

LEICESTERSHIRE POLICE AUTHORITY

ANNUAL REPORT

2007/08

Leicestershire Police Authority Annual Report 2007/08

This Annual Report must assess the extent to which the Local Policing Plan 2007/08 and the 3-Year Strategy Plan (applicable to 2007/08) was carried out. That assessment is set out in the table below. The plans mentioned above must include the many targets the Home Office sets for Police Forces.

Please see the Glossary at the end of the document for the meaning of acronyms.

Assertion in Local Policing Plan 2007/2008 or modified 3-Year Strategy Plan 2005/08	Achieved	Comment on extent to which achieved in April 2007 to March 2008
<h1 style="margin: 0;">Tackling Crime</h1>		
Between 2005-08, reduce overall crime by 15% in line with national targets	No	Rutland Crime and Disorder Reduction Partnership was the only one to have achieved their reduction target. In 2007/08, 51,555 crimes were recorded which equates to a reduction of 12.6%
Achieve Local Criminal Justice Board target for bringing 25 441 offences to justice	Yes	Target exceeded as 26,752 offences brought to justice in the financial year.
Achieve the national target (95%) for the number of offenders entering treatment programmes within Criminal Justice System.	Yes	98%.
Improve our sanctioned detection rate for notifiable offences.	No	Final end of year sanction detection rate was 27% so this target was not achieved.
Ensure we have improved Basic Command Unit (BCU) crime structures and processes in place to ensure effective crime investigation and proactive targeting of active criminals.	Yes	This work is continuing as part of the Resource and Demand suite of projects.
Put clear Basic Command Unit (BCU) Crime Management processes in place to ensure accurate and prompt crime recording and allocation	Yes	Implemented
Deliver consistent and effective services to victims of (domestic) violence, rape, child abuse and sexual offences.	Yes	The Child Abuse Investigation Unit (CAIU) is compliant with National Child Protection standards. An agreement has been reached for a growth in the CAIU establishment.
Provide improved service delivery and victim care through the new Domestic Violence structures in place on Basic Command Units (BCUs).	Yes	Domestic Violence officers are to be trained as Detectives. Within the Area based Public Protection there is now another Detective Sergeant and support staff.

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	Provide improved investigative processes and maintain excellent care to victims of sexual assault through the newly formed SOLACE Team.	Yes	Staffing levels confirmed at 10 Detective Constables and 2 Detective Sergeants. Working practices are fully established. Victim withdrawals have also decreased in the last financial year. The unit has had 343 deployments to March 2008.
	Implement the new structure for the management of sex and dangerous offenders within Crime Support and on Basic Command Units (BCUs), thereby reducing the risk to the public and increasing public confidence	Yes	The Public Protection Team has been increased to 6 officers and provides support to the newly implemented Public Protection Police Staff Co-ordinators on Basic Command Units (BCUs). Sergeants, Constables and support staff have now been recruited to manage lower / medium risk registered sex offenders as part of the BCU structures. A dedicated Force trainer is now in place.
	Implement the recommendations of the Bichard report and complete the conversion of old records within the Child Protection Unit onto the Child Abuse Tracking System	Yes	The recommendations have been implemented within Crime Support Department. Back record conversion has been completed for all records back to 1999 as agreed by the Chief Constable
	Work towards the outcomes of Every Child Matters and provide support to the Local Safeguarding Children's Board in Leicester, Leicestershire and Rutland and the three Children's Trusts	Yes	The Crime Support Department provides support to the Local Safeguarding Children Board (LSCB), Joint Area Review (JAR) and County JAR. We have provided staff to attend multi agency training. The Deputy Chief Constable sits on the LSCB Chief Officers Group.
	Implement the recommendations of the National Guidance in Investigating Child Abuse and Safeguarding Children 2005	Yes	Project completed and signed off by Assistant Chief Constable Eyre.
	Increase % of joint agency enquiries through restructuring of the Child Abuse Investigation Unit	Yes	98% of cases are joint agency – those 2% that are not are because they need to be a single agency responsibility.
	Substantially increase the number of child abuse referrals attracting background checks at point of receipt.	Yes	All referrals that come in to the referral desk attract the Gold standard checks. The Referral Desk sergeants dip sample compliance with adherence to gold standard and report back on a quarterly basis.
	Implement an accommodation plan for Scientific Support	Yes	This was achieved and work started on the final phase of the Scientific Support Unit refurbishment and the High Tech Crime Unit and Fingerprint Storage.
	Continue to develop our prolific and other priority offender programme to target the small number of criminals who commit the majority of offences	Yes	The Prolific and Priority Offenders framework continues to develop with the inauguration of the multi-agency re-offending board. The Crime Prevention partners are also looking to formulate the next generation structure through the Community Safety Programme Board.

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Build on the success of our drugs intervention programme which is designed to get offenders out of crime and into treatment	Yes	The Drug Intervention Programme (DIP) process has now been successfully introduced onto the North Policing area representing a significant achievement for the Force. The DIP structure continues to show good performance for the Force
Over the next twelve months, implement plans that will improve our capacity to deal with forensic evidence gathered by our Scenes of Crimes Officers	Yes	This has been achieved by Forensic submissions screened to ensure that they have evidential potential prior to submitting to our Forensic Service Provider.

Promoting Community Safety

Continue with the roll out of Neighbourhood Policing across the force, including the 229 Police Community Support Officers (PCSOs) and new Local Support Team Officers	Yes	Neighbourhood Policing continues to be embedded. The 3 rd generation Neighbourhood Policing profile has been introduced and incorporates new demographic software to ensure our consultation and engagement activity is targeted and our Key Individual Networks are truly representative.
Work to implement the recommendations within the National Strategy for the Special Constabulary	Yes	Work on the action plan has been progressed to Improve retention rates, Increase support to line management and review training programme through recruitment targets
Achieve better than 70.4% of officers time on frontline policing	No	Provisional results from the force yet to be verified by the Home Office suggest that the 70.4% target has not been met.
Tackle anti social behaviour and contribute to building a culture of respect using dedicated, responsive and accountable neighbourhood policing teams, working in partnership with local agencies	Yes	Anti-social Behaviour (ASB) Communication is now contained in the new strategy and is governed through the ASB Delivery Group. The Independent Advisory Group policy and guidance is contained within the Force Consultation and Engagement Strategy.
Despite the reduction in Local Policing Units (LPUs) no police stations will close with officers and police community support officers continuing to work out of all of our stations	Yes	It can be confirmed that no police station has formally closed. Uniform resources continue to operate out of all stations that existed before the reduction of LPUs.
Three rural crime initiatives have been held on farms within Leicestershire and Rutland and the crime cracker rural business crime event has provided support and information for rural communities. This programme of events will continue through 07/08	Yes	The Welland Valley based funding for this initiative has now ceased but the Force continues to contribute to the Rural Strategies across the sub region

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	Achieved	Comment on extent to which achieved in April 2007 to March 2008
<h1 style="text-align: center;">Satisfaction and Confidence</h1>		
Continue to improve on service delivery and customer satisfaction building on the core standards of the National Quality of Service Commitments (NQSC).	Yes	The external NQSC booklet has been printed and circulated to several hundred public locations across Leicester, Leicestershire and Rutland. The Force has developed its compliance regime for the monitoring its compliance against the standards.
Continue to provide an improved quality of service through the 101 facility	Yes	Service successfully implemented but Government funding ceased and the 101 function discontinued.
Introduce and evaluate a resource and demand management pilot	Yes	The Force is planning to rollout terminals in all vehicles. Professionalisation of resource planning will continue throughout 2008 with the National Strategy for Police Information Systems Data Management System. Pilots are running on the City Incident Response and the Scheduled Response work.
Achieve the national confidence rating in Criminal Justice System of 48%	No	The latest figures show Leicestershire with a rating of 43%
Continue to work to the Codes of Practice for Victims of Crime, putting the needs and considerations of victims at the heart of our work	Yes	The victim's codes compliance is monitored through the Forces Performance Delivery Group and now forms part of the personal performance regime.
We will prepare for the implementation of the Assessment of Policing and Community Safety (APACS)	Yes	Assessment of Policing and Community Safety (APACS) development was carefully monitored. Although APACS went live on 1 April 08 the 07/08 Police Performance Assessment was made under the existing Policing Performance Assessment Framework with the 08/09 assessment being the first one under the APACS framework.
We will develop critical performance measures for all aspects of our business	Yes	This is a continuing commitment.
We will carry out a range of surveys that examine the way we deal with members of the public. We will use the information you give us through your responses to further improve the service we deliver	Yes	The Force has an extensive survey regime to test the level of satisfaction the public have with our service.

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<h1>Managing Capability</h1>		
Implement a full Human Resources restructure programme	Yes	The new structure was implemented in August 2007 with a few minor changes after this time as needed.
Introduce substance misuse testing on all required staff and new recruits	No	Significant work had been undertaken on a procedure for substance misuse testing based on the Association of Chief Police Officers' procedural recommendations.
Improve the performance of the Disclosure and Vetting Unit.	Yes	Efforts have been successfully made to increase efficiency by drafting in two further members of staff thereby complying with the informal Service Level Agreement of completing vetting enquiries within 5 days.
Implement the Attendance Management Action Plan to reduce sickness absence in line with our targets and deliver a healthy employee programme	Yes	A sickness working group is managing the processes on an operational level. 37 point action plan in place and being programmed.
We will introduce a Performance and Development Review (PDR) process for our police staff.	Yes	PDR for police staff is in place.
We will deliver an equality scheme and the actions contained within the Police Race and Diversity Learning and Development Programme	Yes	The Equality Scheme has been revised several times in the last year, to accommodate the new disability duties and gender duties. belief and age (targeting both younger and older people).
We will implement a Disability Equality Scheme three-year action plan to fulfil our duty under the Disability Discrimination Act 2005	Yes	The requirements of the Disability Equality Scheme were incorporated into the Constabulary's existing equality scheme. A separate Disability Equality Action Plan has been developed and being progressed,
Deliver savings and achieve 3% efficiency savings in addition to the £25m savings achieved in the last 10 years.	Yes	3% efficiency savings delivered.
Increase staffing within the Anti Corruption Unit (formerly called the Integrity Intelligence Unit).	Yes	A Detective Sergeant (Operations) and an Intelligence Analyst are now all in post in the Anti-Corruption Section of our Professional Standards Department.
We will review the demand placed upon our resources ensuring that they are used efficiently and effectively	Yes	This work is continuing through the Crime and Incident Processes and Call Management Centre Modernisation Project.

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	We will work closely with our partners to develop our environmental strategy in order to contribute to the wellbeing of our communities.	Yes	Our contributions to environmental issues are confined to our approach in tackling antisocial behaviour. Force environmental approaches are reflected in the National Respect Guidance and we are currently consultees for ENCAMS (the national environmental campaign group) who are preparing their website and good practice guide.
	Roll out of the Automatic Vehicle Location System force-wide	No	Information Technology problems have held up the roll out of using real time data from vehicles.
	Deliver the change programme to ensure compliance with the codes of practice for Management of Police Information	No	In November 2007 the second review identified a number of strengths but also confirmed substantial risk to the project due to resource levels. Our proactive involvement at a Regional and National level continues.
	Provide support to the three Children's Boards in Leicester, Leicestershire and Rutland	Yes	Full support and participation is achieved through nominated officers
	Implement the 4 to 3 force restructuring programme (this restructure reduced the number of Basic Command Units in the force from 4 to 3)	Yes	The 4 to 3 Implementation Review was completed as scheduled and the report submitted mid November 2007
	We will ensure that risk management and business continuity are embedded across the organisation	Yes	The force and authority have approved a 3 year risk strategy document 2007-10. This strategy will develop the continuing embedding of risk management throughout the force, not least through Orchid software which assists the management of risks.
	We will introduce a number of improvements to our IT capability, including improvements to our email and desktop capabilities, support to Management of Police Information (MOPi) implementation, introduction of National Management Information System (NMIS) Phase 2 and the National Firearms Licensing Management System	Yes	The email upgrade was met. 138 computers have been replaced. Indications are that the new computers are faster at logging on and using intensive applications such as Vantage.
	We will ensure delivery of priority repairs and maintenance to our estate to reduce longer term costs	Yes	The Planned Maintenance programme for 2007/8 was delivered by the end of the financial year.
	We will prepare for the Standards of Professional Behaviour code and the new police officer misconduct and unsatisfactory performance procedures	Yes	Professional Standards Department investigative processes and procedures have been reviewed. These now reflect the principles behind the new discipline system.

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	Over the coming year the Constabulary will continue to develop its strong working relationships with partners in local authorities and other agencies (Crime and Disorder Reduction Partnerships, Community Safety Programme Board, Local Authority Agreement partners and other East Midlands forces)	Yes	The Constabulary has played a key role in the development of the Strategic Groups
	The Constabulary will continue to develop its APEX (achieving policing excellence) regime	Yes	The APEX regime has continued to develop and has now fully incorporated the new APACS (Assessments of Policing and Community Safety) performance regime.
	We will continue to use activity based costing as a means of ensuring we are aware of the cost of doing business and are able to make the best use of resources.	Yes	The Force prepared the activity based costings for 2007/08. The future of Activity Based Costing is currently uncertain following changes to the performance regime and the Flanagan review.
	We will continue to reduce the bureaucratic burden of forms policies and procedures to free up officer time and enable them to do their jobs more effectively, seeking ideas from both staff and members of the public through our successful suggestion scheme	Yes	The Force has implemented two initiatives whereby police officers, staff and members of the public can ask questions, put forward suggestions and challenge existing processes and procedures..
	The Authority is planning to invest £6m in capital projects during 2007/08	Yes	As part of the investment the Estates Capital development for 2007/8 totalled £1.334m.
	During 2007 we will extend the use of separate modules of the call leadership programme to enable officers and staff to meet their individual development needs	Yes	During 2007 three new leadership development programmes have been implemented.

Protective Services

	To reduce the number of people killed or seriously injured on our roads in line with 2010 targets set out in the National Roads Policing Strategy	Yes	In 2007 the number of persons killed and seriously injured fell by 9% as a comparison with 2006
	Introduce the level 2 scientific support officers	Yes	Training has been introduced and will continue to roll out. 1 Scenes of Crimes Officer trained in Level 2.

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Continue the implementation of workforce modernisation including the co-location of the Major Crime and HOLMES teams	Yes	Completed
We will continue to strip criminals of their ill-gotten gains, adding to the millions of pounds already seized by the Economic Crime Unit (ECU).	Yes	The ECU continues to pursue those criminals who benefit from the proceeds of crime to actively remove the assets acquired from criminality. During the financial year 2007-2008 the Force has recovered £348,242 in cash and confiscated £4,082,241.
We will continue through the work of the Crime Support Departments Major Crime Unit to provide a core response to incidents of homicide, attempted homicide, kidnap and other occurrences defined as major incidents	Yes	The Major Crime Investigation Section of the Crime Support Dept (MCIS) is currently involved in 48 current investigations of which one is a Category 'A' investigation.
Our Road Policing Unit will continue to work with partners including local authorities, the Leicestershire and Rutland Safety Camera Scheme and the Highways Agency to make our roads safer	Yes	The Leicester, Leicestershire and Rutland Road Safety Partnership include the Road Policing Unit together with local authorities, emergency services, and primary care trust.
To improve services and work more directly with first response officers, specialist domestic violence officers will work extended daytime hours and provide some cover at weekends	Yes	The new Force Domestic Abuse co-ordinator is now in post within Crime Support, and with the Detective Inspector in Public Protection provides strategic leadership to Force Area.

Collaboration

Contribute to the development of regional level 2 intelligence and investigative assets and build integrated regional covert policing and intelligence processes	Yes	Leicestershire Constabulary has developed a regional Single Point Of Contact in terms of RIPA (Regulation of Investigatory Powers Act) matters. East Midlands Special Operations Unit (EMSOU) have provided money for the recruitment of an additional member of staff to provided additional capacity to deal with EMSOU investigations.
Work closely with the other East Midlands forces to identify further collaboration and procurement opportunities	Yes	The Collaboration Programme Team is now overseeing ten areas of work.
Exploit regional operational support opportunities	Yes	There is an established protocol of collaboration between firearms officers
Develop shared services where there is a clear business case and benefit	Yes	In addition to the regionalisation opportunities the Force has developed share service in respect of Management and strategic Human Resource advice (with Northants)

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<h1 style="margin: 0;">Local Priorities</h1>		
Answer 90% of all non emergency telephone calls within the Call Management Centre (CMC) within 30 seconds	Yes	The target related to answering 90% of non-emergency calls within CMC throughout January to March 2008. This was achieved.
Improve on the current percentage of opening hours of front enquiry desks against published hours of 95%	Yes	The proportion of advertised opening hours where a front enquiry desk was open rose to 99% for the full 12 month period
Reduce the level of police officer and Police Community Support Officer (PCSO) hours deployed to front enquiry offices whilst maintaining or improving on the 95% opening of published opening hours	Yes	During the year this was reduced to 7.2% of time having to be covered by officers and PCSOs. Previous baseline was 16%
Reduce the level of reported sick days for local support team officers	Yes	Sickness absence rates were reduced over the 12 month period from 1.9 hours per person per month to 1.64 hours per person per month.
Maintain the pre-planned abstraction target for beat officers at no more than 5%	Yes	Pre-planned abstraction rates were 3.75% in City, 1.22% on North and 2.09% on South.
Continue collating benchmarking data in respect of compliance against the code of practice for victims of crime notification of material developments in investigations	Yes	The Force continues to audit and report upon the level of compliance around the victims codes.
Be 90% compliant with the call management quality checklists	Yes	95.4% compliance with quality checks was achieved
Undertake community engagement exercises as outlined in the constabulary's engagement strategy by each neighbourhood policing team conducting a minimum of six community engagement exercises in each six month period; each PBO conducting a minimum of three engagement exercises in each six month period and LPU Commanders introducing mechanisms to monitor the extent, effectiveness and outcomes of community engagement and their LPU	No	Many engagement exercises occurred, but measurement focussed on the outturns namely, the increase in confidence locally as measured in the CRAVE surveys and in particular the extent to which people were satisfied the Force was dealing with things that mattered locally. This rose from 51% in February 2007 to 55% by the end of 2007/08.

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Locally resolve 50% of eligible complaints against the police	No	39% of eligible complaints were dealt with by local resolution
The Authority will report back to the community on how the Constabulary performed against targets in the local policing plan in its annual report	Yes	This is that annual report
The Authority will continue with consultation with the public through public meetings, pre-paid reply questionnaire on the council tax leaflet to every household; engaging with young people via forums already in place in the city, county and Rutland councils; an open evening event to which representatives of neighbourhood watch, parish councils and the authorities consultation panel will be invited; consultation questionnaire for completion on the authority website; a twice-yearly 16,000 household crave survey to understand the perceptions of residents in Leicester, Leicestershire and Rutland	Yes	The Authority members hosted public meetings in all bar one of the Local Policing Units; issued a questionnaire on the Council Tax leaflet with a pre-paid reply facility; engaged with young people via existing forums including the Youth Council's own website; held an open evening for Neighbourhood watch and others on 14 November 2007; published its consultation questionnaire on the website; and with the Constabulary undertook the CRAVE (Confidence Reassurance Accessibility and Visibility Evaluation) surveys promised

The Local Policing Plan also recited the relevant Statutory Performance Indicators. The results of performance against these are reported to the community through the Best Value Performance Plan 2008/09 which is available on the authority website at <http://www.leics-pa.police.uk/resources/library/statutory-plans/>

Financial Information

The Authority's website has been reorganised so that all financial information relating to a particular financial year is grouped together. So, on <http://www.leics-pa.police.uk/resources/finance/> you can find the Budget, Capital Programme, Council Tax leaflet, Statement of Accounts, Summary Accounts and Audit letter relating to 2007/08.

Health and Safety

The Authority oversees the Constabulary's Health and Safety arrangements. The Authority's lead member and the Chief Executive have throughout the year attended meetings of the Constabulary's Strategic Health and Safety Committee.

Complaints and Discipline

The Authority's Professional Standards Committee undertakes dip sampling of complaints made about the police in Leicestershire. Its annual evaluation has revealed that there are no issues for concern with the manner in which the Force operates the complaints procedures. It has found that complaints are handled promptly and proportionately in Leicestershire.

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Conclusion

We hope that readers find this Annual Report useful and informative. In the event of any question or suggestion as to content please contact Robert Swinfield, Chief Executive, Leicestershire Police Authority, St Johns, Enderby, Leicester, LE19 2BX.

Telephone: 0116 229 8980; Fax 0116 229 8985; Text 07847 359130;

Email: police.authority@leicestershire.pnn.police.uk