



## Local Policing Objectives 2008-2009

Local priorities are intended to recognise Force objectives in areas not measured through existing performance frameworks.

In essence, this provides the basis for forces to demonstrate performance in areas unique to each force and for that performance to be published as part of a wider assessment. The force will set a stretch target where a step change in performance is required.

### **PRIORITY 1:**

To reduce the level of police officer and PCSO hours deployed to front enquiry offices whilst maintaining or improving on the 95% opening of published opening hours.

### **PRIORITY 2:**

To answer 87% of Call Management non-emergency calls within 30 seconds.

### **PRIORITY 3:**

To locally resolve 50% of eligible complaints against the police (with a stretch target set of 55%).

### **PRIORITY 4:**

To maintain and where possible improve on beat officer and neighbourhood PCSO abstraction.

**Target:** This will be set after June 2008 when baseline data is available

### **PRIORITY 5:**

To maintain and where possible improve response to incidents.

**Target:** This will be set after June 2008 when baseline data is available.

### **PRIORITY 6:**

To develop youth involvement in Police Authority and Force engagement protocols.

**Target:** In conjunction with the Police Authority, to map the extent of existing engagement with young people, and to bring the findings from existing consultation arrangements to a Police Authority Discussion Day so as to inform the planning cycle and provide the opportunity to support the three Children Trusts for the area and the priorities in that respect with regard to the Children and Young People Plan.

**PRIORITY 7:**

To ensure each Authority member undertakes a development review by 31 March 2009.

**PRIORITY 8:**

At the end of the financial year each member shall publish an account of their Authority activities.

**Performance against Local Policing Objectives for 2007/08 are set out below:**

<b>Ref</b>	<b>Objective</b>	<b>Target</b>	<b>Performance</b>
1	Non emergency calls answered within 30secs	82%. (84% stretch target = excellent)	86.32%
2	Percentage of opening hours of front enquiry desks against published hours	95%	99% (Feb 08)
3	Level of police officer/PCSO hours deployed to front enquiry desks	To reduce from baseline of 16% deployment	7% (Feb 08)
4	Sickness absence rates for Local Support Team Officers (LSTOs)	To reduce from 1.90 hours per month per LSTO	1.7 hours (Jan 08)
5	Pre planned abstraction rate for beat officers	5% or less beat officer abstraction	3.7% (City) 1.22% (North) 2.09% (South)
6	Compliance against the code of practice for victims of crime notification of material developments in investigations	To increase compliance from 56%	79.5% (Feb 08)
7	Compliance with call management quality check list	90%	95.4%
8	No of Community engagement exercises. To be measured by confidence results as measured by CRAVE in respect of perceptions that the Force is dealing with things that matter to the community.	Improvement on 51.1% in February 07 survey	54.8%
9	Local Resolution of eligible complaints against police	50%	39.35%

The force has met all the local objectives except that for resolution of local complaints. In regard to this measure, whilst disappointed that the ambitious target was not met last year, the force continues to wish to make better use of local resolution as a way of addressing some complaints. Thus, this measure remains a local objective for 2008/09 with a 50% target carried forward.

**For more information: visit [www.leics-pa.police.uk](http://www.leics-pa.police.uk)**

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