



CRIME AND DISORDER OVERVIEW AND SCRUTINY COMMITTEE

Subject Heading:	Crime and Disorder OSC Performance Indicators - Quarter 1 (2017/18)
SLT Lead:	Sarah Homer (Interim Chief Operating Officer)
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Policy context:	The report sets out Quarter 1 performance against indicators relevant to the committee
Financial summary:	There are no financial implications arising directly from this report

The subject matter of this report deals with the following Council Objectives

Communities making Havering	<input checked="" type="checkbox"/>
Places making Havering	<input checked="" type="checkbox"/>
Opportunities making Havering	<input type="checkbox"/>
Connections making Havering	<input type="checkbox"/>

SUMMARY

The report provides information on performance against the indicators that the Crime and Disorder Overview and Scrutiny Committee has chosen to track this financial year. As such, this is the first time that performance against this particular basket of indicators has been reported to the Committee.

RECOMMENDATIONS

Members of the Committee are asked to review performance against the requested indicators and note the corrective action being taken to improve this.

REPORT DETAIL

'Deployable Police resources compared with establishment'

Data relating to the proportion of shifts where the minimum strength is met, abstractions, and sickness is not available for all officers at a borough level, due to Emergency Response Team officers currently being classed as working for the East Area Command Unit rather than the Havering Borough, as they had been classed prior to the tri-borough policing pathfinder commencing earlier this year.

Abstraction data is currently only available in the form of the total number of staff-hours worked by Dedicated Ward Officers (DWOs) in any month, and the number of hours for which officers are abstracted from their ward-based work. For example, there were a total of 5261 staff hours worked by DWOs in April, 5365 in May, and 5227 in June.

The information on abstractions cannot be broken down into numbers of officers abstracted, or the ranks which are abstracted. Exact details of abstractions are not provided; merely the staff-hours for all DWOs.

Figure 1. Percentage of Havering's Dedicated Ward Officers' time spent on ward-based duties or other activities

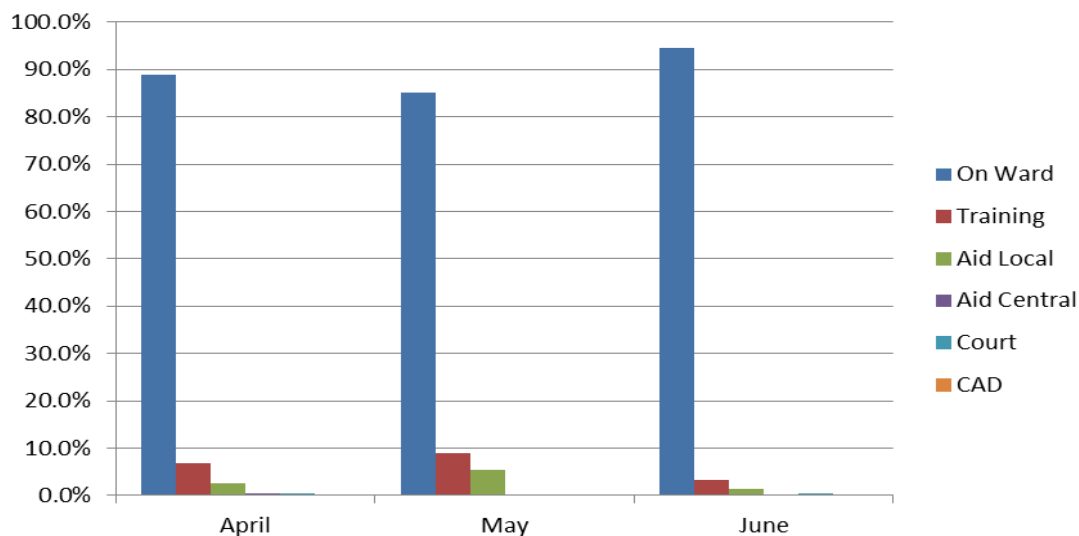


Figure 1 demonstrates that the majority of total hours worked by DWOs are spent on ward-based activities. June saw the highest proportion of time spent on wards however training and local aid commitments were lower than in April and May.

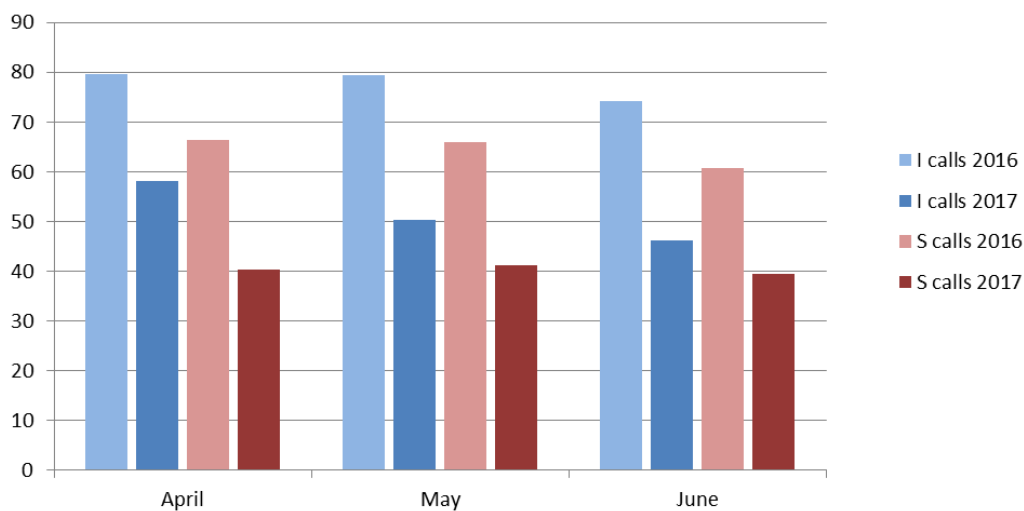
It is important to note that much of the training undertaken by officers is mandatory and relates to essential skills such as emergency life support, or officer safety training. Quarter 1 also saw DWOs undergo training on the new working methods and exactly what their DWO role comprises of under the new One Met model, which would account for a significant amount of the training shown above.

Average response times to Immediate (I) and Significant (S) Grade Incidents

The Metropolitan Police Service (MPS) has a target to reach 90% of I-graded calls within 15 minutes of the call being made. For the rolling year ending April 2017, the average response time was 14.33 minutes, with 72.4% of incidents reached within 15 minutes of the call being made. The average response times for April, May, and June 2017 respectively were 21.8 minutes, 23.6 minutes, and 28.2 minutes.

The MPS target for S-grade calls is to reach 90% within one hour of the call being made. For the rolling year ending April 2017, the average response time was 2 hours, 25 minutes; with 60.3% of these calls reached within one hour of the call being made. Q1 2017/18 saw average response times of 384 minutes (6 hours, 24 minutes) in April and May, and 682 minutes (11 hours, 22 minutes) in June.

Figure 2. Percentage of I and S grade calls reached in target time; 2016 against 2017



As shown in figure 2, the percentage of calls reached within the target times of 15 minutes (for I grade) and one hour (for S grade) has reduced when comparing April, May and June this year against the figures for 2016.

It should be noted that the Response teams have recently been challenged in terms of their deployable numbers. The aid requirements linked to recent critical incidents elsewhere in London have impacted the Response teams heavily and adversely affected these figures.

Notwithstanding this, a range of remedial actions are in place and planned to improve response times. The establishment of the Resolution Centre and Operation Pierrepoint have seen much of the outstanding demand removed from the system by officers dealing with outstanding actions through telephone calls to the victim. Adjustments to the Sergeant's role in the Operations Room have also assisted Metropolitan Police Central Control (Met CC) in the allocation of calls.

Crime and Disorder Overview and Scrutiny Committee, 29 August 2017

The addition of an extra Controller and an extra Dispatcher in the Met CC pod between the hours of 1100 and 2300 are also expected to have a positive impact going forward.

It is understood that improvements have been made within Quarter 2 which will be reported in the next quarterly performance report.

'Percentage of Anti-Social Behaviour Reports relating to Traveller incursions'

Interrogation of the Metropolitan Police Computer Aided Despatch system shows that in Q1 2017/18 there were 1,050 calls to the Metropolitan Police classified as relating to 'Anti-Social Behaviour' in Havering. This includes duplicate calls regarding a single incident. Of these, 11 calls (1%) related to three separate Traveller incursions.

IMPLICATIONS AND RISKS

Financial implications and risks:

There are no financial implications arising directly from this report which is for information only.

Adverse performance against some performance indicators may have indirect financial implications for the Council, particularly where targets are explicitly linked with particular funding streams and/or levies from other bodies.

Whilst, it is expected that targets will be delivered within existing resources, officers regularly review the level and prioritisation of resources required to achieve the targets agreed by the Cabinet at the start of the year.

Robust ongoing monitoring is undertaken as part of the established financial and service management processes. Should it not be possible to deliver targets within approved budgets, this will be raised through the appropriate channels as required.

Sam Gable, Strategic Finance Business Partner.

Legal implications and risks:

Whilst reporting on performance is not a statutory requirement, it is considered best practice to review the Council's progress against the Corporate Plan and Service Plans, and the associated performance indicators, on a regular basis.

Human Resources implications and risks:

There are no specific Human Resource implications or risks arising directly from this report.

Equalities implications and risks:

There are no specific equalities implications and risks arising directly from this report.

BACKGROUND PAPERS

None