



## COMMITTEE

## CRIME AND DISORDER OVERVIEW AND SCRUTINY

**Subject Heading:**

Crime and Disorder Overview and Scrutiny Sub-Committee Performance Indicators - Quarter 3 (2017/18)

**SLT Lead:**

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**Policy context:**

The report sets out Quarter 3 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

[X]  
[X]  
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**SUMMARY**

The report provides information on performance against the indicators previously requested for monitoring by the Crime and Disorder Overview and Scrutiny Sub-Committee during Quarter 3 (October – December 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**

The Committee has requested the following police resourcing information:

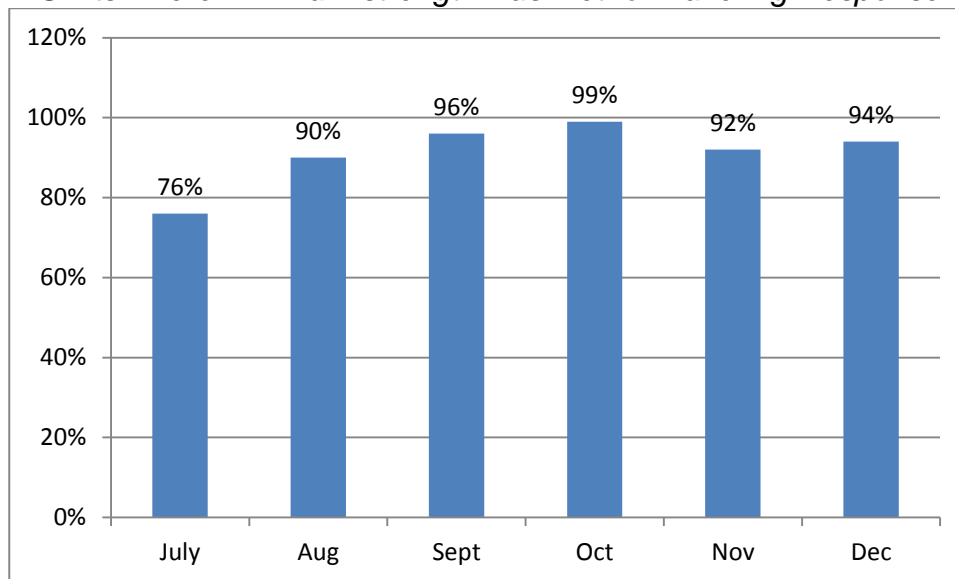
**1) Shifts where minimum staffing strength is met**

Data has been extracted 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, and Havering. 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 for Havering Response Teams*

<b>Month</b>	<b>Number of Response team shifts</b>	<b>Number of shifts for which the minimum strength was met (% of total)</b>
<b>July</b>	93	71 (76%)
<b>August</b>	91	82 (90%)
<b>September</b>	90	86 (96%)
<b>October</b>	93	92 (99%)
<b>November</b>	90	83 (92%)
<b>December</b>	93	87 (94%)

*Figure 1. Shifts where minimum strength was met for Havering Response Teams*



As can be seen, performance was better during Quarter 3 than in Quarter 2, but continued to fluctuate.

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

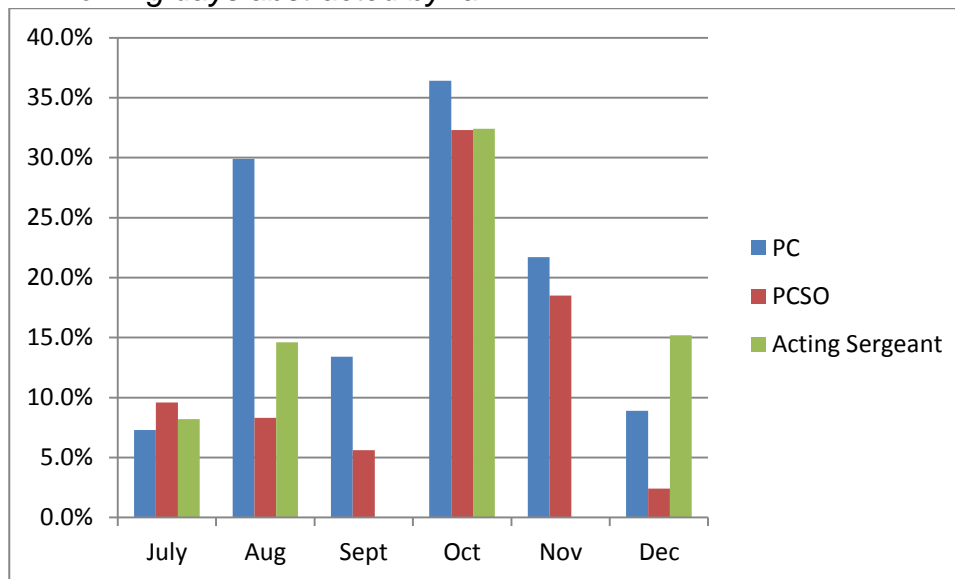
**2) Working days lost to aid abstractions from ring fenced roles / Neighbourhood Officers abstracted by rank**

For those officers posted to Dedicated Ward Officer (DWO) roles, the number of working days lost due to abstractions each month is as shown in *Table 2*, based on converting the figure provided in minutes into eight-hour working days.

*Table 2. Working days abstracted by rank*

	<b>PC</b>		<b>PCSO</b>		<b>Acting Sergeant</b>	
	Days Abstracted	Not Abstracted	Days Abstracted	Not Abstracted	Days Abstracted	Not Abstracted
<b>July</b>	48.63 (7.3%)	616.8 (92.7%)	34.2 (9.6%)	323.8 (90.4%)	1.25 (8.2%)	14 (91.8%)
<b>Aug.</b>	195.9 (29.9%)	458.6 (70.1%)	27.5 (8.3%)	303.8 (91.7%)	2.4 (14.6%)	14 (85.4%)
<b>Sep.</b>	79.5 (13.4%)	511.7 (86.6%)	16.9 (5.6%)	284.9 (94.4%)	0 (0%)	19.3 (100%)
<b>Oct.</b>	232.6 (36.4%)	407.1 (63.6%)	96.8 (32.3%)	202.8 (77.7%)	7.3 (32.4%)	15.2 (77.6%)
<b>Nov.</b>	151.3 (21.7%)	545 (78.3%)	63.3 (18.5%)	279.3 (81.5%)	0 (0%)	18.2 (100%)
<b>Dec.</b>	49.8 (8.9%)	509.2 (91.1%)	7.8 (2.4%)	316.9 (97.6%)	2.6 (15.2%)	14.5 (84.8%)

*Figure 2. Working days abstracted by rank*



Again, this data was not available for Quarter 1, so it has not been possible to provide a longer term trend analysis.

### **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. As such, the figure shown in *Table 3* is the number of eight-hour shifts for which each role is abstracted from ward duties.

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*).

October saw higher levels of abstractions for PCs and PCSOS than the other months for which data is provided, with November also featuring a significant level. Both months reflect this in the local aid commitments in *Table 3*, which is likely to relate to Halloween and bonfire night. Bonfire night (or the nearest weekend) can see local firework displays which may require a police presence.

Certain training commitments which officers attend are mandatory, and other training courses may either benefit Havering or provide a contingency measure for the borough or London as a whole (such as public order training).

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*Table 3. 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	-	-	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	-
Oct	-	-	161.3	70.1	65.5	23.7	5.8	1.1	-	-
Nov	19.4	5.9	83.3	40.1	51	20.4	1.1	-	-	-
Dec	13.1	-	11.6	5.5	27	4.7	1.3	-	-	-

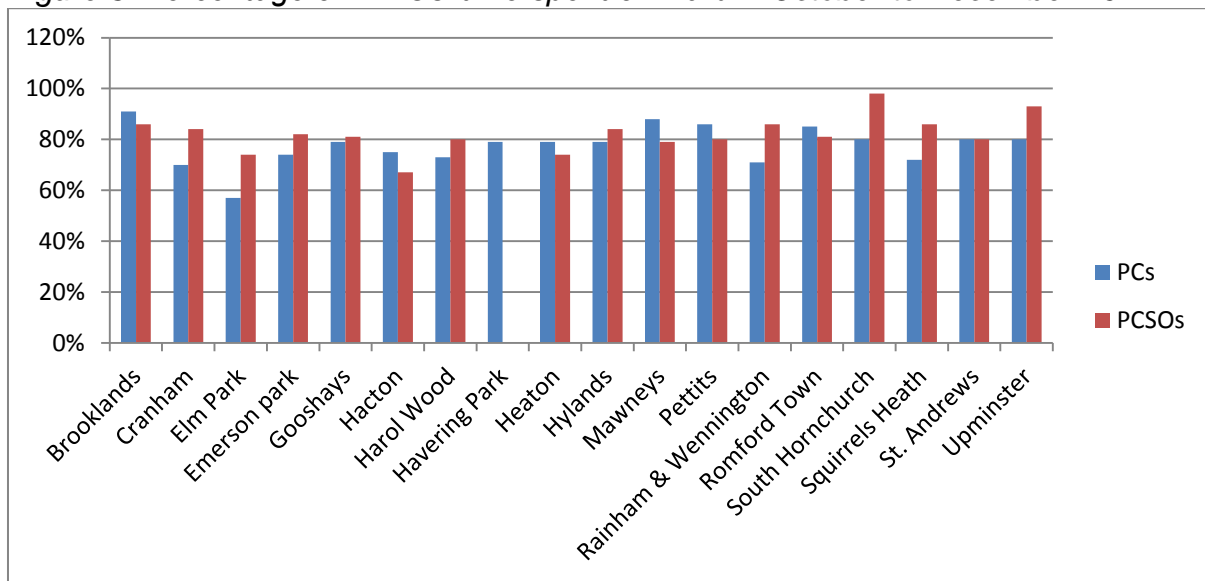
Table 4 (below) displays the percentage of time DWOs spent on each ward in October, November, and December. This has been calculated using the amount of time PCs or PCSOs are abstracted from their ward-based duties, compared to the total time they are shown working for. This data may not be the most accurate reflection of work carried out; for example if a particular ward was under-staffed, or an officer on a ward was on leave, then the ‘total minutes on duty for’ figure used to calculate the percentage would be less than a fully-staffed ward where (for example) the full-compliment of officers had taken no leave or sickness throughout October to December. As an example of the hazard in presenting information this way, Elm Park PCs spent 57% of their working time within their ward. This equates to 527 hours-worth of time on-ward. In Upminster PC(s) spent 80% of their time on-ward, however this only related to 362 hours on-ward; less time on-ward than Elm Park despite Upminster having the higher percentage figure.

*Table 4. Percentage of DWOs’ time spent on ward – October to December 2017*

	PC	PCSO
Brooklands	91%	86%
Cranham	70%	84%
Elm Park	57%	74%
Emerson Park	74%	82%
Gooshays	79%	81%
Hacton	75%	67%
Harold Wood	73%	80%
Havering Park	79%	N/A*
Heaton	79%	74%
Hylands	79%	84%
Mawneys	88%	79%
Pettits	86%	80%
Rainham & Wennington	71%	86%
Romford Town	85%	81%
South Hornchurch	80%	98%
Squirrels Heath	72%	86%
St Andrews	80%	80%
Upminster	80%	93%

\*Data shows no record of any PCSO ‘minutes on duty’ under this ward.

*Figure 3. Percentage of DWOs' time spent on ward – October to December 2017*



**Working days lost to sickness**

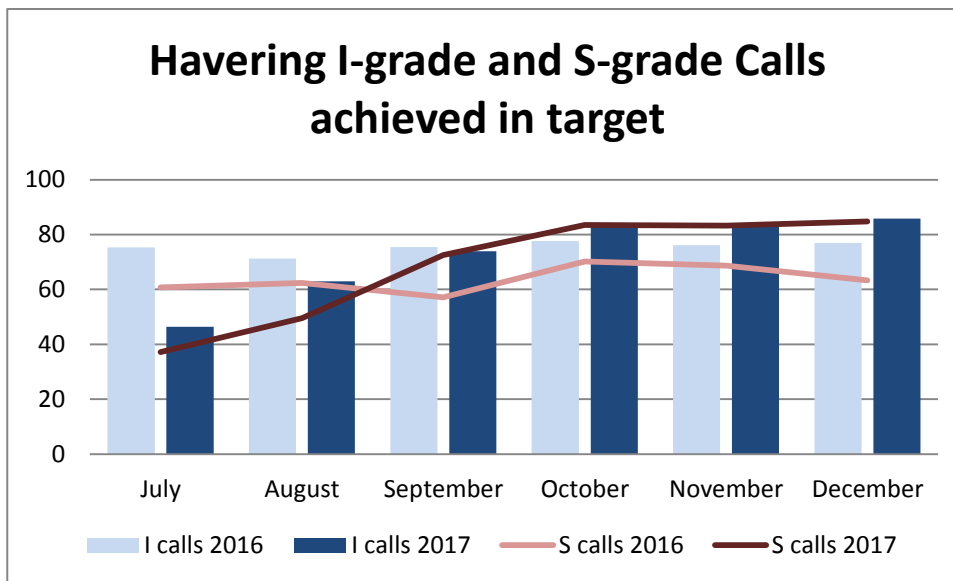
This data has not been provided by the police.

**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) graded calls is to reach 90% within one hour of the call being made.

As shown in *Figure 4* (below), the percentage of calls reached within the target time of 15 minutes for I-grade calls improved from September onwards to levels higher than those seen over the same period last year. The same was also seen with S-grade calls, which also improved following revisions to the ways calls are handled and despatched in September. Neither measure was meeting the 90% target at the end of Quarter 3, however.

Figure 4. Percentage of I and S grade calls reached in target time (2016 against 2017)



In addition to being available as a percentage for each month, data from the police is also provided as a rolling average for I and S grades of calls met within target times, and also domestic abuse (DA) calls in each of these grades. The average is provided from 4<sup>th</sup> September, when revisions to the tri-borough model came into effect. Since this date the rolling averages are as follows:

I Calls = 78%  
DA I Calls = 80%  
S Calls = 83%  
DA S Calls = 79%

### **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 as 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. The choice of which codes to use can also be subjective depending on the call-despatcher closing the record down.

In Quarter 3 of 2017/18, there were 1,150 CADs which had an opening code relating to ASB in Havering. Of these, 701 CADs were 'closed' as ASB. None of these 701 relate to traveller incursions.

Further scrutiny of all calls received over this period and comparison with an LBH record of traveller incursions reveal that 15 calls were received in relation to two

incursions; one call for an incursion in Rise Park Boulevard, and another 14 calls relating to an incursion at Grenfell Park / Roneo Corner.

In order to provide some comparison with previous quarters we can say that these 15 calls are equal to 2.1% of the 701 CADs which were closed as an ASB matter. This percentage is higher than in previous quarters (1% in Q1; 0.58% in Q2), however the number of ASB calls overall is lower, and the calls in Q3 only relate to two incursions. There is also a positive to take from the fact that 14 members of the public have contacted police within a short time of the Grenfell incursion occurring to report this.

## **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 February.

### **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.

### **APPENDICES:**

Appendix 1: Demand Pressures Dashboard (Q3 17-18)