



CRIME AND DISORDER OVERVIEW AND SCRUTINY COMMITTEE

Subject Heading:

Crime and Disorder Overview and Scrutiny Committee Performance Indicators - Quarter 2 (2018/19)

SLT Lead:

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Policy context:

The report sets out Quarter 2 performance for indicators relevant to the Committee.

Financial summary:

There are no direct financial implications arising from this report. However adverse performance against some performance indicators may have financial implications for the Council.

All service directorates are required to achieve their performance targets within approved budgets. The Senior Leadership Team (SLT) is actively monitoring and managing resources to remain within budgets, although several service areas continue to experience financial pressures from demand led services.

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

Communities making Havering
Places making Havering
Opportunities making Havering
Connections making Havering

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SUMMARY

The report provides information on performance against the indicators previously requested by the Crime and Disorder Overview and Scrutiny Sub-Committee during Quarter 2 (July – September 2018).

RECOMMENDATIONS

That the Crime and Disorder Overview and Scrutiny Committee note the contents of the report; consider the performance information required going forward; and request information as set out in the report.

REPORT DETAIL

Deployable Police resources compared with establishment

Information has been requested by the Committee on the following police resourcing information:

1) Shifts where minimum staffing strength is met

This information is not available in an accessible format on the Metropolitan Police internal ‘dashboards’ which are used to obtain information for points 2 and 3 of this report. An attempt was made to obtain this information for the July meeting of the *Overview and Scrutiny Committee* through a request submitted in good time to the department of the Metropolitan Police concerned with resourcing performance, however completion of this request was postponed on the grounds that it was not;

- a) a Met led request
- b) a legal requirement (FOIA)
- c) a HMICFRS request
- d) a MOPAC Board request
- e) an Met wide requirement.

Under Section 4 of the *Local Authorities (Overview and Scrutiny Committees) (England) Regulations 2012*, a written request from the Committee to police would make provision of this information a legal requirement, and would also ensure that this information could be prepared using a consistent method by the police department which handles this information.

2) Working days lost to aid abstractions from ring fenced roles / Neighbourhood officers abstracted by rank

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For those officers posted to Dedicated Ward Officer (DWO) roles, the number of working days lost due to abstractions each month are as shown in *table 1*, based on converting the figure provided in hours into eight-hour working days.

Table 1. Working days abstracted by rank

	PC		PCSO		Acting Sergeant	
	Days Abstracted	Not Abstracted	Days Abstracted	Not Abstracted	Days Abstracted	Not Abstracted
Jul 17	48.63 (7.3%)	616.8 (92.7%)	34.2 (9.6%)	323.8 (90.4%)	1.25 (8.2%)	14 (91.8%)
Aug 17	195.9 (29.9%)	458.6 (70.1%)	27.5 (8.3%)	303.8 (91.7%)	2.4 (14.6%)	14 (85.4%)
Sep 17	79.5 (13.4%)	511.7 (86.6%)	16.9 (5.6%)	284.9 (94.4%)	0 (0%)	19.3 (100%)
Oct 17	232.6 (36.4%)	407.1 (63.6%)	96.8 (32.3%)	202.8 (77.7%)	7.3 (32.4%)	15.2 (77.6%)
Nov 17	151.3 (21.7%)	545 (78.3%)	63.3 (18.5%)	279.3 (81.5%)	0 (0%)	18.2 (100%)
Dec 17	49.8 (8.9%)	509.2 (91.1%)	7.8 (2.4%)	316.9 (97.6%)	2.6 (15.2%)	14.5 (84.8%)
Jan 18	36.8 (5.5%)	639.9 (94.5%)	13.8 (4%)	331.9 (96%)	No one is shown in the data as performing as an Acting Sergeant during Q4 17/18 onwards	
Feb 18	37.8 (5.8%)	609 (94.2%)	7.3 (2.3%)	313.2 (97.7%)		
Mar 18	21.5 (3%)	676 (97%)	5.8 (1.8%)	335.8 (98.2%)		
Apr 18	45.1 (7.4%)	573.2 (92.6%)	14.3 (4.6%)	294.2 (95.4%)		
May 18	96.9 (13.3%)	631 (86.7%)	49.8 (14.2%)	299.7 (85.8%)		
Jun 18	84 (12.4%)	591 (87.6%)	52 (14.4%)	310 (85.6%)		
Jul 18	135.25 (21.9%)	480.92 (78.1%)	74.81 (21.4%)	274.66 (78.6%)		
Aug 18	30 (5%)	564.45 (95%)	9.38 (3.1%)	293.69 (96.9%)		
Sep 18	26.88 (4.63%)	553.02 (95.37%)	9.75 (3.14%)	300.81 (96.86%)		

3) Number of officers abstracted for aid, court and training (eight-hour working days) / officer roles abstracted

The number of officers abstracted for each duty is difficult to provide in a simple form due to various shift patterns being worked such as part-time or compressed hours, or an abstraction only taking up part of a shift; therefore the number of officers abstracted would not have provided a uniform representation and the figure is shown in *table 2* as the number of eight-hour shifts for which each role is abstracted from ward duties.

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January to March saw the lowest levels of abstractions in the year monitored so far, and the first three months of the calendar year are, in theory, unlikely to have the same level of abstractions for demonstrations, sporting events, or festivals, as the summer months. The *local aid* figures for June include a significant amount of postings shown as *world cup aid*; however it is not known if these postings relate to activity on-borough or events elsewhere in London. In either case, it is wholly understandable that this significant sporting event would have placed a demand on police resources. Additionally, abstractions are recorded if officers are moved to a different ward across the borough and therefore this could reflect the increase or decrease in the figures. July saw a particular increase for PC's regarding 'Aid' abstractions. However, this reduced in both August and September.

Table 2. Working days abstracted by type and role.

	Aid		Local Aid		Training		Court		Staffing-up	
	PC	PCSO	PC	PCSO	PC	PCSO	PC	PCSO	PC	PCSO
Jul 17	-	-	4.25	13.5	41.4	20.7	-	-	2.4	-
Aug 17	11.9	-	36.1	2.6	76.6	24.9	-	-	71.4	-
Sep 17	2.25	-	8.9	1.25	55.6	14.7	1.1	-	11.6	-
Oct 17	-	-	161.3	70.1	65.5	23.7	5.8	1.1	-	-
Nov 17	19.4	5.9	83.3	40.1	51	20.4	1.1	-	-	-
Dec 17	13.1	-	11.6	5.5	27	4.7	1.3	-	-	-
Jan 18	2.9	-	-	-	33.9	12.9	-	0.9	-	-
Feb 18	7	-	-	-	28.4	7.3	2.4	-	-	-
Mar 18	3.5	1.3	-	-	13.5	4.6	4.5	-	-	-
Apr 18	3.13	-	-	-	40	12.1	2	2	-	-
May 18	72.5	31.8	-	-	24.4	18	-	-	-	-
Jun 18	1.13	-	37.75	38.6	40.13	13.3	4.8	-	-	-
Jul 18	74.31	17.88	31.06	25.25	19.13	30.56	3.75	1.13	7	-
Aug 18	10.19	-	6.56	-	12.38	9.38	0.88	-	-	-
Sep 18	17.13	-	-	2.25	9.75	8.63	-	-	-	-

Table 3 (below) displays the percentage of time for DWOs on each ward in July, August, and September. This has been calculated using the amount of time PCs or PCSOs are abstracted from their ward-based duties, compared to the total time they are shown working for. Viewing this information as a percentage does not take into account differing staffing levels between wards.

Table 3. Percentage of DWOs' time spent on ward – July to September 2018

	PC	PCSO
Brooklands	85%	85%
Cranham	90%	95%
Elm Park	87%	93%
Emerson Park	84%	81%
Gooshays	92%	85%
Hacton	91%	91%
Harold Wood	96%	95%

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Havering Park	87%	90%
Heaton	90%	95%
Hylands	83%	95%
Mawneys	91%	93%
Pettits	93%	96%
Rainham & Wennington	91%	90%
Romford Town	94%	85%
South Hornchurch	89%	86%
Squirrels Heath	89%	85%
St Andrews	85%	88%
Upminster	93%	89%
Total	89%	90%

4) Working days lost to sickness (FTE – Havering and East Area Command)

This information can only be provided as a total figure for the East Area Command Unit. As with point 1 in this section; if this figure is required then it is recommended that a written request is submitted for police to provide this in a consistent format.

Response time to Immediate (I) and Significant (S) Grade Incidents

The MPS has a target to reach 90% of “Immediate” (I) graded calls within 15 minutes of the call being made. The MPS target for “Significant” (S) grade calls is to reach 90% within one hour of the call being made.

Data from police is no longer available as a percentage figure for each month; however is now provided as a rolling average for I and S grades of calls met within target times, and also domestic abuse calls in each of these gradings. The rolling average is provided from 4th September 2017, when revisions to the tri-borough model came into effect.

I-grades:

For the week commencing 24th September 2018 Havering has seen a reduction in the number of I calls reaching the target time with a rate of 76.9% (compared to 81.1% for the week commencing 9th July 2018). This is slightly below the overall BCU improvement which saw response rates of 81.4% for the week.

For the same period, Havering DA I grade calls have seen an increase in the number of calls reaching targets with a rate of 84.2%. However, East Area BCU also saw an improvement for the same period with a response average of 85.0% (similar to the 85.6% recorded in the last report).

By comparison, as an average since September 2017 Redbridge saw an average of 85.4%, and Barking and Dagenham an average of 84.7%. Havering has seen a lower average of 80.7%.

S-grades:

The rolling averages since September 2017 are as follows: Locally, 81.7% of S grades are met within an hour, against 78.3% for the BCU; and for Domestic Abuse S grades this figure is 79.2% against 78.4% for the BCU.

However, for the week commencing 10th September 2018, an improvement was seen for Domestic Abuse S calls whereby 89.3% of the calls met the target (compared to 72% reported in the previous quarterly report).

Redbridge has an average rate since September of 77.8%, while Barking and Dagenham has a rate 77.7%.

Percentage of anti-social behaviour (ASB) reports relating to traveller incursions

Calls to police are recorded on the Computer Aided Despatch (CAD) system. CAD records are given a series of '*opening codes*' which relate to the information the call handler is given, and '*closing codes*' which relate to the situation the officer who attends actually assesses it to be. The '*opening codes*' and '*closing codes*' can be different, such as if a member of the public telephones the police regarding what they perceive to be anti-social behaviour, but when police attend they find that criminal offences have been committed and a crime report is recorded – thus meaning the closing code reflects crime rather than ASB. Choice of which codes to use can also be subjective depending on the call-despatcher closing the record down.

In Quarter 2 of 2018/19, there were 12 calls to police regarding incursions by travellers at 10 separate locations. There was only one site which saw more than one call in which both were made by the same caller (resident living nearby). It was also established that two of the sites were occupied by the same group and had moved overnight.

Two of the calls were made in Pettits ward, two in Emerson Park ward, two in Gooshays ward and two in Havering Park. One report in Havering park reports links nuisance vehicles whereby quad bikes were being driven through the park.

The 12 calls made specifically regarding unauthorised incursions (recorded under the trespass code), accounted for 1.2% of overall ASB calls. For comparison with previous year 17/18; levels were 1% in Q1; 0.58% in Q2; 2.1% in Q3, and 7.8% in Q4 2017/8; and this year 7.8% of Q1 2018/19. Therefore, this quarter saw a significant reduction.

When expressed as a percentage, the 12 calls received account for 1.2% of the 1015 calls which were closed as ASB matters. This however is not the same as saying that 1.2% of ASB relates to traveller incursions, as the number of calls received to any encampment can vary depending on its location (and the number of passers-by) the time it is in place, and the way it has been recorded onto the system.

APPENDICES:

Appendix 1 Demand Pressures (Q2 2018-19)

IMPLICATIONS AND RISKS

Financial implications and risks:

There are no financial implications arising directly from this report which is for information only. However adverse performance against some performance indicators may have financial implications for the Council.

All service directorates are required to achieve their performance targets within approved budgets. The Senior Leadership Team (SLT) is actively monitoring and managing resources to remain within budgets, although several service areas continue to experience significant financial pressures in relation to a number of demand led services. SLT officers are focused upon controlling expenditure within approved directorate budgets and within the total General Fund budget through delivery of savings plans and mitigation plans to address new pressures that are arising within the year and regularly consider reports as part of budget monitoring and budget setting processes.

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 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:

This report relates to information requested by the committee rather than policy. There are no direct equalities implications or risks associated with this report.