



CRIME AND DISORDER OVERVIEW AND SCRUTINY SUB-COMMITTEE, 30 November 2017

Subject Heading:	Crime and Disorder Overview and Scrutiny Sub-Committee Performance Indicators - Quarter 2 (2017/18)
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Policy context:	The report sets out Quarter 2 performance for indicators relevant to the Committee
Financial summary:	<p>There are no direct financial implications arising from this report. However adverse performance against some performance indicators may have financial implications for the Council.</p> <p>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.</p>

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 previously requested by the Crime and Disorder Overview and Scrutiny Sub-Committee during Quarter 2 (July – September 2017).

RECOMMENDATIONS

That the Crime and Disorder Overview and Scrutiny Sub-Committee notes the contents of the report and makes any recommendations as appropriate.

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

Data has been taken from the Computer Aided Resource Management System (CARMS). An advisory note from the MPS Analyst who provided this data states *'due to the way that the CARM structure has been set up on the new Basic Command Units, it is not possible to identify in all instances the geographic response team that has been staffed up for the constituent Boroughs of Redbridge, Barking & Dagenham, Havering (and likewise for Camden and Islington). As such, the figures presented for the number of officers on duty for these boroughs may be an undercount of the actual number of officers working in a response team role within those Boroughs on those dates and times'*. The data provided is as follows:

Table 1. Shifts where minimum strength was met

Month	Number of Response team shifts	Number of shifts for which the minimum strength was met (% of total)
July	93	71 (76%)
August	91	82 (90%)
September	90	86 (96%)

This data was not available for Quarter 1, so it has not been possible to provide a trend analysis.

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

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 2*, based on converting the figure provided in minutes into eight-hour days.

Table 2. Working days abstracted by rank

	PC		PCSO		Acting Sergeant	
	Days Abstracted	Not Abstracted	Days Abstracted	Not Abstracted	Days Abstracted	Not Abstracted
July	48.63 (7.3%)	616.8 (92.7%)	34.2 (9.6%)	323.8 (90.4%)	1.25 (8.2%)	14 (91.8%)
Aug.	195.9 (29.9%)	458.6 (70.1%)	27.5 (8.3%)	303.8 (91.7%)	2.4 (14.6%)	14 (85.4%)
Sep.	79.5 (13.4%)	511.7 (86.6%)	16.9 (5.6%)	284.9 (94.4%)	0 (0%)	19.3 (100%)

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 officer numbers would not have provided a uniform representation.

As a general explanation, *Aid* covers events which require policing resources to be drawn from across London; *Local Aid* comprises of significant pre-planned events locally which require resources to be pulled from other borough wards or teams, and *staffing-up* will be occasions when officers are required to work on response teams, in order to assist in meeting the minimum strengths, as mentioned in *Table 1*.

Table 3. Abstractions by type and role.

	Aid		Local Aid		Training		Court		Staffing-up	
	PC	PCSO	PC	PCSO	PC	PCSO	PC	PCSO	PC	PCSO
Jul	-	-	4.25	13.5	41.4	20.7	-	-	2.4	-
Aug	11.9	-	36.1	2.6	76.6	24.9	-	-	71.4	-
Sep	2.25	-	8.9	1.25	55.6	14.7	1.1	-	11.6	-

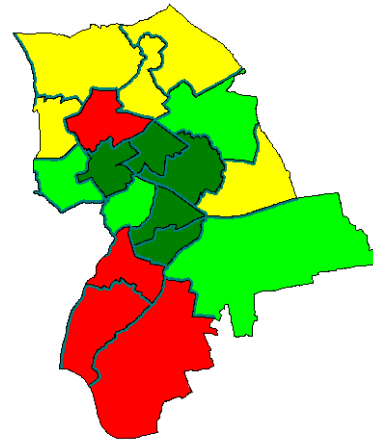
All of the abstractions for the Acting Sergeant rank displayed in *Table 2* were for training (10 hours in July and 19 hours in August).

Figure 1 below displays the level of time spent by DWOs on each ward in September. This was also requested for July and August, however has not been provided by the central police department which produced this graphic.

Figure 1. Percentage of DWOs' time spent on ward – September 2017

East Area – Hours Spent on Ward

95% to 100%
90% to 95%
85% to 90%
80% to 85%
75% to 80%



Working days lost to sickness

This has not been provided by the police.

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

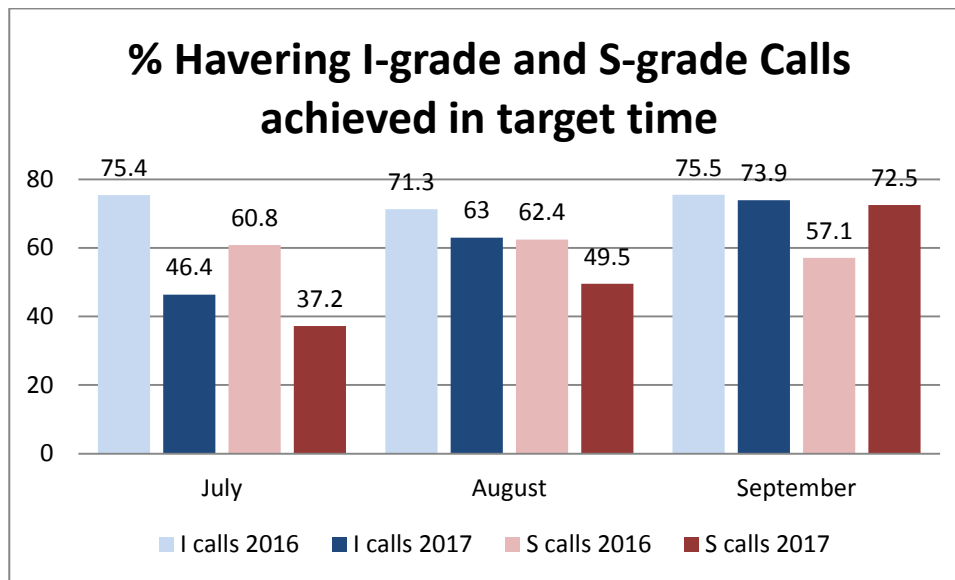
The MPS has a target to reach 90% of “Immediate” (I) graded calls within 15 minutes of the call being made. The MPS target for “Significant” (S) grade calls is to reach 90% within one hour of the call being made.

Quarter 1 2017/18 saw the percentage of I-graded calls reached within 15 minutes reduce to 58%, 50% and 46% from April to June, and the target for S-graded calls achieved in 40%, 14% and 39% of the time. This was significantly lower than performance in Quarter 1 of the previous year, when I-graded calls were responded to within the target timescale in between 74 and 79% of cases, and S-grades calls were responded to within the target timescale in between 60 and 66% of cases.

As shown in *figure 2* (below), the percentage of calls reached within the target time of 15 minutes for I graded calls improved over the summer months compared to Quarter 1, but did not reach either the levels achieved during the same period in the previous year, or the MPS target of 90%.

The proportion of S-graded calls responded to within the target timescale of one hour likewise improved in Quarter 2 compared with Quarter 1, but again did not reach the target of 90%. Performance in Quarter 2 of 2017/18 was below the same period for the previous financial year in July and August, but surpassed the previous year's performance in September.

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



During Quarter 2, alterations were made to the tri-borough model, including outstanding calls being managed on an incident list for each borough, rather than as a single incident list for all three boroughs, as was the case when the pilot began. The impact of these alterations is now beginning to be seen in the performance achieved.

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 often 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.

In Quarter 2 of 2017/18, there were 1,548 CADs which had an opening code relating to ASB in Havering. Of these, 1,026 CADs were 'closed' as ASB. Of this 1,026, six (0.58%) CADs related to five separate traveller incursions. This is fewer than in Quarter 1 of 2017/18, when there were 1,050 calls to the Metropolitan Police closed as relating to 'Anti-Social Behaviour' in Havering, of which 11 (1%) related to three separate traveller incursions.

Of the five separate incursions that took place during Quarter 2, three took place on three consecutive days in July within a few hundred metres of each other, so may have involved the same group at each location.

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.

Further information on the financial performance of the Council has been reported as part of the Medium Term Financial Strategy (MTFS) report to Cabinet in October.

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:

There are no direct equalities implications or risks associated with this report.

BACKGROUND PAPERS

None