

## Force Performance against 'Local Objectives' 2009/10

At the end of the financial year the Police Authority was presented with the final force performance data against the 2009/10 'Local Objectives'. The results of how the force performed against each of the Objectives are set out below;

### **Local Objective 1**

**To exceed 95% compliance against front enquiry office published opening hours.**

Between April 2009 and March 2010 99.9% compliance was achieved, exceeding the 95% target. The Force adherence to published front enquiry office opening hours is very strong with over 99% compliance, which continues to be reflected within the high levels of satisfaction the public have with this service

### **Local Objective 2**

**To maintain and where possible improve on the complaints handling process.**

The target to locally resolve 55% of eligible complaints against the Police during 2009/2010 has just been missed with 54.6% of complaints being resolved this way. This is an improvement on the 2008/2009 rate of 50%. There is evidence that complainant satisfaction rates are higher when a complaint is resolved through the local resolution process but local resolutions are not appropriate for all cases.

### **Local Objective 3**

**To ensure that the pre-planned abstraction rate for Principal Beat Officers and Neighbourhood Police Community Support Officers's combined does not exceed 5%**

The abstraction rate for the period April 2009 – March 2010 was 4%. The target of not exceeding 5% was therefore met.

### **Local Objective 4**

**To increase the use of scheduled response graded as requiring a response, but not requiring urgent (grade 1) or prompt (grade 2) response.**

Between April 2009 – March 2010 38.9% of grade 3 incidents were resolved through the use of scheduled response. Therefore the targets of 30% and the stretch target of 35% have been met.

### **Local Objective 5**

**To reduce number of burglaries Other than Dwelling where value of property stolen was greater than £1000. Target is 542 (5% reduction 08/09)**

For the period April 2009 – March 2010, there were 471 burglaries other than dwelling which represents a 17.5% reduction compared with the same period for the previous year, so the target was met. The reduction was due, in part, to a number of initiatives focussing on "repeat victims" of crime. Leicestershire Police and the Safer Leicester Partnership were successful in securing Home Office funding to work specifically on small business projects; these funds were used to prioritise those business properties most at risk within the City Centre.

### **Local Objective 6**

**To improve resolution of local crime and anti-social behaviour through community based resolutions.**

During 2009/2010, 3850 community based resolutions were recorded which means that the target to achieve 4000 by end of March 2010 was not met. For most of the year, the Force was on track to meet the required 4000 community based resolutions. During the last quarter all three BCUs saw a drop in the number of community based resolutions applied.

(Source; Chief Constables Performance Report for the period 1 April 2009 – 31 March 2010)