



CRIME AND DISORDER OVERVIEW AND SCRUTINY COMMITTEE

Subject Heading:

Crime and Disorder Overview and Scrutiny Committee Performance Indicators - Quarter 1 (2018/19)

SLT Lead:

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Policy context:

The report sets out Quarter 1 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 1 (April – June 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

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.

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Table 1. Working days abstracted by rank

	PC		PCSO		Acting Sergeant	
	Days Abstracted	Not Abstracted	Days Abstracted	Not Abstracted	Days Abstracted	Not Abstracted
Jul.	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 17/18 onwards	
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%)		
Apr.	45.1 (7.4%)	573.2 (92.6%)	14.3 (4.6%)	294.2 (95.4%)		
May	96.9 (13.3%)	631 (86.7%)	49.8 (14.2%)	299.7 (85.8%)		
Jun.	84 (12.4%)	591 (87.6%)	52 (14.4%)	310 (85.6%)		

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.

January to March have seen 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.

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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	-	-	-
Apr	3.13	-	-	-	40	12.1	2	2	-	-
May	72.5	31.8	-	-	24.4	18	-	-	-	-
Jun	1.13	-	37.75	38.6	40.13	13.3	4.8	-	-	-

Table 3 (below) displays the percentage of time for DWOs on each ward in April, May, and June. 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 – April to June 2018

	PC	PCSO
Brooklands	87	91
Cranham	88	87
Elm Park	84	88
Emerson Park	91	86
Gooshays	89	89
Hacton	82	83
Harold Wood	92	84
Haverling Park	96	87
Heaton	88	92
Hylands	90	88
Mawneys	86	95
Pettits	91	93
Rainham & Wennington	84	85
Romford Town	96	96
South Hornchurch	92	92
Squirrels Heath	83	85
St Andrews	87	86
Upminster	90	86
Total	89	89

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 9th July 2018 Havering has seen an improvement for I calls with a rate of 81.1% in-target (an average rate of 81% since September). This is in line with the overall BCU improvement which saw response rates of 83.8% for the week (an average rate of 84% since September). For the same period, Havering DA I grade calls have also seen an improvement with a rate of 82.4% (an average of 81% since September). East Area BCU also saw an improvement for the same period with a response average of 85.6% (an average of 81% since September).

By comparison, as an average since September both Redbridge, and Barking and Dagenham, have seen I grade rates of 85% against the 81% seen in Havering.

S-grades: The rolling averages since September 2017 are as follows: Locally, 83% of S grades are met within an hour, against 79% for the BCU; and for Domestic Abuse S grades this figure is 80% against 78% for the BCU. Redbridge has an average rate since September of 76%, while Barking and Dagenham has a rate 79% (against the Havering rate of 83%).

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 1 of 2018/19, there were 29 calls to police regarding incursions by travellers at thirteen separate locations; therefore there were a number of repeat calls for the same sites, often over a period of a couple of days. There were four sites which saw more repeat calls where others saw only one or two calls. With some of the incursions remaining in place for several days or weeks it is understandable that they will result in a higher number of calls from members of the public

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A reduction in the number of calls was seen compared to last quarter (quarter 4 17/18) whereby 62 calls were made, accounting for 7.8% 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 of 2017/8.

When expressed as a percentage, the 29 calls received account for 2.5% of the 1,158 calls which were closed as ASB matters. This however is not the same as saying that 2.5% 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) and the time it is in place.

APPENDICES:

Appendix 1 Demand Pressures (Q1 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.