%		-3.3%	3rd		↗	
Satisfaction of victims of violent crimes with the overall service provided by police officers and staff	83.4%	82.9%		-0.5%	1st		↘	
Satisfaction of victims of dwelling burglary with the overall service provided by police officers and staff	89.9%	85.8%		-4.1%	4th		↔	
Satisfaction of victims of vehicle crime with the overall service provided by police officers and staff	83.1%	81.6%		-1.5%	1st		↔	
Satisfaction of victims of ASB incidents with the overall service provided by police officers and staff	75.0%	72.6%		-2.4%			↔	
Satisfaction of victims of RTCs with the overall service provided by police officers and staff	90.7%	84.4%		-6.3%	3rd		↗	

# Parity within confidence intervals

These public satisfaction indicators provide a breakdown of victim's satisfaction with the specific elements of the service provided by Dorset Police. Cumulative results for first 9 months of 2009/10 (April to December 2009) indicate 94.7% victim satisfaction in respect of making contact, 82.4% with the action taken by the police, 71.3% for being kept informed of progress, 93.5% for their treatment by staff resulting in an overall satisfaction level of 83.7% for the whole experience.

Overall dwelling burglary satisfaction is currently 85.8%, satisfaction suffered a drop in 1<sup>st</sup> quarter, especially in the service areas of actions taken and keeping informed. However, for the last 2 consecutive quarters satisfaction in both areas has improved.

Performance for the overall satisfaction of road traffic collision victims has fallen by 6.3%, to 84.4%. The sample size for RTC respondents has been a lot smaller during 2009/10 than last year. This is due to limitations in the current recording system to capture the telephone details of the individuals involved; a new system is being introduced in April 2009 which will address this issue. However due to the small sample any variations in performance do have a significant impact on the overall satisfaction level. The latest figures indicate lower levels of satisfaction with the 'actions taken' and the way the respondent is 'treated'.

The overall victim satisfaction levels when split by ethnicity indicate a variance of 16.4%, with satisfaction of black and minority ethnic (BME) victims at 65.2% compared to white victims at 81.6%. The BME figure is based on a very small sample and is calculated by applying an equal weighting to all 5 groups of separate respondents. If the calculation took into account the total for all 5 groups, the aggregated results would be 81.6% for BME and 83.0% for white (a variance of 1.4%)

Dorset's performance within our 'most similar group' is also shown in the results table above, latest available figures which cover the 12 months ending September 2009 position Dorset first or second in the majority of areas.

**Table 8.3 - Latest performance against 'call handling' targets & indicators**

Performance Targets & Indicators	2008/09	2009/10 (Apr to Dec)	Change		Latest MSG Position (1)	2009/10 Target	Trend	Pledge
			Actual	%				
<b>Immediate Service Calls</b>								
Urban Response within 10 minutes	85.2%	84.8%		-0.4%			↓	✓
Rural Response within 20 minutes	90.9%	90.5%		-0.4%			↔	✓
<b>Call Handling</b>								
Percentage of 999 emergency calls answered within target (10 seconds)	89.6%	90.9%		1.3%		90%	↔	✓
Percentage of non-emergency calls answered within target (30 seconds)	62.9%	62.7%		-0.2%		75%	↑	✓
The number of PEC non emergency abandoned calls	4.7%	3.3%		-1.4%		<5%	↓	
User satisfaction levels for emergency callers	95.4%	96.0%		0.6%				✓
User satisfaction levels for non-emergency callers	92.2%	90.2%		-2.0%				✓
User satisfaction levels for station desk callers	84.8%	91.5%		6.7%				✓

Latest available performance for 2009/10 indicates that the Force has answered 90.9% of 999 calls within 10 seconds, a 1.3% improvement on 2008/09 year end results. 62.7% of calls presented to the Police Enquiry Centre (PEC) were answered within 30 seconds, a 0.2% decline on comparable levels at the end of 2008/09. The percentage of PEC calls abandoned continues to reduce, with latest figures indicating a level of 3.3%, achieving the 'less than 5%' target.

Figure 8.2

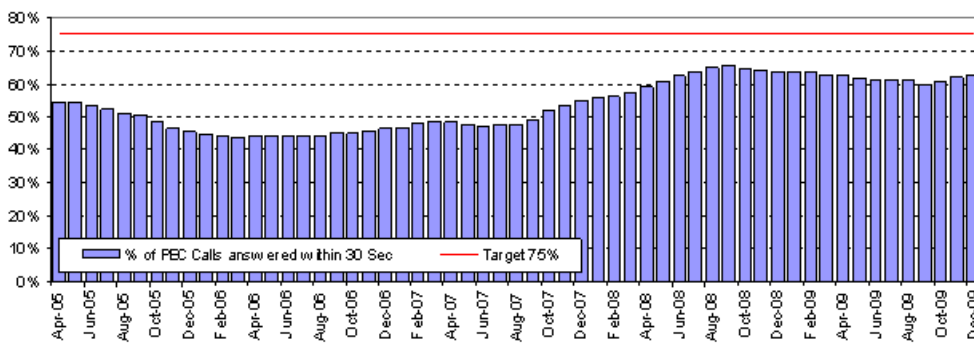


Figure 8.2 highlights the rolling 12 month performance of the PEC in answering calls within the 30 second target. The trend indicates a significant improvement in performance during 2008. Although the trend since late 2008 is showing a decline, performance since October 2009 indicates an increase in the percentage of

PEC calls were answered within 30 seconds. This has resulted in 79.0% of calls being answered within target during December 2009, the highest monthly result since the PEC was established.

Table 8.4 - Latest performance against 'feeling safe' targets &amp; indicators

Performance Targets & Indicators	2008	2009	Change		Latest MSG Position (°)	2009/10 Target	Trend	Pledge
			Actual	%				
<b>Feeling Safe</b>								
Community Safety Survey - Percentage of people that feel safe living in your local area	95%	95%		0%				✓
Community Safety Survey - Percentage of people who are well informed about the Neighbourhood Policing Team covering your area	46%	45%		-1%				✓
Community Safety Survey - Percentage of people who are well informed about the contact details of your Neighbourhood Policing Team	39%	38%		-1%				✓

Table 8.4 provide results from the latest community safety survey and indicates that 45% or respondent felt well informed about there local safer neighbourhood team and 38% were well informed about the contact details. 95% of respondents felt safe living in their local area, results that have remained consistent over the last 3 years.

The first editions of the Safer Neighbourhood newsletters where distributed last October and the next versions are currently being prepared and will be circulated in March 2010. The Community Safety Survey is now being conducted quarterly which will enable results to be monitored on a more regular basis.

Table 8.5 - Latest performance against 'fairness' targets &amp; indicators

Performance Targets & Indicators	2008/09 (Apr to Dec)	2009/10 (Apr to Dec)	Change		Latest MSG Position (°)	2009/10 Target	Trend	Pledge
			Actual	%				
<b>Fairness</b>								
Rate of White stops and searches per 1,000 population (2006 ONS data)	7.33	6.41	-0.92	-12.6%			↘	
Rate of black and minority ethnic stops and searches per 1,000 population (2006 ONS data)	11.91	11.27	-0.64	-5.4%			↘	
Number of recorded complaints	408	399	-9	-2.2%			↔	✓

The above table provides a summary of the latest position in relation to stop/searches and complaints; all 3 measures are showing reductions compared to the same period last year. The stop/searches are presented as a ratio per 1,000 resident population using the latest Office of National Statistics (ONS) estimates. The actual number of people who have been stop/searched has reduced by 16.0% to a total 4,735 (4,174 white people and 561 of people from a black or minority ethnic group)

## Section 9 - Being prepared for major incidents and events

This priority focuses on Force planning for scheduled events, for example, the Olympic Sailing Events and preparedness for any spontaneous critical incident that requires the implementation of force-level or multi-agency contingency plans and / or the mobilisation of specialist or significant resources. These events are comparatively rare but have a very high impact and can sometimes require a regional or national response.

### 2012 Olympics

The Olympic and Paralympics games are scheduled to run from 27th July to 9th September 2012 inclusive with the Olympic sailing events taking place 28th July 2012 to 12 Aug 2012 and the Paralympics sailing events scheduled from 30 August 2012 to 5th September 2012.

An Initial Threat Assessment for London Olympics 2012, Weymouth and Portland Sailing Events was produced in November 2008 and since updated in May 2009. The threat assessment was produced in order to provide a picture of the impact of the Olympics and the potential threat to the policing of the county of Dorset preceding, during and immediately post the event.

- **Training Teams** – A number of sailing teams arrived in Dorset to participate in Sail for Gold during the week of 14 September 2009. (Germany, USA, Israel, Canada, Spain, Japan, Hong Kong, Ireland, France, Romania). These sailing teams are training at various locations in Weymouth and Portland and the Olympic Community Engagement Officer is working to make contact with all teams.
- **Spectators and Visitor numbers** - It is estimated that Olympic Family members will account for around 3,000-5,000 people within the Weymouth & Portland area both in the run-up to and during the sailing event. However, there are widely divergent estimates of the number of visitors that the Olympic sailing events in Weymouth are expected to attract, with suggested figures ranging from 5,000 as seen at Athens, to an estimate of 30,000 cited in The Guardian newspaper.

The degree to which usual tourists will be displaced from the area by the Olympics is hard to assess, but there is the possibility that displacement will mean that visitor numbers will not be that much greater than normal for that time of year. Research by Bournemouth University also suggests that up to 5,000 small boats may come each day to watch the events.

Weymouth & Portland Borough Council are keen to maximise the tourism opportunities afforded to the area and are proposing to erect large screens along the beach front and pavilion areas. Spectators will largely be able to view the sailing events from the beach or coastline vantage points without the requirement to purchase or obtain a ticket.

### Bournemouth, Dorset & Poole Local Resilience Forum

The Bournemouth, Dorset & Poole Local Resilience Forum, (LRF), chaired by ACC Mr Whiting represents a multi agency forum which is governed by the requirements of the Civil Contingencies Act 2004 and includes representatives from numerous agencies. All agencies have duties enshrined within the Act to engage within cooperative emergency planning and to share information. This is achieved via the principles of Integrated Emergency Management, namely to: Anticipate, Assess, Prepare for, Plan for, Respond to and Recover from identified threats and hazards that may affect the county.

Threats are identified first in the national risk register, owned and updated by the Civil Contingencies Secretariat of the Cabinet Office, the Regional Risk register, owned and updated by the Regional Resilience Team of the Government of the South West (GOSW), and the Community Risk Register which is owned by the LRF. Currently, two risks are predominated as 'Very High' namely Pandemic Flu and Flooding.

## Section 10 - Developing the workforce and making best use of resources

This priority focuses on Force Human Resources and Finance targets and measures, a more comprehensive update on Force performance in these areas is contained in the reports covering these specific areas.

**Table 10.1 - Latest performance against finance targets & indicators**

Indicator	Target/ Budget	Projected
Efficiency Plan achievement towards 3 year target	£11.3m	£8.35m
Police Pay, Pensions, NI & Allowances	£70,690k	£289k under
Rents, Rates & Utilities	£2,526k	£58k under
Major Operations Contingency	£615k	£334k over
Forensic Science	£993k	£113k under
Other Central Income Budgets	(£1,108k)	£38k under
Interest on Balances	(£306k)	£106k over
Force Budget	£115.933m	£156k over

The table above provides a summary of the key financial targets and measures, more detailed is available in Finance paper presented as a separate agenda item.

**Table 10.2 - Latest performance against human resources targets & indicators**

Performance Targets & Indicators	2008/09	2009/10 (Apr to Dec)	Change		Latest MSG Position (*)	2009/10 Target	Trend	Pledge
			Actual	%				
<b>Police Officers</b>								
Percentage of working hours lost due to sickness: police officers	4.75%	3.94%		-0.81%	5th	-10% (Approx level of 3.75%)		
Percentage of police officers that are female	23.3%	25.3%		2.0%	5th	25%		
Percentage of police officers that are from black and minority ethnic groups	1.08%	1.1%		0.0%		2% by 2011		
Recruitment of police officers from black and minority ethnic community						>7		
Overall Police officer numbers (FTEs)	1,483.3	1,465.6	-17.73	-1.2%				
<b>Police Staff</b>								
Percentage of working hours lost due to sickness: police staff	5.64%	6.01%		0.37%	4th	-10% (Approx level of 3.83%)		
Percentage of police staff that are female	61.4%	62.5%		1.1%				
Percentage of police staff that are from black and minority ethnic groups	1.02%	1.10%		0.1%		2% by 2011		
Recruitment of police staff from black and minority ethnic community						>5		
Overall Police staff numbers (FTEs)	1,021.0	1,065.9	44.87	4.4%				
<b>Visibility</b>								
PCSO - Front line policing - Visibility	Data currently not available							✓
PCs - Front line policing - Visibility								✓

The table above contains the latest available human resources figures covering the 3<sup>rd</sup> Qrt 2009/10, the information above provide a summary of performance against the previous year and outlines the targets for 2009/10. A much more comprehensive performance report is presented to the Human Resource committee.

## Performance Overview

The following table provide the latest Iquanta Force level summary for both recorded crime and sanctioned detection rates. The data reflects the latest available information covering the period ending March 2009. The key below the table provides an explanation for the symbols and positions with the various ladders giving an assessment of Dorset's performance against our 'most similar group' (MSG) of Forces, which included 4 other Forces; Hampshire, Surrey, Sussex and Thames Valley.

### Latest Iquanta Overview

Data to the End of November 2009

	All Crime	Most Serious Violent Crime	Serious Acquisitive Crime	Dwelling Burglary	Robbery	Vehicle Crime	Other Wounding	Racially or Religiously Aggr. Offences
Crimes								
Sanctioned Detections								

#### Key to Performance Comparisons

Across Time - Shape		Against Peers - Ladder	
	Clearly Improving		Better than
	No apparent change		In line with peers
	Clearly deteriorating		Worse than
Based on Significant Change		Based on last 3 months	

Dorset continues to have a crime rate per 1,000 population consistently lower or in line with our peers across all of the crime groups as show above, a pattern which is reflected nationally. Across all key areas Dorset's rate of crime is lower or in line with our peers' average and showing no apparent change.

In relation to sanctioned detections, generally performance is in line with our peers. The latest results show deteriorating performance in relation to Robbery, Other Wounding and Racially & Religiously Aggravated Crime. The latest sanctioned detection rate for 'most serious violence' and 'serious acquisitive crime' have both improved and are now in line with that of our peers, an area the Force continues to address via various actions which include the constant monitoring off all serious violent crimes investigations by the respective divisional crime managers.

Please note the all Iquanta data is 'provisional' as the data is not subject to full checks and validation.

## Performance Overview

The following 2 pages provide a summary of latest performance covering April to December 2009 against the key targets and measures contained in the 2009/10 annual policing plan. Performance is shown along with the current 'most similar group' position, 1<sup>st</sup> being the best performing, and also the current trend indicates by a coloured arrow.

	Key Performance Indicators	Targets	Latest YTD Performance			
			Actual Change	% Change	MSF Position	Latest Trend
Reduce Serious violent crimes	Most Serious Violent Crime	-1%	-46	-17.8%	3rd	↓
	Sanctioned Detection rate	47%		44.3%	4th	↑
	'Assaults with less serious injury'		-87	-2.4%	4th	↓
	Sanctioned Detection Rate			33.0%	3rd	↓
	Serious Sexual Offences		69	17.8%	4th	↑
	Sanctioned Detection Rate	27%		17.5%	5th	↓
	Other Violent Crime Indicators					
	Serious Knife Crime		-12	-25.0%	1st	↔
	Life Threatening & Gun Crime		-10	-10.0%	1st	↓
	Firearm Offences		0	0.0%	1st	↔
Reduce the crime most affecting local communities	Serious Acquisitive Crime	-1%	-83	-1.6%	1st	↔
	Sanctioned Detection rate	12%		10.9%	3rd	↑
	Specific Crime Types:					
	Dwelling Burglary		81	6.2%	1st	↑
	Sanctioned Detection rate			15.4%	3rd	↑
	Vehicle Crime		-124	-3.5%	3rd	↓
	Sanctioned Detection rate			8.2%	3rd	↑
	Robbery		-40	-20.0%	1st	↓
	Sanctioned Detection rate			28.8%	4th	↑
	Commercial Burglary		14	0.5%	3rd	↔
Sanctioned Detection Rate			7.5%	2nd	↔	
ASB Incidents		1534	4.2%		↓	
Protect vulnerable people and communities	Number of missing person reports		47	5.7%		↑
	Domestic violence incidents		-505	-9.2%		↓
	% of repeat Domestic Violence victims			45.6%		↓
	Serious Sexual Offences repeat victims			5.7%		↓
	Total Hate crime and incidents		-38	-6.9%		↓
Bring Offenders to Justice	Acquisitive crime OBJT Rate	11%		9.7%		
	Serious violent crime OBJT Rate	23%		26.9%		
	Serious Sex Offences OBJT Rate	51%		41.5%		
	Sanctioned Detection rate for racially and religiously aggravated crimes	47%		39.6%	4th	↔
Tackle serious and organised crime	Volume of Confiscation Orders	46		54		
	Value of Confiscations	£657,663		£636,025		
	Number of Restraint Orders	13		6		
Reduce road casualties	Number of people killed or seriously injured	-3%	-53	-15.1%		↓
	Number of children killed or seriously injured	-3%	8	42.1%		↑

PLEDGE	Key Performance Indicators	Targets	Latest Performance			
			YTD	MSF Position	Latest Trend	
Overall User Satisfaction	Satisfaction of victims of domestic burglary, violent crime, vehicle crime and RTC with					
	P	<b>Making contact</b> with the Police		94.7%	2nd	↗
	P	<b>Action taken</b> by the Police		82.4%	1st	↔
	P	Being <b>kept informed</b>	73%	71.3%	4th	↔
	P	Their <b>treatment</b> by staff		93.5%	1st	↔
	P	Their <b>whole experience</b>	88%	83.7%	2nd	↗
	P	Overall Satisfaction VEM v White	Parity	65.2% (VEM) 81.6% (W)	5th 1st	↗ ↔
British Crime Survey	P	% of people local police do a good job	67.0%	65.5%	1st	↗
	P	% of people agree police & local council are dealing...	54.5%	47.6%	4th	↘
	P	% of people agree police are dealing with things that matter		63.7%	1st	↗
	P	Perception of ASB		10.0%	2nd	↘
	P	Perception of drunk & rowdiness		18.2%	2nd	↘
	P	Perception of drug dealing		17.9%	3rd	↘
Other Quality of Service Indicators	Call Handling					
	P	% 999 Call answered with 10 secs	90%	90.9%		↔
	P	% of PEC calls answered with 30 secs	75%	62.7%		↗
		The number of PEC non emergency abandon calls	<5%	3.3%		↘
	P	User satisfaction levels for emergency callers		96.0%		↔
	P	User satisfaction levels for non-emergency callers		90.2%		↔
	P	User satisfaction levels for station desk callers		91.5%		↘
	Community Safety Survey					
	P	Generally, how safe or unsafe do you feel living in your local area (i.e. Within a 5 minute walk of where you live)?		95%		
	P	% of people who are well informed about NPT		96%		
	P	% of people who are well informed about contact details of NPT		61%		
	Immediate Service Calls					
	P	Urban Response within 10 minutes		84.8%		↘
	P	Rural Response within 20 minutes		90.9%		↔
	Complaints					
P	Total Number of Complaints		-2.2%			
	% of Complains - Incivility		31.1%			
	% of Allegations finalied by local resolution		36.5%			
The User Satisfaction figures reflect the 1st, 2nd & 3rd Qrt 2009/10 combined results, BCS Results are for the 12 months ending June 2009						
Key:			Trend Arrows:			
Decline in performance of over 3%			↘ ↗ Indicates improving performance			
Variation of +/- 3% in performance			↘ ↗ Indicates worsening performance			
Improvement in performance of over 3% (or Achieving target)			↔ Indicates static performance			

## All APACS Performance Indicators 2009/10

APACS Ref	Description	2008/09	2009/10	Change		
				Number	%	
1.1	Percentage of users that are satisfied with the overall service provided by the police	86.8%	83.7%	-3.1%		
1.2	Comparison of satisfaction between white users and users from minority ethnic groups with the overall service provided by the police.	White	86.4%	81.6%	-4.8%	
		BME	83.7%	65.2%	-18.5%	
1.3	Satisfaction of victims of racist incidents with the overall service provided by the police.	82.6%	80.3%	-2.3%		
1.4	Overall satisfaction with the contact had with the criminal justice system by victims and witnesses of crime whose cases reach the point of an offender being charged.	80.0%				
2.1	Percentage of people who agree that the police and local councils seek their views on anti-social behaviour and crime issues in their area.	41.7%	44.3%	2.6%		
2.2	Percentage of people who agree that the police and local councils are dealing with anti-social behaviour and crime issues that matter in their area	49.0%	47.6%	-1.4%		
2.3	Percentage of the public who think the police in their area are doing a good job	65.4%	65.5%	0.1%		
2.4	Percentage of the public who are confident that the Criminal Justice System as a whole is effective	43.2%	41.2%	-2.0%		
2.5	Percentage of the public who are confident that the Criminal Justice System as a whole is fair	63.7%	62.6%	-1.1%		
3.1	Percentage of police officer recruits from minority ethnic groups compared to the percentage of people from minority ethnic groups in the economically active population	0.0%	0.0%	0.0%		
3.2	Percentage of female police officers compared to the overall force strength	23.3%	23.4%	0.1%		
		345.0	343.6			
4.1	Percentage of people who perceive a high level of anti-social behaviour in their local area	10.5%	10.0%	-0.5%		
4.2	Percentage of people who perceive people being drunk or rowdy in public places to be a problem in their local area	18.2%	18.2%	0.0%		
4.3	Percentage of people who perceive drug use or drug dealing to be a problem in their local area	19.5%	17.9%	-1.6%		
5.1	Number of most serious violent crimes per 1,000 population	0.37	0.30	-0.07	-17.8%	
5.2	Number of serious acquisitive crimes per 1,000 population	7.26	7.14	-0.12	-1.6%	
5.3	Number of 'Assaults with less serious injury' (including racially and religiously aggravated) offences per 1,000 population as a proxy for alcohol related violent offences	5.15	5.03	-0.12	-2.4%	
5.4	Number of domestic homicides per 1,000 population	0.001	0.001	0.00	0.0%	
5.5	Number of gun crimes per 1,000 population	0.007	0.007	0.000	0.0%	
5.6	Number of serious violent knife crimes per 1,000 population	0.057	0.043	-0.014	-25.0%	
6.1	Percentage of most serious violent offences brought to justice	15.5%	26.9%	11.4%		
6.2	Percentage of serious acquisitive offences brought to justice	9.3%	9.7%	0.4%		
6.3	Sanction detection rate for racially and religiously aggravated crimes	37.7%	39.6%	1.9%		
6.4	Percentage of serious sexual offences brought to justice	46.2%	41.5%	-4.7%		
7.1	Number of deliberate (i) primary fires per 10,000 population. (ii) secondary fires per 10,000 population.	4.12	3.82	-0.30	-7.3%	
		5.20	6.30	1.10	21.1%	
8.1	Value of cash forfeiture orders and confiscation orders per 1,000 population	£741.09	£1,091.54	£350.45		
9.1	(i) Number of people killed or seriously injured in road traffic collisions (ii) Number of people killed or seriously injured in road traffic collisions per 100 million vehicle km	352	299	-53	-15.1%	
		6.62	5.62	-1.00	-15.1%	
10.1	The change in convictions for Prolific and other Priority Offenders (PPOs) over a 12 month period					
11.1	Rate of proven re-offending by adults under Probation supervision					
11.2	Rate of proven re-offending by young offenders aged 10-17					
11.3	Rate of first time entrants to the Youth Justice System aged 10-17 per 100,000	1504				
11.4	The volume of proven offending in a follow-up 12 month period by (Class A) drug misusers identified in the course of their contact with the criminal justice system.		Baseline			
12.1	Delivery of new net, cashable, cumulative efficiency and productivity gains	1.8%				
13.1	No. of working hours lost through sickness by police officers	107,349				
	% of available hours lost through sickness for police officer	4.75%	3.94%	-0.81%		
	Number of working days lost per Police Officer (rolling 12 mths figures)	8.09	7.60			
13.2	No. of working hours lost through sickness by police staff	91,909				
	% of available hours lost through sickness for police staff	5.64%	6.01%	0.37%		
	Number of working days lost per Police Staff (rolling 12 mths figures)	8.99	9.70			
14.1	Repeat incidents of domestic violence cases reviewed at MARAC (Multi-Agency Risk Assessment Conference)		Baseline			

2009/10 Figures currently not available