

Best Value Performance

The Force performance against the Statutory Performance Indicators is set out in the table below. The following commentary is offered as explanatory text.

The performance of Leicestershire Constabulary is assessed across a range of measures which include counting different crime types and the number of subsequent detections but also includes quality measures under the heading of Citizen Focus. The latter covers performance indicators such as users' experience of the service they have received.

The year to 31st March 2008 saw further improvements across 3 of the 4 component measures of user satisfaction, including increases in the proportions of those who said that they were either very or completely satisfied with the service given. The overall measure of Satisfaction was slightly pegged back, and considerable effort is planned to identify and address any elements of service provided that fail to meet expectations. The proportion of victims of racist incidents who were satisfied increased during the year, although the proportion who were very or completely satisfied did fall slightly. The gap between the satisfaction rates of white victims compared to other ethnic groups has grown this year. Continued work to understand and address the underlying causes of these changes should enable further improvements to be achieved during 2008-09.

There were further improvements in female representation within police officers of all ranks, although the proportion of ethnic minority recruits to the rank of constable fell short of the target. Sickness rates for both police staff and police officers reduced year on year, although the stretching targets were not achieved. Considerable effort is directed at improving overall attendance for all staff, in a constructive and supportive effort to minimise sickness absence - this will continue to be a priority for the force. All police forces have to deliver efficiency savings each year and the force is pleased to report that it met the 3% savings required in 2007-08.

2007-08 saw an overall reduction of 5% in recorded crime. Reductions in crime rates were reported for violent crime and acquisitive crime, which includes the component offences of domestic burglary, robbery and vehicle crime. Work continues with other partner agencies to build on these successes, and continue the longer term trends of crime reduction for the benefit of all who live and work in Leicester, Leicestershire and Rutland.

Detections of crime have shown substantial improvement across most crime categories over recent years. 2007-08 saw a slowing of this growth, with deterioration in some categories, but maintaining an overall sanctioned detection rate of 27%. Work has commenced on seeking alternative forms of restorative justice in some circumstances and this has had an impact on overall detection rates - these alternatives will continue to be used during the coming year in appropriate circumstances, and may affect the official detection rates accordingly.

Fear of crime (burglary) has increased slightly, although the corresponding measures for car and violent crime are both showing a reducing trend. The perception of anti-social behaviour and, to a lesser extent, drug use has increased over the year 2007-08. Work with partner agencies to identify and address problem locations will continue to combat this adverse public perception, and the Force remains committed to contributing to a safe environment for all residents.

The reputation of the force and the esteem with which it is held by the community remain paramount. At 54.6%, overall confidence in Leicestershire Constabulary as measured by opinions of people living within the force area remain higher than the average of results for other comparable forces.

**Best Value Performance Plan 2008 - 09**

SPI		Indicators for 2008-09	Performance 2007-08	Performance 2006-07
<b>CITIZEN FOCUS</b>				
1a	Satisfaction of victims of domestic burglary, violent crime, vehicle crime and road traffic collisions with respect to making contact with the police	92.7% Satisfied (see note 1) 74.6% Very/Completely Satisfied	92.3% Satisfied (see note 1) 73.7% Very/Completely Satisfied	
1b	Satisfaction of victims of domestic burglary, violent crime, vehicle crime and road traffic collisions with respect to action taken by the police	77.4% Satisfied 57.2% Very/Completely Satisfied	78.7% Satisfied 59.0% Very/Completely Satisfied	
1c	Satisfaction of victims of domestic burglary, violent crime, vehicle crime and road traffic collisions with respect to being kept informed of progress	70.3% Satisfied 51.5% Very/Completely Satisfied	69.0% Satisfied 49.6% Very/Completely Satisfied	
1d	Satisfaction of victims of domestic burglary, violent crime, vehicle crime and road traffic collisions with respect to their treatment by staff	91.0% Satisfied 76.5% Very/Completely Satisfied	89.9% Satisfied 74.5% Very/Completely Satisfied	
1e	Satisfaction of victims of domestic burglary, violent crime, vehicle crime and road traffic collisions with respect to the overall service provided	80.1% Satisfied 62.0% Very/Completely Satisfied	81.4% Satisfied 63.0% Very/Completely Satisfied	
3a	Satisfaction of victims of racist incidents with respect to the overall service provided	76.5% Satisfied 56.1% Very/Completely Satisfied	74.3% Satisfied 59.9% Very/Completely Satisfied	
3b	Comparison of satisfaction for white users and users from minority ethnic groups with respect to the overall service provided	81.3% white 73.3% M.E. Satisfied 63.7% white 51.5% M.E. Very/Completely Satisfied	81.4% white 79.3% M.E. Satisfied 56.3% white 64.4% M.E. Very/Completely Satisfied	
3c	Percentage of PACE searches which lead to an arrest by ethnicity of the person searched	6.38% white 5.16% M.E.	7.13% white 6.37% M.E.	
3d	Comparison of sanction detection rates for violence against the person offences by ethnicity of the victim	43.54% white 35.95% M.E.	49.33% white 37.77% M.E.	
<b>RESOURCE USE</b>				
3e	Proportion of police recruits from minority ethnic groups compared to the proportion of people from minority ethnic groups in the economically active population  Minority Ethnic Proportion of Economically Active Population =13.5%	13.30%	19.77%	
3g	Percentage of female police officers compared to the overall force strength	23.70%	22.47%	
12a	Delivery of Efficiency Targets - Total	5.64%	3.43%	
12a	Delivery of Efficiency Targets - Cashable	2.11%	1.81%	
13a	Officer Sickness Absence (Hours per Officer)	66.4	75.42	
13b	Staff Sickness Absence (Hours per Staff Member)	74.9	88.43	
<b>LOCAL POLICING</b>				
2a	Using the British crime survey, the percentage of people who think their local police do a good job	54.6% +/- 3.4% **	53.8% +/- 3.2% *	

**Best Value Performance Plan 2008 - 09**

SPI		Indicators for 2008-09	Performance 2007-08	Performance 2006-07
<b>REDUCING CRIME</b>				
4a	Using the British crime survey, the risk of personal crime		7.0% +/- 2.4% **	6.5% +/- 2.3% *
4b	Using the British crime survey, the risk of household crime		15.1% +/- 2.8% **	18.4% +/- 3.2% *
5b	Violent Crime per 1,000 population (excluding Harassment PNDs)		20.29	22.47
	Violent Crime per 1,000 population (including Harassment PNDs)		21.90	24.00
5e	Life Threatening and Gun Crime per 1,000 population		0.52	0.51
5f	Acquisitive Crime per 1,000 population		21.59	23.56
	Domestic Burglary per 1,000 households		13.45	14.50
	Robbery per 1,000 population		1.03	1.27
	Vehicle Crime per 1,000 population		10.62	11.04
	Theft from person per 1,000 population		1.72	1.91
	Theft of cycle per 1,000 population		2.07	2.03
	Vehicle Interference per 1,000 population		0.82	1.56
<b>INVESTIGATING CRIME</b>				
6b	Percentage Offences Brought to Justice Rate		30.21%	29.52%
7a	Percentage of notifiable offences resulting in a sanction detection		27.01%	27.56%
8a	Percentage of domestic violence incidents where an arrest was made related to the incident		29.11%	27.87% benchmark year
	Percentage of burglary dwelling offences resulting in a sanction detection		14.40%	19.85%
	Percentage of violent crime (S47+) offences resulting in a sanction detection		44.50%	42.41%
	Percentage of robbery offences resulting in a sanction detection		24.60%	24.96%
	Percentage of vehicle crime offences resulting in a sanction detection		15.70%	14.20%
<b>PROMOTING SAFETY</b>				
9a	Number of people killed or seriously injured in road traffic collisions per 100 million vehicle kilometres travelled		<b>377 #</b> (4.05 / 100m vehicle km)	<b>411</b> (4.4 / 100m vehicle km) *
10a	Using the British crime survey, fear of crime - burglary		14.7% +/- 3.5% **	15.2% +/- 3.1% *
	Using the British crime survey, fear of crime - car		14.7% +/- 2.9% **	16.1% +/- 3.0% *
	Using the British crime survey, fear of crime - violent		19.1% +/- 4.7% **	18.6% +/- 3.8% *
10b	Using the British crime survey, perceptions of anti-social behaviour		18.2% +/- 4.1% **	14.7% +/- 3.3% *
10c	Using the British crime survey, perceptions of local drug use		23.9% +/- 4.1% **	22.4% +/- 4.2% *
<b>PROVIDING ASSISTANCE</b>				
11a	Percentage of police officer time spent on frontline duties		Data Not Available	70.10%
8c	Value of cash forfeiture orders and confiscation orders per 1,000 population		£4,600	£1,023

\*\* Data to 31 Dec 07

\* Data to 31 Mar 07  
Updated Since 2007-08 Plan

# Data may be incomplete  
due to late receipt

Note 1

Satisfied comprises:
Fairly Satisfied
Very Satisfied
Completely Satisfied