

WPA

Wiltshire Police Authority



Annual Police
Performance Review
2008-09

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Introduction

Welcome to the Wiltshire Police Authority (WPA) annual performance review of Wiltshire Police for 2008 – 2009. This public report is WPA's assessment of the policing year just past. It contains the strategic and operational results against the plans and targets set by both WPA and Wiltshire Police, and the results against the policing priorities set out in our Annual Policing Plan for 2008- 2009 which we published at this time last year. The report also includes our appraisal of how well Wiltshire Police has done towards achieving its policing and community objectives during the year.

2008 –2009 marked an important year for Wiltshire Police as it represented the 170th anniversary of the policing service in Wiltshire. On his arrival in January 2008, the new Chief Constable of Wiltshire Police, Mr Brian Moore, established the goal, wholly supported by WPA, to make Wiltshire the safest county in the country. To achieve this, clearly Wiltshire Police must aim to be a consistently top performing force. We believe that the performance results for 2008 – 2009 indicate significant progress is being made by Wiltshire Police in achieving this goal.

Of course, performance statistics are only part of the picture; we know that what really matters to people is how safe they *feel* about living in their own community and how satisfied and confident they are in their police service and in their local authority. Raising confidence and satisfaction amongst Wiltshire's residents will be central to the work of Wiltshire Police, WPA and our partners throughout the current year and we say a little more about this below.

During our regular scrutiny and monitoring throughout the past year, WPA has been pleased to track a continuing trend of reductions in overall crime. Our investment in additional specialist capacity to tackle crime, for example, has shown benefits by enabling Wiltshire Police to achieve success through their new Serious and Organised Crime and Public Protection Units. These have brought new crime teams to bear in tackling economic crime, fraud and in protecting vulnerable people.

We have also noted a continuous improvement in customer service standards and in police response times. Wiltshire Police's neighbourhood policing teams continue to provide closer, more permanent local links with our communities. Solid progress is being made here but there is more to be done and with Wiltshire Police, we will be driving this harder in the current year. WPA will continue the focus on front line policing and visibility over the next few years in line with our determination to enable Wiltshire Police to deliver a policing service which is highly responsive to local needs.

In 2009 – 2010 public confidence in the police and their partners in dealing with local issues will be at the heart of the national and local policing agenda, and *joint responsibility* by public services to provide community safety and resolve local concerns is now paramount. WPA will take a lead in this by continuing to work hard to represent the people of Wiltshire, actively seeking their views, reflecting these in our policing plans and reporting regularly on the progress of Wiltshire Police.

On behalf of the public, WPA exercises a stringent oversight of the provision and use of the resources required by Wiltshire Police to deliver its services. It is our role to secure the continuity of an efficient and effective policing service for Wiltshire and in the current economic conditions, we will be seeking innovative ways of ensuring that, within the finite resources available, the quality of this service continues to improve. Over the current

year, WPA will be challenging Wiltshire Police to ensure this is achieved for the people of Wiltshire.

In August, we will publish our Annual Report for 2008 – 2009 which, in addition to the results shown in this Performance Review, will contain full details of expenditure, investment and progress during the year. Our Annual Report (available in August) can be found at www.wiltshire-pa.gov.uk where you can also find our Annual Policing Plan for the current year 2009 – 2010: the Annual Policing Plan is available now.

We hope you will find this information useful. We always want to hear your views about policing in your area. To find out more, please contact us on our website (as above).

Phone us on 01380 734002 or write to us at:

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Wiltshire Police Authority

June 2009

Summary of Performance 2008 – 2009

In June 2008, WPA published its Annual Policing Plan 2008 – 2009 outlining the policing priorities and business objectives for the year ahead. The annual plan is formulated each year following a thorough review of national and local policing priorities. This includes the National Intelligence Model (NIM), a local strategic crime assessment and, most importantly for the local dimension, the results of public consultations carried out by WPA. This Police Performance Review shows the results achieved by Wiltshire Police against the specific measures set by WPA in the Annual Policing Plan 2008 – 2009.

WPA observes that, for last year, Wiltshire Police provided a very satisfactory performance against Policing Plan measures. Based on agreed assessment methodology and subject to final data verification, WPA concludes that Wiltshire Police has achieved at least 19 of the 25 performance measures in the Policing Plan. Of these, 12 were rated 'Excellent' or 'Good' and 7 were 'Fair'.

Overall crime last year dropped by 7%, representing 3119 fewer crimes, and therefore victims, overall. The County Policing Division achieved 1st place out of 15 amongst its most similar group of police force divisions in the category for overall reduction in crime, which WPA recognises as a considerable achievement. Reflecting their Chief Constable's strong emphasis on reducing violent crime, Wiltshire Police gained 1st place in the country for the reduction in most serious violent crimes. Domestic burglary fell by 16% compared to the previous year, again placing Wiltshire Police in 1st place out the 8 within their group of most similar forces. Vehicle crime also fell by 15%, placing Wiltshire Police 2nd out of 8 within its most similar forces at the end of the year.

Within the Policing Plan measures, as opposed to hard targets, set for the year, Wiltshire Police achieved 'excellent' ratings from WPA for crime reduction, detection of serious theft and fraud, detection rates for racial crime, and reduction in serious violent crimes.

WPA's performance assessment methodology and Wiltshire Police results are detailed in the following sections.

Policing Plan Measures- Performance Assessment Methodology

The 2008 – 2009 annual policing plan incorporated targets encompassing both strategic and local priorities. A number of these were national statutory performance measures and further local measures which were selected to reflect specific service areas relevant to local force performance.

The benchmark approach with which to assess annual results was as follows:

- Where the force performance level was below most similar group (MSG) average, the minimum target was to achieve the MSG average
- Where the force performance level was above the MSG average, the minimum target was to achieve performance equitable to that of the force placed second in the group (effectively top quartile)
- Where the force performance is within the top quartile, the minimum target will be the current iQuanta performance (remain top quartile)

A table of the full results against targets set is shown below, followed by detailed results against individual targets and a WPA assessment reflecting the approach above and the objectives set for Wiltshire Police by WPA for the 2008 – 2009 year.

The agreed target ratings are contained in the Appendix at the end of this report.

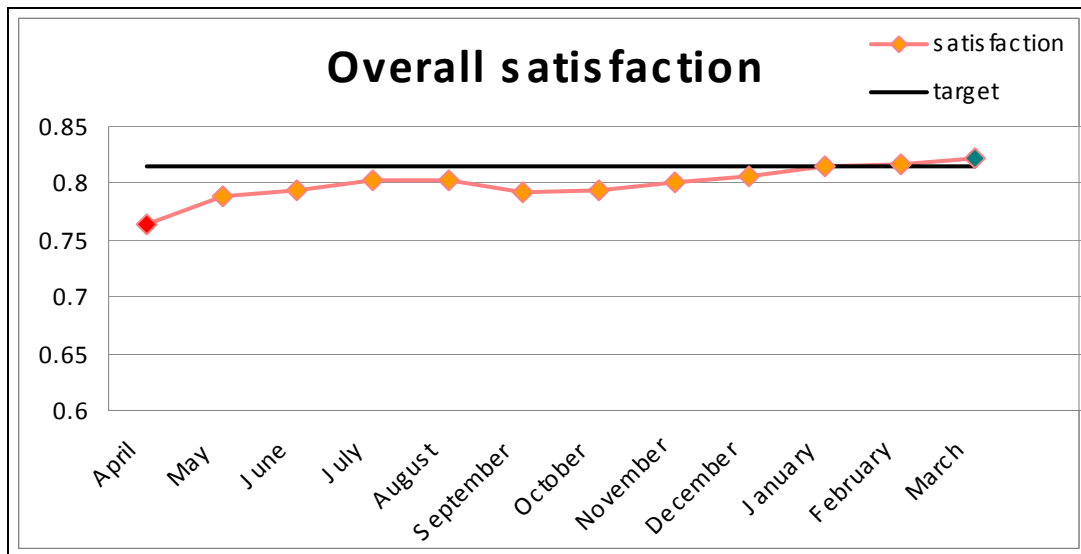
Table Of Annual Target Results

POLICING PLAN MEASURE	TARGET	OUTCOME	RATING	MOST SIMILAR FORCE POSITION
DELIVER SATISFIED COMMUNITIES				
Satisfaction of victims with overall service	81.5%	80.2%	Good	8
Satisfaction gap between white and BME victims	Achieve parity	-1.9%	Achieved	2
Racist incidents victim satisfaction with service	78.4%	71.6%	Fair	8
Ease of Contact	90.2%	89.4%	Fair	8
% of Crime Recording Incident Bureau calls answered in 30 seconds	90%	57%	Not Achieved	-
Central Call Handling calls answered in 30 seconds	95%	93.8%	Fair	-
DELIVER SAFE COMMUNITIES				
To reduce violent crime	8517	8829	Fair	3
Increase proportion of violent crimes detected	60%	52.9%	Fair	3
Serious violent crimes per 1,000	235	198	Excellent	1
Assault with less serious injury	2279 or less	3598 crimes	Not Achieved	3
Domestic violence incidents resulting in arrest	41.1%	37.5%	Fair	3
Serious acquisitive crimes per 1,000 population	6310 or less	5715 crimes	Excellent	2
Serious acquisitive crime detection rate	19.0%	20.2%	Excellent	2
Racially aggravated crimes detection rate	45%	53%	Excellent	3
Value of assets recovered (millions)	£1.25 m	£652, 212	Not Achieved	-
Agreement that police understand local issues	65%	65%	Good	3
Agreement that police deal with local issues	52%	53%	Good	4
% of emergency calls attended within 15 minutes	85%	83.1%	Fair	-
TAKING OUR STAFF WITH US				
Number working days lost due to sickness (days)	Officers/Staff- 8	9.31 police officers, 8.24 police staff	Not Achieved	40/43 forces
Personal Development Reviews completion	85% target	85.7%	Good	-
Diversity measure for recruitment	+ 2.5%	2.5%	Achieved	-

MANAGING OUR RISKS				
Achievement of PRDLDP/PIP & MLDP/CLDP ????	100% take up	100%	Achieved	-
COMMUNICATING OUR SUCCESS				
Confidence in Wiltshire Police	56.2%	54.6%	Poor	3
CONSOLIDATE & COORDINATE EFFORTS				
Cashable efficiency savings	0.7 million	1.3 million	Achieved	-
Workforce Modernisation Programme	Meet milestones	On target	Achieved	-

ASSESSMENT RESULTS

PERCENTAGE OF VICTIMS WHO ARE SATISFIED WITH THE OVERALL SERVICE PROVIDED BY THE POLICE



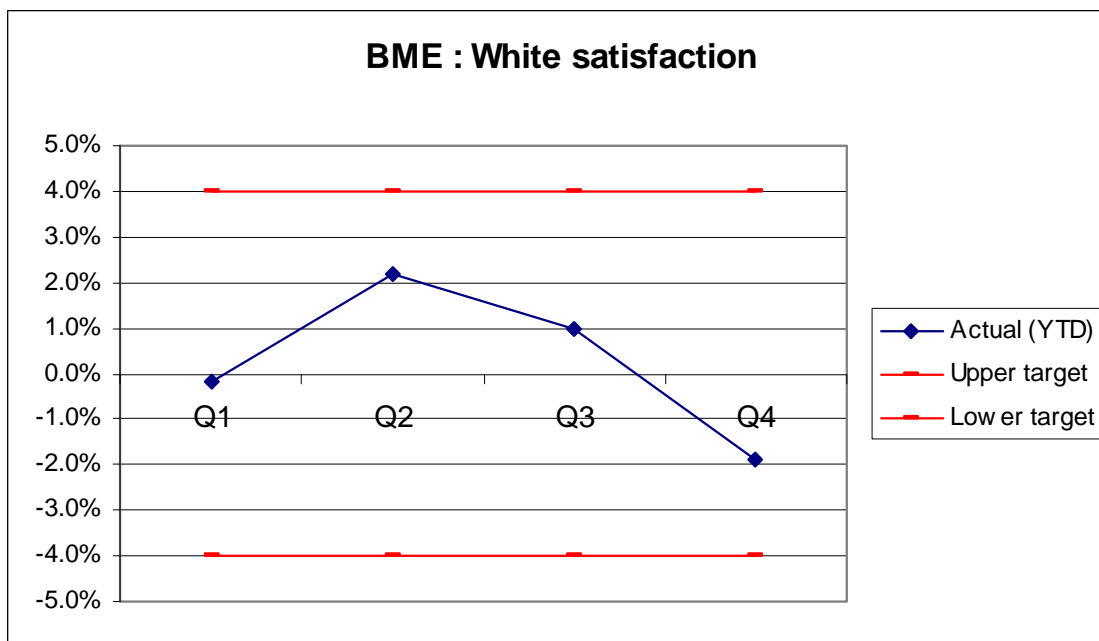
LAST YEAR	TARGET 2008- 2009	OUTCOME	GRADING
79.1%	81.5%	80.2%	GOOD

WPA Assessment

At the close of 2007- 2008, Wiltshire Police was performing poorly in this area being 8/8 with its most similar group of forces, with 79.1%. With WPA investment in the call centre and the focus on neighbourhood policing and response, we felt that users of the service should be as satisfied with their overall experience as those in our most similar forces for 2008- 2009, the average of which this year was 83.8% overall satisfaction.

Over the whole year Wiltshire Police has achieved 80.2% although remains 8/8 within its most similar force grouping. This performance is graded as 'good' and of note, performance in the last quarter was 86.9%, which, if sustained, we would classify as 'Excellent' and would potentially move Wiltshire Police into the top quartile within its most similar group.

SATISFACTION GAP BETWEEN WHITE AND BRITISH MINORITY ETHNIC (BME) VICTIMS WHEN COMPARING VICTIM SATISFACTION WITH THE OVERALL SERVICE PROVIDED BY THE POLICE



LAST YEAR	TARGET 2008- 2009	OUTCOME	GRADING
-6.3%	Achieve parity (+/- 4%)	-1.9% (White 80.6%/ BME 78.7%)	Achieved

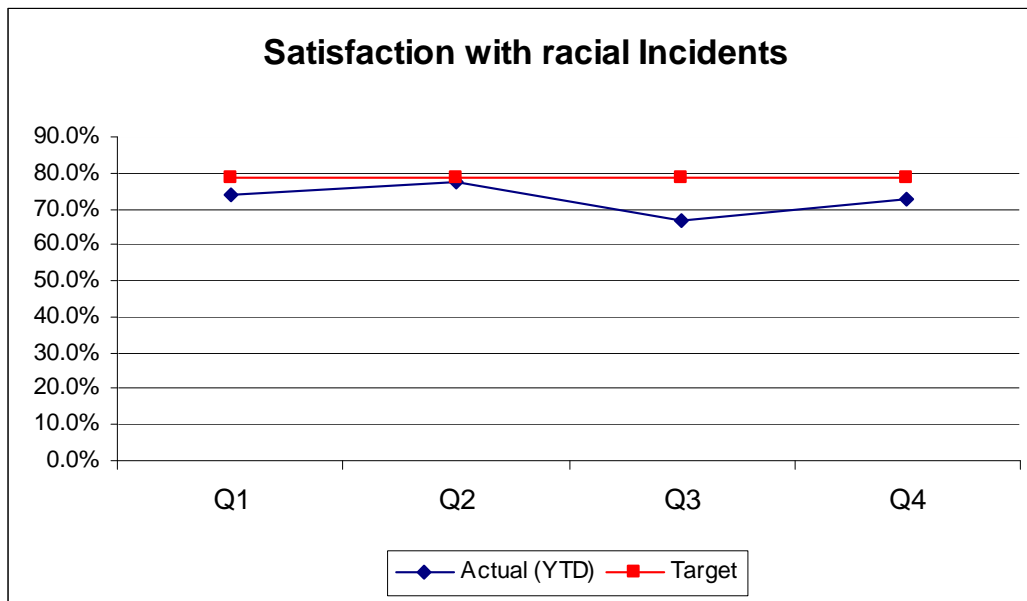
WPA Assessment

At the end of 2007- 2008, the satisfaction gap between White and British Minority Ethnic (BME) victims with overall satisfaction with services provided was 6.3%. Last year the satisfaction gap has reduced both from the previous year and within the target range, placing Wiltshire Police in 2nd out of 8 within their most similar force group. WPA concludes the target has been achieved by its reduction from last year and performing within the - /+4% margin.

WPA recognises that overall satisfaction with the policing service by all users has increased over the year, following improvements led by Wiltshire Police’s Citizen Focus team. We also note that the volume of BME cases is low, often causing results to be subject to peaks and troughs.

In 2009 – 2010, Wiltshire Police will be working with BME satisfaction focus groups within both the County and Swindon policing divisions to determine how they can further improve satisfaction. WPA will monitor progress to ensure performance is sustained.

RACIST INCIDENTS SATISFACTION

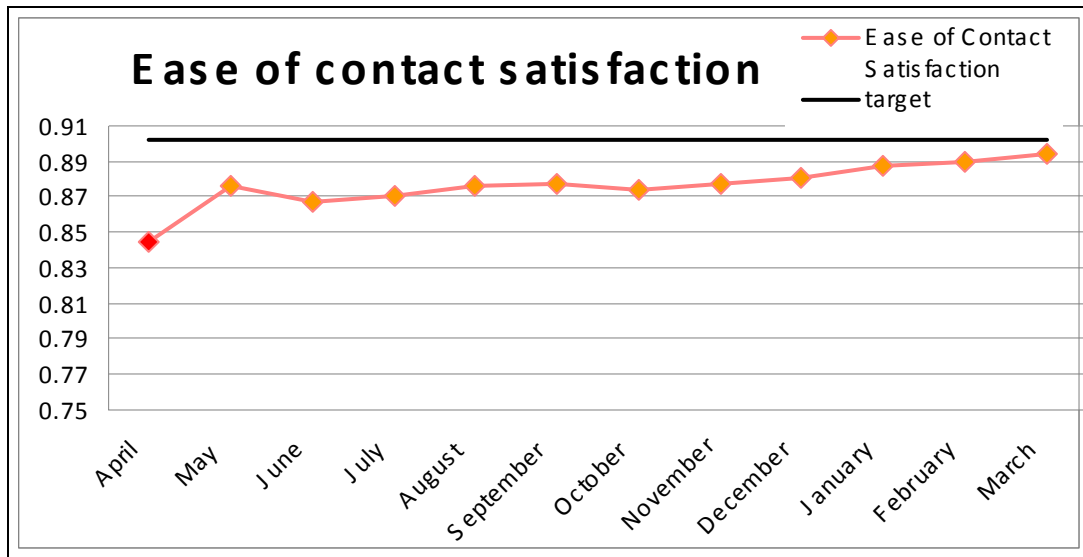


LAST YEAR	TARGET 2008- 2009	OUTCOME	GRADING
68.9%	78.4%	71.6%	FAIR

WPA Assessment

In 2007 – 2008, Wiltshire Police was showing a 68.9% satisfaction level with overall experience of victims of racist incidents. Our goal was for Wiltshire Police to reach the most similar force group average which at the time of target planning, was 78.4%. There was a confidence interval of 2.5%, given the low numbers involved, but in the 3rd quarter Wiltshire Police stands 8/8 in its most similar force group where the average was 80.1% with a confidence interval of 3.1%. Most up to date figures for year end show 71.6% satisfaction which is graded as 'Fair'.

EASE OF CONTACT SATISFACTION



LAST YEAR	TARGET 2008- 2009	OUTCOME	GRADING
88.7%	90.2%	89.4%	FAIR

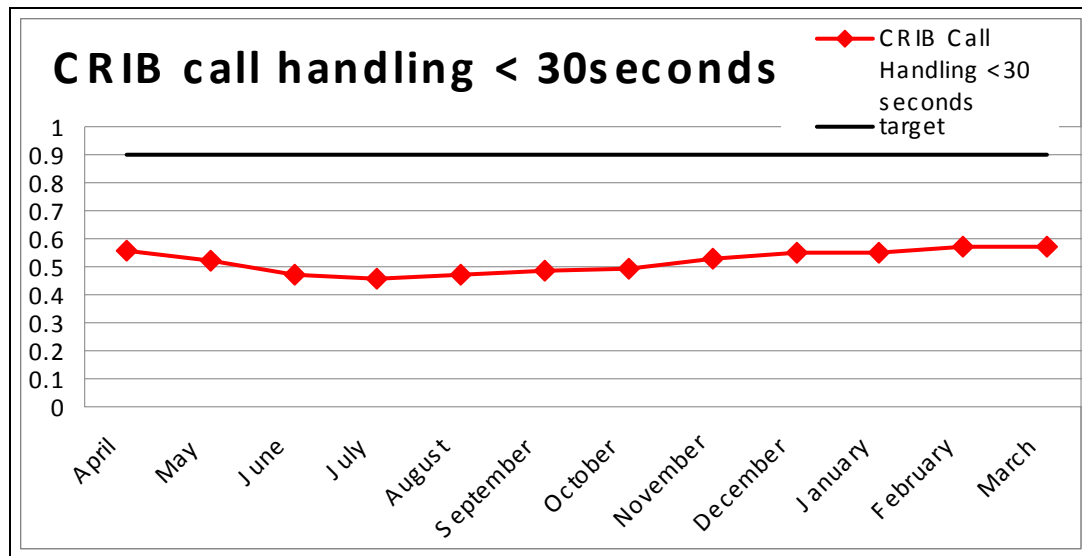
WPA Assessment

At the end of 2007- 2008, Wiltshire Police was 8/8 in its most similar group for public satisfaction with ease of contact. This was of considerable concern to WPA given the poor performance of the contact centre in answering non-emergency numbers and the closure of enquiry offices at some police stations. We set a target of 90.2% which would place Wiltshire Police performance on a par with other similar forces.

Wiltshire Police now reports 89.4% of people as being satisfied with ease of contact for the year to 31st March 2009 which we grade as 'Fair'. This is a key service function where investment has resulted in improved performance on a progressive basis. Wiltshire Police registered an average of 89% during the final quarter which was its highest attainment for the year.

However, other similar forces have also improved performance and Wiltshire Police remains at 8/8 in comparison to its group average of 92.6% for satisfaction at the end of 2008- 2009. WPA will continue to monitor progress against this service standard during 2009- 2010 with a view to continuing improvement.

PERCENTAGE OF CRIME RECORDING INCIDENT BUREAU (CRIB) CALLS ANSWERED WITHIN 30 SECONDS



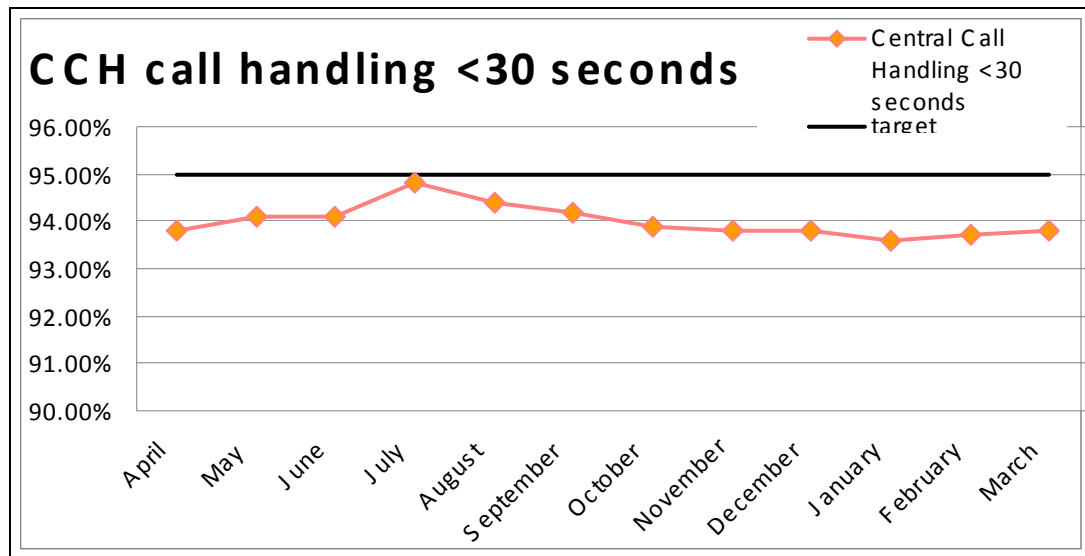
LAST YEAR	TARGET 2008- 2009	OUTCOME	GRADING
51%	90%	57%	Not Achieved

WPA Assessment

In 2007/08, Wiltshire Police’s CRIB (Crime Recording Incident Bureau) answered 51% of calls within 30 seconds. The year end target of 85% in that year had been missed. We increased the target set in this area for 2008- 2009. Performance had been as low as 34% during 2007- 2008. Whilst the target for that year had been missed, Wiltshire Police was confident that 90% was a realistic target, a view endorsed by WPA who felt this to be a key measure of customer service. The level of complaints on this issue had been particularly high.

Over the year there has been a steady improvement from the 2nd quarter onwards with the final quarter achieving an average of 67.3%. It is recognised that given the low starting point, an annual figure of 90% was not achievable this year. Wiltshire Police has not yet reached a standard that WPA believes is an appropriate service level. We have set with Wiltshire Police a target for 2009- 2010 of 75%, rising to 78% in 2010- 2011 and 80% in 2011- 2012.

PERCENTAGE OF CENTRAL CALL HANDLING (CCH) CALLS ANSWERED WITHIN 30 SECONDS



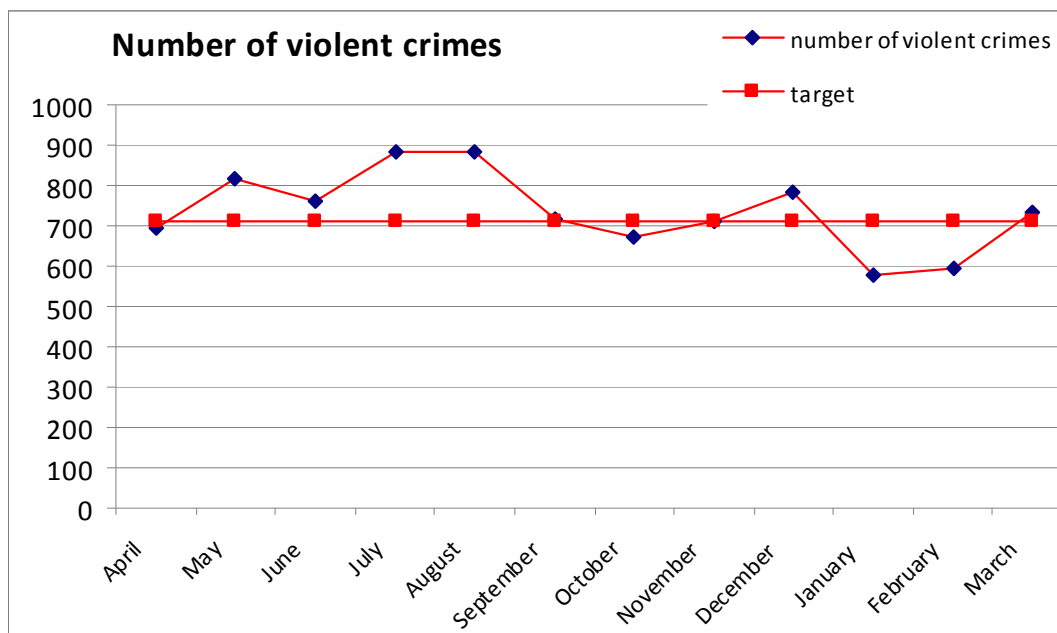
LAST YEAR	TARGET 2008- 2009	OUTCOME	GRADING
92.0%	95%	93.8%	FAIR

WPA Assessment

Over the year, Wiltshire Police answered 93.8% of all calls within 30 seconds. The goal was to answer 95%. This result we grade as 'Fair'. The actual target was achieved in 2 months of the year (July and March).

Whilst there is no formal target set in the Annual Policing Plan for 2009- 2010, WPA will continue to monitor performance in this activity as it is a key driver of public satisfaction and confidence.

TO REDUCE VIOLENT CRIME



LAST YEAR	TARGET 2008- 2009	OUTCOME	GRADING
9,048	8517	8,829	FAIR

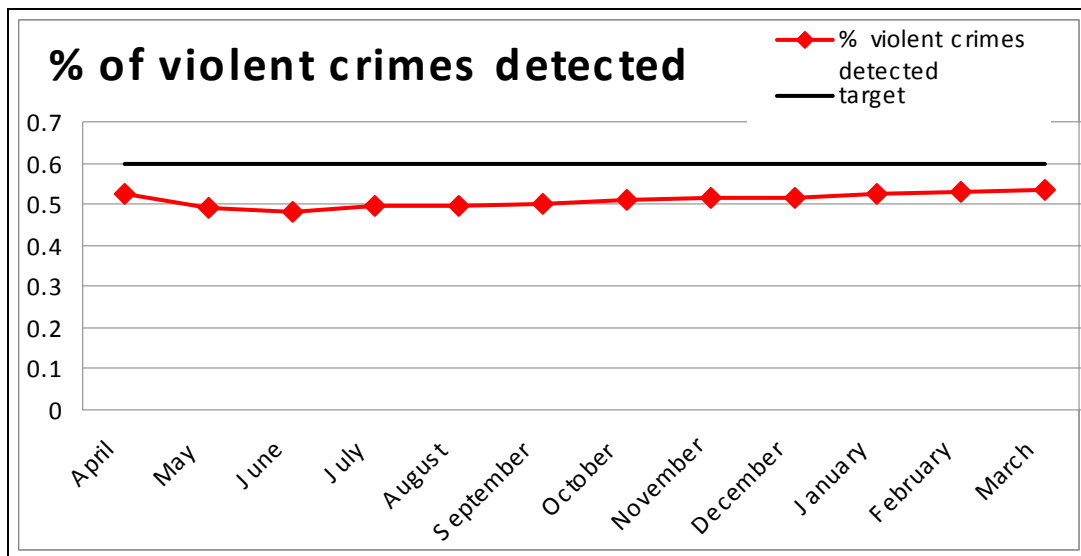
WPA Assessment

During 2007- 2008, Wiltshire Police was performing in the top quartile with regard to violent crime reduction. Wiltshire Police was 2/8 within its most similar group of 8 forces. County Division was 2/15 and Swindon was 11/15 within its most similar BCU group.

The aim for 2008- 2009 was to sustain or improve this position and as a minimum goal, to remain in the top quartile. Within the agreed target ratings for 2008 -2009 'Excellent' was defined as becoming the safest county in England which represented 8,517 crimes or less. This was not achieved. The Wiltshire Police force area was the 8th safest nationally this year and was the safest force in the South West region. Against the most similar group of forces however, performance declined and Wiltshire Police is no longer performing in the top quartile.

The absolute number of violent crimes in the Wiltshire Police area did reduce from 9,048 to 8,829 and the projection, based on the last 6 months, is that the decline will continue. The relative position of Swindon and County police divisions against peers remains the same and both recorded a reduction in the number of violent crimes. Against the parameters set, we assess the performance as 'Fair'.

INCREASE PROPORTION OF VIOLENT CRIMES DETECTED



LAST YEAR	TARGET 2008- 2009	OUTCOME	GRADING
49%	60%	52.9%	FAIR

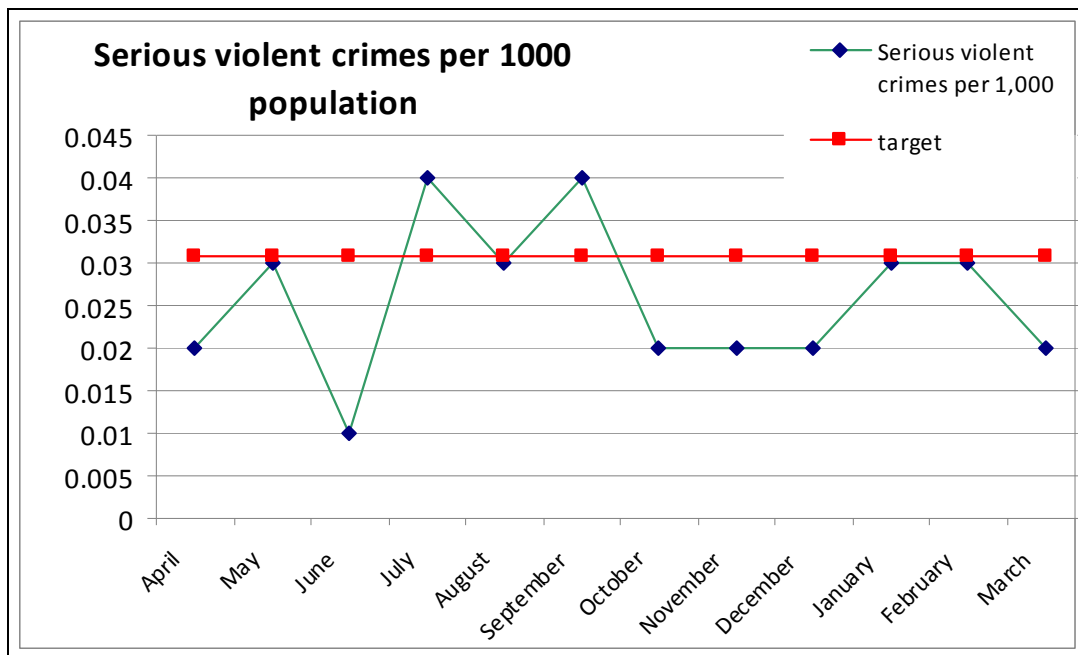
WPA Assessment

In 2007- 2008, Wiltshire Police detected 49% of violent crimes and were placed 5/8 within their most similar group of forces. The aim for 2008- 2009 was to perform better than Wiltshire Police peers, and a target of 60% was set for the detection rate. This would have placed Wiltshire Police in the upper quartile and WPA would have rated this as 'Excellent' in line with the emphasis on violent crime reduction within the annual policing objectives.

Wiltshire Police has improved against its most similar forces and is now 3/8 and above the group average which is a mark of success against the most similar force target set. The stretching target of 60% has not been achieved but performance has improved by 4% this year. WPA is concerned that projections show a decline based on the latest 6 monthly iQuanta data.

County BCU Division has achieved an impressive detection rate of 57% for violent crimes, and is 1/15 this year in its most similar group of BCUs in England. Swindon is below average currently with 48% and positioned 9/15 in its most similar group. This is however, an improvement from its 12/15 position at the end of last year and from its detection rate of 43.48%.

SERIOUS VIOLENT CRIMES PER 1,000



LAST YEAR	TARGET 2008- 2009	OUTCOME	GRADING
181 per 1,000/ 116 crimes	235	0.31/198 crimes	EXCELLENT

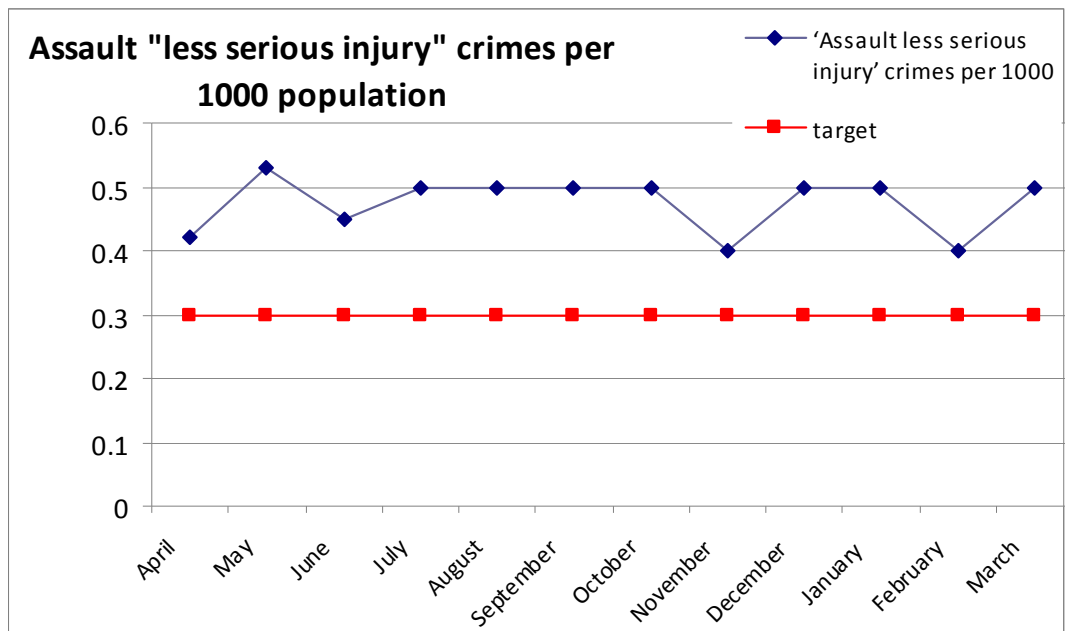
WPA Assessment

The original target of 114 crimes per year (0.2 per 1,000) had been chosen at the start of 2008- 09 as Wiltshire Police had reached 2/8 position in its most similar group by the end of 2007-2008, and were close to being the safest in England in this category. WPA accepted however, that during the year, the APACS definition for this target had changed to increase category inclusions of most serious violent crime recordings. Due to these revisions therefore, the target was revised in the year to reflect similar recording processes to other forces.

In 2007- 2008, Wiltshire Police was in the top quartile, a position WPA clearly wished to be maintained. Wiltshire Police is now 1st in the country for the least number of crimes in this area making the force area the safest county in England in this crime category.

WPA rates this performance as 'Excellent', reflecting our focus on violent crime reduction.

'ASSAULT WITH LESS SERIOUS INJURY' CRIMES PER 1,000



LAST YEAR	TARGET 2008- 2009	OUTCOME	GRADING
6.8/1,000 (4,318 crimes)	Target- Safest force: 2279 or less crimes per year	5.6/1,000 (3598 crimes)	Not Achieved
6.8/1,000 (4,318 crimes)	LAA target: (9% reduction 3 years)	3598 crimes (17% reduction in year one)	Achieved

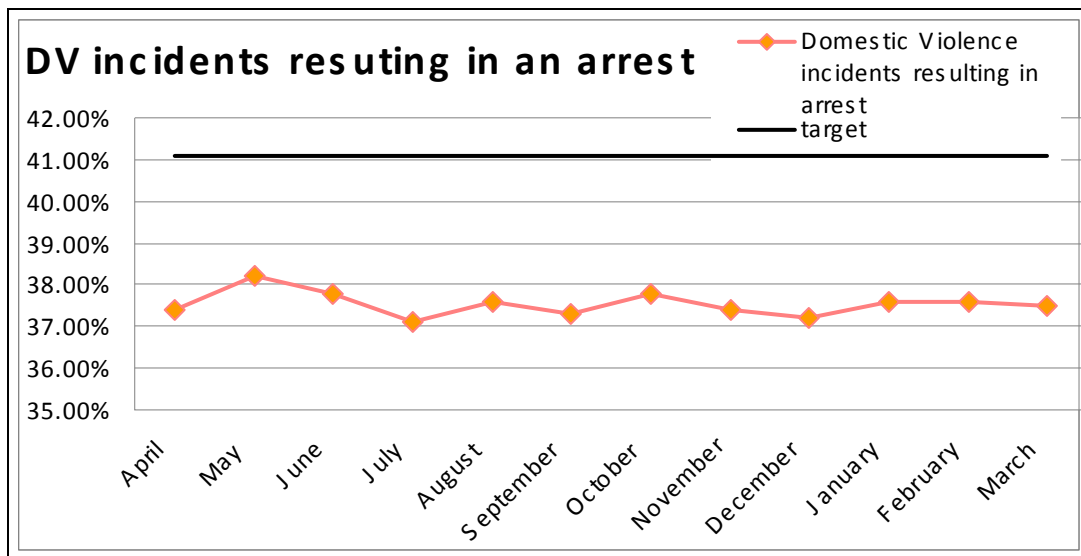
WPA Assessment

This was an approximate measure for alcohol-related crime. It is also an LAA (Local Area Agreement) target as activity by both police and partners can impact on violent crime, particularly alcohol related assault. The LAA target was to reduce crimes in this area by 9% over 3 years of which 2% was to be achieved in 2008- 2009.

It was Wiltshire Police's ambition to have the lowest number of crimes per 1,000 nationally in this area. This target was not achieved. Over the year however, crimes in this category reduced by 17% against last year's end figure which is beyond both our own expectations and those contained in the LAA.

Projections indicate that incidents will continue to fall in line with the Chief Constable's vision to make Wiltshire the safest county in the country.

DOMESTIC VIOLENCE INCIDENTS RESULTING IN ARREST



LAST YEAR	TARGET 2008- 2009	OUTCOME	GRADING
37.8%	41.1%	37.5%	FAIR

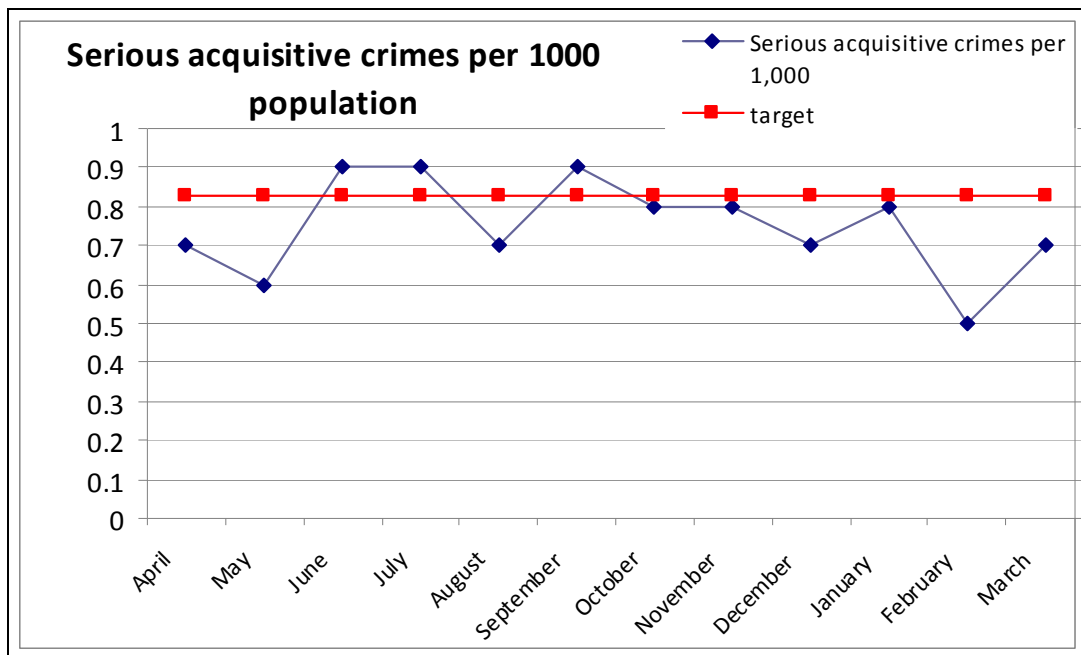
WPA Assessment

The overall aims of both Wiltshire Police and WPA in setting targets for domestic violence are to increase reporting of these incidents, to ensure the arrest and charging of perpetrators, and to reduce the incidence of repeat offending.

The requirement for this target was nationally defined and Wiltshire Police reports a 37.5% arrest rate for incidents against a target of 41.1%. This is a small improvement on the previous year and WPA rates this as 'Fair'. Wiltshire Police reports that where a power of arrest exists it is consistently used. The national target fails to take account of the reality that not all incidents of domestic violence will confer a power of arrest. We consider this national target to be flawed in light of this omission in definition.

Perhaps more importantly, WPA is aware that there was a small decrease in repeat incidents of 36% from last year to 34% this year. Wiltshire Police remains above the average within its most similar force grouping and we will continue to monitor this over the current year.

SERIOUS ACQUISITIVE CRIMES PER 1,000 POPULATION

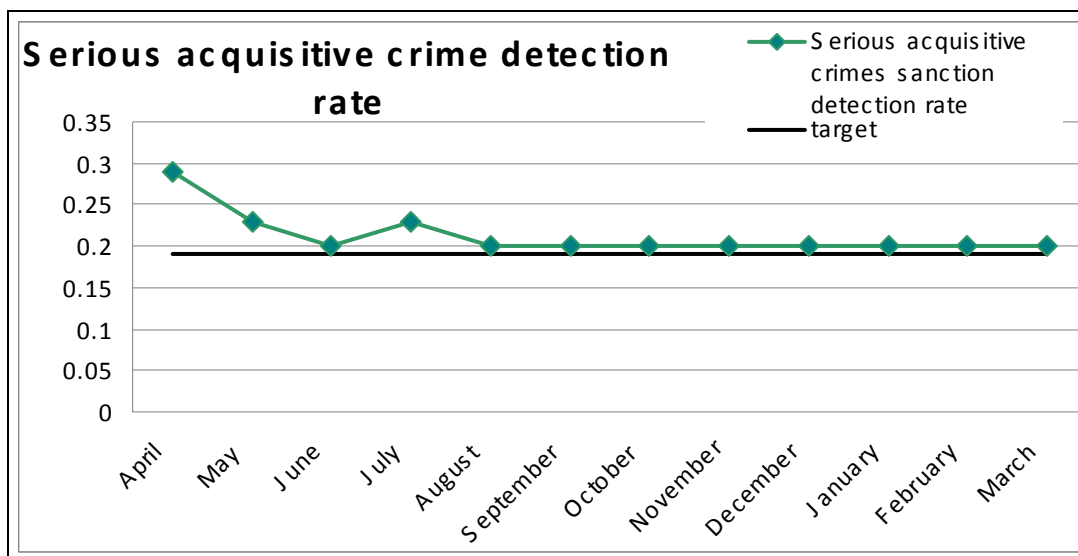


LAST YEAR	TARGET 2008- 2009	OUTCOME	GRADING
10.628 crimes per 1,000 (6,824 crimes)	9.946 crimes per 1,000 (6301 crimes)	8.901 crimes per 1,000 (5715 crimes)	EXCELLENT

WPA Assessment

Wiltshire Police achieved the target aim of reaching the top quartile in this area and WPA rates performance as 'Excellent'. Wiltshire Police moved from 3/8 position in 2007- 2008 to 2/8 at the end of 2008- 2009 within its most similar force group.

SERIOUS ACQUISITIVE CRIME DETECTION RATE

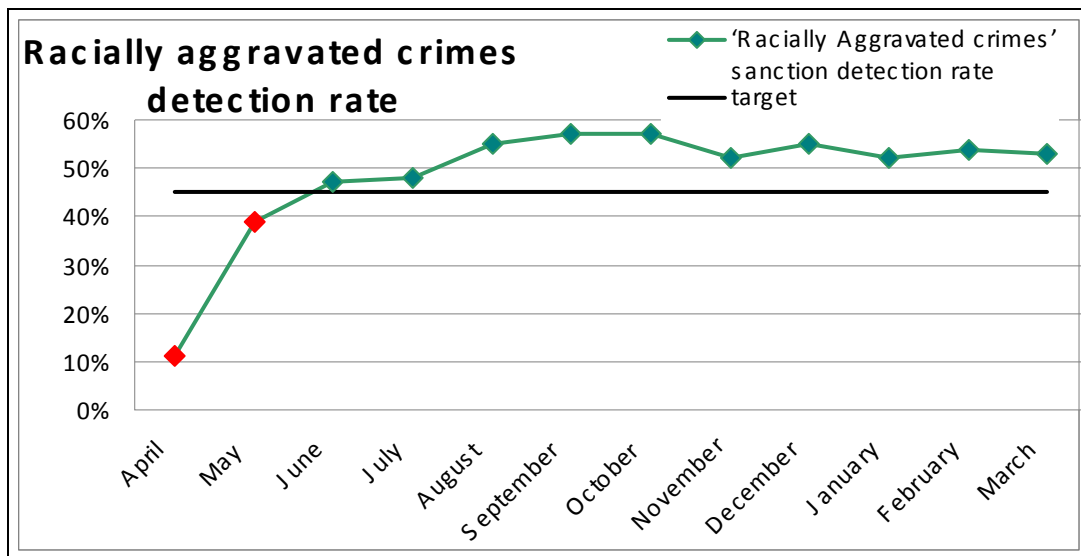


LAST YEAR	TARGET 2008- 2009	OUTCOME	GRADING
16.87%	19.0%	20.2%	EXCELLENT

WPA Assessment

Wiltshire Police maintained its position in the top quartile for this target and was positioned 2/8 within its group of most similar forces. The top quartile performance rate was upheld which we rate as 'Excellent'.

SANCTION DETECTION RATE FOR RACIALLY AGGRAVATED CRIMES

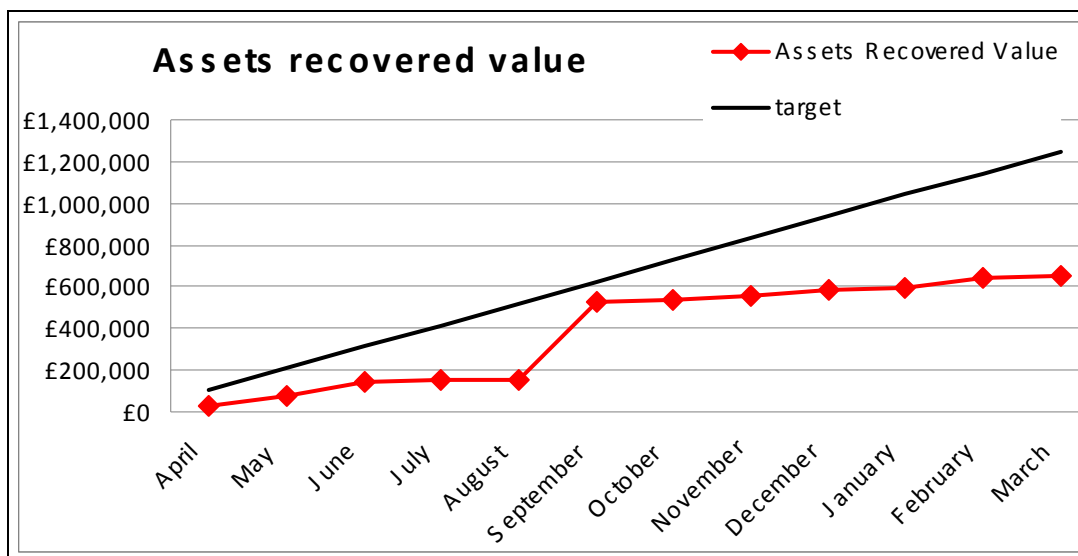


LAST YEAR	TARGET 2008- 2009	OUTCOME	GRADING
44.4%	45%	52.2%	EXCELLENT

WPA Assessment

In 2007- 2008, Wiltshire Police was positioned 6/8 for this target within its most similar force group. As crime volume in this area involves fairly low numbers, WPA is aware that this can create fluctuation in results against targets. This year, Wiltshire Police achieved the aim to improve its position, and was 3/8 at the end of the performance year. The force also increased its detection rate target to 52.2% which WPA rates as 'Excellent'.

VALUE OF ASSETS RECOVERED



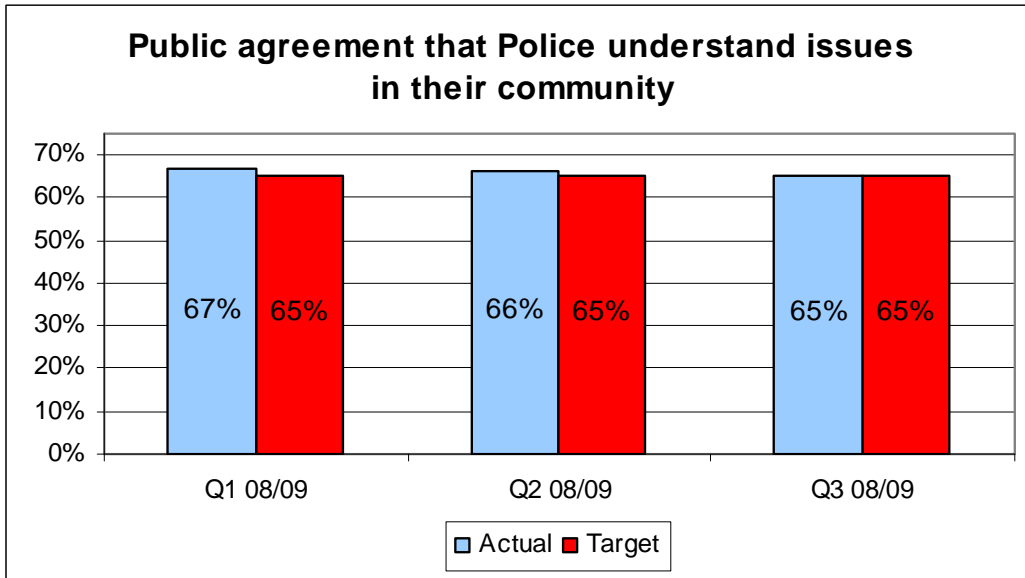
LAST YEAR	TARGET 2008- 2009	OUTCOME	GRADING
£623, 226	£1.25 million	£652, 212	Not Achieved

WPA Assessment

This was a nationally sourced target and its achievement is partly dependent on the progress of the court process. This was not a target that WPA felt was particularly relevant to Wiltshire Police's performance. We note that Wiltshire Police exceeded set targets for confiscation orders and cash seizure volume this year

Wiltshire Police will continue to target serious and organised crime groups through increased capability over the coming year the results of which we will assess.

PERCENTAGE OF PEOPLE WHO AGREE THAT THE POLICE IN THEIR AREA UNDERSTAND THE ISSUES THAT AFFECT THEIR COMMUNITY



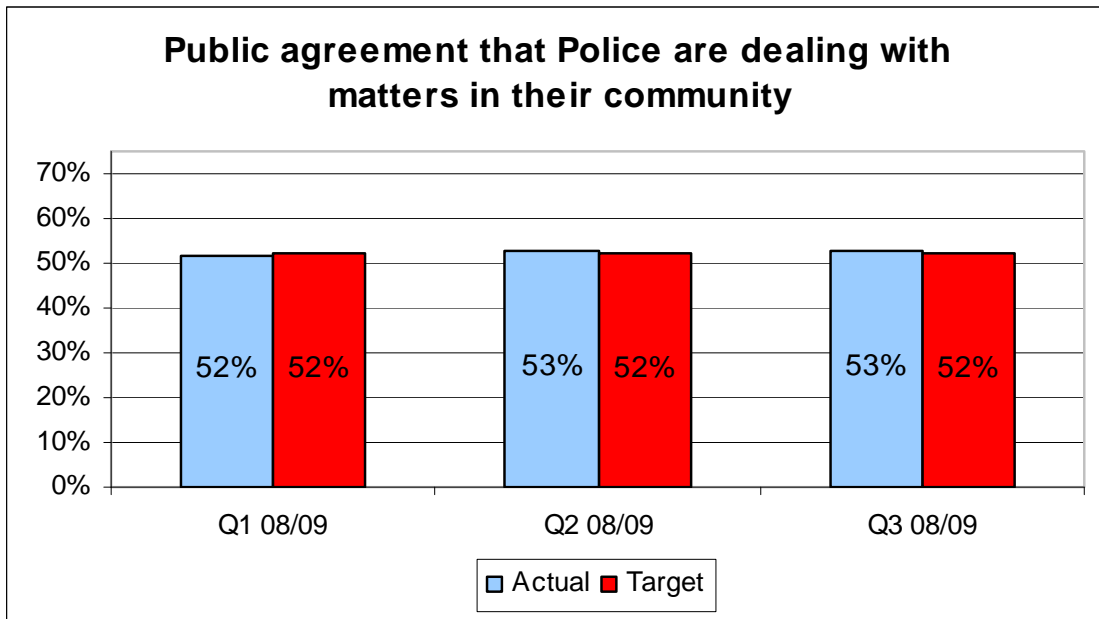
LAST YEAR	TARGET 2008- 2009	OUTCOME	GRADING
69%	65%	65%	GOOD

WPA Assessment

When the target for 2008 -2009 was set, the outcome for the year end figure for 2007 - 2008 was not known. Had this been available a higher target would have been appropriate. For the previous year, Wiltshire Police was at the top of its most similar force group, and data to December 2008 shows them now to be 3/8.

The most current data to December 2008 from the British Crime Survey shows Wiltshire Police to be at 65%. WPA is concerned that there might be a small decline in performance and trust that the final year end figure, when it is available, will not show any further reduction.

PERCENTAGE OF PEOPLE WHO AGREE THAT THE POLICE IN THEIR AREA ARE DEALING WITH THINGS THAT MATTER TO PEOPLE IN THE COMMUNITY



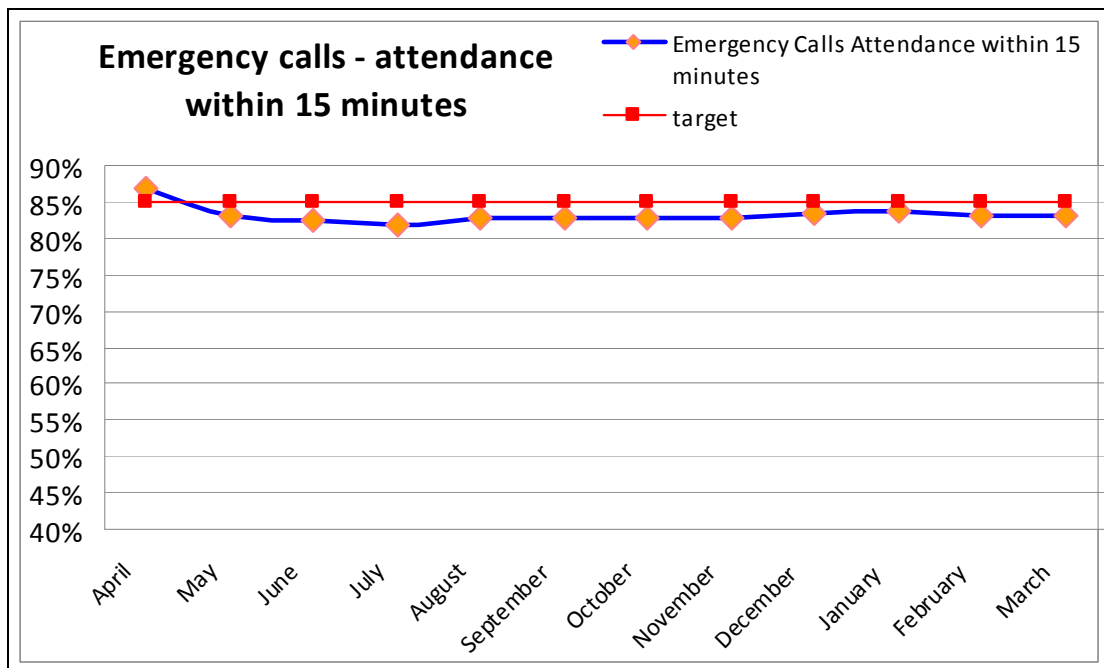
LAST YEAR	TARGET 2008- 2009	OUTCOME	GRADING
53.6%	52%	53%	GOOD

WPA Assessment

When the target for 2008- 2009 was set, the outcome for the year end figure for 2007- 2008 was not known. Had this been available a higher target would have been more appropriate. Targets were set in these areas before the full year end data was known.

Performance to December 2008 was 53% giving Wiltshire Police a rating of ‘Good’ according to set criteria. Wiltshire Police is now 4/8 in its most similar forces group, which is a fall from 2/8 last year. WPA will be concerned that performance does not decline further by the year end.

PERCENTAGE OF EMERGENCY CALLS ATTENDED IN 15 MINUTES



LAST YEAR	TARGET 2008- 2009	OUTCOME	GRADING
81.2%	85%	83.1%	FAIR

WPA Assessment

In 2008- 2009, Wiltshire Police showed some improvement against the 2007- 2008 results, the target, however, was not achieved. Performance remained fairly consistent during the year and the result is rated by WPA as 'Fair'. It is anticipated that performance will improve through an action plan developed by Wiltshire Police which WPA will monitor closely during the current year. Investment in extra staff within the Emergency Control Centre and additional training undertaken in 2008- 2009 should support continuous improvement.

The national Policing Pledge now defines different response times for 'urban' (15 minutes) and 'rural' (20 minutes) areas. WPA and Wiltshire Police will maintain the requirement that 85% of emergency calls are responded to within the set parameters. The target for both rural and urban categories for 2009- 2010 will remain the same as the previous year, and in the following 2 years, WPA intends to set progressive targets in this area.

NUMBER OF WORKING DAYS LOST TO SICKNESS

LAST YEAR	TARGET 2008- 2009	OUTCOME	GRADING
Officers- 10.1 days Staff- 9.6 days	Officers- 8 days Staff- 8 days	9.31 (officers) 8.24 (staff)	Not Achieved

WPA Assessment

Given the focus on lost working days over the past two years, the non achievement of this target is extremely disappointing. WPA recognises that the implementation of the Bradford Score method will take time to embed and expect an improvement for 2009- 2010 in this area.

PROFESSIONAL DEVELOPMENT REVIEW (PDR) COMPLETION

LAST YEAR	TARGET 2008- 2009	OUTCOME	GRADING
90.3%	75% minimum 85% target 95% Excellent	85%	Achieved

WPA Assessment

Professional Development Reviews (PDRs) are set annually for each member of staff by managers and establish individual objectives and actions which are assessed each year. These also represent the individual officer or staff contribution to the force's annual priorities and plans. The 85% target set in order to ensure completion of PDR's was achieved.

We have consistently maintained that the completion of annual PDRs should not require a target but be achieved as standard. In future, WPA will be expecting a qualitative, rather than quantitative, form of assessment of PDRs.

DIVERSITY MEASURE FOR RECRUITMENT

LAST YEAR	TARGET 2008- 2009	OUTCOME	GRADING
2.5%	Recruit in excess of 2.5% of recruits of Black or other Minority Ethnicity	2.5%	Achieved

WPA Assessment

WPA is pleased that Wiltshire Police has achieved their target to recruit at least 2.5% from BME (British Minority Ethnic) backgrounds and trusts that this can be maintained in 2009-2010, through the added support of a comprehensive Diversity Action Plan to encourage new recruits, offer progression and ensure retention over the longer term.

We have been encouraged by the increased percentage of employment applications to Wiltshire Police from BME groups and will continue to monitor progress.

ACHIEVEMENT OF:

- **POLICE RACE AND DIVERSITY LEARNING DEVELOPMENT PROGRAMME (PRDLDP)**
 - **PROFESSIONALISING INVESTIGATION PROGRAMME (PIP)**
 - **MANAGEMENT AND LEADERSHIP DEVELOPMENT PROGRAMME (MLDP)**
 - **CORE LEADERSHIP DEVELOPMENT PROGRAMME (CLDP)**
-

LAST YEAR	TARGET 2008- 2009	OUTCOME	GRADING
N/A	100%	100%	Achieved

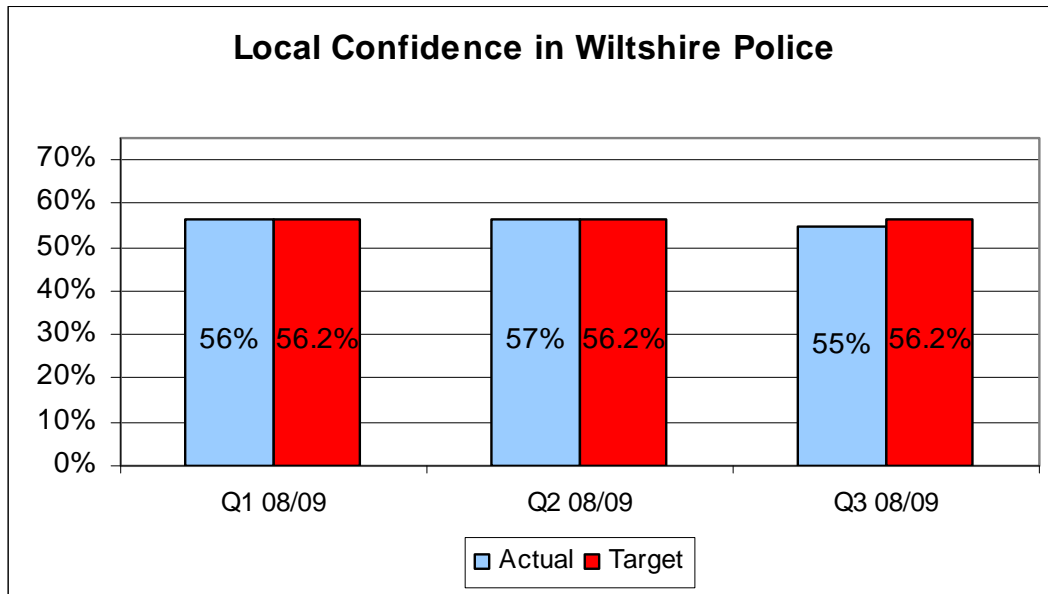
WPA Assessment

Wiltshire Police's Learning and Development Unit carries out professional development courses for officers and senior management in order to provide practical training and expertise focused on delivering a high quality policing service to all communities.

These include the Race and Diversity Programme (PRDLDP), enhanced management training for Community Beat Managers (CLDP), crime investigation skills including professionalization of service and response working with victims of crime (PIP), and leadership and management training (MLDP).

We noted that Wiltshire Police successfully delivered its annual programme of training required during 2008- 2009. The rate of take-up of courses allocated to officers and staff does require attention, and the Authority will continue to monitor and assess progress during 2009- 2010.

CONFIDENCE IN WILTSHIRE POLICE



LAST YEAR	TARGET 2008- 2009	OUTCOME	GRADING
56.1%	56.2%	54.6%	POOR

WPA Assessment

In 2007/08, 56.1% of the population expressed confidence in Wiltshire Police and the force was 1/8 in its most similar group of forces. For 2008- 2009 we were looking to sustain or improve this performance.

To the end of December 2008, the force's position against its most similar forces had declined and it is no longer in the top quartile. Confidence levels were reported at 54.6% to the end of December 2008 which is a 1.5% drop in confidence which the Authority rate as 'Poor'.

The Authority however, has conducted its own separate public consultation in Wiltshire, and our results during 2008 reported a considerably higher confidence result of 79% for Wiltshire Police, which if measured against the 2008- 2009 criteria would be rated as 'Excellent'. The Authority will continue to assess these initial confidence results via its public surveys alongside the official British Crime Survey reports and seek to reconcile the differences in surveys outcomes.

CASHABLE EFFICIENCY SAVINGS

LAST YEAR	TARGET 2008- 2009	OUTCOME	GRADING
-	0.7 million	£1.3 million	Achieved

This target was set as part of a 3- year efficiency plan set nationally for forces to achieve 9.3% efficiency savings over a 3 year period to 2010- 2011. Wiltshire Police performed well with this year's target being exceeded. A target of 6.5million has been set for 2009- 2010.

WFM CHANGE PROGRAMME

LAST YEAR	TARGET 2008- 2009	OUTCOME	GRADING
-	Meet WFM milestones set	On target	Achieved (Estimate- Results May 2009)

The Workforce Modernisation (WFM) Change Programme is a target set within the national programme designed to transform and improve police force organisation to agreed standards, and is being undertaken by all forces. The full evaluation feedback results will not be available until mid year. Full details will be available within the Annual Report for 2008- 2009 by the Police Authority later on this year.

APPENDIX

APPLIED RATINGS FOR POLICING MEASURES

DELIVERING SATISFIED COMMUNITIES	TARGET	SUCCESS RATING
% of victims who are satisfied with the overall service provided by the police (APACS measure)	81.5%	Excellent > 83.8% Good 81.6- 83.7% Fair 79.4- 81.5% Poor < 79.3%
Satisfaction gap between white and BME victims when comparing victim satisfaction with the overall service provided the police (APACS measure)	Parity in levels of satisfaction	
Satisfaction of victims of racist incidents with the overall service provided by the police (APACS measure)	78.4%	Excellent > 88.9% Good 79.8% Fair 70.6- 79.7% Poor 70.5%
Satisfaction with Ease of Contact (local measure)	90.2%	Excellent 93.5% Good 91.1- 93.4% Fair 88.6- 91.0% Poor < 88.5%
% of CRIB calls answered within 30 seconds	90% in 30 seconds 98% in 120 seconds	
% of Central Call Handling calls answered within 30 seconds	95% of calls answered within 30 seconds	Excellent > 99% Good 95- 98% Fair 90- 94% Poor < 90%
% of People expressing confidence in Wiltshire Police (APACS measure)	56.2%	Excellent > 59.3% Good 56.7- 59.2% Fair 55.3- 56.6% Poor < 55.2%
DELIVERING SAFE COMMUNITIES	TARGET	SUCCESS RATING
Number of serious acquisitive crimes per 1,000 population (APACS measure)	9.946 (equal to 6,301 crimes)	Excellent < 9.9 Good 10.6- 9.8 Fair 11.2- 10.5 Poor > 11.2
Alcohol-related violent crime: 'Assault with injury' crimes per 1,000 population (APACS measure)	Equivalent to 2279 crimes per year or less	Equivalent to 2279 crimes per year or less
% of domestic violence (DV) related offences that result in an arrest (APACS measure)	41.1%	Excellent > 55.5% Good 46.4- 55.4% Fair 37.1- 46.3% Poor < 37.0
Sanction detection rate for serious acquisitive crimes (APACS measure)	19.0%	Excellent > 19.0% Good 46.4- 55.4% Fair 37.1- 46.3% Poor 17.7%
Sanction detection rate for racially aggravated crimes (APACS measure)	45%	Excellent > 45% Good 40 -44.9%

		Fair/Poor < 40%
Value of assets recovered (APACS measure)	£1.25 million	
To reduce the level of violent crime	To be the safest County in England, equivalent to 8517 crimes	Excellent <8517 Good 8768- 8516 Fair 49.0- 53.2% Poor < 48.9%
To increase the proportion of violent crimes detected	60%	Excellent > 57.6% Good 53.3- 57.5% Fair 49.0- 53.2% Poor < 48.9%
Number of most serious violent crimes per 1,000 population (APACS measure)	To be the safest County in England	Maintain current crime levels, approx 114 crimes per year, or 0.2 per 1,000 population (changed to 235)
% of people who agree that the police in their area understand the issues that affect their community (APACS measure)	65%	Excellent 69.4% Good 63.7- 69.3% Fair 61.0- 63.6% Poor 61.0%
% of people who agree that the police in their area are dealing with things that matter to people in their community (APACS measure)	52%	Excellent > 55.9% Good 49.9- 55.9% Fair 48.5- 49.9% Poor < 48.5%
% of emergency calls attended in 15 minutes (local measure)	85%	Excellent > 905 Good 85.0- 89.9% Fair 82- 84.9% Poor < 81.9%
TAKING OUR STAFF WITH US	TARGET	SUCCESS RATING
Number of working days lost to sickness (local measure)	Officer – 8 days Staff – 8 days	Achieved/Not Achieved
PDR Completion rates (local measure)	75% Minimum 85% Target 95% Excellent	Excellent 95% Good 85- 94% Fair 76- 84% Poor < 75%
Diversity measure for recruitment (local measure)	Recruit in excess of 2.5% of recruits of Black or other Minority Ethnicity	Achieved/Not Achieved
MANAGING OUR RISKS	TARGET	SUCCESS RATING
Achievement of PRDLDP, PIP and SLDP/MLDP/CLDP milestones (local measure)	Yes/ No reporting	Achieve/Not Achieved

COMMUNICATING OUR SUCCESS	TARGET	SUCCESS RATING
% of People expressing confidence in Wiltshire Police (APACS measure)	56.2%	Excellent > 59.3% Good 56.7- 59.2% Fair 55.3- 56.6% Poor < 55.2%
CONSOLIDATING OUR EFFORTS	TARGET	SUCCESS RATING
Delivery of cashable efficiency targets (APACS measure)	9.3% over 3 years	Achieved/Not Achieved
Delivery of WFM Change Programme (local measure)	Yes/ No reporting	Achieved/Not Achieved