

Durham Police and Crime Panel

3 February 2014

Public Confidence

Report of Police and Crime Commissioner



Purpose

1. To update the Panel with information in relation to the current performance, research and activity to improve public confidence.

Background

2. The vision in the Police and Crime Plan is to 'achieve excellence in local policing and the highest level of public confidence by working alongside communities and partners to address what matters locally'.
3. Currently 'confidence' is measured using 4 national indicators in the Crime Survey for England and Wales which is conducted by TNS BMRB (a social research agency) on behalf of the Office for National Statistics (ONS)
The questions asked can be paraphrased as follows:
 - a. Police deal with local issues
 - b. Police and local council deal with issues
 - c. Overall confidence in police
 - d. Police do a good
4. The constabulary and councils have been working to improve public confidence. All 4 of the above indicators have shown a gradual increasing trend over the last 5 years but the rate of improvement has been lower than some other forces and Durham Constabulary and Council Partners are still not excellent.
5. Various plans and tactics had little effect on improving confidence significantly.
6. The Constabulary conducts its own survey to assist understanding and provide more useful performance information.

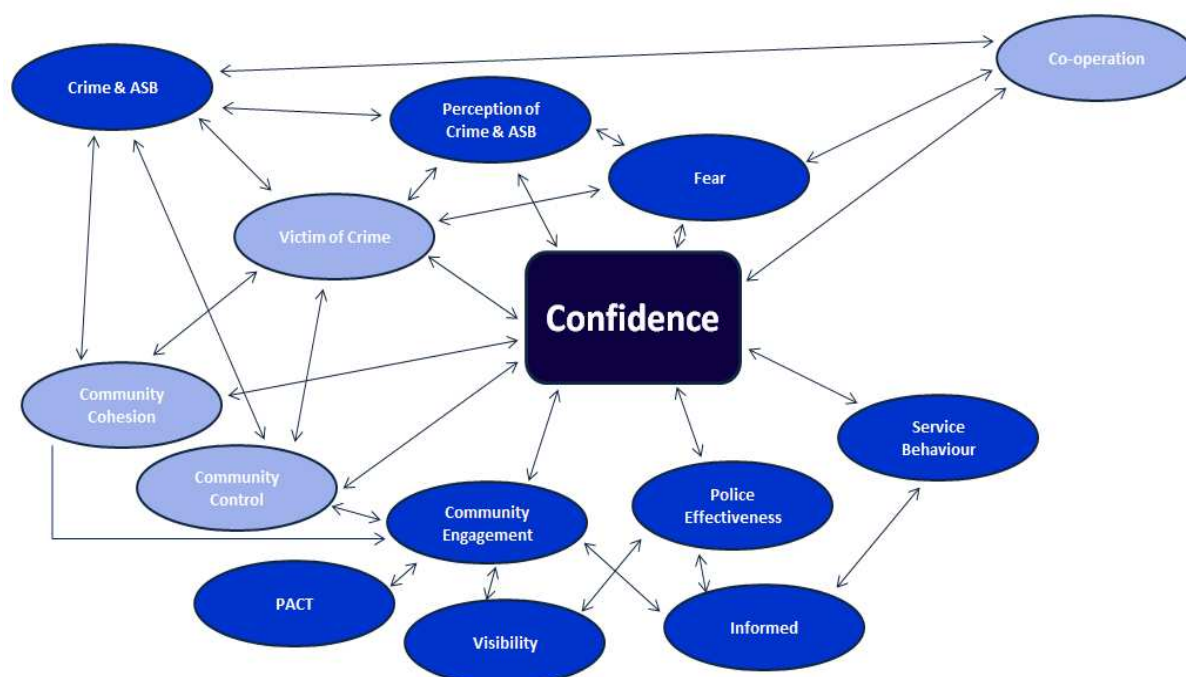
Current Position

7. Current and historical performance is shown in appendix 2 with some guidance notes. Results are published only at force level and with a significant delay which means monitoring improvements real time is a challenge. From an analytical perspective, and despite the aim of being top quartile in all of these, consideration must also be given to whether Durham is significantly different from the other forces in statistical terms. Durham remains within the

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normal variation seen across all forces and is no different from the majority of other forces.

8. The Constabulary have been working in partnership with Durham University Business School to more fully understand what drives public confidence.
9. Early analysis on the initial constabulary survey showed 3 key areas which may result in an improvement in confidence. Continuing to reduce crime and anti-social behaviour, the public awareness of PACT.
10. The survey has been redesigned using current and emerging national and international research, and based on previous analysis. This allowed a predictive model on what drives confidence to be determined using statistical analysis of the survey results. A basic summary of this model is shown below:



11. It can be seen that improving confidence is complex with previous drivers having an indirect influence on confidence. Whilst changes in any of the above will impact on confidence, those which should have the most effect are community engagement, police effectiveness and service behaviour.
12. In July 2013 bespoke locality based confidence plans covering many of the items on the above model were prepared to improve those that were lower than the force average and suggested the most potential for improvement.
13. At the same time crime started to take an upward trend and feedback from operational staff was that the confidence plans were difficult to action as they were detailed and varied and the aim was to reduce crime.
14. The plans have been revisited taking account of the current situation and to provide a clearer focus for operational staff on what needs to be delivered. Current aims are to reduce crime, improve community engagement, police

effectiveness and service behaviour and clear actions have been set in these areas which are common across the whole organisation. There are also 2 main initiatives which are being trialled by the constabulary. 'Opportunity knocks' which is aimed at increasing visibility and contact with communities and 'mutual gain' which is a programme with partners and the community to improve community engagement.

15. Confidence also remains a clear priority in the Community Safety Plans.
16. Further complex statistical analysis done with the university has generated a statistical method to monitor changes at geography below localities to allow performance to be monitored and managed at a local level.

Recommendations

The Commissioner and the constabulary continue targeted activity to improve public confidence.

Ron Hogg
Police and Crime Commissioner

Appendix 1: Risks and Implications

Finance

N/a

Staffing

N/a

Equality and Diversity

N/a

Accommodation

N/a

Crime and Disorder

This report outlines the work being done in Force to address the confidence agenda

Children's Act 2004

N/a

Stakeholder/Community Engagement

N/a

Environment

N/a

Collaboration and Partnerships

N/a

Value for Money and Productivity

N/a

Potential Impact on Police and Crime Plan Priorities

This work will assist to deliver against my priorities

Commissioning

N/a

Other risks

N/a

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