Havering
LONDON BOROUGH

CRIME AND DISORDER OVERVIEW AND SCRUTINY COMMITTEE, 18 July 2018

Subject Heading:	Crime and Disorder Overview and Scrutiny Committee Performance Indicators - Quarter 4 (2017/18)
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Policy context:	The report sets out Quarter 4 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 and these are raised through standard budget monitoring processes.

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

Communities making Havering   [X]
Places making Havering   [X]
Opportunities making Havering   []
Connections making Havering   []

SUMMARY

The report provides information on performance against the indicators previously selected for monitoring by the Crime and Disorder Overview and Scrutiny Sub-Committee during Quarter 4 (January – March 2018).

RECOMMENDATIONS

That the Crime and Disorder Overview and Scrutiny 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

A request was made for this information to the relevant Metropolitan Police department, but owing to different departments now being involved in preparing staffing information compared to previous reports this data was not received in time for publication in this report. The MPS has committed to preparing the data in readiness for the meeting.

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 1*, based on converting the figure provided in minutes into eight-hour working days. As can be seen, levels of abstractions were relatively low in Quarter 4 compared with Quarters 2 and 3 (no data was provided for Quarter 1).

Table 1. 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%)
Oct.	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.	151.3 (21.7%)	545 (78.3%)	63.3 (18.5%)	279.3 (81.5%)	0 (0%)	18.2 (100%)
Dec.	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.	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	
Feb.	37.8 (5.8%)	609 (94.2%)	7.3 (2.3%)	313.2 (97.7%)		
Mar.	21.5 (3%)	676 (97%)	5.8 (1.8%)	335.8 (98.2%)		
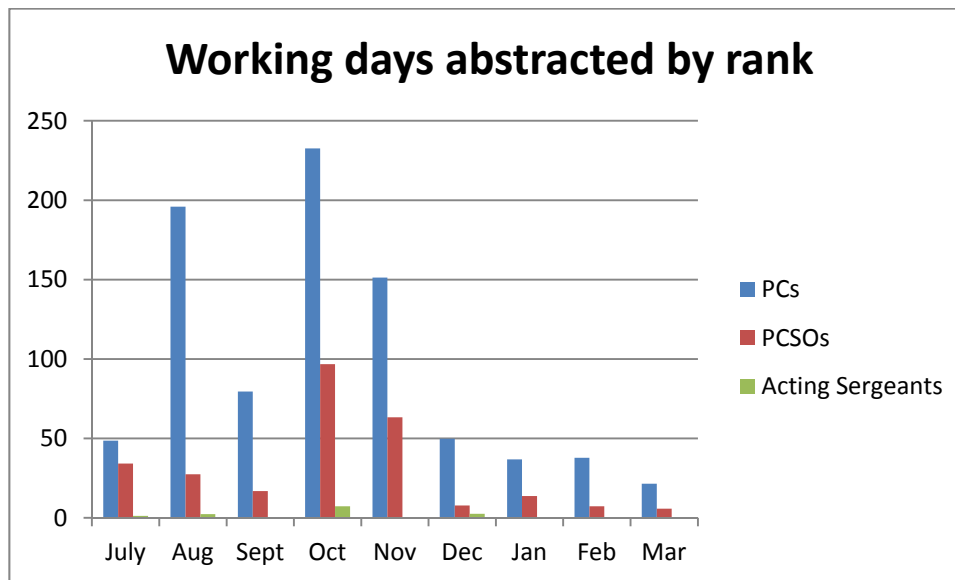
3) Number of officers abstracted for aid, court and training (eight-hour working days) / officer roles abstracted

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 instead shown in *Table 2* as the number of eight-hour shifts for which each role is abstracted from ward duties. As can be seen, January to March saw the lowest levels of abstractions in the nine months monitored so far.

As can also be seen, the vast majority of abstractions are to attend training. 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 or driver training).

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	-	-	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	-	-	-
Jan	2.9	-	-	-	33.9	12.9	-	0.9	-	-
Feb	7	-	-	-	28.4	7.3	2.4	-	-	
Mar	3.5	1.3	-	-	13.5	4.6	4.5	-	-	-

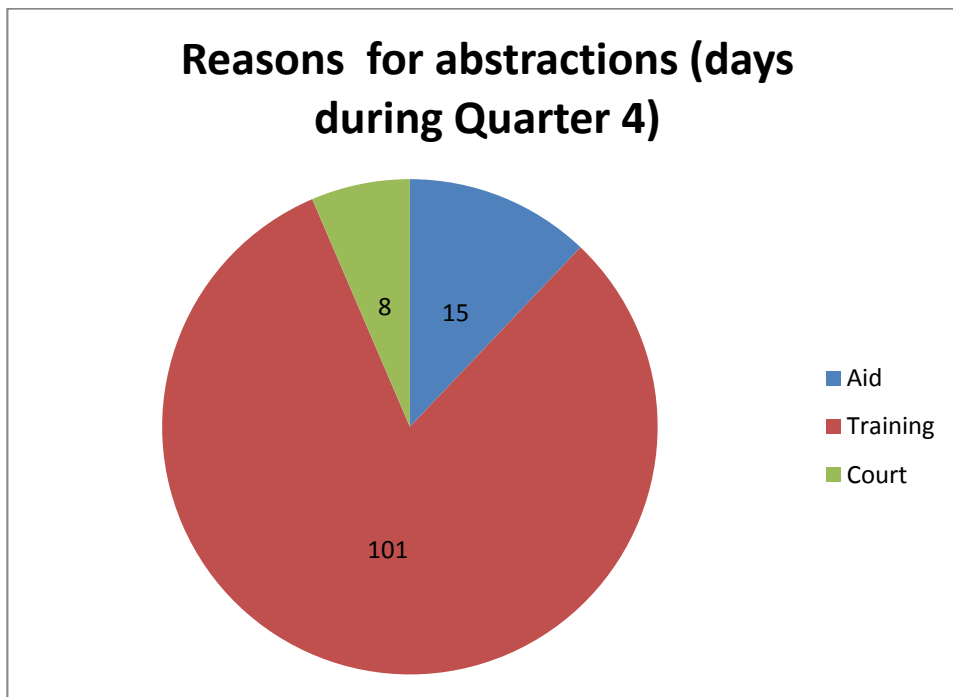Reasons for abstractions (days during Quarter 4)

Table 3 (below) displays the percentage of DWOs' time spent on each ward during January, February and March 2018. Quarter 2 data has also been provided, for comparison. Figures for all wards improved in Quarter 4 compared with Quarter 3, in many cases significantly.

All figures have 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' figure used to calculate the percentage would be less than a fully-staffed ward where (for example) the full complement of officers had taken no leave or sickness throughout the reporting period.

Table 3. Percentage of DWOs' time spent on ward

| | Quarter 3 | | Quarter 4 | |
	PC	PCSO	PC	PCSO
Brooklands	91%	86%	98%	100%
Cranham	70%	84%	86%	96%
Elm Park	57%	74%	91%	96%
Emerson Park	74%	82%	99%	100%
Gooshays	79%	81%	95%	98%
Hacton	75%	67%	96%	96%
Harold Wood	73%	80%	97%	98%
Havering Park	79%	N/A*	94%	100%
Heaton	79%	74%	96%	97%
Hylands	79%	84%	98%	96%
Mawneys	88%	79%	91%	98%
Pettits	86%	80%	96%	93%
Rainham & Wennington	71%	86%	91%	98%
Romford Town	85%	81%	100%	98%
South Hornchurch	80%	98%	92%	99%
Squirrels Heath	72%	86%	98%	96%
St Andrews	80%	80%	98%	97%
Upminster	80%	93%	97%	96%
Total			97%	98%

*Data shows no record of PCSO 'minutes on duty' for
This ward during this reporting period
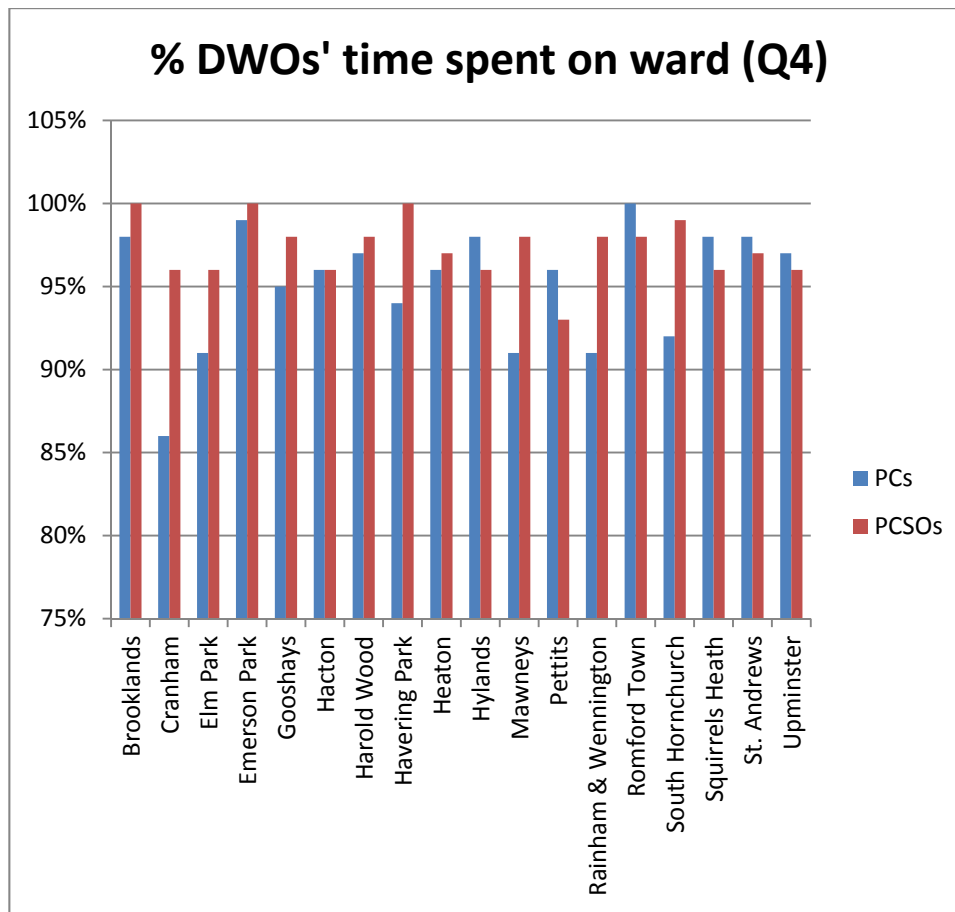
4) Working days lost to sickness (FTE)

This figure was provided for the Havering Operational Command Unit up until Quarter 1 2017/18. From Quarter 2 onwards the figure is provided for the whole East Area Basic Command Unit, rather than individual boroughs, hence the PC and PCSO figures being much larger as they reflect three boroughs' worth of staff rather than one. As can be seen, sickness absence increased in each quarter of 2017/18, and was significantly higher, particularly for civil staff, in Quarter 4 than in any of the preceding quarters. However it is not clear what proportion of staff were absent from the Havering borough.

Table 4. Full-time-equivalent days lost due to sickness

	2016				2017			
	Q1	**Q2**	**Q3**	**Q4**	**Q1**	**Q2**	**Q3**	**Q4**
Civil Staff	96	41	13	10	223	135	181	400
PCSO	186	174	146	74	171	274	304	320
Police	1447	1306	1517	1645	2880	5904	6080	6124

Response times 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.

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

I-grades: As at the end of March 2018, rolling averages sat at 83.5% for all I graded calls, and 88.9% for Domestic Abuse I graded calls, across the whole BCU area. This is better than the position reported at the end of Quarter 3 for the Havering borough only (when the figures were 78% and 80% respectively) but remains slightly below target.

S-grades: As at the end of March, local performance against target response times was at 84.7% for all S graded calls, and 91.7% for Domestic Abuse S graded calls. This is also better than the position reported at the end of Quarter 3 for the Havering borough only (when the figures were 83% and 79% respectively). It is also slightly above target – for the first time – in respect of Domestic Abuse calls, but remains slightly below target for S graded calls as a whole.

The average response time for calls is likewise only available for the whole East Area tri-borough collective rather than Havering individually. The median response time to I calls is 9 minutes 15 seconds (against a target of 15 minutes). The median response time to S calls is 30 minutes 18 seconds (against a target of one hour).

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' based on the assessment of the officer who actually attends. 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 4 of 2017/18, there were 62 calls to police regarding incursions at 13 separate locations, however from the dates of these it appears that two received a repeat visit after the travellers had initially left. These 62 calls represent 7.8% of the 799 incidents closed as anti-social behaviour calls within this reporting period.

For comparison, outturns were 1% in Quarter 1; 0.58% in Quarter 2 and 2.1% in Quarter 3.

While this is the highest figure seen over the past year, with some of the incursions seen during Quarter 4 remaining in place for several days or weeks it is understandable that they resulted in a higher number of calls from members of the public. As such, it demonstrates the good intentions of members of the public in contacting police to let them know of incursions.
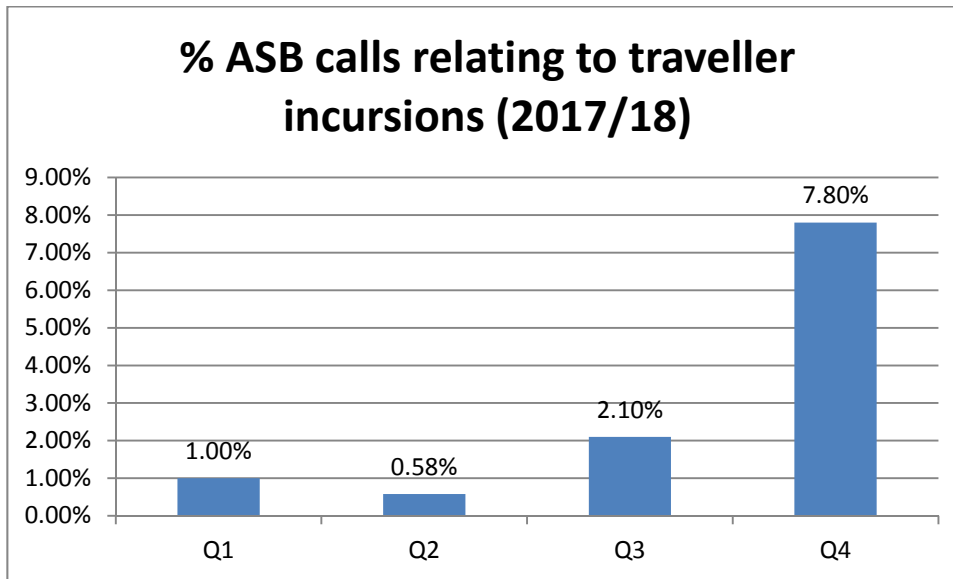
IMPLICATIONS AND RISKS

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.