

Integrity

Professionalism

Fairness

Respect



Dorset Police

**Dorset Police Authority
Performance Report**

2011/12

April 2011 to March 2012

One Team, One Vision ... A Safer Dorset for You

Dorset Police Strategic Objectives 2011/14

- **To Make Dorset Safer**
- **To Make Dorset Feel Safer**

Our operational priorities and key capability improvement areas for 2011/12 that will help us to achieve our strategic objectives are to:

- **Reduce serious violent crime**

This priority focuses on preventing homicide and serious violence, including reducing re-offending and bringing prolific and priority offenders to justice, tackling domestic violence and serious sexual offences and reducing the harm caused by alcohol and drugs. It recognises the importance of managing offences related to the night-time economy with partners through prevention and early intervention.

- **Deal effectively with the crime and anti-social behaviour most affecting local communities**

This priority focuses on identifying and reducing the crime and anti-social behaviour most affecting local neighbourhoods, including those areas identified as "high demand", with specific emphasis on reducing re-offending, bringing prolific and priority offenders to justice and reducing the harm caused by alcohol and drugs. It recognises the importance of working with partners to ensure that community concerns are recognised and dealt with appropriately.

- **Tackle organised criminality**

This priority focuses on working collaboratively with other forces and agencies to tackle criminals engaging in serious and organised crime that causes or has the potential to cause significant harm.

- **Counter terrorism and domestic extremism**

This priority focuses on tackling criminals who use violence and extreme forms of victimisation for the apparent advancement of a political or ideological position.

- **Reduce road casualties**

This priority focuses on reducing the number of people killed or seriously injured on our roads, with a particular emphasis on the education of road users.

- **Secure the trust and confidence of people in Dorset**

This priority focuses on ensuring that every member of Dorset Police delivers the highest quality of service and meets the specific needs of individuals and communities and to meet our General Equality Duty. Fundamentally, to meet the Community Expectation to be - Listened to, Understood, Informed, Protected and Safe.

The following have been identified as key enablers that support the delivery of our operational priorities.

- Protecting people and communities identified as being at most risk of harm - by identifying and supporting those people and communities who are especially in need of particular protection.
- Ensuring value for money – by further developing our workforce and technology and making better use of resources in order to achieve substantial additional improvements in efficiency and effectiveness.
- Valuing our staff – by fulfilling the staff expectation to be professional, motivated, supported, respected and valued and supporting and continuing to develop our staff in a time of economic uncertainty.
- Encouraging and facilitating community involvement – by engaging communities and partners in problem solving and service delivery.

Purpose

This report will provide members of the Police Authority and the public with an accurate and timely update on the performance of Dorset Police against the objectives and targets outlined in our Annual Policing Plan for 2011/12.

Force Performance is presented against a suite of performance measures and targets outlined against each of the Force priorities. Where available the information presented shows latest performance for 2011/12 compared against the previous year, indicating the change in both actual and percentage terms. Where available the latest position within our 'most similar group' (MSG) is shown, with 1st being best position through to 5th. Our MSG consist of a total of 5 Forces the others being Hampshire, Surrey, Sussex and Thames Valley.






Targets have been set for key performance measures and an assessment of progress against these is included within this report. Targets have been set using a methodology that incorporates national legislation, historic and current trends, risk of harm, community concerns and Dorset's position relative to our 'most similar group' of forces.

To help identify exceptions in performance the figures are given a 'traffic light' assessment against the following scale. Performance within a band of +/- 3% is colour Amber, exceptions over 3% in Red (highlighting a decline in performance) and below 3% in Green (identifying improvements in performance)

	Decline in performance of over 3%
	Variation of +/- 3% in performance
	Improvement in performance of over 3% (or Achieving Target)

The scale highlights exceptions and allows for a certain amount of normal variation in performance. However, certain measures included with the 2011/12 suite relate to very precise indicators and subsequently small changes in performance can lead to substantial variation especially when expressing the change in terms of a percentage. The change in performance is therefore expressed as both an 'actual' and a 'percentage' where applicable.

Trends are determined based on professional judgement over the last twelve to twenty four months worth of data. The arrows used within the report indicate the nature of the trend:

	Positive Increase
	Negative Increase
	Stable
	Positive Decrease
	Negative Decrease

Introduction / Chief Constable Foreword

This report outlines final performance for the 2011/12 financial year against our Force priorities. Inevitably, the timing of Police Authority meetings dictates that the performance reported herein will be somewhat historic when finally presented.

I am particularly pleased to report on the continued good work and significant achievements of all Commands. Examples of these and other achievements are contained in the following pages and our success in these areas has helped to achieve positive results in our overall performance. However, the most encouraging achievement to note is that total crime in the Force area at the end of 2011/12 is at a 14 year low.

In 2010/11 overall violent crime fell by 7.1%; with figures for 2011/12 showing a further 9.0% reduction, 900 fewer violent offences. Serious violent crime also reduced by 13.4%, 41 fewer offences. While highly impactful on individual victims, serious violence represents a very small number of offences in terms of our ability to prevent their occurrence. Nevertheless, we are relentless in our efforts to do so. Serious Sexual Offences also fell by 24.5% (143 offences) and the corresponding arrest rate rose by 2.0% to 20.0%.

Tackling Anti-Social Behaviour (ASB) continues to be a priority for the Force and represents a complex area that relies significantly on the participation of our partners. During 2010/11 the number of recorded ASB incidents was reduced by 8.1% (3,872 fewer incidents); final performance for 2011/12 showed a further 12.9% fall in recorded ASB this year (5,694 fewer incidents).

Figures for 2011/12 showed a 3.4% (212 additional offences) increase in serious acquisitive crimes (dwelling burglary, robbery and vehicle crime) though this was not consistent across all crime types. The breakdown by crime groups shows a 5.7% reduction in dwelling burglary (115 fewer offences) and a 9.2% reduction in robberies (24 fewer offences); vehicle crime is the only offence within this category to have recorded an increase at a rate of 8.8% (351 additional offences). All of these offences remain the subject of activity by the Force and reflect the current economic situation (e.g. fuel theft, metal theft).

We continue to focus on making Dorset roads even safer. In 2011/12 there was a further 1.7% reduction in the overall number of people killed or seriously injured compared to the same period in 2010/11. The 'No Excuse' campaign received a Prince Michael Road Safety award this year and has received expressions of interest from 14 other Forces. Many of these Forces have visited Dorset to view the campaign in action with one County fully adopting the 'No Excuse' methodology and replicating Dorset's scheme.

Latest call handling figures for 2011/12 show that the Force has answered 95.6% of 999 calls within 10 seconds and 66.9% of calls presented to the Police Enquiry Centre (PEC) were answered within 30 seconds. These latest figures represent a significant improvement in longer term performance and clearly illustrate the impact of staff training, better technology and improved shift patterns, as well as the hard work, skill and commitment of the staff involved in this aspect of our work.

Dorset Police continues to attract one of the highest public confidence levels in the country with a current level of 68.2%, a significant 18.2% improvement on comparable levels in 2003/04. The latest British Crime Survey figures show that performance has improved to 61.2% for the joint measure 'police and local councils are dealing with anti-social behaviour and crime that matter in their area', the second highest rate within our 'most similar group'.

It is important to note that in January 2012 we received the results of Her Majesty's Inspectorate of Constabulary (HMIC) inspection of the Recording of Police Crime and Incident Data. HMIC found that Dorset Police records show "excellent compliance with the National Crime Recording Standards and Home Office Counting Rules and that gives a high level of confidence in Dorset's crime statistics". The national report detailed incident to crime conversion figures for each force in England and Wales which place Dorset in joint 3rd place nationally with 98% compliance, 2nd in our Most Similar Group (to Thames Valley with 99%) and top of the five Police Forces in the South West.

2011/12 Challenges and Successes

The following is a brief list of some key challenges and successes experienced by Dorset Police during 2011/12.

Op Protect – This violence prevention campaign was re-launched on 1 August 2011 with key messages encouraging people to take steps to reduce their chances of being a victim of crime. Since then we have seen continued reductions in violent crime and sexual offences as shown in section 1 of this report. Specifically the campaign has contributed to a 35% drop in serious sexual offences during the second quarter of 2011/12 when compared to the same quarter in 2010/11. The 'yellow triangle' publicity campaign has been awarded Best Campaign at the National Association of Police Communicators.

Op Heathland - This is a partnership led forcewide operation with the aim of reducing heathland fire and anti-social behaviour. Various partners actively support the operation including Dorset Fire and Rescue Service, Dorset Police, Urban Heath Partnership, National Trust, Dorset Wildlife Trust, Local Authorities and Natural England. A major part of this operation is focused on education; this involves school interventions and referrals to 'Firesetters' courses where potential offenders have been identified. In addition to this Poole North Section also run Operation Salamander from April to the end of September which provides a range of tactics to prevent and detect heathland arson on the urban heathland in Poole. The number of fires each year and their scale is greatly affected by environmental conditions. There has been a slight increase in fires over the last year but this is likely to be due to an early peak as a result of a very cold Winter and dry early Spring. Patrol activity by police and partners is targeted as a result of weekly fire risk assessments. The Upton Heath fire on 9th June 2011 was the largest wildfire in Dorset since 1976. The resulting incident was declared a Major Incident due to the multi agency resource implications, the potential need to evacuate residents and the environmental/community impact. Appropriate command protocols were put into place. A great deal of community reassurance work was carried out, subsequent debriefs were held and a public meeting organised which was well attended. The fire was investigated by a team of detectives. As a result of enquiries and intelligence received 11 youths were spoken to but insufficient evidence was available to prosecute the offender(s).

Op Rally – A 78 year old man was assaulted at a farm in Bloxworth where he was tied up, threatened and a quantity of firearms was stolen. A later search uncovered the guns in the Redhill and Kinson Common areas of Bournemouth. November 2011 – 4 defendants found guilty at court & received long custodial sentences. 18 firearms were recovered.

Op Boomerang – Force operation in relation to public sector industrial action.

Response to and Post-Incident support following the Fatal Red Arrow Air Crash – after the Bournemouth Air Show.

Op Emperor – An investigation into the conspiracy to distribute cocaine in the Bournemouth area. Nine defendants were found guilty & sentenced in November 2011; sentences ranged from 12 months to 10 years imprisonment.

Op Terrace – An investigation into the supply of class A drugs, namely cocaine, in Dorset. Two defendants sentenced November 2011 – one received 10 years, the other 5 years imprisonment.

Danilo Restivo – June 2011 – convicted & sentenced to life imprisonment of the murder of Heather Barnett in 2002. On 11 November 2011 Restivo was also convicted of the murder of Elisa Clapps in Italy in 1993.

Mutual aid – Provided to Bristol, London and Gloucester to deal with summer disorder. Op Kirkin ran locally to prevent local repercussions such as the copy cat disorder experienced elsewhere.

Op Apex – This was a long running operation carried out on Portland which was intended to reduce anti-social behaviour (ASB) and increase public confidence. Through the operation the Force targeted a core group of individuals responsible for the majority of the anti-social behaviour. To date custodial sentences have been achieved against 4 of the main perpetrators causing problems on the island. Through partnership working the Force was able to secure an Anti Social Behaviour Order (ASBO) against one key individual. Also partners from Synergy Housing took action to evict a family who were associated with anti-social behaviour. Additional persons who were assessed to be on the periphery of anti-social activity have been deterred by the use of Acceptable Behaviour Contracts and further ASBO applications. The size of the police team was increased which enabled the SNT to take on a victim support role and

an offender management role. Further ongoing work has been carried out in partnership with Probation and the Youth Offending Team (YOT), including serving licence conditions on those convicted, which has prevented them from returning to Portland. Working with the YOT, exclusion orders have also banned offenders from returning to Portland. During 2010 and 2011 a series of public meetings were held where we reported progress back the local community. The ethos of the operation still underpins the work of the SNT and the legacy of the operation is a Portland ASB steering group which meets every 6 weeks in order to maintain the positive momentum in partnership working and reductions achieved to date in respect of anti-social behaviour on the island.

Mahmud Bakir – December 2011 – convicted & sentenced to life imprisonment for the murder of Kewen Khorsheed in January 2012.

Colin Douglas – In October 2011 Douglas was found guilty of a total of 18 offences including two armed robberies, arson, burglary and aggravated vehicle taking. Douglas was sentenced in December 2011 to a minimum of 9 years imprisonment.

Elliott Turner – May 2012 – Convicted of the murder of Emily Longley. Turner was sentenced to life imprisonment and he will have to serve at least 16 years before being considered for release.

Op Coast - Prior to the recent news articles regarding retention of human tissue samples; specially trained Dorset Police Family Liaison Officers had already personally visited all the families affected to inform them that tissue samples had been identified. This has been incredibly difficult for these families and we have provided all the support we can to help them at this difficult time. Deputy Chief Constable Debbie Simpson is the ACPO Forensic Science portfolio lead for Pathology.

Contents – Summary of Performance against Key 2011/12 Targets (Priority)

Priority	Pages	Key Performance Indicators	2011/12 Target	Latest Performance	
				Actual	%
Reduce serious violent crime	8 - 10	Number of most serious violent crimes	≥-2%	-41	-13.4%
		Number of assaults with less serious injury	≥-3%	-187	-4.4%
		Most serious violent crime sanctioned detection rate	≥50%	58.3%	
		Serious sexual offences sanctioned detection rate	≥25%	20.0%	
Deal effectively with the crimes and anti-social behaviour most affecting local communities	11 - 14	Number of serious acquisitive crimes	≥-1%	212	3.4%
		Number of dwelling burglary crimes	≥-1%	-115	-5.7%
		Number of robbery crimes	≥-1%	-24	-9.2%
Tackle organised criminality	15				
Counter terrorism and domestic extremism	16				
Reduce road casualties	17 - 20	Number of people killed or seriously injured in RTCs	≥-3%	-6	-1.7%
		Number of children killed or seriously injured in RTCs	≥-5%	16	133.3%
Secure the trust and confidence of people in Dorset in their police force	21 - 22	BCS - Percentage of the public who think the police in their local area are doing a good job	≥67%	68.2%	1.8%
		Percentage of victims that are satisfied with the overall service provided by police officers and staff	≥88%	83.8%	-1.5%
		Victim satisfaction with progress updates made by police officers and staff	≥73%	68.5%	-1.0%
		Percentage of 999 emergency calls answered within target (10 seconds)	≥90%	95.6%	3.0%

Contents – Summary of Performance against Key 2011/12 Targets (Enablers)

Enablers	Pages	Key Performance Indicators	2011/12 Target	Latest Performance	
				Actual	%
Protecting people and communities identified as being at most risk	23				
Value for Money	24				
Valuing our staff	25	Police Officers			
		Percentage of working hours lost due to sickness: police officers	3.75%	5.14%	
		Percentage of police recruits from minority ethnic groups compared to the Percentage of people from minority ethnic groups in the economically active population *	5%	0.0%	0.0%
		Police Staff			
		Percentage of working hours lost due to sickness: police staff	3.80%	5.25%	
		PCSOs			
		Percentage of PCSOs that are from black and minority ethnic groups *	2% by 2015	1.2%	
Special Constables					
Percentage of Special Constables that are from black and minority ethnic groups	2% by 2015	0.8%			
Encouraging and facilitating community involvement	26				
Performance Overview	27				

* Members will recall that the Force has not recruited externally into Police Officer or PCSO posts since July 2010.

Section 1 - Reduce Serious Violent Crime

This priority focuses on preventing homicide and serious violence, including reducing re-offending and bringing prolific and priority offenders to justice, tackling domestic violence and serious sexual offences and reducing the harm caused by alcohol and drugs. It recognises the importance of managing offences related to the night-time economy with partners through prevention and early intervention.

Context

- Overall violent crime has reduced year on year for the last 6 years. 29.6% (3,850) fewer violent crimes were recorded in 2011/12 than in 2005/06.
- Most serious violent crime currently accounts for only 3% of all recorded violent crime in Dorset and only 0.6% of all recorded crime.
- The risk of being a victim of a 'most serious violent crime' is 4 in every 10,000 resident population (this risk is significantly lessened when taking into account the significant volume of visitors to Dorset).
- The main victim group are males under the age of 25 with offences committed under the influence of alcohol. Of the total victims 80% are males and of these 43% are under the age of 25.

Table 1.1 - Latest performance against 'serious violent crime' targets & indicators

Performance Targets & Indicators	2010/11	2011/12	Actual	%	Latest MSG Position (*)	2011/12 Targets	Trend
Targets & Indicators							
Number of most serious violent crimes (MSV)	305	264	-41	-13.4%	4th	≥-2%	↔
Sanctioned detection rate for MSV	43.9%	58.3%		14.4%	2nd	≥50%	↗
OBTJ rate for most serious violent crime (MSV) ^	35.6%	32.3%		-3.3%			
Number of assault with less serious injury crimes (AWLSI)	4,253	4,066	-187	-4.4%	4th	≥-3%	↔
Sanctioned detection rate for AWLSI	34.5%	34.2%		-0.3%	4th		↔
Number of serious sexual offences	583	440	-143	-24.5%	3rd		↘
Sanctioned detection rate for serious sexual offences	18.0%	20.0%		2.0%	5th	≥25%	↔
OBTJ rate for serious sexual offences ^	40.7%	43.4%		2.7%			
Number of domestic violent crimes	2,952	2,885	-67	-2.3%			↘
Sanctioned detection rate for domestic violent crimes	36.4%	38.2%		1.8%			↔
Number of alcohol related violent crimes	3,516	2,907	-609	-17.3%			↘
Number of gun crimes	44	28	-16	-36.4%	2nd		↘
Number of knife related violent crimes	179	154	-25	-14.0%	2nd		↘

* Latest MSG position – indicates position within our 'most similar group' of 5 Forces. 1st indicates best performing in the group.

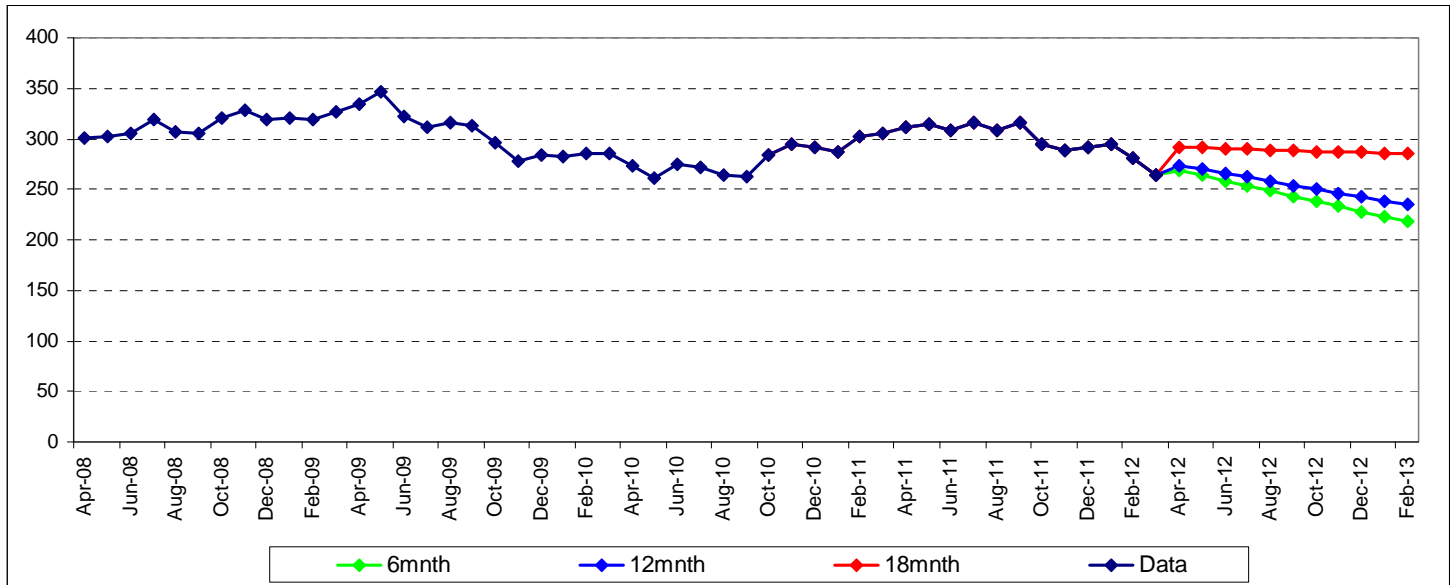
^ OBTJ rates fare for Apr-Sep

Commentary on latest performance

'Most serious violent crime' (a small sub group of 'violence against the person') includes the specific offences of Homicide (including attempts), Serious Wounding & Other Acts Endangering Life and Grievous Bodily Harm (GBH). Together, these offences account for only 3% of all recorded violent crime, with a third of the offences committed by an offender known to the victim. 2011/12 figures show a continued reduction of 13.4% in the number of 'most serious violent crimes', 41 less offences compared to the same period last year. The sanctioned detection rate has improved significantly and closed up by 14.4% to 58.3%, exceeding the 2011/12 target of 50% and moving the Force up to 2nd position in its MSG at the end of the financial year.

The following graph (Figure 1.1) indicates the current trend with projections based on the last 6, 12 and 18 months data points. The 6 and 12 month projections indicate a slowly reducing trend, although the longer 12 month forecast shows a gentler decline.

Figure 1.1 Most Serious Violent Crimes Projection

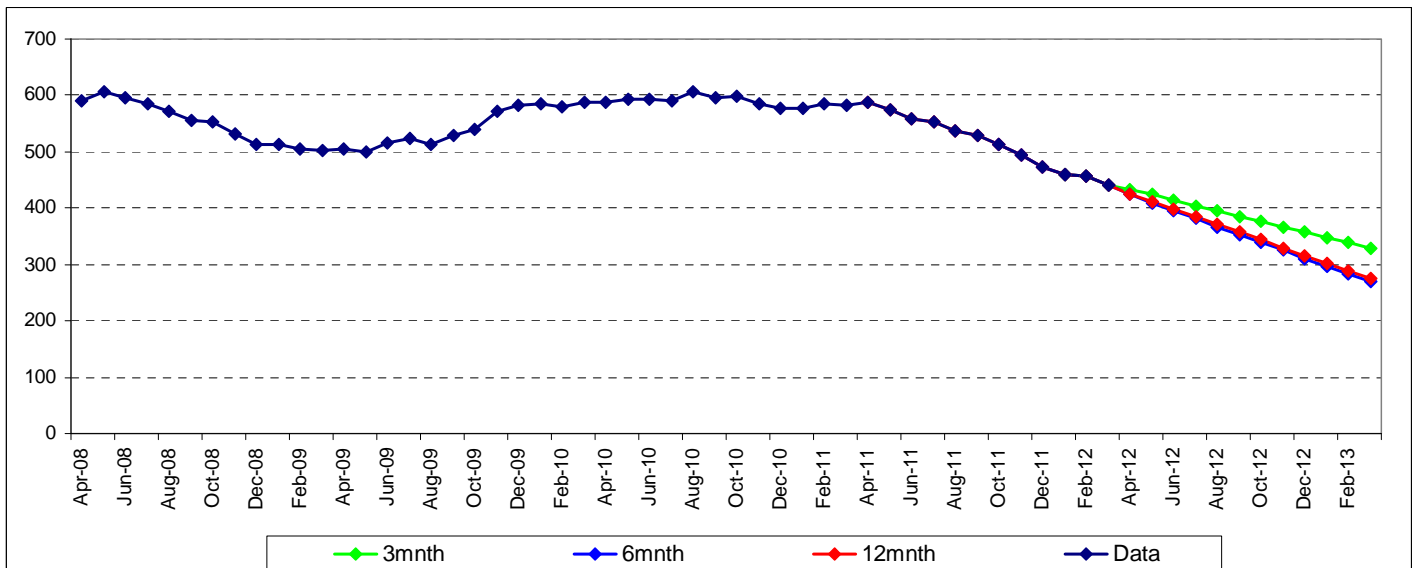


The number of assaults with less serious injury has continued to fall; latest figures indicate a further 4.4% reduction, 187 fewer offences. The detection rate remains consistent and is currently at 34.2%.

Domestic violent crimes involving a child under 18 have noticeably reduced over the reporting period, with 69 fewer offences (-12.8%). Op Maple, which deals with domestic violence, was run over the 2011 Christmas period, with Dorset's high risk victims visited.

Victim satisfaction with police regarding overall service provided to a report of a Violent Crime has remained consistent and is currently 82.3%.

Figure 1.2 Serious Sexual Offences Projection



Serious sexual offences have reduced significantly during 2011/12. Year end results show a 24.5% reduction; 143 fewer offences.

The reduction seen in serious sexual offences is likely to reflect, at least in part, the focus placed on this crime type through Op Protect. The Operation Protect campaign was re-launched in Bournemouth and Weymouth town centres on 1st August, with a key message being that people need to take steps to reduce their chances of becoming a victim of crime. Dorset Police worked with the university and schools to communicate the message to students and a multi-agency education programme targeted at staff working in the night-time economy has been

delivered within Bournemouth. The training programme '*Could it be prevented?*' aims to raise awareness of risks, vulnerability and the personal responsibilities of bar staff, door staff and others working within the night-time economy. In particular, it has a focus around reducing serious sexual offences which may occur as a result of alcohol. In addition, domestic related sexual offences have also reduced over the reporting period.

The sanctioned detection rate has also improved by 2.0% to its final level of 20.0%. A Sexual Violence Strategy for Dorset has been drafted with involvement from representatives of the Police, Health, Local Authority partners and voluntary sector to further promote a multi-agency approach to sexual violence and establish priority actions for 2012/13. ARC Dorset (Assault Referral Clinic) opened in March 2012 with an official launch planned for July 2012.

One of the main challenges in addressing violent crime remains the impact of the night-time economy and the effects of alcohol on both offenders and victims. As the figures for the year show, the volume of alcohol related violent crimes has reduced since last year, mirroring the reduction in total violent crime. Additionally, the actual proportion of violent crime recorded that is alcohol related has also reduced, down to 31.8% from around 35% for the same period in the previous 2 years. Together with the Op Protect campaign, initiatives such as the Bournemouth Safe Bus, street pastors and recent launch of the After Dark Project in Weymouth as well as a tough economic climate have all contributed to reducing the impact of alcohol on the level of violence recorded in Dorset. Despite the figures indicating a reduction in the proportion of 'alcohol' related offences it does however remain an influential factor in a significant number of violent crimes. These offences range in severity from minor public disorder and harassment to more serious assaults and woundings.

The Safe Bus was used in Bournemouth again this year, with the bus being parked on Horseshoe Common in Bournemouth town centre from 10pm until 3am every Saturday night. In addition, from Friday 15 July, the bus was parked on Bournemouth seafront for the Friday Night Project, before moving to Horseshoe Common where it was parked between 10pm and 3am. Currently, the Safe Bus is parked at Horseshoe Common every Saturday night.

The Safe Bus provides a safe environment for anyone who may be vulnerable as a result of being intoxicated, injured, lost or unable to get back to their accommodation. It is staffed by volunteers, special constables, police community support officers, paramedics and alcohol addiction counsellors. The Safe Bus now has 14 volunteers with another 5 volunteers being trained at present. This has proved to be the appropriate number for an effective and efficient volunteer cadre. Since its launch in the summer of 2009, more than 300 people have benefited from the services offered by the bus.

Licensee training and education interventions by the Safer Schools Community Team, particularly within schools in Bournemouth and Poole have contributed to the positive performance seen within the violence categories.

Section 2 – Deal effectively with the crime and ASB most affecting local communities

This priority focuses on identifying and reducing the crime and anti-social behaviour most affecting local neighbourhoods, including those areas identified as “high demand”, with specific emphasis on reducing re-offending, bringing prolific and priority offenders to justice and reducing the harm caused by alcohol and drugs. It recognises the importance of working with partners to ensure that community concerns are recognised and dealt with appropriately.

Context

- The level of recorded dwelling burglary in 2011/12 was 50.4% lower than the levels in 1998/99.
- Latest national figures show that Dorset has the 12th lowest rate of dwelling burglary per 1,000 dwellings.
- Vehicle crime levels in 2011/12 were 64.7% lower than the levels in 1998/99. Vehicle Crime increased for the first time in 2011/12 since 2005/06, largely due to the rising cost of fuel and the increased price of scrap metal.

Table 2.1 - Latest performance against ‘crime & ASB most affecting local communities’ targets & indicators

Performance Targets & Indicators	2010/11	2011/12	Actual	%	Latest MSG Position (*)	2011/12 Targets	Trend
Targets & Indicators							
Number of serious acquisitive crimes	6,260	6,472	212	3.4%	4th	≥-1%	↗
Sanctioned detection rate for serious acquisitive crime	9.7%	8.8%		-0.9%	5th		↔
OBTJ rate for serious acquisitive crime [^]	9.9%	4.5%		-5.4%			
Number of dwelling burglary crimes	2,014	1,899	-115	-5.7%	2nd	≥-1%	↔
Sanctioned detection rate for dwelling burglary crimes	17.3%	14.3%		-3.0%	5th		↘
Number of robbery crimes	261	237	-24	-9.2%	1st	≥-1%	↔
Sanctioned detection rate for robbery crimes	19.9%	24.1%		4.2%	4th		↗
Number of vehicle crimes	3,985	4,336	351	8.8%	4th		↗
Sanctioned detection rate for vehicle crimes	5.4%	55.0%		49.6%	5th		↔
Number of criminal damage crimes	9,146	7,972	-1,174	-12.8%	4th		↘
Number of commercial burglary crimes	3,635	3,603	-32	-0.9%	5th		↘
Number of harassment crimes	1288	1040	-248	-19.3%	1st		↘
Number of total ASB Incidents (#)	44,067	38,373	-5,694	-12.9%			↘
Number of 'personal' ASB Incidents		8,911					
Number of 'nuisance' ASB Incidents		24,827					
Number of 'environmental' ASB Incidents		4,635					
CSS - Percentage of people worried about ASB (1)		45%					
CSS - Percentage of people worried about drunkenness and associated bad behaviour in their local area	41%	39%		-2%			↔
CSS - Percentage of people worried about drugs/substance misuse or drug dealing in their local area	33%	31%		-2%			↔

[^] OBTJ rates for 2011/12 are for Apr-11 -Sep-11

ASB incidents is not a police specific performance measure and is the shared responsibility of a number of partner agencies

* Latest MSG position – indicates position within our 'most similar group' of 5 Forces. 1st indicates best performing in the group.

(1) Due to change in questionnaire and amalgamation of questions comparable information is not available.

Commentary on latest performance

Serious acquisitive crime is a sub set of volume crime and covers the specific offences of Robbery, Dwelling Burglary and Vehicle Crime. Year end results show an increase of 3.4%, an additional 212 crimes.

Of the 3 crime groups that make up serious acquisitive crime, dwelling burglary has seen a reduction of 5.7%, 115 fewer crimes; Robbery has decreased by 24 crimes (-9.2%) and vehicle crime is showing an increase of 351 crimes (+8.8%).

It is clearly vehicle crime, and theft from vehicle in particular that is causing the increase in serious acquisitive crime. Research has shown that the economic downturn is partly responsible for the increase, with fuel thefts and theft of registration plates accounting for a significant proportion of the rise in these crimes. Analysis of most recent data has shown a reversion to a more traditional style of vehicle crime with sat navs and handbags also being targeted.

Figure 2.1

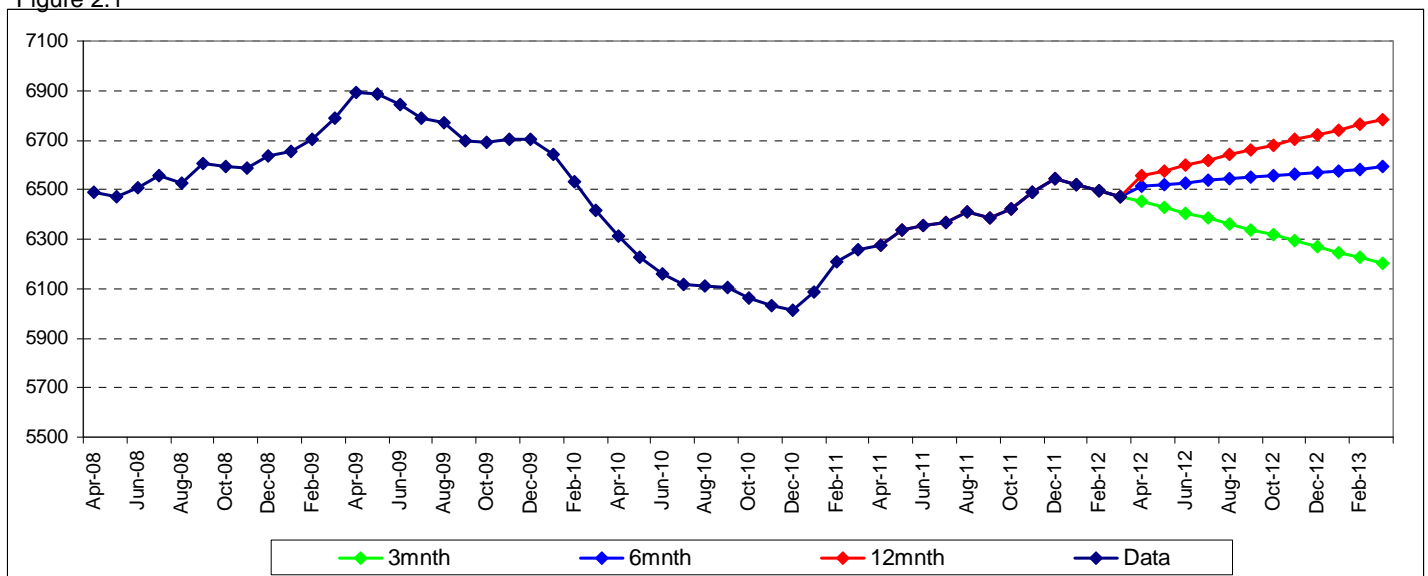


Figure 2.1 indicates the longer-term trend in the level of recorded serious acquisitive crime. Since early 2009 the Force had seen a significant fall, but this pattern has changed since the start of 2011 with levels increasing, which is reflected in the latest figures. The Force has the second highest rate of serious acquisitive crime per 1,000 population within our 'most similar group' of forces.

For the year, Dorset is recording a 5.7% reduction (-115 actual) in dwelling burglaries, helped by January's performance in particular. After recording a significant spike in dwelling burglaries (251 actual) in January 2011, 46 fewer burglaries were recorded in January 2012. The seasonal burglary campaign 'Op Castle' was rolled out on 1 December and remained in place until 31 January. The Operation was successful with a number of detections secured and some significant arrests made.

Victim satisfaction with police regarding overall service provided to a report of a vehicle crime has increased to 81.4% and ASB Victims to 77.5%. Dwelling Burglary has decreased to 90.1%.

The overall level of recorded crime at the end of 2010/11 was at a 13 year low, with results showing a 4.0% reduction, 1,937 fewer offences. Figures covering 2011/12 show a continued decrease in crime figures resulting in a 14 year low. Crime in Dorset fell by 2.5% (1,152 fewer offences) in 2011/12 when compared to 2010/11. Crime reduced in most categories with the exception of Vehicle Crime, Theft and Fraud and Forgery.

Theft of metals continues to attract media attention particularly when it affects rural communities and church buildings. In 2011/12 theft, where metals were targeted, increased by 400 offences over the previous year

(1960 offences in total). However there is no classification of 'metal theft' under the Home Office crime counting rules, so these offences are individually recorded under existing categories such as theft from vehicles, burglary and so forth. Lead thefts account for the majority of metal thefts with 39% of the total, followed by theft of scrap metal and cable theft. A specific Home Office code for metal theft is expected by 2013. However the lack of such a code does nothing to impede the investigation of metal theft which is a specific focus of the Force Community Threat Assessment. There has been and continues to be significant operational activity in respect of metal theft.

Operation Iridium is an ongoing operation with the aim to combat scrap metal theft in Bridport and Beaminster. Operation Iridium began targeting individuals, groups and anyone suspected of being involved in the theft of metals and the disposal of similar items and other linked or suspected offences on January 30th. The operation is aimed at catching offenders, recovering stolen items and other offences covered by statutory agencies; the operation is also involved in protecting potential victims, vulnerable people and premises within the area.

Dorset Police, customs and environment agency officers descended on scrap yards and conducted vehicle stop checks during Operation Iridium. Covert police officers, alongside officers from Customs and Excise and the Environment Agency conducted a number of stops on vehicles that were conveying scrap metal and conducted search warrants on addresses linked to these offences.

During the process a 38-year-old man from the Bridport area was arrested on suspicion of witness intimidation and criminal damage. A 49-year-old old man from the Beaminster area was also arrested on suspicion of theft. The 11-day operation ended with officers confiscating four vehicles and suspected stolen items from a premise in the Lower Wralax area of Dorchester on February 9th.

The Force continues to rely on the significant support and participation of our partners to both address and manage the challenges presented by ASB. There was a reduction of 8.1% in anti-social behaviour (ASB) incidents, (3,872 fewer incidents) during 2010/11, a trend that continued in 2011/12 with figures showing a 12.9% fall (5,694 fewer incidents) on 2010/11. The management of Dorset's high risk individuals has been developed, with the multi-agency approach taken proving successful in reducing their risk level.

Local services have worked together to stamp out extreme nuisance behaviour in Oakdale. Poole Housing Partnership (PHP), Dorset Police and Poole Borough Council successfully applied for a Nuisance Premises Closure Order from the Magistrates Court for a PHP at the end of March.

Neighbours of the Oakdale property began to complain to PHP several months after a single female moved in. PHP's dedicated neighbourhood team dealt with reports of significant anti-social behaviour including: loud music, constant visitors at all times of the day and night, verbal and physical abuse directed at local people, as well as damage to the property. Despite repeated warnings, visits and interventions from PHP, the Police and the Council to try and change the tenant's behaviour, she refused to stop causing neighbour nuisance.

The three partner agencies worked together to take the case to court under the Anti-Social Behaviour Act 2003 and applied for a Nuisance Premises Closure Order. The judge agreed that the tenant's behaviour was having a significant negative impact on her neighbours and awarded Poole's first complete Closure Order, closing down the property for three months. Neighbours can now enjoy peace and quiet in their community again whilst the partner agencies look to finding a permanent solution to resolve the anti-social behaviour. This successful result would not have been possible without huge support for action from local residents.

Responding to concerns that members of the Dorset Blind Association in Poole were often reluctant to allow a police officer into their home following a report of crime or anti-social behaviour because they were unable to verify their identity, an initiative set up by a local Safer Neighbourhood officer has now left members feeling safer and reassured knowing that they can contact the police if they need to. Callers to Dorset Police have now been given the option of creating a password that officers have to repeat before they are allowed through the front door.

Dorset Police is committed to its "Victim First" programme, which helps to develop a sharper focus on those people and communities who are most at risk of harm or who are suffering as a result of victimisation. The programme ensures that the Force puts the victim at the heart of what we do. The project aims to focus on opportunities to improve qualitative outcomes for victims and improvements in satisfaction and confidence.

A new retail crime initiative was introduced in Bournemouth town centre in a bid to reduce theft and crime in shops in the town. Dorset Police and the Bournemouth Businesses Reducing Crime (BBRC) team have worked together to devise and film a retail crime training DVD which has been made available to shops in the town centre.

The DVD is accompanied by a testing and training programme to enable town centre shops to provide up to date, police-approved staff training on how to spot, prevent and deal with incidents of retail crime. It comes after a retail crime book was produced by BBRC, which was created to provide informative crime prevention advice to staff working in shops. Thanks to funding from BBRC, a pack containing the DVD and the retail crime book will be provided to all Shop Watch members in the town centre.

At just after 7am on 17th March officers raided a property in Bridport, executing a Misuse of Drugs Warrant. A 20-year-old student was arrested for possession of controlled drugs with the intent to supply. Around nine grams of herbal cannabis and around £340 was taken from the man during the raid. The warrant followed two similar raids on flats in the Skilling area of Bridport last month when Dorset Police officers seized suspected class A drugs. During the warrant various exhibits were also seized including scales and mobile phones.

Section 3 - Tackle organised criminality

This priority focuses on working collaboratively with other forces and agencies to tackle criminals engaging in serious and organised crime that causes or has the potential to cause significant harm.

Table 3.1 - Latest performance against 'tackle organised criminality' targets & indicators

Performance Targets & Indicators	2010/11 (Full Year)	2011/12 (Apr to Dec)	Actual	%	Latest MSG Position (*)	2011/12 Targets	Trend
Targets & Indicators							
The number of confiscation and forfeiture orders	86	81					
The total value of assets recovered	£ 408,636	£ 247,498					
Value of assets recovered per 1000 population	£ 582.27	£ 352.66					
Volume of Class A Drug seizures by type (2nd Qrt Comparison April to December 2010/11 v 2011/12)							
Powder cocaine	2254.4	1368.82	-886	-39.3%			
Heroin	237.8	149.47	-88	-37.2%			
Crack cocaine	542.1	871.88	330	60.8%			

Commentary on latest performance

Year to date the Force has conducted 481 confiscation and forfeiture orders, which has currently resulted in a total of £247,498 of assets being recovered.

Latest 2011/12 figures for the volume of Class A drugs seized covering the 3 quarters (April to December) indicates significant increases in volume of Crack/Cocaine (+60.8%) seized.

Update on investigations

Operation Terrace – Investigation into an organised crime group involved in Class A drugs supply, money laundering and fraud. The investigation identified over 40 vulnerable victims which were subject of extensive fraud. The trials have completed, resulting in 2 offenders receiving custodial sentences; one sentenced to 15 years and the other 5 years imprisonment. Confiscation orders in the region of £300k are expected.

Operation Topaz – Ongoing joint investigation with the Metropolitan Police related to an organised crime group connected with Class A drug supply. Two individuals have been convicted and awaiting sentencing.

Operation Chase – Investigation into armed robberies and firearms offences. The offender was charged with robbery and firearms offences and subsequently convicted.

Operation Rally – Investigation into aggravated burglary, robberies and firearm offences. 5 offenders were charged with robbery and firearms offences, and 18 firearms recovered. All 5 were recently convicted and received lengthy custodial sentences.

Barnett murder – Danilo Restivo was found guilty of the killing of 48-year-old Heather Barnett in 2002 and sentenced to indefinite life imprisonment. He was also recently convicted for the murder of Elisa Clapps in Italy in 1993

Section 4 -Counter terrorism and domestic extremism

This priority focuses on tackling criminals who use violence and extreme forms of victimisation for the apparent advancement of a political or ideological position.

Performance indicators are monitored by the Home Office and the Police Authority on a quarterly basis but are not published

Dorset Police Special Branch continues to work with the Force to develop and enhance its response to mitigate the threats from terrorism and domestic extremism to the people of Dorset. This is aligned with ongoing work to deliver a safe and secure sailing events venue in Weymouth and Portland as part of the London 2012 Olympic Games.

The Force Contest Board continues to drive forward developments within HM Government Counter Terrorism Strategy (CONTEST); this is especially relevant with the newly refreshed Prevent strand of CONTEST which will be taken forward with local authority and other partners as directed by the Home Office and Department for Communities and Local Government.

The previous Prevent strand of CONTEST is now well embedded within Dorset Police and our local partners with joint awareness training and briefings. This work will continue to develop as the new strategy is rolled out across Government and also locally within Dorset.

As part of the Olympic build Special Branch has continued to develop its estates policy across Dorset to ensure that the correct support is provided to the Force in a timely and resilient manner.

Dorset residents are being urged to make use of a new unit set up by the Association of Chief Police Officers (ACPO) to report terrorist material on the web. Dorset Police, Bournemouth Borough Council, Borough of Poole and Dorset County Council are supporting the ACPO Counter Terrorism Internet Referral Unit (CTIRU) based in London, as they help to prevent terrorism and violent extremism online.

A dedicated webpage has now been set up where people can report online content that they think might be illegal, or could cause offence. By visiting www.direct.gov.uk/reportingonlineterrorism referrals can be made directly to the CTIRU via a totally anonymous referral system for members of the public.

Section 5 - Reduce road casualties

This priority focuses on reducing the number of people killed or seriously injured on our roads, with a particular emphasis on the education of road users.

Table 5.1 - Latest performance against 'reduce road casualties' targets & indicators

Performance Targets & Indicators	2010/11	2011/12	Actual	%	Latest MSG Position (*)	2011/12 Targets	Trend
Targets & Indicators							
Number of people killed in RTCs	19	18	-1	-5.3%			
Number of people seriously injured in RTCs	325	320	-5	-1.5%			
Total number of people killed or seriously injured (#)	344	338	-6	-1.7%		≥-3%	▲
Number of children killed in RTCs	0	1	1	-			
Number of children seriously injured in RTCs	12	27	15	125.0%			
Total number of children killed or seriously injured	12	28	16	133.3%		≥-5%	↔
Operational activity (Tickets, prosecutions & DAS courses)							
Driver Awareness Scheme (DAS) courses attendances	20,507	21,656	1,149	5.6%			
Distractions (mobile phones etc)	Information currently not available	1,997					
Excessive Speed		18,368					
Red Lights		1,057					
Other		234					

Road Safety is a multi agency issue and therefore not a police specific measure and is the shared responsibility of a number of partner agencies

Commentary on latest performance

Latest figures for 2011/12 indicate a 1.7% reduction in the number of people killed or seriously injured. Fatalities have reduced by 1 and 5 fewer people were seriously injured. Figures are still subject to change until final validation due in June 2012.

The overall number of children (under 15's) killed or seriously injured has increased by 133.3% (16 additional casualties) over 2011/12. There have been a total of 27 children seriously injured, with 1 child fatality.

The Department of Transport has recently published the 'Strategic Framework for Road Strategy' which sets out the package of policies which will continue to reduce deaths and injuries on our roads. The framework outlines measures for national focus and areas where the policy and delivery will reflect local priorities and circumstances. Nationally the forecast is to reduce fatalities by 37% by 2020 and 70% by 2030.

Ongoing work is being led by the Dorset Road Safe partners to identify what additional measures can be implemented to further improve the safety of Dorset's roads. The focus continues on young drivers (16-25), motorcyclists, the fatal four (impairment, seat belts, distraction and speed) and 'bad driving'.

The county-wide 'No Excuse' project, which had its second anniversary on 18th January 2012, involves all the key agencies and partners working together through 'Dorset Road Safe', the delivery arm of the Dorset Strategic Road Safety Partnership. With partners, the work of 'No Excuse' has led to significant reductions in casualties.

In the first year of the project (Jan 2010 – Dec 2010), the 'No Excuse' team processed 16,630 offences. This figure dropped to 14,709 offences in the second year (Jan 2011 – Dec 2011) – a decrease of 1,921 offences (12%). The most noticeable reduction over the two years has been in motorists not wearing seatbelts – with the number of these offences dropping by 36% from 3,237 offences to 2,055 offences; however the percentage of

those issued tickets for the use of a hand held device whilst driving has risen from 14% to 16% and tickets for low speed offences has increased. Year against year is as below:

	2010	2011
Total Offences Identified	16,630	14,709
Police Officer Issued Tickets	9,249	8,717
For: Speed	45%	57%
Seatbelt	35%	22%
Hand Held Devices/Distracted Mobile	14%	16%
Other	6%	5%

[Figures provided by Safety Enforcement Education Services (SEES)]

In 2010 the project deliberately targeted seatbelt offences as a key priority. The reasoning for this was that seatbelt offences were over one third of offences detected by officers and evidence clearly shows injuries sustained by those not wearing seatbelts even in minor collisions would be more severe than those wearing seatbelts.

For most of the year in 2011 there was a continued target on seatbelt offences as a key priority before it was changed to hand held devices as the main concern.

Research carried out by questioning those caught using hand held devices indicated confusion from the public over the definition of hand held devices with many thinking the offence is only talking whilst on a mobile phone and they did not consider this to include iPods, iPads, iPhones, Laptops etc. Through the use of media releases, direct contact with drivers from uniformed officers including SNT on daily operations and interactions with the public during Surround a Town operations, PACT meetings and many other initiatives the definition of hand helds is being clarified to drivers.

The increase on speed tickets issued by the 'No Excuse' team is most noticeable and is mainly an increase in low end speed offences. Many of these drivers were caught by No Excuse officers on daily operations using unmarked assets.

Four full Surround a Town (SaT) operations (each utilising approximately 80 partner staff on the day) were held in 2011 at Bridport, Bournemouth, Shaftesbury & Poole. These operations also included education visits (young drivers & cycle safety) to 8 schools and public displays at supermarkets.

Public recognition of the 'No Excuse' campaign remains at 90% of those surveyed. Media coverage remains high for monthly 'No Excuse' statistics and snippets. Media coverage extends to local radio and newspapers and national newspapers. Use of 'No Excuse' signage and methodology has been applied in 14 counties as well as the new One Force Scotland and it has been implemented in full in Essex. International newspapers (USA, Australia, New Zealand, Canada and South Africa) have also published snippets from the 'No Excuse' campaign.

Project 'No Excuse' has also appeared as an example of good practice on the Road Safe GB website and more recently on the European Commissions Transport website as a good example of road safe methodology used in UK. Adding to the national image of the campaign, a snippet was used on the programme 'Have I got news for you'.

There has been a very high level of co-operation and support to the project & operations from Safer Neighbourhood Teams and external partners Bournemouth, Poole and Dorset Councils and Dorset Fire and Rescue Service.

In 2012 a greater use of SNTs has been introduced with mini SaTs as the best example – these are smaller versions of the full SaTs concentrated on a problem identified by the SNT as one of concern to their public and enforced by them with support from the no excuse team, camera vans and extra signage.

Automatic Number Plate Recognition (ANPR) cameras and equipment are in operation in 17 Dorset Police vehicles which operate across the county. There are also 32 cameras based at 10 fixed sites.

A series of BikeSafe courses have been run in Dorset during April 2012. The BikeSafe course is available to anyone who rides a bike with an engine size of at least 250cc. The courses are run in two parts over a weekend. The first part runs on Saturdays and consists of a theory presentation which highlights the causes of accidents and the theory of advanced riding. The second part of the course is an assessed ride which takes place on Sundays.

The Education Team from the Dorset Strategic Road Safety Partnership have delivered numerous training sessions this year. Examples include delivering the road safety presentation 'Dying to Drive' to nearly 1,000 sixth formers and further promoting the driver awareness course to businesses such as the UK Border Agency and Poole Hospital Staff.

Table 5.2 – Fixed Penalty Tickets and PNDs issued

	2010/11 (Apr to Mar)	2011/12 (Apr to Mar)	Change	
			Actual	%
Speed	56,346	43,690	-12,656	-22.5%
Redlight	2,260	2,782	522	23.1%
Total Number of Notices of Intended Prosecution (NIPS) Issued	58,641	46,472	-12,169	-20.8%
Fixed Penalty Tickets				
Number of Endorsable Issued	12,385	14,252	1,867	15.1%
Number of Non Endorsable Issued	9,143	6,673	-2,470	-27.0%
Total Number of Fixed Penalty Tickets Issued	21,528	20,925	-603	-2.8%
HORTS	2,994	1,745	-1,249	-41.7%
VDRS (Vehicle Defect Rectification Scheme)	2,500	1,993	-507	-20.3%
Penalty Notice of Disorder				
Total Number of Penalty Notice of Disorder (PNDs) Issued	994	963	-31	-3.1%
Driver Awareness Scheme (DAS) Attendees	20,507	21,656	1,149	5.6%

Table 5.2 provides a comparison of the number of Fixed Penalty Tickets and Penalty Notices for Disorder issued; overall there has been a 2.8% decrease in the total number of fixed penalty tickets issued. There are two main types of Fixed Penalty Tickets (i) Endorsable tickets which cover mobile phone, speeding & traffic light offences, (ii) Non-Endorsable tickets covering parking and contravention of Highway Code offences. Officers are also able to issue HORTS for the production of driving documents and Vehicle Defects Rectification Scheme (VDRS) notices, which give motorists 7 days for minor vehicle defects to be repaired to avoid prosecution or a fixed penalty. The number of HORTS and VDRS issued has reduced over the reporting period, mainly due to an increase in targeted operations under the 'No Excuse' arrangements. The number of Driver Awareness Scheme attendees rose by 5.6% over the comparable period, a total of 1,149 additional attendees.

The Force has encouraged a reduction in HO/RT1 issues given the very low hit rate for offences and the bureaucracy required to process them. This is further justified by the improved database available from DVLA which, in most circumstances, allows officers to determine at the time of incident/offence if there is a valid licence, insurance and mot in Force.

Dorset Police Traffic Officers and colleagues from the Vehicle and Operator Services Agency (VOSA) conducted a day of action on Wednesday, 15 February 2012 along the A31 and A338 in the Ashley Heath area of Dorset where a number of heavy goods vehicles were stopped. In total, 49 goods vehicles were stopped and checked to ensure that drivers were complying with regulations and traffic laws. The operation resulted in a number of offences being identified, and £1630 worth of fines issued for various offences.

Nine vehicles were found to have defects and were ordered off the road until they were repaired. 37 vehicles with other defects were stopped, and three drivers were prohibited from driving for a set period of time after breaching driving regulations. One driver was reported to court after being found driving without a licence, and another driver was reported to court as his vehicle was 38 per cent over the maximum permitted weight. Some of the defects found were so dangerous that lives are being put at risk. By working together with the Vehicle and Operator Services Agency (VOSA), we have helped make the roads a safer place.

Section 6 - Secure the trust and confidence of people in Dorset

This priority focuses on ensuring that every member of Dorset Police delivers the highest quality of service and meets the specific needs of individuals and communities and to meet our General Equality Duty. Fundamentally, to meet the Community Expectation to be - Listened to, Understood, Informed, Protected and Safe.

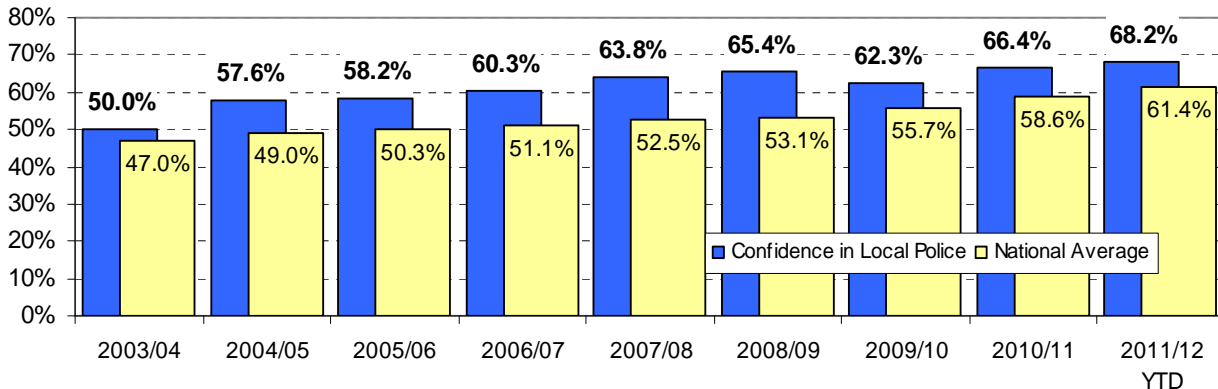
Table 6.1 - Latest performance against 'confidence' targets & indicators

Performance Targets & Indicators	2010/11	2011/12	Actual	%	Latest MSG Position (*)	2011/12 Targets	Trend
Targets & Indicators							
BCS- Percentage of the public who think the police in their local area are doing a good job	66.4%	68.2%		1.8%	2nd	≥67%	↗
CSS - Percentage who think the police in their local area are doing a good job	66%	69%		3.0%			↔
BCS - Percentage who agree that the police are dealing with the things that matter to people in this community	63.1%	67.8%		4.7%	2nd		↗
CSS - Percentage who agree that the police are dealing with the things that matter to people in their local area	54%	61%		7.0%			↗
BCS - Percentage who agree that the police and local councils are dealing with the anti-social behaviour and crime that matters in their area.	54.3%	61.2%		6.9%	2nd		↗
Community Safety Survey - People who agree that the police and local councils are dealing with anti-social behaviour and crime that matters in their area							
Bournemouth CSP	53%	54%		1.0%			
Poole CSP	58%	56%		-2.0%			
Dorset CSP	57%	51%		-6.0%			
FORCE	56%	53%		-3.0%			
Percentage of victims that are satisfied;							
with overall service provided by the police	85.3%	83.8%		-1.5%	2nd	≥88%	↘
with progress updates made by the police	69.5%	68.5%		-1.0%	5th	≥73%	↘
with making contact with the police	96.8%	93.6%		-3.2%	2nd		↘
with action taken by the police	83.1%	80.3%		-2.8%	3rd		↘
with treatment by staff	93.2%	92.2%		-1.0%	4th		↘
Call Handling							
Percentage of 999 emergency calls answered within target (10 seconds)	92.6%	95.6%		3.0%		≥90%	↗
Percentage of 999 calls abandoned	Currently not available					<2%	
Percentage of non-emergency calls answered within target (30 seconds)	73.9%	66.9%		-7.0%			↘
Percentage of emergency callers satisfied with the service received	96%	94%		-2.0%			↔
Percentage of non-emergency callers satisfied with the service received	88%	90%		2.0%			↔
Percentage of station desk callers satisfied with the service received	89%	92%		3.0%			↔

* Latest MSG position – indicates position within our 'most similar group' of 5 Forces. 1st indicates best performing in the group.

The British Crime Survey (BCS) is an independent survey in which adults living in private households are asked about their experiences and perceptions of crime. The BCS gives a better indication of trends in crime over time because it is unaffected by changes in levels of reporting to the police, and in police recording practices. The methodology of the BCS has remained the same since the survey began in 1981. The most recent survey took a representative sample of approximately 47,000 people nationwide.

Figure 6.1



Dorset's latest results for the 12 months ending December 2011 (figure 6.1) indicate a 68.2% confidence level in Dorset Police, retaining one of the highest levels nationally and a significant improvement of 18.2% on levels in 2003/04. Latest data collected in reference to the same question through the Dorset Community Safety Survey similarly shows that 69% of respondents surveyed for quarters 1-4 of 2011/12 agreed that Dorset Police is doing a good or excellent job.

The latest figures for the joint measure 'police and local authorities are dealing with crime and ASB that matter locally' indicate that Dorset's performance covering the same 12 month period has improved to 61.2%. This represents a 6.9% increase on performance at the end of 2010/11, and remains the second highest rate within our 'most similar group'.

These public satisfaction indicators provide a breakdown of victim satisfaction with the specific elements of the service provided by Dorset Police. Results for 2011/12 show 93.6% victim satisfaction in respect of making contact, 80.3% with the action taken by the police, 68.5% for being kept informed of progress, 92.2% for their treatment by staff resulting in a reduction of 1.5% in overall satisfaction with the whole experience to 83.8%.

From April 2011 victims of road traffic collisions have been excluded from the victim sample; despite this being the smallest sample group, results across all elements of the survey have been consistently high for several years, both reasons contributing to the national decision to withdraw them. Their exclusion is likely to have a detrimental impact on the Force's overall results, a pattern seen in the results for all 4 quarters, making like for like comparisons inaccurate.

The percentage of 999 calls answered within 10 seconds further increased by 3.9% to 95.6% (target 90%) and user satisfaction increased marginally to 99.3%. The percentage of non-emergency calls answered within 30 seconds was 67.4% (target 75%); this somewhat inevitable fall in performance from the 74.6% achieved in the previous year and the increase in the abandoned call rate for the PEC (from 2.3% to 5.6% - target $\leq 5\%$) reflected significant workforce churn caused by the CSR cuts and the increased call handling times caused by the additional risk assessment requirements for ASB callers. Nevertheless, customer satisfaction in relation to PEC call handling times remained very high at 94.3% for the year. The staffing situation has since settled somewhat, additional internal recruiting has taken place and in the first 10 weeks of 2012/13 performance has started to improve. It should also be noted that the 101 national non-emergency number was introduced in 2011/12, a significant technological and training challenge.

The following have been identified as key enablers that support the delivery of our operational priorities.

Section 7 – Protect vulnerable people and communities

Protecting people and communities identified as being at most risk of harm - by identifying and supporting those people and communities who are especially in need of particular protection.

Table 7.1 - Latest performance against 'vulnerable people and communities' targets & indicators

Performance Targets & Indicators	2010/11	2011/12	Actual	%	Latest MSG Position (*)	2011/12 Targets	Trend
Targets & Indicators							
Domestic violence incidents: percentage of repeat victims	46.8%	46.8%		0.0%	3rd		↔
Recorded hate crime & incidents	642	634	-8	-1.2%			↗
Recorded hate crime	260	232	-28	-10.8%	3rd		↔
Sanctioned detection rate for hate crime	45.4%	46.1%		0.7%	3rd		↔
Hate crime repeat victims	17.3%	18.5%		1.2%			↗
Reported hate incidents	327	354	27	8.3%			↗

* Latest MSG position – indicates position within our 'most similar group' of 5 Forces. 1st indicates best performing in the group.

Commentary on latest performance

Domestic Violence incidents have increased by 6.9% (479 additional incidents) during 2011/12. Despite this slight increase, the percentage of repeat victims has remained constant at its current level of 46.8%.

Latest hate crimes figures show a decrease of 10.8% (28 fewer crimes) so far this year, with the sanctioned detection rate improving by 0.7% to 46.1%. The repeat victim levels have increased slightly to 18.5% compared to 17.3% for the comparable period last year.

Hate crimes and incidents are reviewed on a daily basis by the Information Management Unit. This monitoring identifies those crimes and incidents that are ongoing or involve repeat victims. For those crimes and incidents that are ongoing, a more in depth analysis will be undertaken to identify hotspots and trends. Crimes and incidents involving repeat victims are forwarded to the local Safer Neighbourhood Team (SNT) in the first instance for contact to be made to gain further detail and identify an appropriate Force response.

Section 8 – Ensuring value for money

Ensuring value for money – by further developing our workforce and technology and making better use of resources in order to achieve substantial additional improvements in efficiency and effectiveness.

Table 8.1 - Latest performance against VfM targets & indicators

Performance Targets & Indicators	2009/10	2010/11	Actual	%	Latest MSG Position (*)	2011/12 Targets	Trend
Targets and Indicators (informed by HMIC VfM profiles)							
Net expenditure per head of population v national / MSG	£ 192	£ 189	-£ 3	-1.6%	2nd (20th)		
Workforce costs per head of population v national / MSG	£ 157	£ 153	-£ 4	-2.5%	3rd (25th)		
Non-staff costs per head of population v national / MSG	£ 41	£ 43	£ 2	4.9%	3rd (13th)		
Income per head of population v national / MSG	£ 6	£ 7	£ 1	16.7%	2nd (5th)		
Net government grant per head of population v national / MSG	£ 116	£ 112	-£ 4	-3.4%	4th (37th)		
Net Council Tax per head of population v national / MSG	£ 75	£ 75	£ -	0.0%	2nd (11th)		

* Latest MSG position – indicates position within our 'most similar group' of 5 Forces. Figures in brackets give national position out of 43 Forces

Commentary on latest performance

A detail report on the latest 2011 Value for Money (VfM) profile was presented the Audit Resources and Continuous Improvement Committee on the 1st December. The report provided a comprehensive overview of the profiles and gave a particular emphasis on the financial details.

The VfM profiles are separated into two main sections. Section One ('Offences and Outcomes') deals primarily with performance issues based on 2010/11 actual information, while Section Two ('Workforce and Costs') covers budget and staffing relating to 2011/12 forecasts.

The cost and workforce information used in the VfM Profiles is based primarily on the 2011/12 budget, analysed across functions using the Police Objective Analysis format. The information has been taken from statistical returns collected by the Chartered Institute of Public Finance and Accountancy (CIPFA).

Dorset Police has below average workforce costs per head of population, primarily due to the lower than average spend on police officers. While spend on police officers is partly due to the below average funding received, the proportion of police officer spend to police staff spend suggests above average levels of civilianisation within the Force.

Non-staff costs are slightly higher than average largely due to the cost of the two PFI schemes, which are shown gross of £5.2m Government grant in accordance with CIPFA's required treatment. However, the VfM profiles also report non-staff costs excluding PFI and other capital financing costs, as a percentage of workforce costs. On this basis, Dorset Police is below average in all areas, most notably in supplies and services, with the exception of Premises costs. Premises costs, excluding PFI, remain above average.

Dorset Police is a low funded, low spending Force, with significantly lower than average spend on specialist investigations and support services. Expenditure on Criminal Justice, Dealing with the Public and National Policing are all above the national and MSG average (National Policing relates primarily to the Olympic and Paralympic Games security operation and Ports policing both of which are part funded). Resourcing on Local Policing is significantly below the national average, but notably higher than the MSG average.

Full details of how the Force compares against national indicators were reported to ARCIC in December 2011.

Section 9 – Valuing our staff

Valuing our staff – by fulfilling the staff expectation to be professional, motivated, supported, respected and valued and supporting and continuing to develop our staff in a time of economic uncertainty.

Table 9.1 - Latest performance against Valuing our staff targets & indicators

Performance Targets & Indicators	2010/11	2011/12	Actual	%	Latest MSG Position (*)	2011/12 Targets	Trend
Police Officers							
Percentage of working hours lost due to sickness: police officer	4.68%	5.14%		0.5%		3.75%	
Percentage of police officers that are female	23.6%	23.7%		0.1%			
To increase the proportion of police officers above the rank of PC that are female	18.4%	17.7%		-0.7%			
Percentage of police recruits from minority ethnic groups compared to the Percentage of people from minority ethnic groups in the economically active population	1.4%	0.0%		-1.4%		5%	
Overall Police officer numbers (FTEs)	1429.4	1357.1	-72.3	-5.1%			
Police Staff							
Percentage of working hours lost due to sickness: police staff	5.44%	5.25%		-0.2%		3.80%	
Percentage of police staff that are female	59.9%	58.9%		-1.1%			
To increase the proportion of police staff above the salary scale G that are female	37.1%	36.6%		-0.5%			
Recruitment of police staff from black and minority ethnic communities	0.0%	0.0%		0.0%		>5	
Overall Police staff numbers (FTEs)	1010.0	911.9	-98.1	-9.7%			
PCSOs							
Percentage of PCSOs that are female	43.8%	43.2%		-0.6%			
Percentage of PCSOs that are from black and minority ethnic groups	1.8%	1.2%		-0.6%		Exceed 2% by 2015	
Overall PCSO staff numbers (FTEs)	162.6	152.04	-11	-6.5%			
Special Constables							
Percentage of Special Constables that are female	31.5%	29.3%		-2.2%			
Percentage of Special Constables that are from black and minority ethnic groups	2.0%	0.8%		-1.2%		Exceed 2% by 2015	
Overall Special Constables numbers	292	249	-43	-14.7%			
Visibility - Safer Neighbourhood Teams							
PCSO - Front line policing - Visibility using HVP definition	73.6%	64.2%		-9.4%			
PCs - Front line policing - Visibility using HVP definition	54.8%	59.3%		4.5%			

The table above contains the latest available human resources figures covering 2011/12; the information above provides a summary of performance against the previous year and outlines the targets. A much more comprehensive performance report is presented to the Human Resource Committee.

Year end figures indicate that Police officer sickness has increased 0.5% and Police staff sickness has decreased by 0.2%. The Director of HR is chair of a 'gold group' to ensure that all relevant action is being taken to reduce sickness. The Absence Management and Wellbeing Risk Register highlighted that sickness levels could rise as a result of staffing reductions in the HR Business Support team. Given the correlation that is now evident in the figures the Force determined that further planned reductions in this team will not take place, but it will take some time for this decision to feed through into reduced absence management.

Due to the budget cuts being experienced by Dorset Police and the subsequent changes to the Force structure and continuing recruitment freeze, it will become increasingly difficult for the Force to meet the targets set within this area of business.

Section 10 – Encouraging and facilitating community involvement

Encouraging and facilitating community involvement – by engaging communities and partners in problem solving and service delivery.

Table 10.1 - Latest performance against community involvement targets & indicators

Performance Targets & Indicators	2010/11	2011/12	Actual	%	Latest MSG Position (*)	2011/12 Targets	Trend
CSS - Percentage who agree that Dorset Police involve the community in establishing and addressing local problems	45%	62%		17%			

Latest community safety survey results covering the 12 months of 2011/12 (April to March) indicate that 62% of respondents agree that Dorset Police involve the community in addressing local problems.

The election of Police and Crime Commissioners in November 2012 as part of the Police Reform & Social Responsibility Act is likely to result in the further development of engagement of local communities in problem solving and service delivery.

Performance Overview

The following table provide the latest Iquanta Force level summary for both recorded crime and sanctioned detection rates. The data reflects the latest available information covering the period ending March 2012. The key below the table provides an explanation for the symbols and positions with the various ladders giving an assessment of Dorset's performance against our 'most similar group' (MSG) of Forces, which included 4 other Forces; Hampshire, Surrey, Sussex and Thames Valley.

Latest Iquanta Overview

Data to the end of March 2012

	All Crime	Most Serious Violent Crime	Serious Acquisitive Crime	Dwelling Burglary	Robbery	Vehicle Crime	Other Wounding	Racially or Religiously Aggr. Offences
Crimes								
Sanctioned Detections								

Key to Performance Comparisons

Across Time - Shape			
	Clearly improving		Improving
	No apparent change		
	Clearly deteriorating		Deteriorating
Based on Significant Change			

Against Peers - Ladder	
	Better than (1st)
	In line with peers (2nd - 4th)
	Worse than (5th)
Based on last 12 months	

Dorset continues to have a crime rate per 1,000 population in line with our peers across the majority of the crime groups shown above, a pattern which is reflected nationally. The Force is currently showing a variety of trends within the selected crime groups.

In relation to sanctioned detections, generally performance is also in line with our peers. The latest results do however show 'deteriorating' performance for Dwelling Burglary.

Please note the all Iquanta data is 'provisional' as the data is not subject to full checks and validation.

Please also note the very high level of compliance within the Force with National Crime Recording Standards.