

How We Performed

Last Year

This section provides information on performance against the priorities and objectives that were set out last year.

The government has set challenging targets for all police services to tackle domestic burglary, vehicle crime and, for certain police forces not including Hampshire Constabulary, on street crime.

The table (below) shows Hampshire Constabulary's performance on key crime indicators in 2000/01 and 2001/02 in comparison with other forces in England and Wales. The comparison is made by expressing performance quartiles (1st = best performing 25%; 4th = worst performing 25% of forces).

A 1st quartile performance on burglaries per 1000 households means the force is in the best performing 11 of the 43 forces.

In order to give the communities of

Hampshire and the Isle of Wight a rounded picture of how our performance compares with others, we have chosen in the appendix to set out our performance against the other 42 forces. Elsewhere in the document to assist the reader we have additionally commented on performance with similar forces, where appropriate. The six forces most similar to Hampshire are; Avon & Somerset, Essex, Kent, Leicestershire, Northamptonshire and Thames Valley.

On the 1st April 2002 Hampshire Constabulary adopted the National Crime Recording Standard (NCRS). This is an Association of Chief Police Officers (ACPO) initiative stemming from Her Majesty's Inspector of Constabulary (HMIC) thematic inspection report on police crime recording entitled 'On the Record' (2000). The NCRS, supported by the Home Office and the Police Standards Unit, is aimed at promoting

<i>Performance</i>	<i>Quartile 2000/01</i>	<i>Quartile 2001/02</i>	<i>Quartile 2002/03</i>
Overall crimes per 1000 population	2nd	1st	To be included in June update
Overall crime detection rate	2nd	2nd	
House burglaries per 1000 households	1st	1st	
House burglary detection rate	2nd	2nd	
Robbery crimes per 1000 population	2nd	2nd	
Robbery crime detection rate	2nd	2nd	
Vehicle crimes per 1000 population	1st	2nd	
Vehicle crime detection rate	2nd	3rd	
Violent crimes per 1000 population	3rd	2nd	
Violent crime detection rate	3rd	2nd	

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greater accuracy and consistency in crime recording across and between forces. It also seeks to take a more victim orientated approach to crime recording.

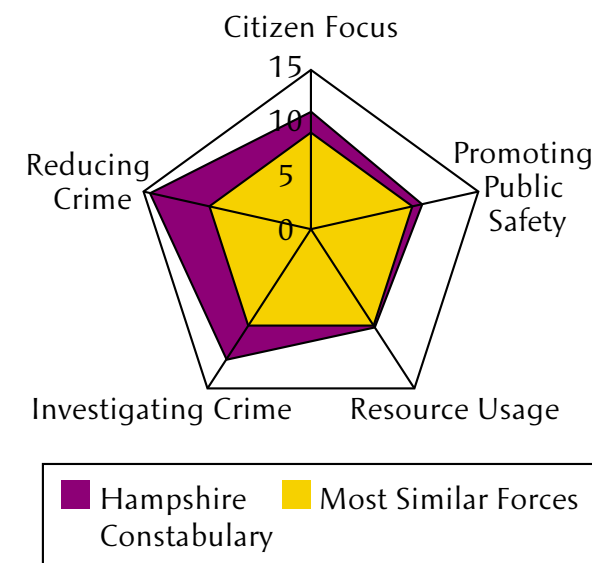
The NCRS is welcomed by the police service and represents a valuable addition to existing crime recording guidance published by the Home Office. It is recognised that the NCRS may result in changes in the way some forces have traditionally recorded crime. Variations have arisen from the interpretation placed on Home Office crime recording rules and whether an evidential or prima facie approach to crime recording has been favoured in the past.

It is likely that most forces will see an increase in recorded crime that can be attributed to the NCRS, particularly in some categories of less serious crime. As the NCRS becomes established it is expected that a better understanding will develop of its impact on recorded crime figures, as distinct from real increases or decreases associated with actual crime levels.

The National Policing Plan 2003-2006 states that the Home Office is developing a balanced performance assessment for policing called the Policing Performance Assessment Framework (PPAF). This will monitor performance in six areas (or domains) – citizen focus, helping the public, reducing crime, investigating crime, promoting public safety and resource usage. There are five domains until the Home Office provide measures for the 'helping the public' domain. The measures to be used will develop over time, but the Home Office

Police Standards Unit has introduced performance monitor diagrams to provide a visual representation of force performance.

The chart below shows the performance of Hampshire Constabulary in 2001/02 using this technique. The yellow area shows the average of Hampshire Constabulary's most similar forces and the purple area shows the performance of the Constabulary. In all cases the aim is to be as far outside the yellow pentagon as possible.



The 2001/2002 performance shows that Hampshire Constabulary was better than the most similar force average on the five domains shown.

Early indications for 2002/03 show that this performance will continue for reducing crime, investigating crime and resource usage. No preliminary data is available to make an estimate on promoting public safety and citizen focus.

Overall Crime and Detection

The long-term target for 2004/05 was to reduce crime to 72 crimes per 1,000 population. The changes introduced by the National Crime Recording Standard (NCRS) has made any target for all offences unrealistic. Generally, forces are finding that the new standard, which requires offences to be recorded if the victim feels an offence has occurred, will result in an extra 10-20% increase of crimes being recorded. Overall crime for 2002/03 in Hampshire and the Isle of Wight has shown an increase of over 10%. The target is now to be in the 1st quartile.

Overall crime is a very general indicator and the focus is on three important crime classifications which it is believed are of most significance to our communities – house burglary, violent crime and vehicle crime.

The target for house burglary for 2004/05 is 9.0 crimes per 1,000 households. The figure for 2002/03 is expected to be 9.3 crimes per 1,000 households which compares with 9.6 in the previous year. This leaves Hampshire Constabulary in the 1st quartile and best in the group of most similar forces.

In the 2001/02 burglary customer satisfaction surveys, 93% of respondents were satisfied or very satisfied with the initial police response to their burglary. This figure is the same as for 2000.

In the 2002/03¹ burglary customer satisfaction surveys, 91% of respondents were satisfied or very satisfied with the initial police response to their burglary.

The house burglary detection rate has remained slightly above the 19.5% achieved last year. This keeps us 2nd in the group of most similar forces.

The target for vehicle crime for 2004/05 is for 10 crimes per 1000 population and an 11% detection rate. The interim target for 2002/03 is 11.3 crimes per 1000 population and a 10% detection rate. The detection target has been met through the year but the number of crimes per 1000 population has exceeded the target and is expected to be 12.5 for the year. Higher increases in other forces moves Hampshire up to the 1st quartile on vehicle crime and the 2nd quartile on vehicle crime detection.

The Best Value indicator BV127 for 2002/03 changed from a focus on robbery back to all violent crime but required details of violent crimes committed by strangers, violent crimes in a public place and violent crime committed by persons under the influence of an intoxicating substance.

¹ In all cases of the customer satisfaction surveys the 2002/03 figures represent the data collected between May and November 2002. Full year data will not be available until April 2003.

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Police Authority's Own Objective

As expected, the NCRS has resulted in over a 25% increase in violent crime, largely in the common assault and harassment categories. Comparisons with other forces should be delayed until all forces report that the NCRS situation is stable. To date, however both the crime and detection rate puts Hampshire Constabulary in the 1st quartile of forces.

In the 2001/02 violent crime customer satisfaction surveys, 77% of respondents were satisfied or very satisfied with the initial police response to their report of violent crime. This figure represents a seven percent fall compared to the satisfaction figure for 2000 (84%).

In the 2002/03 violent crime customer satisfaction surveys, 72% of respondents were satisfied or very satisfied with the initial police response to their report of violent crime.

To consult effectively with the communities of Hampshire and the Isle of Wight on policing issues to inform policing priorities for the future.

In 2001, Hampshire Police Authority reviewed the way in which it consulted with the public. New arrangements were introduced from April 2002 and were aimed at widening the range of methods used to ensure that the opportunity for dialogue was made available to all.

The Authority deliberately chose not to set numeric targets for consultation, for example focussing on the number of people consulted. The reason for this was that the Authority considered that numeric targets do not show the value or effectiveness of the consultation undertaken.

The new consultation arrangements called 'Police Authority Community Consultation' (PACC) replaced the former Police and Community Liaison Groups (PCLGs). Under the new structure Core Groups are responsible for consultation in each local council area. Core Groups were charged with submitting programmes of Consultation to the Authority for approval. Once agreed, these programmes of consultation were carried out over the summer months.

In 2002, consultation was focussed on obtaining the views of specific groups. Consultation was carried out with the homeless, young people, black and minority

ethnic communities, the elderly and gay, lesbian and trans-gender groups. Examples of these types of consultation include young people in Basingstoke carried out using an interactive voting system, coffee mornings held with the elderly in Gosport and a meeting held with business people from the black and minority ethnic communities in Portsmouth. Consultation was carried out with visitors and hospitality givers on the Isle of Wight through specific questionnaires.

In addition each core group was asked to review the effectiveness of their consultation and report back to the Authority. Subsequently, the Authority reviewed both the results of consultation and the processes that were followed. Core groups were required to indicate whether they thought the methods used were effective and provided an opportunity for members of the public to express their views. It was concluded that the processes used were predominantly effective.

The Authority considered the outcomes of the consultation together with the outcomes of the questionnaire surveys and the results are shown in the box overleaf. All of these priorities are addressed within this Policing Plan.



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Police Authority's local objective

Your top ten priorities are:-	Where this is addressed in the plan
■ Under age offenders and youth nuisance	In the Police Authority local objective three and national priority one (see pages 35 & 37).
■ Drugs issues	In national priority two (see page 39).
■ Need for higher visibility policing	In the Police Authority local objective three and national priority one (see pages 35 & 37).
■ Traffic speed	In the Police Authority local objective one (see page 30).
■ Vandalism	In the Police Authority local objective three and national priorities one and two (see pages 35, 37 & 39).
■ Lack of resources including staff	In the Police Authority local objective two and Best Use of Resources (see pages 32 & 51).
■ Anti-social behaviour	In the Police Authority local objective three and national priority one (see pages 35 & 37).
■ Police attitudes/relationships with community	In the Police Authority local objective three and national priority one (see pages 35 & 37).
■ Parking problems	In the Police Authority local objective three and national priority one (see pages 35 & 37).
■ Late night drinking and associated problems.	In the Police Authority local objective three and national priority one (see pages 35 & 37).

Independent research carried out for the Authority in 2002 showed burglary, drug use and the fear of becoming a victim of crime as issues causing most concern to residents across the two counties.

The research, carried out by the MORI Social Research Institute and published in April 2002, found that although some people believed that increases in drug use were of concern, people felt tackling illegal drug supply should be a higher priority than tackling illegal drug use.

The research was carried out in Portsmouth, Southampton, Fleet and Stockbridge in January and February 2002 and the findings are being used by the Authority to inform its public consultation processes and communications work.

The Police Authority has recently undergone a Best Value review, within which consultation was scrutinised. The key results of this review will be included in the June publication of this document.

To reduce road collision casualties in Hampshire and the Isle of Wight particularly those which are serious and fatal.

For the first half of the year in 2002 there was a significant increase in the number of fatal collisions this has risen from 28 to 45 a 62% increase.

There has also been an increase in serious injury collisions from 445 to 508 which is a 14% increase. Whilst this increase is 4% above the average for the period for the last three years, the fatal and serious collisions reported in 2001 were the lowest for a significant period.

Nevertheless since the casualty reduction targets were set there has been a positive reduction in fatal collisions and collisions involving serious injury. The overall trend leaves us on target for a 40% reduction by 2010 in the number of people killed or seriously injured in road collisions.

Police resources continue to be focussed on intelligence-led enforcement on known casualty areas and speed related collisions involving serious and fatal injuries.

Action will be continued to encourage public awareness on issues such as drink drive, excess speed and non-use of seatbelts.

In the 2001/02 Road Traffic Incident customer satisfaction surveys, 90% of respondents were satisfied or very satisfied with the service provided by the police at the scene of the incident. The 2000 figure was 94%.

In the 2002/03 Road Traffic Incident customer satisfaction surveys, a high level of respondents were satisfied or very satisfied with the service provided by the police at the scene of the collision.

To ensure the Constabulary makes the most efficient use of all its resources and achieves Best Value for money spent.

The Liquid Petroleum Gas (LPG) pilot project was set up to evaluate the effectiveness of alternatively fuelled vehicles, including vehicle reliability, operational costs etc. There is no doubt that the LPG product is seen within the motor industry as well as



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Ministerial Priorities

environmental groups to have major environmental benefits. However the pilot project has also allowed us to clearly determine that its success is dependent on the operational use of the vehicle and the quality of the conversion, combined with fuel availability.

It is intended to continue to introduce small numbers of LPG vehicles, however the vehicles will be placed with departments where they are the responsibility of a small number of users, and where the fuel product is readily available from retail outlets.

In addition the Authority will in future only be purchasing 'original equipment' LPG vehicles and not retro-conversions, as this will ensure full product liability and manufacturers warranty.

To provide the highest quality police service possible to the citizens of Hampshire and the Isle of Wight.

With over 90% of initial contact by the public with the police now being by telephone, the investment made by the Constabulary over the last few years in this core area of policing is now providing benefits through improved service and answering times.

The number one priority over the past year has been to ensure that emergency callers receive a prompt and efficient service from the control room. The introduction of new technologies and working practices along

with the Best Value review has led to steady improvements in call handling standards. For the first time the Constabulary is meeting its target of answering 90% of 999 calls within 10 seconds. The average answering time for 999 callers is 5 seconds.

Sitting alongside the improved response to emergency callers has been the successful introduction of a call handling centre to resolve non-urgent matters over the telephone. The centre known as the force Enquiry Centre receives over 40,000 calls each month and on average answers 96.33% of callers within 60 seconds. By providing a telephone service, which gives advice, provides a messaging service for police officers and takes reports of minor crime, the Constabulary not only provides a high quality service to the public but also saves the valuable time of patrolling police officers.

The Constabulary is in the process of fully embracing quality management initiatives with the intention of setting up of a Quality Forum to oversee the drive to continuous improvement. A programme of self-assessment reviews of departments and divisions is fully under way using the European Foundation for Quality Management (EFQM) model. Other initiatives include more widespread use of process mapping techniques to critically appraise operating systems and processes.

To help create safe communities by reducing crime, anti-social behaviour and disorder through effective partnership working, including reducing the availability and use of Class A drugs.

The last year has seen the Constabulary make further progress in reducing crime and increasing public protection. There has been continued effort to reduce burglary of homes to such an extent that this force has one of the lowest burglary rates in the country. The Constabulary has maintained its excellent reputation in dealing with very serious or complex crimes.

Permanent major crime teams have been established and three Major Incident Rooms are now operational across the force. Multi-Agency Public Protection Panels have been set up across both counties to monitor and manage the risk caused by paedophiles and other dangerous offenders. Improvements in Forensic evidence have led to a rise in arrests for a range of crimes including several serious crimes from some years ago. Having been so successful in reducing crime it is now important to extend our success to other issues of concern to the public.

'Community Against Drugs Initiative' funds were again received by Crime and Disorder Partnerships from the Treasury, and we contributed to the creation of spending plans. Unfortunately announcement of the amounts of grant, and of the proportion required to be spent on capital projects was

delayed well into the financial year, placing pressure on planning processes.

Arrest referral was maintained and an evaluation of the scheme was commissioned by the police and Drugs Action Teams. Overall, the evaluation was positive, showing that significant amounts of crime were avoided by identifying and referring drug addicts for treatment. Inhibiting factors in the report were also identified, mainly the lack of treatment services in some areas of the force. Drugs Action Teams, who draw up spending plans for treatment, are responding and our arrest referral service are key drivers towards improved treatment services.

Local strategies will support and enhance links with Local Authorities and other partnership agencies to combat drug misuse.

To reduce the fear of crime in all sections of the community and in particular to increase the trust and confidence in policing amongst minority ethnic communities.

The use of stop and search continues to be closely monitored in order to highlight any disproportionality and to assess the effectiveness of this power.

Some caution is required in examining the data, as the proportionally low numbers of the minority ethnic population make 'percentage' values questionable.

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Anti-social Behaviour Orders (ASBOs)

We have continued to use ASBOs as one of the tools available for dealing with anti-social behaviour. The use of ASBOs is a complex area. Penalties imposed by the courts for breaches of orders have not impacted on anti-social behaviour and the required standard of proof causes some confusion. Better methods of recording and monitoring ASBOs are required and both the Authority and the Constabulary look forward to changes in process following the implementation of the Police Reform Act.

Race equality

Promoting equality of opportunity is one of three general duties under the Race Relations (Amendments) Act 2000. There are two specific duties:

- to prepare and publish a Race Equality Scheme; and
- to monitor the Authority's employment procedures and practices.

Work is already underway to ensure the 16+ classification to monitor ethnicity can be used for reporting. Reports will monitor by gender and ethnicity and the results are due to be published in May 2003.

The force has performed extremely well in its ability to recruit and retain minority ethnic officers. We currently have 48 minority ethnic police officers out of 3,726 officers, which equates to 1.3%. The target quoted in

the Policing Plan for 2002/03 is 1.4%.

Comparisons with the last two years are as follows:

2000/01 - 10 officers recruited / 1 officer left.

2001/02 - 3 officers recruited / 1 transferred and 2 left.

2002/03 - 9 officers recruited / 1 transferred

Further work needs to be done to ensure progression of officers and monitoring of this by gender and ethnicity will commence in 2003. A Best Value review of Personnel has been undertaken, which included a review of diversity. A summary of the key results of this review will be included in the June 2003 publication of this plan. Specific recommendations aimed at progression and retention of minority ethnic and female staff are being considered.

Racial incidents 2002/03 customer satisfaction survey

This performance indicator is a new Home Office requirement for this year. 81% of respondents were satisfied or very satisfied with the service provided by the police.

To increase the number of offences for which offenders, and particularly persistent offenders, are caught and brought to justice, in partnership with other criminal justice agencies.

Divisional commanders forcewide continue to develop strategies to impact on this area of public concern. Anti-social Behaviour Orders and Acceptable Behaviour Contracts when used through community partnerships have already proved to be useful tools to encourage reasonable and tolerant behaviour within communities.

Particular successes include an ASBO obtained against a prolific offender in the Portsmouth area. In this case the 16 year old girl concerned had already amassed 124 criminal convictions, 40 of which were for assault on Police Officers. Her shoplifting was targeted towards premises in a local high street and her behaviour when challenged by shop staff was often violent and intimidating. Since being excluded from this area by the order in May the offending behaviour of this girl has been drastically reduced. Local shopkeepers report that no further crimes have been committed by the young woman concerned in the exclusion area.

In many policing areas extra partnership resources are being secured in the form of dedicated staff to try and deal more effectively with the high level of complaints.

DNA

Following some very notable successes in detecting outstanding unsolved major crime, including rape and murder, the Constabulary has now taken full advantage of DNA technology in the examination of volume crime scenes. Some divisions are now reporting that up to half of their successful house burglary detections are as a consequence of scientific evidence.

National Intelligence Model

The National Intelligence Model (NIM), Tasking and Coordinating Group process is used to collect and analyse information and to direct and prioritise resources in accordance with local and national priorities.

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Rural Policing

Rural areas have traditionally been seen as having low crime levels. It is important to recognise that rural areas still suffer from crime and disorder although not quite to the same degree as in urban areas. However, there is a substantial fear of crime in rural areas.

In 2002 the Rural Issues Group consisting of representatives from the nine rural divisions produced the Rural Policing Strategy. This strategy assists in delivering visible and effective policing in rural areas by local officers promoting a partnership approach to problem solving, which is clearly focussed on local issues.

Information taken from recent crime and disorder audit data, collated to assist in the Community Safety Partnership Strategies for 2003–2006 with local authorities, was evaluated for rural policing.

A visible deterrent by high visibility patrols, improved CCTV (through the use of mobile CCTV vehicles) and the expansion of Neighbourhood Watch were identified as areas most significant in dealing with the fear of crime.

Consistency of personnel dealing with rural issues, by local officers at local stations, owning local problems in the community, is paramount in assisting in the reduction of fear of crime. A community's ability to contact a known and recognised officer establishes confidence and a flow of information.

The Police Modernisation Fund continued to provide additional government finance to the Police Authority to improve the impact of policing in rural areas. In April 2002 Hampshire Constabulary received £220,000 from this fund.

As in previous years, a bidding process was employed to promote the principles of local ownership, both of problems and any solutions to encourage innovation. All nine divisions containing rural areas submitted bids. Each bid was reviewed by a central panel and funds allocated against the general principle that funds were used to tackle crime, and importantly the fear of crime in the rural communities.

Following the communities' wishes, the majority of the money was spent on high visibility policing. This policing was delivered in many ways, including foot and bicycle patrols which are especially welcomed in rural areas.

Three mobile police stations were also utilised in delivering high visibility policing. The Isle of Wight, New Forest sharing with Eastleigh, and Basingstoke sharing with Central Hampshire and Andover Divisions were the areas that benefited from this capability.

The mobile police station arrives in a village, usually on a predetermined and advertised schedule and an officer patrols on foot in the local area whilst another member of staff remains with the mobile police station to

receive enquiries. The mobile police stations were also used at carnivals and fetes across the two counties.

The use of mobile police stations was independently evaluated for Hampshire Constabulary in 2002 and, as hoped, the rural communities welcomed this style of local policing and contact. It was recognised that the mobile police station was not often seen due to the limited numbers of vehicles covering a large area of the force.

The success and demand has resulted in funding being allocated for two additional mobile police stations for 2003, bringing the total to five.

In addition to the five mobile police stations, Central Hampshire Division will take delivery of two Community Partnership vehicles, supplied by Safety Partnerships. These vehicles are similar to the design of the mobile police station and will be used by the Community Safety Partnership members in a similar way in delivering a service to the community. The significance to Hampshire Constabulary is that the vehicles will be equipped with mobile CCTV. This will assist in tackling crime and anti-social behaviour hot spots in our rural communities.

A further £20,000 was used from the fund for additional policing of hunts throughout the year in 2002/03. This again was very successful and will continue in 2003/04. It was necessary to maintain the appropriate level of policing required to reinforce the

principles of fairness in allowing both peaceful demonstration, as well as the pursuit of lawful activity, in relation to field sports.

Funding was also used for crime reduction campaigns, including patrols of campsites, car parks and other popular locations for high visibility and potential theft prevention.

Postcoding initiatives were also undertaken, together with increased mobile patrols to identify crime prevention opportunities.

The identification of the need for increased Neighbourhood Watch has been supported by Hampshire Police Authority and various other watch schemes continue to develop and support the theme of information sharing in the rural community. Examples of this are Farm Watch, River Watch, Keeper Watch, Horse Watch and Rural Business Watch.

We continue to monitor BV23 to assess public satisfaction with policing across our communities.

In 2003/04 the allocation of additional funding will again be £220,000. As in previous years a substantial part of the fund will be allocated to Divisions as overtime to raise the visible presence and also for initiatives as mentioned in rural locations.

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SECTION 2

