

Performance

Measuring Performance

Methods for measuring police performance are complex and can be difficult to understand for those unfamiliar with new methods. For this reason, the Home Office has developed the Policing Performance Assessment Framework (PPAF).

The Policing Performance Assessment Framework

Policing Performance Assessment Framework (PPAF) performance measures, introduced in April 2004, are intended to be an effective and fair way of measuring and comparing strategic performance in policing across the full range of policing responsibilities. PPAF focuses on force and Basic Command Unit (BCU) performance.

Six core domains, each covering an area of policing activity, have been developed. These core domains are:

- citizen focus;
- reducing crime;
- investigating crime;
- promoting public safety;
- providing assistance; and
- resource use.

Within each domain are various performance indicators. By continuing to develop PPAF, the Home Office intends to ensure that performance against both national and local priorities are fully reflected across these indicators.

Performance in 2003/04

(This section, which included an assessment of current performance based on projected out-turn data, has now been updated. For a review of overall performance in 2003/04 please see the Authority's Annual Report 2003/04).

Performance in 2003/04 was assessed against an interim performance framework. In February 2003, the Home Office published the first performance monitor charts (see Police Authority Annual Report 2002/03), showing the performance of each force on 13 indicators across the range of police activity. These performance monitors were a powerful way of representing, in a single diagram, the relative performance of each force against its 'most similar forces' (MSFs), which are determined by a range of demographic, socio-economic and geographical factors, strongly correlated with levels of recorded crime.

In September 2003, the Home Office again published performance monitors, this time based on performance in 2002/03. Hampshire Constabulary was the best performing force in its MSF family of eight forces on Reducing Crime, Investigating Crime and Citizen Focus, and second best performing on Promoting Public Safety and Resource Use.

The key measures used in these performance monitor charts are the levels of house burglary and vehicle crime, detections, sickness absence days and public response on confidence in the police and fear of crime.

Statutory Performance Indicators 2004/05

The statutory performance indicators (SPIs) developed for 2004/05 are set out on the following pages. However, the following points should be noted:

- A number of the indicators are new or revised and there is no comparative data for them.
- The Constabulary is required to set realistic and challenging targets for burglary and vehicle crime and has chosen to set challenging targets for other key indicators.

The performance tables on the following pages show how Hampshire Constabulary has performed in comparison with other forces. 'Family average' refers to the average result across the Constabulary's 'most similar forces'. This allows like-with-like comparison. The family group, which is subject to change, is set by the Home Office. 'National average' is the average among all 43 forces in England and Wales.

Performance

		PAST PERFORMANCE		EXTERNAL COMPARISON		CURRENT PERFORMANCE		FUTURE
		2001/02	2002/03	2002/03		2003/04		2004/05
Performance Indicator	Performance Measurement	Achieved	Achieved	Family Average	National Average	Target	Achieved	Target

CITIZEN FOCUS

SPI 1 (a) to (e)	User satisfaction of victims of domestic burglary, violent crime, vehicle crime and road traffic collisions with respect to: a) making contact; b) action taken; c) being kept informed; d) treatment; and e) overall service.	new	new	new	new	new	new	none
SPI 2(a)	Percentage of people who think their local police do a good job.	new	new	new	new	new	new	none
SPI 3(a)	Satisfaction of victims of racist incidents (overall service).	new	new	new	new	new	new	none
SPI 3(b)	From 1(e), comparison of satisfaction for white users and users from visible minority ethnic groups (overall service).	new	new	new	new	new	new	none

Performance

		PAST PERFORMANCE		EXTERNAL COMPARISON		CURRENT PERFORMANCE		FUTURE
		2001/02	2002/03	2002/03		2003/04		2004/05
Performance Indicator	Performance Measurement	Achieved	Achieved	Family Average	National Average	Target	Achieved	Target

CITIZEN FOCUS

SPI 3(c)	Percentage of PACE stop/search which lead to arrest by ethnicity.	W 13.5% E 14.7%	W 11.6% E 16.1%	W 13.3% E 15.8%	W 13.5% E 16.6	15%	W 11.4% E 14.5%	15%
SPI 3(d)	Comparison of percentage detected ¹ of violence against the person offences by ethnicity of the victim.	new	new	new	new	new	new	none

REDUCING CRIME

SPI 4(a)	Risk of personal crime.	7.6	7.0	6.9	7.0	none	n/a	none
SPI 4(b)	Risk of household crime.	20.5	23.0	19.9	21.1	none	n/a	none
SPI 5(a)	Domestic burglary per 1,000 households.	9.6	9.1	15.1	20.0	9.0	9.4	<9.0
SPI 5(b)	Violent crime per 1,000 population.	10.4	13.9	15.3	18.7	none	21.5	<22.5

W = white; E = black and minority ethnic

n/a = not available; < = less than, > = greater than

¹ Sanction detections only i.e. when the offender has been dealt with by way of charge/summons, caution, TIC or fixed penalty.

Performance

Performance Indicator	Performance Measurement	PAST PERFORMANCE		EXTERNAL COMPARISON		CURRENT PERFORMANCE		FUTURE
		2001/02	2002/03	2002/03		2003/04		2004/05
		Achieved	Achieved	Family Average	National Average	Target	Achieved	Target

REDUCING CRIME

SPI 5(c)	Robberies per 1,000 population.	0.49	0.54	1.21	2.04	none	0.6	<0.52
SPI 5(d)	Vehicle crime per 1,000 population.	12.0	12.3	16.7	18.4	10.7	11.6	<10.8
SPI 5(e)	Life-threatening crime and gun crime per 1,000 population ¹ .	new	new	new	new	new	new	none

INVESTIGATING CRIME

SPI 6(a)	Number of notifiable/recorded offences resulting in conviction, caution or TIC by court.	n/a	n/a	n/a	n/a	none	n/a	none
SPI 6(b)	Percentage of notifiable/recorded offences resulting in conviction, caution or TIC by court.	n/a	n/a	n/a	n/a	none	n/a	none

TIC = Offences taken into consideration; < = less than, > = greater than

¹ Life-threatening crime: homicide, attempted murder, wounding or other act endangering life. Gun crime - where guns (including air weapons and imitations) are used in: homicide, violence against the person offences, robbery, burglary or sex offences.

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INVESTIGATING CRIME

SPI 6(c)	Number of Class A drug supply offences brought to justice per 10,000 population; of these the percentage each for cocaine and heroin supply.	n/a	n/a	n/a	n/a	none	n/a	none
SPI 7(a)	Percentage of notifiable/recorded offences resulting in charge, summons, caution or TIC at court.	24.9%	23.7%	n/a	n/a	25%	21.5%	>24% (24%)
SPI 7(b)	Percentage detected of domestic burglary.	19.5%	20.6%	18.1%	14.6%	20%	20.1%	>22% (20%)*
SPI 7(c)	Percentage detected of violent crime.	73.3%	67.3%	55%	49.6%	none	49.4%	>50% (40%)*
SPI 7(d)	Percentage detected of robberies.	30%	30.8%	21.8%	18.6%	none	25.9%	>28% (25%)*
SPI 7(e)	Percentage detected of vehicle crime.	8.8%	11.4%	11.2%	8.8%	10.5%	11.3%	>13% (12%)*

*The figures in brackets represent the sanction detection targets for Basic Command Units (BCUs).

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		Achieved	Achieved	Family Average	National Average	Target	Achieved	Target
INVESTIGATING CRIME								
SPI 8(a)	Percentage of domestic violence incidents with a power of arrest where an arrest was made related to the incident	n/a	n/a	n/a	n/a	none	n/a	none
SPI 8(b)	Of 8(a), the percentage of partner-on-partner violence.	n/a	n/a	n/a	n/a	none	n/a	none
PROMOTING PUBLIC SAFETY								
SPI 9(a)	Road traffic collisions resulting in death or serious personal injury per 100 million vehicle kilometres travelled.	new	new	new	new	new	new	none
SPI 10(a)	Fear of crime.	9	10	n/a	n/a	none	n/a	lower than 2003/04
SPI 10 (b)	Feelings of public safety.	17	17	n/a	n/a	n/a	n/a	lower than 2003/04

n/a = not available

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RESOURCE USE

SPI 11(a)	The proportion of police officer time available for frontline policing.	new	new	new	new	new	new	none
SPI 12(a)	Proportion of police recruits from minority ethnic groups compared to the proportion of people from minority ethnic groups in the economically active population.	new	new	new	new	new	new	none
SPI 12(b)	Ratio of officers from minority ethnic groups resigning to all officer resignations.	new	new	new	new	new	new	none
SPI 12(c)	Ratio of female officers compared to overall force strength.	new	new	new	new	new	new	none

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RESOURCE USE

SPI 13(a)	Number of working hours lost due to sickness by police officers.	new	new	new	new	new	new	8 days*
SPI 13(b)	Number of working hours lost due to sickness by police staff.	new	new	new	new	new	new	8 days*

*Data will be collected in 'days' and converted to hours, using a conversion factor of 8 hours per day for police officers and 7.4 hours per day for police staff.

FORCE PERFORMANCE INDICATORS

F1 & F2	Total crimes per 1,000 population (and percentage detected)	75.7 (29.5%)	85.9 (29.8%)	97.0 (25.4%)	111.6 (23.4%)	To be in first quartile	100.5 (27%)	none
F3	Percentage of 999 calls answered within target times.	73%	91%	89%	86%	>90% of calls answered within 10 seconds	90.3%	>90% of calls answered within 10 seconds

< = less than, > = greater than

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		Achieved	Achieved	Family Average	National Average	Target	Achieved	Target

FORCE PERFORMANCE INDICATORS

F4	Percentage of responses to immediate response incidents within target times.	92%	94%	n/a	n/a	>90%	94%	>90%
F5	To be fully recruited to the funded level.	3,480 officers	3,683 officers	n/a	n/a	3,750 officers	3,730 officers	3,730* officers
F6	Homicide detections.	89%	85%	n/a	n/a	100%	83%	100%

< = less than, > = greater than; n/a = not available

*This figure reflects the reduction in police officer posts as a result of BCU amalgamations and agreed no-cost civilianisations.

1 This column contains projected out-turn data. Final results will be included in the updated version of this Plan at the end of June.