



Dorset Police & Crime Panel

**Police and Crime Plan 2013-17
Progress against Plan and Priorities**

Quarter 2 Report 2013-14

Date of Panel: 07 November 2013

**WORKING TOGETHER TO KEEP
DORSET SAFE**

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My Vision

“WORKING TOGETHER TO KEEP DORSET SAFE”

My Priorities

At the core of the priorities is my manifesto which was drawn up in response to the issues the people of Dorset described during my election campaign. The priorities have also been informed by a number of other sources - consultation with over 3,500 local residents, surveying over 2,700 victims, identifying which threats cause the greatest harm in Dorset and reviewing current performance. In addition, the priorities of Dorset's Community Safety Partnerships have been taken into account to allow for consistency in focus across the whole of Dorset.

Beyond the local picture, the priorities are also influenced by the national context. The Strategic Policing Requirement, new legislation, Ministerial speeches, as well as formal national publications, all provide an indication of the direction national policy is likely to follow in the future.

My Key Priorities are to work in partnership with our communities and relevant agencies to:

- **Reduce the number of victims of crime and anti-social behaviour.**
This priority reflects my commitment to putting victims first. The focus of the priority is the types of crimes and incidents about which people have expressed significant concern directly to me or through the Community Safety Survey.
- **Reduce the number of people seriously harmed in Dorset.**
This priority recognises the crimes and incidents that have a significant physical and/or emotional impact on victims and their families whether due to the serious or persistent nature of the offending or the victim's vulnerability.
- **Help protect the public from serious threats (local, regional and national) to their safety including organised crime and terrorism.**
This priority reinforces the importance of tackling organised criminality and reducing the risk of terrorism in Dorset, as required through the Strategic Policing Requirement.
- **Reduce re-offending.**
The numbers of offenders who reoffend within a year of having been sentenced by our courts is at an unacceptably high level. This priority focuses on those offenders who pose the highest risk to our communities.
- **Increase people's satisfaction with policing in Dorset.**
In comparison to many areas Dorset enjoys high levels of confidence as illustrated through both national and local surveys, but there is room for improvement. We must improve how we keep people updated, especially victims of crime and disorder.
- **Support neighbourhood policing that is appropriate for both rural and urban communities in Dorset.**
This priority builds on the achievements of Dorset's Safer Neighbourhood Teams who have done so much to solve local problems, to support the more vulnerable and to provide a trusted reassuring presence. It acknowledges the diverse make-up of Dorset ensuring that the unique needs of rural communities are recognised.

Purpose of this report

Under the terms of the Police Reform and Social Responsibility Act 2011, the Police and Crime Commissioner (PCC) is required to develop and publish a Police and Crime Plan for their term of office. The Police and Crime Plan 2013 - 2017 was officially launched and published on 28 March 2013.

This monitoring report has been compiled as a method of enabling the Police & Crime Panel to exercise its duty in scrutinising progress against the aims set out by the Police and Crime Commissioner in his Police and Crime Plan.

Six key priorities have been identified by the PCC. At the core of the priorities is the PCC's manifesto which was drawn up in response to the issues the people of Dorset described during his election campaign. The priorities have also been informed by a number of other sources which reflect the local and national context of policing.

Section 1 of the report is structured around these six priorities as listed on the previous page and the outcomes and indicators described in the Plan, which are identified under each priority area. **For Quarter 2 this includes a more in depth look at Priority 2.**

Section 2 lists some key decisions made by the PCC during the reporting period.

Section 3 provides the Panel with an update on finance against the spending plans detailed in the Plan.

Section 4 provides the Panel with an update on engagement activity undertaken by the PCC and his staff.

Section 5 provides the Panel with an update on partnership activity undertaken by the PCC and his staff.

The full Police & Crime Plan for April 2013-March 2017 can be accessed by [clicking here](#).

Introduction by Dorset's Police and Crime Commissioner

As expected, this has been another extremely busy quarter, where I have been working on a number of different fronts, some of them challenging, in support of my Police and Crime Plan priorities. Much of my activity is summarised in the following sections of the report, but I will aim to give a flavour here of some key developments over the summer.

Firstly, I would commend the Force on their performance during the quarter as they continue to meet the extreme challenges being faced given the reduction in available funding and resource. It is pleasing that overall crime continues to decrease, and particularly that issues such as the previous increase in shed breaks and vehicle crime are now seeing reductions. Progress is also being made against my target for Positive Outcomes, which is on course for the first year of my Plan.

The introduction of a Victims Bureau for Dorset was one of my headline priorities upon taking office and I am excited that Phase 1 of this project will be launching in November. Much hard work has gone into establishing the Bureau, which will provide a much more comprehensive and consistent support service to victims of crime and will, in turn, help to further increase public trust and confidence in Dorset Police.

Progress has also been made with regard to Early Intervention. I fully supported bids from our local authorities to the Early Intervention Foundation (EIF) to fund pilot projects to work in addressing the root causes of social problems amongst children and young people from 0-18 years old. I see this as complementing the work already underway relating to the Troubled Families initiative and am delighted that both Dorset and Poole were successful in their bids to the EIF.

Mental Health has been the subject of national debate and I welcome the discussions being had on issues such as the use of police custody as a place of safety for individuals experiencing mental health issues, which I consider to be wholly inappropriate as well as draining valuable police officer time and resources. Much work is already being done in Dorset with partners, including the provision of mental health nurses in our custody suites. However, I am keen to work further with partners, both locally and nationally, to improve the services available to those with mental health issues, particularly where they come into contact with the police service as a result. A street triage pilot is one such initiative currently being explored.

As members no doubt recall, the issue of unlawful Gypsy and Traveller encampments across Dorset in the summer caused a number of issues and concerns amongst the public. I have been working closely with the local authorities on this issue and I am hopeful that real progress is being made for the future, particularly over the establishment of suitable transit sites that will then allow the police to use some of the powers available to them to move camps away from public land.

The issue of the 101 non-emergency telephone service for contacting Dorset Police has also been of concern to local people. The telephone is by far the most preferred option for contacting the police currently so it is important that the service delivered is efficient and effective. A number of concerns were raised with me directly and as a result I did ask the Chief Constable to review arrangements and make improvements to call handling times and abandonment rates. The Chief Constable has therefore overseen additional resource being recruited into the call handling teams and, whilst there is still room for further improvement, there has been an immediate upturn in Force performance in this area as a result which is encouraging.

Road safety continues to be a priority area for me and I have requested that all of the key strategic partners come together for a seminar in November to refresh our strategy

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for keeping Dorset's roads safe. During the quarter I have also held meetings with local authority portfolio holders and lead officers over numerous issues raised with me from parking, to speed limits and road engineering. In August, Dorset Police formerly launched Community Speed Watch (CSW) in the County and a number of schemes have since been established, enabling local people to play a real role in problem solving and supporting the Force over issues directly affecting them at home. Also in August, I accompanied Annette Brooke MP in handing in a petition requesting the reduction of the speed limit in Sandy Lane, Upton given the strong views held by the local community over the issue of road safety there.

Partnership and collaboration remains an integral part of the PCC role, particularly as all agencies need to find innovative new ways of working to continue to deliver effective services with less money and resource. That is why I continue to work closely with partners at a national, regional and local level to develop and progress opportunities for more joined-up and cost effective working practices. Section 5 of the report provides an overview of my partnership activity.

Similarly, Community Engagement will always remain a core function in being able to ensure that local policing and community safety measures reflect the issues and concerns being felt and raised by local people. Section 4 of this report provides further detail on my activity in respect of this during the quarter.

Finally, looking to the future, there are some key pieces of work that I am keen to develop during the next quarter and beyond. In refreshing the Police and Crime Plan I am looking to maintain the momentum achieved in Positive Outcome Rates and for the Force to focus on my concept of KCC – Keep Catching Criminals and Keep Cutting Crime. In my view this is the very essence of policing, the prevention and detection of crime, and I would like to see a national focus on this from Government.

The changing nature of crime, in particular on-line and cyber crime, also requires increased understanding and the development of appropriate solutions. The introduction of the National Crime Agency (NCA) should help co-ordinate responses at a national and even international level, but there needs to be a greater understanding at the local level regarding the changing crime profile and that different responses and capabilities are needed to tackle this effectively.

Also, I intend to continue to keep close oversight of the development of Stage 2 of the Victims Bureau, which will draw in wider agencies alongside the police and help realise my vision for ensuring a fully victim focused approach to those unfortunate enough to experience crime in Dorset. This will also include help and support for those who are unwilling to engage directly with the police service, for whatever reason.

Section 1: Review of performance against Police and Crime Plan priorities

1.1 Priority 1: Reduce the number of victims of crime and anti-social behaviour

Priority Outcomes
Effective multi-agency problem solving Increased victim satisfaction People engaged in making their communities safer Establishment of a Victim Bureau
Indicated by:
<ul style="list-style-type: none"> • Crime and anti-social behaviour data • Outcome data – sanctioned detections and resolution rates • Repeat victimisation data • Public confidence and satisfaction <see priority 5> • Feelings of safety <see priority 5>

Figure 1: key performance indicators and targets – 1 April – 30 September 2013

Priority	Key Performance Indicators	2013/14 Target	Apr - Sep		Change	
			2012/13	2013/14	Actual	Percentage
Reduce the number of victims of crime and anti-social behaviour	Total Crime	≥ 1%	21,012	19,581	-1,431	-6.8%
	Positive Outcome Rate	≥ 25.5% ¹	21.1%	25.2%		4.1%
	Number of Repeat Victims		2,922	2,484	-438	-15.0%
	ASB Incidents		18,315	17,088	-1,227	-6.7%
	Number of Repeat Callers ^o		1,563	1,488	-75	-4.8%
	Personal ASB Incidents		2,983	2,740	-243	-8.1%
	Dwelling Burglary		936	888	-48	-5.1%
	Sanction Detection Rate		12.9%	21.6%		8.7%
	Shed, Garage and Beach Hut Breaks		1,031	982	-49	-4.8%
	Sanction Detection Rate		1.4%	3.5%		2.1%
	Vehicle Crime		2,539	2,157	-382	-15.0%
	Sanction Detection Rate		3.9%	4.0%		0.1%

Longer term trends

Figure 2: Crime: Monthly breakdown of performance (monthly figures – right hand axis)

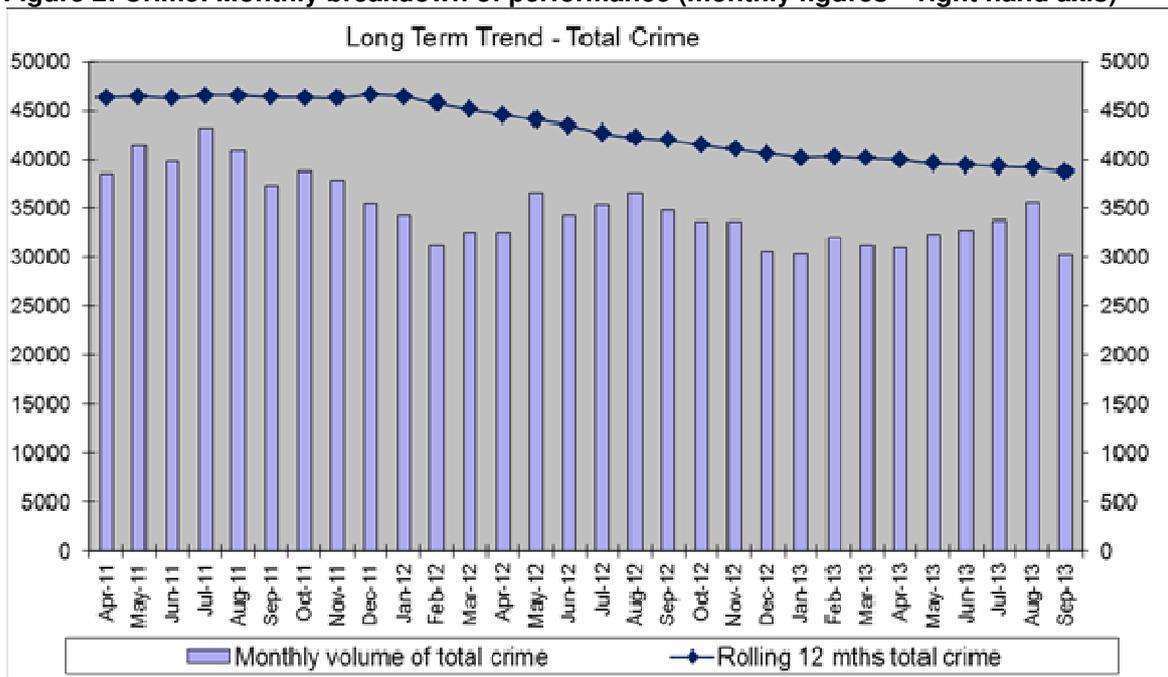
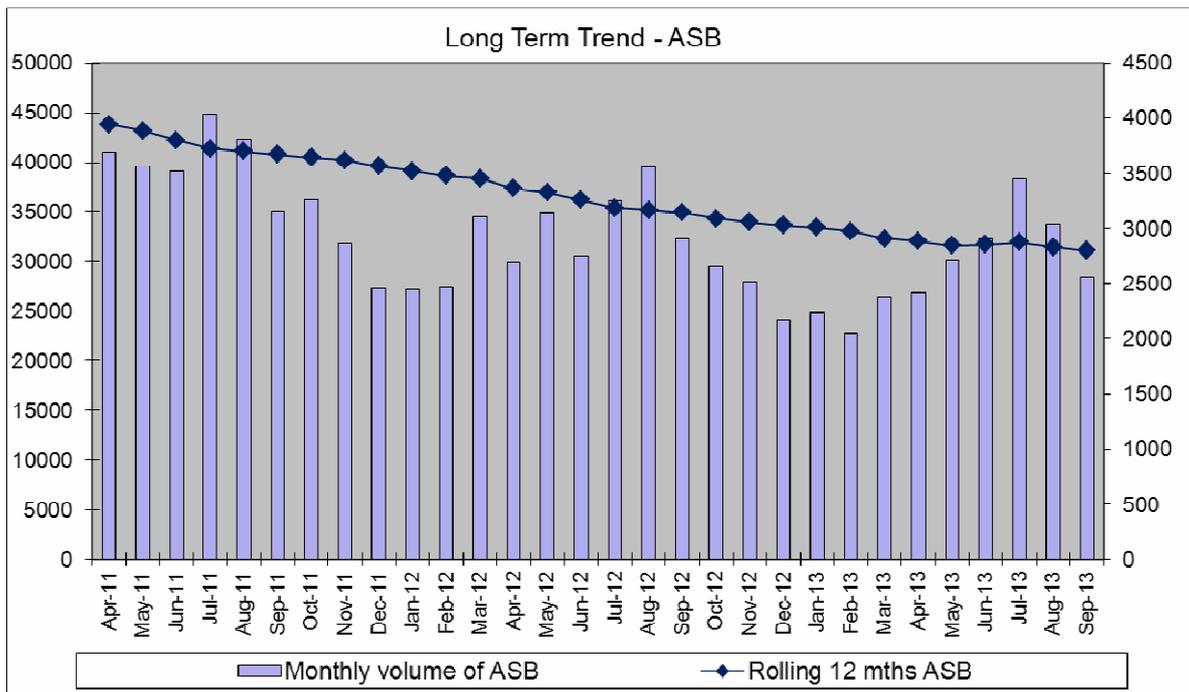


Figure 3: ASB: Monthly breakdown of performance (monthly figures right hand axis)



Commentary on Performance

- 1.1.1 In the first two quarters of 2013/14 crime has decreased by 6.8% or 1,431 fewer crimes.
- 1.1.2 The Police and Crime Plan identified dwelling burglary, shed burglary, vehicle crime and the Positive Outcome Rate¹ as priorities for this year and beyond. Dwelling burglary ended last year with no change in the volume of recorded crimes, but in 2012/13, following an initial increase, the volume of recorded dwelling burglary has fallen by 5.1% or 48 less crimes. The Sanction Detection Rate (SDR) for dwelling burglary, which was lower than that of the Most Similar Grouping of Forces (MSG)² and regional average in 2012/13, has risen to 21.6% for the first two quarters of the year.
- 1.1.3 Recorded shed burglaries showed an increase in volume early in 2012/13 but have reduced by 4.8% or 49 less offences in Q1-2 2013/14 compared with Q1-2 2012/13.
- 1.1.4 Vehicle crime also started the year with increases but, following directed operational activity similar to that employed for dwelling burglary and shed breaks, has started to reduce with 15% or 382 less crimes recorded in Q1-2 compared to 2012/13 and reductions being seen in both theft of and from motor vehicles.
- 1.1.5 The Positive Outcome Rate for all crime for April - September 2013/14 is 25.2% which is just short of the target of 25.5% set for the end of the year. Resolution of crime is a priority for the Commissioner and the Force and a target of 25.5%

¹ Positive Outcomes comprise Sanction Detections and Community Resolutions.

² Was Hampshire, Sussex, Surrey and TVP. From October 2013 MSG is now Sussex, Surrey, TVP, Cambridge, Gloucestershire, Warks and West Mercia.

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for Positive Outcome Rate has been set for 2013/14, building to 33% over the 4 years of the Plan.

- 1.1.6 Anti-social behaviour has decreased 6.7% or 1,227 less recorded incidents. The Plan focuses on personal anti-social behaviour and figure 1 shows a reduction in reported incidents of 8.1%.
- 1.1.7 In the first performance report presented to the Panel in June, trends in crime and anti-social behaviour were shown on monthly totals but the Panel were keen to see longer term trends. **Figures 2 and 3** show monthly totals and 12 monthly rolling totals for both total crime and ASB going back to April 2011. Please note that the scale for monthly totals are shown on the right hand side of the chart.

Priority 1 - Geographical exceptions

- 1.1.8 Although crime is falling at Force level, there are some sections that have seen an increase in crime, as some members will be aware of from Community Safety Partnership meetings.
- 1.1.9 Three neighbourhood policing sections out of eleven have seen increases in total crime in the year to date. These are as follows:

Bournemouth Central – increased by 114 recorded crimes (+4.5%)

- 1.1.10 Bournemouth Central recorded increases in total crime in July and August 2013 compared to 2012 with August almost exceeding the upper control limit; however September levels have fallen back towards 2012 levels. The increase is primarily caused by increases in theft (other than from vehicles).

Dorchester and Sherborne – increased by 75 recorded crimes (+7.3%)

- 1.1.11 Although the increases have been recorded in July and August, recorded crime remains well within control levels. Increases have primarily been in recorded incidents of theft and violence against the person and may in part be due to a growth in the night time economy of Dorchester.

Purbeck – increased by 95 recorded crimes (+12.3%)

- 1.1.12 Purbeck's increase in recorded crime occurred in April and May and, although well within control limits, has since returned back to 2012 levels in August and September. Increases have been spread across more crime types including burglary non-dwelling, criminal damage and theft.
- 1.1.13 The Positive Outcome Rate has increased in all sections.

PCC's action in respect of this priority

- 1.1.14 The PCC continues to oversee the development and implementation of Phase 1 of the Victims Bureau, which is set to go live in November 2013.
- 1.1.15 The PCC supported the successful bids made by Dorset and Poole to the Early Intervention Foundation (EIF) to fund pilot projects to tackle social issues affecting 0-18 year olds.
- 1.1.16 The PCC and OPCC staff have been actively participating in national and regional victims groups in preparation for the handover of victims services

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funding from October 2014. Locally, a Victim Engagement working group has met twice and four victim focus groups and surgeries have also been scheduled for the future.

- 1.1.17 At the Strategic Commissioning Board meeting held on 26 September 2013 it was confirmed that funding for the IDVA/ISVA services would be maintained for 2014/15.
- 1.1.18 The recruitment of 12 new police officers, sworn in on 5 July 2013, the first new police officers in Dorset Police since a recruitment freeze was initiated in 2010.
- 1.1.19 The ongoing recruitment of Special Constables and Volunteers to provide the Force with additional support and resource, as well as strengthening community links between the police and the public.
- 1.1.20 Initial discussions have been instigated with local Anti-Social Behaviour Reduction Officers (ASBROs) to scope a pilot project to offer ASB awareness courses to 18-25 year olds.

1.2 Priority 2: Reduce the number of people seriously harmed in Dorset

Priority Outcomes
Fewer victims of serious crime Fewer people killed or seriously injured on Dorset roads Reduced offending rates Establishment of a Multi Agency Safeguarding Hub (MASH) across Dorset
Indicated by:
<ul style="list-style-type: none"> • Crime and outcome data - violence • Crime and outcome data – sexual offences • Crime and incident data – domestic abuse • Crime and incident data - hate • RTC data –people killed or seriously injured on Dorset's roads

Figure 4: Key Performance indicators – 1 April to 30 September 2013

Priority	Key Performance Indicators	2013/14 Target	Apr - Sep		Change	
			2012/13	2013/14	Actual	Percentage
Reduce the number of people seriously harmed in Dorset	Most Serious Violent Crime		48	27	-21	-43.8%
	Sanction Detection Rate		64.6%	66.7%		2.1%
	Serious Sexual Offences		214	228	14	6.5%
	Sanction Detection Rate		26.2%	20.6%		-5.6%
	Alcohol Related Violent Crime		972	1,060	88	9.1%
	Domestic Abuse Incidents		4,309	4,437	128	3.0%
	Racially and Religiously Aggravated Crime		83	60	-23	-27.7%
	Number of people killed or seriously injured		200	184	-16	-8.0%

- 1.2.1 Sitting beneath this priority are 5 key areas of delivery, each of which have a senior lead who is responsible for developing the strategy for delivery. The five areas are:

- Domestic Abuse
- Serious Sexual offences
- Alcohol related violent crime
- Hate crime
- Killed and Seriously injured road casualties

1.2.2 Although not included in the priority, it is worth noting that **total violent crime** has fallen by 8.2% or 239 less recorded crimes in the first two quarters of the year compared to the same period in 2012/13.

1.2.3 **Figure 4** shows performance for Q1-2 across the indicators identified in the Police and Crime Plan under Priority 2.

1.2.4 The Police and Crime Panel held in June 2013 requested a more detailed breakdown of performance information in support of Priority 2. Each of these themes is consequently developed further in the following pages.

Domestic abuse

Figure 5: Domestic Abuse Incidents – monthly breakdown of performance

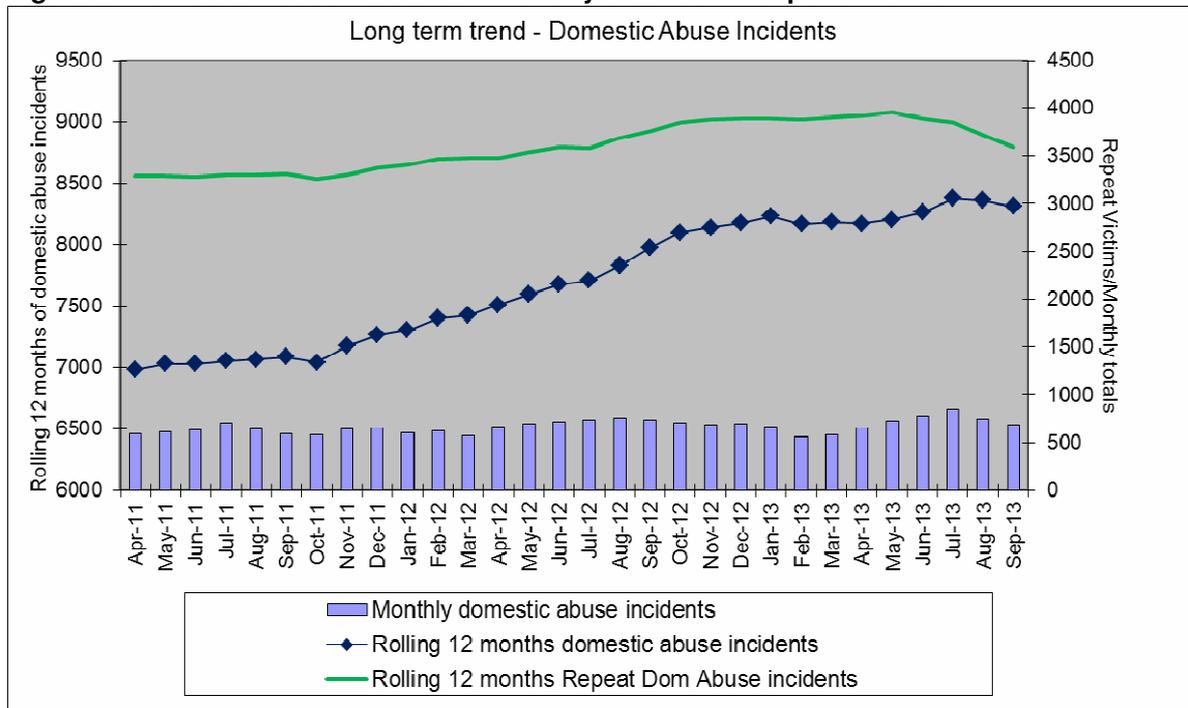
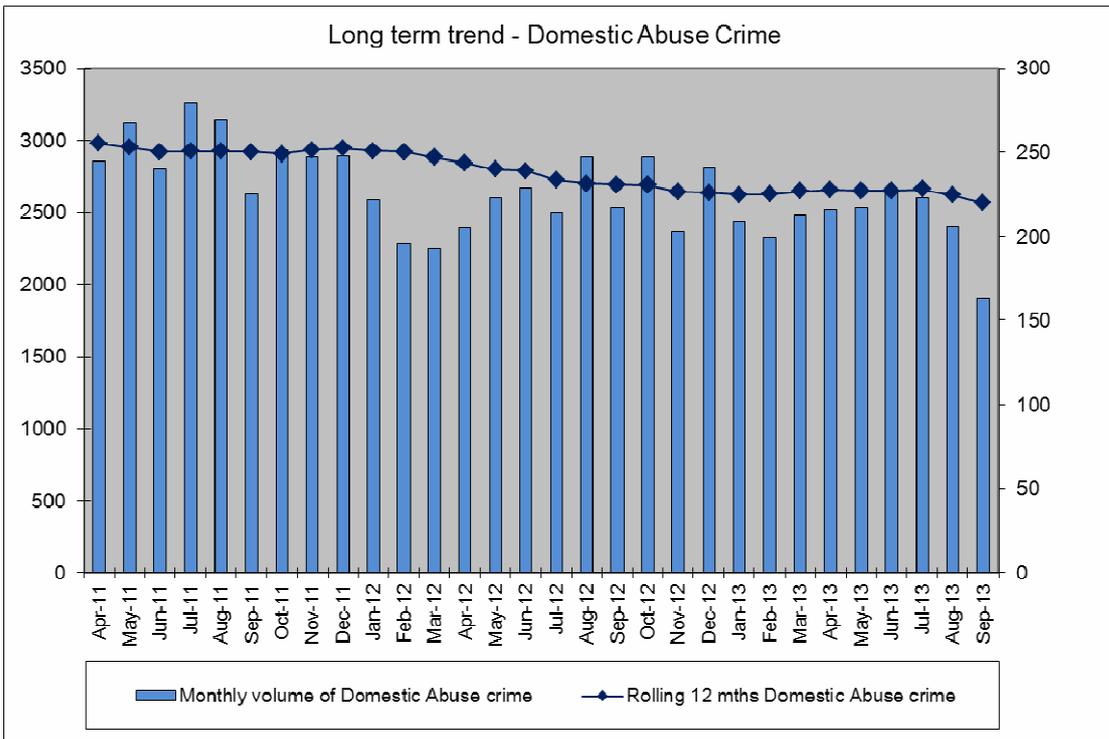


Figure 6: Domestic Abuse Crime – monthly breakdown of performance



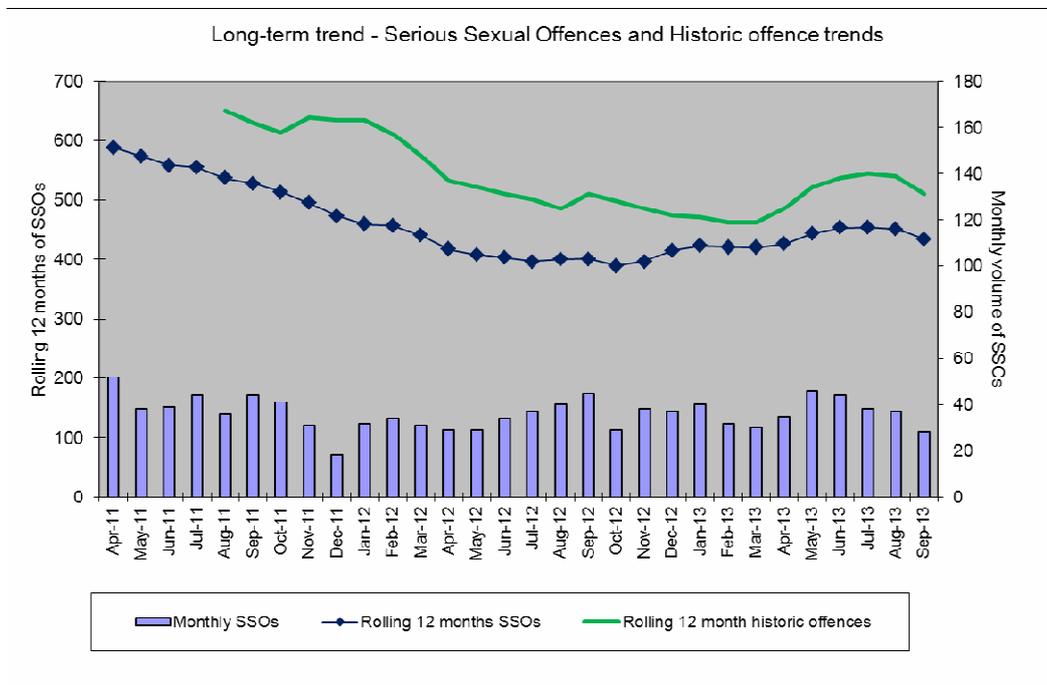
Commentary on Performance

1.2.5 **Figures 5 and 6** show performance data for monthly totals as well as rolling 12 months for recorded incidents and crimes of domestic abuse. Figure 5 also shows the repeat domestic abuse incidents (right hand axis). The volume of recorded crimes had stabilised but has begun to fall over the last two months. The volume of recorded incidents has risen for a sustained period but most recently that and the volume of repeat incidents have begun to fall.

1.2.6 HMIC are carrying out an inspection on domestic abuse in Force from 21-24 October – this is part of a national inspection framework with all forces being inspected by the end of December and HMIC reporting the results to the Home Secretary in April 2014.

Serious Sexual Offences

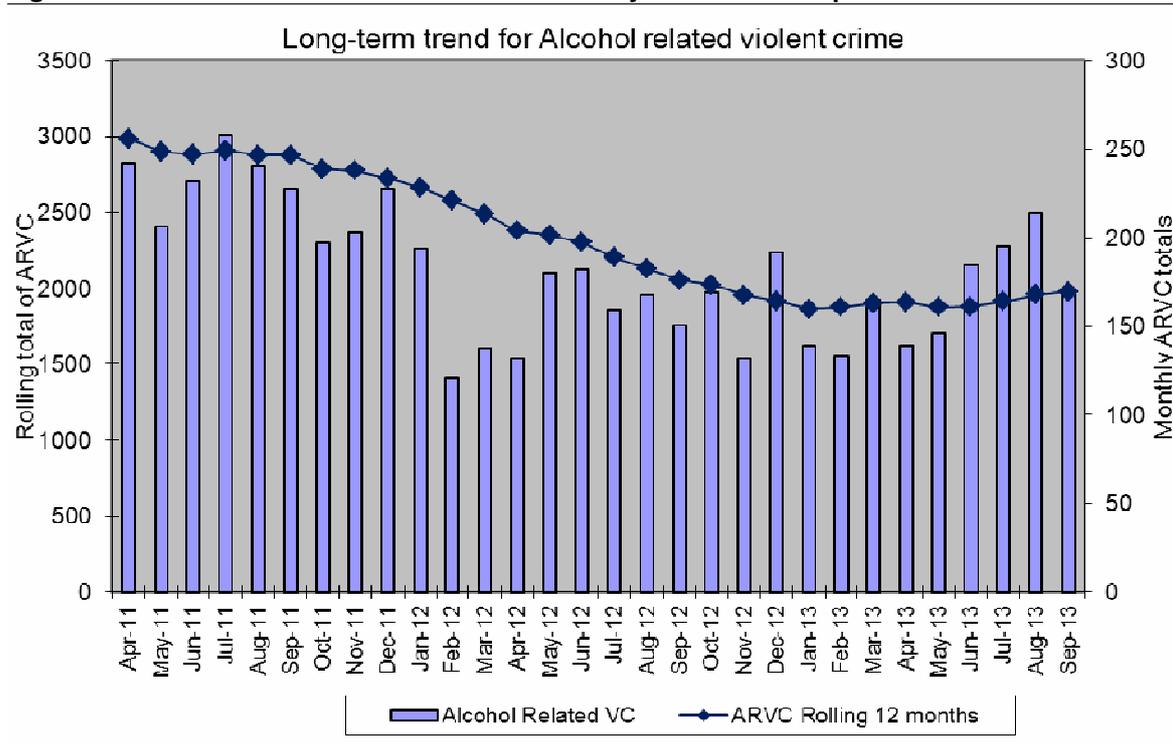
Figure 7: Serious Sexual Offences – monthly breakdown of performance



1.2.7 **Figure 7** shows a similar chart for sexual offences with the addition of a rolling 12 month volume for historic offences. Previously historic offences had followed a similar trend to all offences with reductions in volume; but that reduction changed to an increase in February to March 2013 post the publication of the Savile Inquiry. As a result of the enquiry almost every force in the country has seen an increase in both reported historic allegations and increases in overall serious sexual offences. Most recent figures show a reduction in all serious sexual events and a corresponding fall in reported historic offences.

Alcohol Related Violent Crime

Figure 8: Alcohol Related Violent Crime – monthly breakdown of performance

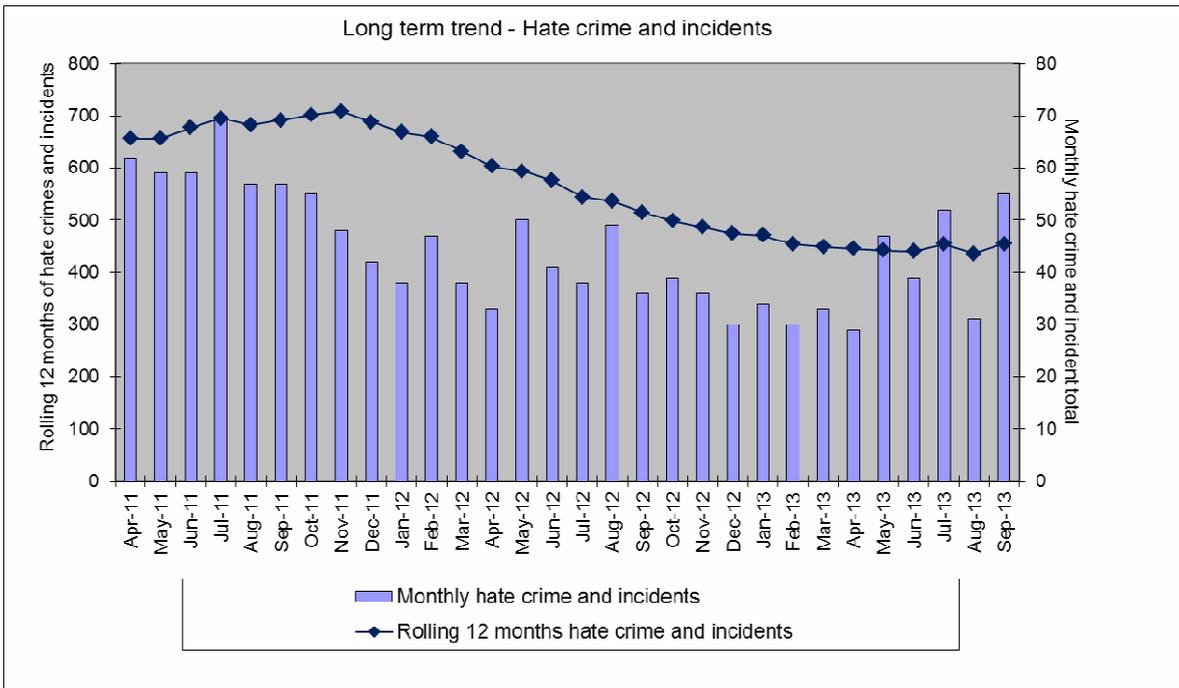


1.2.8 **Figure 8** shows ARVC as monthly figures and 6 and 12 month rolling lines. It appears from the chart that ARVC has started to increase from around June 2013. There is always a seasonal increase in ARVC in summer but local reporting has shown this to be near to the upper control level in 2013 and increased as a proportion of total violent crime. Monitoring is being carried out through the monthly strategic performance board.

Hate Crime

1.2.9 The Home Office crime recording rules do not include a classification for all hate crime, only racially and religiously aggravated crime. Figure 9 therefore attempts to provide a fuller picture of the hate crime occurring in Dorset by including racially and religiously aggravated crime, hate incidents and hate flagged crime which is a local protocol to try and capture more crimes relating to hate.

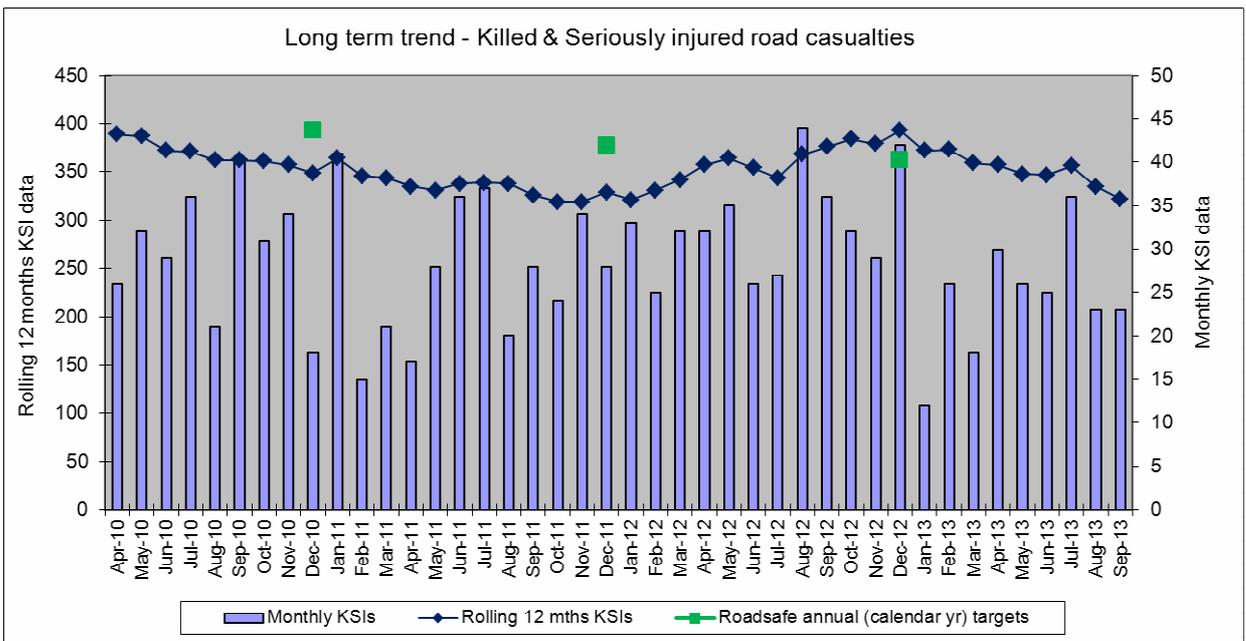
Figure 9: Hate crime (racially & religiously aggravated crime, hate flagged crime and hate incidents) – monthly breakdown of performance



1.2.10 **Figure 9** shows a recent stabilising of overall hate crime and incidents. Closer scrutiny suggests this is mainly due to an increase in disability related incidents and potentially linked to recent campaigns such as “Speak Out” – a campaign launched in February 2013 in relation to encouraging reporting of disability hate incidents.

Killed and Seriously Injured Road Casualties

Figure 10: KSIs – monthly breakdown of performance



1.2.11 Like hate crime, KSIs record low volumes of incidents leading to a greater fluctuation in figures. After a stabilisation early in the year August and

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September have shown a reduction in the rolling 12 month figure resulting in an overall decrease of 16 incidents in the year to date.

- 1.2.12 It is important to recognise that road safety is a partnership priority, with Dorset Road Safe establishing annual targets for KSI casualty reduction based on year on year reductions of 4% from a 2005-09 average baseline. These are shown graphically in figure 10.
- 1.2.13 The Dorset Road Safe reduction target for 2013 (calendar year) is 348 KSIs – a 4% decrease on the target figure in 2012 (362 actual), although this was not met, with a total of 393 KSIs between January and December 2012. For January to September 2013, a total of 242 KSIs have been recorded; 48 fewer casualties than were recorded during the same period in 2012. This latest performance suggests that Dorset is on track to meet the 2013 Dorset Road Safe target of 348 KSIs by December 2013.

PCC's action in respect of this priority

- 1.2.14 The PCC has agreed to part-fund a pilot Street Sex Worker Outreach Worker in Boscombe.
- 1.2.15 At the Strategic Commissioning Board meeting held on 26 September 2013 it was confirmed that funding for the Drug Intervention project would continue for 2014/15.
- 1.2.16 The PCC has been working with the High Sheriff of Dorset and other local charities to explore the potential for launching a 'safe bus' in Weymouth, similar to the successful initiative already operating in Bournemouth.
- 1.2.17 The PCC accompanied Annette Brooke MP to hand in a petition regarding road safety and speeding in Sandy Lane, Upton.
- 1.2.18 Active PCC support for the launch of the Community Speed Watch (CSW) initiative, facilitating volunteers from local communities to assist the police in monitoring and enforcing areas where speeding and road safety is a particular concern.
- 1.2.19 The PCC has agreed a 20mph protocol with the three top tier local authorities. He has also called for all relevant partners to meet in November to review the road safety strategy for Dorset.

1.3 Priority 3: Help protect the public from serious threats (local, regional and national) to their safety including organised crime and terrorism.

Priority Outcomes

Criminals deprived of their assets
Communities better informed and engaged in reducing the risk of terrorism and organised criminality
Reduced risk from organised crime groups in Dorset

Indicated by³:

- Serious crimes flagged 'organised criminality'
- Arrests of identified 'organised criminals'

National and Regional Context

- 1.3.1 On 7 October 2013, to coincide with the launch of the National Crime Agency (NCA), a new cross-Government strategy for dealing with both national and international serious and organised crime (SOC) was published. The overall aim is to substantially reduce the level of SOC affecting the UK and its interests. An annual report on progress against the strategy will be published by the Government.
- 1.3.2 The types of organised crime covered include: Drug trafficking; human trafficking and organised illegal immigration; high value fraud and other financial crimes; counterfeiting; organised acquisitive crime; and cyber crime. Also encompassed within the strategy is serious crime that demands a national coordinated response, especially other fraud and child sexual exploitation (CSE).
- 1.3.3 Strategic partnerships are central to this strategy and involve work with, and between, Government departments, the NCA, Forces and other law enforcement and other agencies at the local, national and international level.
- 1.3.4 Cyber crime has been identified nationally and locally as an emerging issue and will be reflected in the refreshed Police and Crime Plan.
- 1.3.5 The Force works collaboratively with other forces in the region in a number of areas related to serious organized crime and countering terrorism and domestic extremism; these include:
- Regional Organised Crime Units (ROCU) (in place)
 - SW collaboration – Special Branch (in place)
 - SW collaboration – forensics (programme identified)
- 1.3.6 Project Spotlight is Dorset Police's operation to tackle organized criminality in partnership with other agencies. A briefing took place on 24 September 2013 involving 15 different agencies with the aim of promoting partnership working in respect of organized crime.

PCC's action in respect of this priority

- 1.3.7 The PCC was represented at a briefing event on the Strategic Policing Requirement (SPR) and National Policing Requirement (NPR) which included updates on Counter Terrorism and Domestic Extremism, Serious and Organised Crime, Cyber Crime and the launch of the National Crime Agency (NCA).
- 1.3.8 The PCC has met with Keith Bristow, Director General of the new National Crime Agency (NCA) which was launched on 7 October 2013. The PCC and

³ These measures around 'organised criminality' have superseded those flagged 'drug-related' as thought to be a better and more reliable indicator of activity related to organised criminality

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Chief Executive were also scheduled to attend an APCC Anti-Fraud Conference On 23 October 2013.

1.3.9 The PCC has challenged the Home Secretary and Policing Minister over the performance of the national Action Fraud reporting service after the case of a local resident highlighted failings in this process and a lack of customer care and victim service.

1.3.10 The South West Joint Regional Meeting of PCCs and Chief Constables also continue to discuss and progress regional collaboration work in response to the challenges presented by serious and organised crime, terrorism and domestic extremism.

1.4 Priority 4: Reduce Re-offending

Priority Outcomes
Reduced reoffending rates of highest risk offenders Increased number of offenders diverted from offending Increased number of offenders in accommodation and employment
Indicated by:
<ul style="list-style-type: none">• Reoffending rates <not police data>• Reoffending rate of high-risk offender group <not police data>• Percentage of high-risk offenders being mentored and re-offending rate of mentored offenders <in development>

1.4.1 Probation data is not available for the first month of the year. Quarter 1 data is expected to be published in November.

		Actual rate of re-offending	
		2011/12	2012/13
Local Authority	Bournemouth	9.48%	8.69%
	Dorset	8.17%	7.32%
	Poole	9.68%	8.84%
Probation Trust	Dorset	8.92%	8.24%

1.4.2 A joint inspection was carried out in July of integrated offender management. The inspection was carried out by Her Majesty's Inspectorate of Probation with assistance from HMIC. No formal report is available at this stage.

1.4.3 Issues and considerations from the initial feedback to be agreed at the Joint Police and Probation bi-monthly meetings and taken to the Integrated Offender Management (IOM) Steering Group in October.

PCC's action in respect of this priority

1.4.4 The PCC is a member of the National Transforming Rehabilitation PCC Reference Group, helping to shape the proposals being put forward by Government in respect of the future management of offenders.

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- 1.4.5 At the Strategic Commissioning Board meeting on 26 September 2013 it was also agreed to a review of the Prison Dialogue concept in Dorset through the Force and Community. Prison Dialogue aims to redress the ‘power balance’ between offenders and CJS agencies to promote healthy dialogue between the two in order to better inform service delivery and the support required to help reduce reoffending.
- 1.4.6 The PCC continues to meet regularly with Probation and local prison governors to discuss the Transforming Rehabilitation proposals and seek improvements in breaking the cycle of offending among the most serious offenders in Dorset.
- 1.4.7 As part of this process, the PCC continues to lobby strongly for the provision of a local resettlement prison, particularly since the recent announcement by the Ministry of Justice that Dorchester Prison, which was earmarked for this role, is now to close.

1.5 Priority 5: Increase people’s satisfaction with policing in Dorset

Priority Outcomes
Increased victim satisfaction Increased public confidence At least 95% of emergency calls answered within 10 seconds At least 75% of non-emergency calls answered within 30 seconds
Indicated by:
<ul style="list-style-type: none"> • Satisfaction with being kept informed <source: USS> • Satisfaction with overall service received <source: USS> • Dorset Police – contact management data for emergency & non-emergency calls • Feelings of safety <source: CSS> • Public confidence <source: Crime Survey in England and Wales >

Figure 11: latest performance – note periods differ

Priority	Key Performance Indicators	2013/14 Target	Previous Performance	Current Performance	Change	
					Actual	Percentage
Increase people's satisfaction with policing in Dorset	Percentage of people who think the police are dealing with community priorities		68.5%	69.6%		1.1%
	Percentage of people who feel safe in Dorset		96%	96%		0%
	Victim satisfaction with progress updates made by police officers and staff	≥ 3rd in MSG	68.8%	70.0%		1.2%
	Percentage of victims that are satisfied with the overall service provided by police officers and staff	≥ 3rd in MSG	81.3%	84.0%		2.7%
	Percentage of 999 calls answered in 10 seconds	≥ 95%	95.5%	94.2%		-1.3%
	Percentage of 999 calls abandoned	≤ 2%	0.1%	0.3%		0.2%
	Percentage of non-emergency calls answered in 30 seconds	≥ 75%	65.9%	62.6%		-3.3%
	Percentage of non-emergency calls abandoned	≤ 5%	5.3%	8.4%		3.1%

Context/Commentary on performance

- 1.5.1 The data informing this priority comes from a number of sources as follows:

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- **Crime Survey in England and Wales (CSEW)**

This survey is carried out on behalf of ONS and takes place quarterly in all force areas. Results are reported nationally. Latest results were published on 18 July and cover Q1-Q4 2012/13.

- **Community Safety Survey (CSS)**

This survey is a quarterly postal survey to 3,000 Dorset homes per quarter. Latest results relate to Q1-2 2013/14.

- **User Satisfaction Survey (USS)**

This is a Home Office mandated survey carried out for every Police Force area. The survey is carried out quarterly by telephoning victims of dwelling burglary, violent crime and vehicle crime. Latest results relate to Q1-Q2 2013/14.

1.5.2 Although measures relating to confidence in local policing remain high, satisfaction of victims in relation to policing services fell in 12/13 compared to 11/12 and has been identified as a priority by the Police and Crime Commissioner.

1.5.3 Latest results for Q1 and particularly Q2 show an improvement in “whole experience” and “keeping informed”. An action plan has been in place since early summer to support and direct activity around improving user satisfaction and the commencement of the Victim Bureau in November is intended to further improve processes around keeping informed.

1.5.4 The question from the CSEW that measures the percentage of people who “think the police are dealing with community issues” placed Dorset Police first nationally with 71.0% at the year ending December 2012⁴ and has remained relatively stable with latest results recording 69.6% and placing Dorset 3rd nationally.

1.5.5 Call handling indicators are also included in this priority and this has also been focus of Force activity to improve performance in recent months with year to date figures recording poorer performance than in 2012/13. In September 2013 however percentage of non-emergency calls answered in 30 seconds rose to 68.1% and those abandoned dropped to 5.6%. October results are expected to show further improvement.

PCC’s action in respect of this priority

1.5.6 The PCC responded to public concerns raised about the 101 non-emergency telephone service by raising this directly with the Chief Constable. As a result the Force have increased call-handling resource and capability which has seen an increase in performance in recent months.

1.5.7 The PCC has also engaged directly with the Force and local authorities over public concerns relating to unlawful gypsy and traveller encampments over the summer. It is hoped that these discussions will facilitate an improved response to any future incidents, including facilitating the use of the full powers available to the police as appropriate.

⁴ Results published by ONS 25 April 2013

1.6 Priority 6: Support neighbourhood policing that is appropriate for both rural and urban communities in Dorset

Priority Outcomes
Fewer victims of crime and ASB Fewer repeat victims Effective multi-agency problem solving Improved progress updates to the public
Indicated by:
<ul style="list-style-type: none"> • Workforce - Special Constables <to be developed to include priority lead deployment> • Workforce - Volunteers • Crime data - Total crimes - <see priority 1> • Incident data - ASB incidents - <see priority 1> • Repeat victimisation - <see priority 1> • Public confidence/ satisfaction in policing <see priority 5>

	Establishment at 30 Sep 13
PCSO	132
Special Constables	219
Volunteers	137

PCC's action in respect of this priority

- 1.6.1 The recruitment of 12 new police officers, sworn in on 5 July 2013, the first new police officers in Dorset Police since a recruitment freeze was initiated in 2010.
- 1.6.2 The ongoing recruitment of Special Constables and Volunteers to provide the Force with additional support and resource, as well as strengthening community links between the police and the public.
- 1.6.3 The PCC was represented at an APCC information and briefing event focusing on rural crime, held on 18 July 2013. The PCC has since met with a number of organisations representing rural communities to understand the issues most affecting them. The PCC has also requested that the Chief Constable undertake a review of the Force approach to tackling and responding to Rural Crime.

Section 2: Key decisions taken by PCC during monitoring period

- 2.1 The following provides a summary of the key entries in the PCC Decision Log during the reporting period. Please note, however, that some of these decisions relate to the Quarter 1 period but were not able to be included in the previous update due to paper deadlines.

Single Organisation Model Policy & Procedure – May 2013

- 2.2 The PCC and Chief Constable agreed the Single Organisation Model Policy & Procedure which sets out the principles and arrangements for the governance of the Force, including the role of the PCC and their relationship with the Chief Constable.

Replacement of the Forcewide System with the NICHE crime and intelligence system – May 2013

- 2.3 Approval to progress the procurement and implementation of the NICHE Case and Custody system to replace the Forcewide internally developed legacy system.

Interim Chief Executive & Monitoring Officer appointment – May 2013

- 2.4 Following the appointed Chief Executive candidate being unable to take up the post, the PCC appointed an Interim Chief Executive & Monitoring Officer given the pending retirement of the existing post holder. The interim appointment of Dan Steadman would commence on 24 June 2013 on a Fixed Term Contract until a recruitment process could be undertaken to recruit a permanent post holder.

Outsourcing of Scene Guarding for Major Crime Scenes – June 2013

- 2.5 Agreement to the outsourcing of the scene guarding of major crime scenes to a private provider on a three month trial basis, commencing in September 2013.

Staff Survey Commissioning – July 2013

- 2.6 The Open University will be commissioned to undertake a one-off Staff Survey across all Force personnel in September 2013. The Force will also re-enter the Sunday Times Best Companies Award from November 2014 and use this as the mechanism to provide an annual staff survey from that date.

Chief Executive & Monitoring Officer appointment – September 2013

- 2.7 The PCC announced the appointment of Dan Steadman as Chief Executive and Monitoring Officer following a full recruitment process and the Police & Crime Panel confirmation hearing held on 3 September 2013.

Section 3: Financial update against planned spending

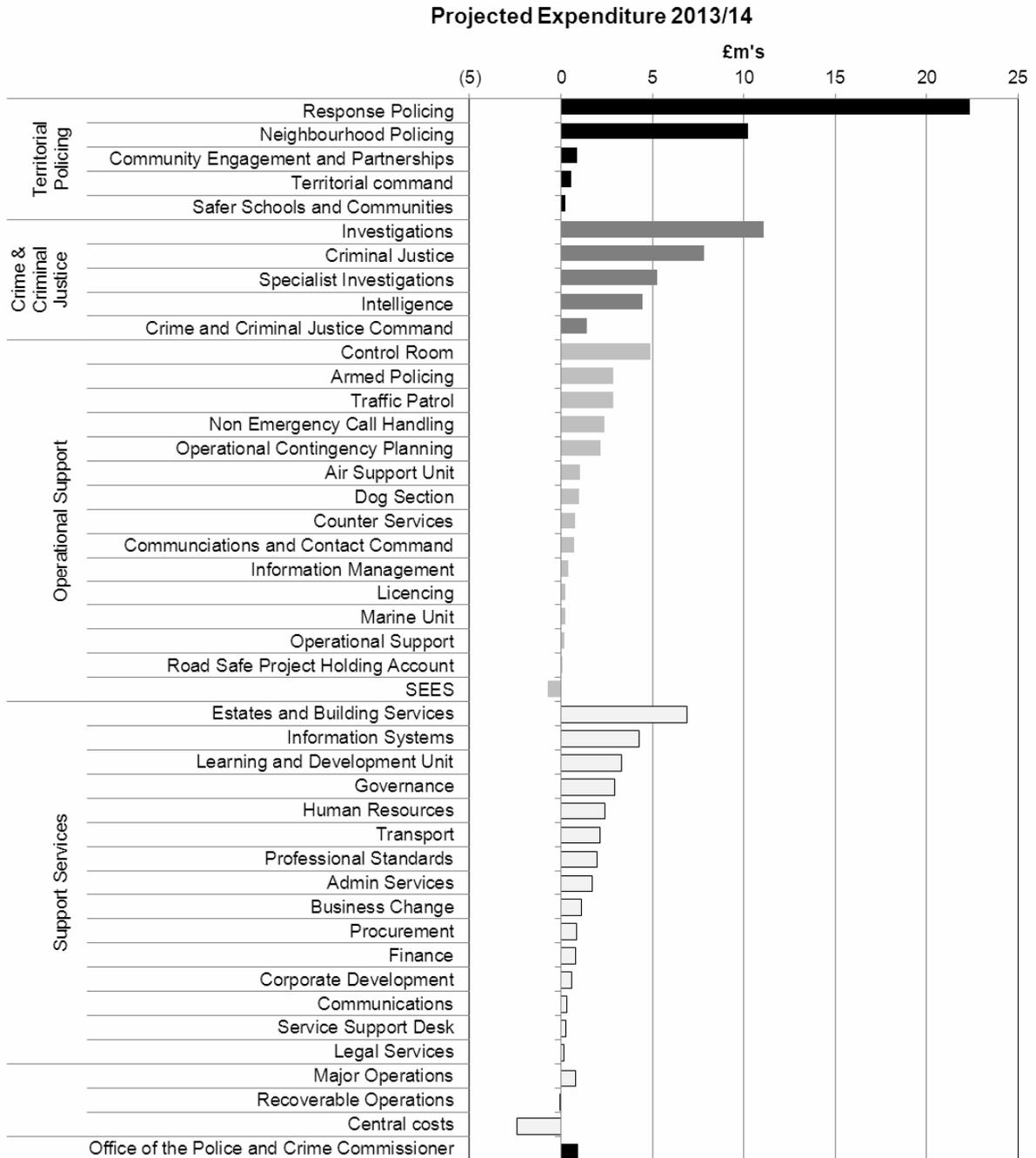
- 3.1 Dorset Police have a budget of £114.9m in 2013/14 to deliver the performance requirements set out in this Plan. At the end of the second quarter, the Force has managed to deliver savings in advance of its target, particularly on employee costs, which have been reinvested to address one off short and medium term performance issues. In the context of the Medium Term Financial Strategy, significant further sustainable savings need to be achieved, and every effort is being made to realise such savings, and to use the funding available in each year to the full, allowing the maximum impact on performance.
- 3.2 Such reinvestment includes funding improvements in contact services through the 'one site' project, running an early intervention pilot for 'troubled families', and piloting a street triage scheme to manage members of the public presenting with mental ill health issues. In addition, some progress has been made towards meeting the shortfall in funding for future capital initiatives.
- 3.3 A summary of the financial position at the end of the second quarter is shown below:

	Year to Date Figures			Projected Year End Figures		
	Budget £000's	Actuals £000's	Variance £000's	Budget £000's	Projection £000's	Variance £000's
Operational Commands						
Territorial Policing	391	346	(45)	784	694	(90)
Crime & Criminal Justice	797	758	(39)	2,061	1,891	(169)
Operational Support (Including SEES / RSP)	1,563	1,490	(72)	3,560	3,605	45
Operational Commands Total	2,751	2,595	(156)	6,405	6,191	(214)
Support Services						
Estates (including PFI)	3,668	3,676	8	6,861	6,738	(123)
Transport	584	584	(0)	1,612	1,601	(11)
Information Systems	1,887	1,771	(117)	3,803	3,831	27
Organisational Development Unit	169	127	(41)	501	469	(31)
General Services	154	130	(24)	363	298	(65)
Governance	1,066	1,213	147	1,232	1,270	38
Personnel	109	193	84	367	496	129
Procurement	1,566	1,493	(74)	3,762	3,662	(102)
Major Operations	90	138	48	815	815	0
Recoverable Operations	0	92	92	0	(7)	(7)
Central Employees	48,961	47,900	(1,061)	97,963	96,171	(1,792)
Travel and subsistence	105	91	(14)	253	237	(15)
Supplies and Services	54	3	(51)	229	204	(25)
Partnerships and Collaboration	282	274	(7)	886	1,014	128
Carry forward from 12/13	(208)	(208)	0	(208)	(208)	0
One Site Programme	0	765	765	0	765	765
Transfer to Commissioning Reserve	0	0	0	0	174	174
Transfer to General Balances	0	303	303	0	303	303
Capital Financing	6	1,285	1,279	2,130	3,649	1,519
Grant and other income	(7,766)	(8,083)	(318)	(13,552)	(14,263)	(711)
Support Services Total	50,727	51,747	1,021	107,017	107,219	202
Office of the Police & Crime Commissioner	256	136	(120)	870	870	0
Total	53,733	54,478	745	114,291	114,280	(11)

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3.4 The financial position in the current year is therefore currently projected to be within budget at the year end, and further steps will be taken to ensure continued application of expenditure controls.

3.5 The schedule below shows the projected expenditure on an objective, functional, basis:



Section 4: Update on Engagement Activity

- 4.1 The PCC and his support staff have continued to undertake a number of community engagement initiatives during the quarter which are summarised below.

Police and Crime Plan

- 4.2 The Police and Crime Plan has been translated into easy read format, and distributed to appropriate partners.

PCC Forums and Surgeries

- 4.3 PCC Forums continue to be the main vehicle for the PCC to meet with representatives from local communities to discuss the policing and related issues that matter most to them locally. A total of 25 forums have been booked across the 2013/14 financial year. Most forums are also accompanied by a PCC Surgery, where members of the public can arrange to meet with the PCC on a one-to-one basis to discuss any relevant concerns that they may have. Forums and surgeries held in the last quarter were:

- Ferndown – 29 July (Surgery only)
- Purbeck (Wareham) – 31 July
- Christchurch – 7 August
- Boscombe, Bournemouth – 15 August
- Weymouth – 20 August
- Blandford Forum – 14 September

Business & Rural Community

- 4.4 The PCC has attended a number of events or meetings with representatives of the local business and rural communities to establish effective working relationships and better understand the crime and community safety issues affecting them. These include the Federation of Small Businesses (FSB), the Country Land and Business Owners Association (CLA), the RSPCA, the Dorset Local Enterprise Partnership and the National Farmers Union (NFU).
- 4.5 Developments from these meetings include the PCC requesting a Force review of their approach to rural crime to ensure a consistency of approach across the whole County. A Business Crime Conference, jointly hosted with the FSB and Local Enterprise Partnership, is also scheduled for 29 November 2013. A Crimes Against Business Survey for 2013 has also been launched via the PCC Dorset website to increase understanding in this area and to help inform the discussions at this conference.

Children & Young People

- 4.6 In July, the PCC spoke to students at the Bourne Academy in Bournemouth to raise awareness of the role and responsibilities of the Commissioner. The PCC then met with the newly elected UK MYPs on the 16th August at Force Headquarters, to discuss their manifesto priorities and links to the priorities of the Police and Crime Plan.

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- 4.7 The PCC's Community Engagement Officer has met with the participation lead officers for children and young people in the three top tier authorities and has identified a number of consultation and engagement opportunities.
- 4.8 The Community Engagement Officer also attended the 0-19 VCS Forum group on the 2 July 2013 and as a result of this meeting is now drafting a children and young peoples community engagement strategy.

Community Events

- 4.9 The PCC attended or spoke at a number of other community events during the quarter, including:
- Lytchett Minster and Upton PACT – 14 August
 - Boscombe Forum – 14 September

In addition, the Community Engagement Officer represented the PCC at several community events and addressed a number of community groups over this period, including:

- West Dorset Women's Refuge Moving On Accommodation launch – 5 July
- Bridport Older Peoples Forum - 19 July
- Bournemouth Family Fun Day 22 July
- Gillingham and Shaftesbury Agricultural Show – 21 August
- Melplash Show -22 August
- Chickerell Community Lunch – September 25

PCC Advocates

- 4.10 Following on from the successful recruitment of a dedicated volunteer PCC Advocate for Boscombe, recruitment campaigns have also been launched for a Polish PCC Advocate to cover the Bournemouth & Poole conurbation, and six Older People's Advocates to cover Shire Dorset. Both campaigns close in October and it is hoped that the successful applicants will be brought on-line as soon as possible to act as the PCC's "eyes and ears" for these communities.

Section 5: Update on Partnership Activity

5.1 The previous quarterly update provided an overview of the range of strategic partnerships that the PCC is represented on as a matter of course. As you would also expect, given the broad responsibilities of the PCC in respect of crime, community safety and criminal justice, the PCC and/or representatives from his staff team have been engaged in a range of partnership activity during the quarter, as summarised below.

Blue Light Services

5.2 The PCC has welcomed the debate nationally on the potential for greater collaboration between the blue light emergency services and has attended a number of meetings, both locally and nationally, to discuss how this may be progressed further.

South West Joint PCC Meetings

5.3 The PCC continues to meet on a monthly basis with his colleagues in the South West region to discuss collaboration opportunities and greater interoperability between the five forces and PCC's.

Community Safety & Criminal Justice

5.4 The PCC continues to be represented on the three Community Safety Partnerships (CSPs). A pan-Dorset Crime and Criminal Justice Group also provides a forum for the three CSP chairs, the chair of the Dorset Criminal Justice Board (DCJB) and the PCC to discuss shared priorities and initiatives.

5.5 The Community Safety Fund (CSF) transferred to the PCC from April 2013, with the Dorset allocation totalling £555,000. For 2013/14 it was agreed to continue to support the CSF initiatives previously funded through the CSPs, including the provision of the pan-Dorset Independent Domestic Violence Advisors (IDVA) service. It has also since been agreed that funding for the IDVA/ISVA service and the Drug Intervention Project (DIP) will be maintained for 2014/15.

5.6 The PCC paid visits to HMP Guy's Marsh and HMP Dorchester during the quarter to learn about the work being done in local prisons with offenders to help break their cycle of offending prior to release. He also spoke at the Dorset Magistrates Association AGM about the role of the PCC within the criminal justice sector.

Local Authorities and related

5.7 The PCC continues to engage with all local authorities across the Force area, on a number of varied issues, with a focus in the previous quarter on unlawful traveller encampments and road safety issues. Meetings attended include:

- Public Services Forum – 30 July
- Swanage Town Council – 5 August
- Lyme Regis Town Council – 13 August
- Bourton Parish Council – 23 September
- Council Leaders and Chief Executives – 25 September

National Commitments

5.8 The PCC continues to work closely with PCC colleagues across the country and with the Association of Police and Crime Commissioners (APCC). With this comes a number of national responsibilities, representing the views and interests of PCCs, and includes the following activity during the previous quarter:

- Police Negotiating Board (PNB)
- Independent Custody Visiting Association (ICVA) Executive Committee
- Police Staff Council (PSC)
- Victims Services
- Transforming Rehabilitation
- National VCSE Forum