

MOPAC 7 Performance: Rolling 12 months offence totals – October 2013 – September 2014

Description	Owner	Baseline		Quarter 1 - Rolling 12 month total			Quarter 2 - Rolling 12 month total			Quarter 3 - Rolling 12 month total			Quarter 4 - Rolling 12 month total			Current performance v Baseline	Comments
		2011/12	2013/14	Target	Actual	Change %	Target	Actual	Change %	Target	Actual	Change %	Target	Actual	Change %		
Burglary	MPS, PdB	3,649	2,908	2,914	2,930	0.6	2,914	2,991	2.6	2,914		2,914			-18.0	On track	
Criminal damage	MPS, PdB	2,748	1,905	2,046	1,901	-7.1	2,046	1,969	-3.8	2,046		2,046			-28.3	Exceeding target	
Robbery	MPS, PdB	1,497	933	1,057	915	-13.4	1,057	976	-7.7	1,057		1,057			-34.8	Exceeding target	
Theft from MV	MPS, PdB	3,040	2,651	2,540	2,584	1.7	2,540	2,449	-3.6	2,540		2,540			-19.4	On track	
Theft/Taking of MV	MPS, PdB	1,284	806	910	802	-11.9	910	753	-17.3	910		910			-41.4	Exceeding target	
Theft from person	MPS, PdB	1,204	1,417	1,168	1,210	3.6	1,168	1,177	0.8	1,168		1,168			-2.2	New target may be required	
Violence with Injury	MPS, PdB	2,264	2,220	2,005	2,362	17.8	2,005	2,563	27.9	2,005		2,005			13.2	New target may be required	
MOPAC 7 combined	MPS, PdB	15,686	12,840	12,639	12,704	0.5	12,639	12,878	1.9	12,639		12,639			-17.9		

(No combined MOPAC 7 target exists, this has been calculated for demonstration purposes)

Change shown under the “Quarter” headings compares the current rolling 12 month total to the annual 2014/15 target. Change shown under the “Current performance v Baseline” heading shows the current 12 month rolling total compared to the 2011/12 benchmark.

Performance Overview

Overall MOPAC 7 offences continue to perform well driven particularly by reductions in Robbery (35%), Theft/Taking of MV (41%), Criminal damage (28%), Burglary (18%) and Theft from MV (19%). These indicators remain on track to meet/exceed their target. However, Violence with injury continues to deteriorate from 4% in June to a 13% increase in September and remains a concern alongside Theft from Person (2% increases) going into the penultimate year.

Key Improvers and Success

End of year performance showed Burglary, Criminal damage, Robbery and Theft of MV offences had already exceeded their respective four year targets (2011/12 benchmark); this performance could permit a an increase this year and still achieve their overall 20% MOPAC reduction. Rolling 12 month offences to September 2014 shows performance for these offences has remained consistent;

- Burglary is 18% down compared to 2011/12 – on track
- Criminal damage is 28% down compared to 2011/12 – exceeding target
- Robbery is 35% down compared to 2011/12 – exceeding target
- Theft/Taking of MV is 41% down compared to 2011/12 – exceeding target
- Theft from MV is 19% down compared to 2011/12 – on track

Key Challenges & Mitigation

Theft from Person and particularly Violence with Injury continue to underperform having the worst Q2 annual performance missing their annual targets:

- VWI up by 28% on previous year and 13% up on 2011/12 (anchor point). This is being addressed through the MPS Operation Equinox with supporting partnership work
- Theft from Person (TfP) is 2% down on 2011/12. Operation Equinox is in part picking up VWI. There will also be a partnership Week of Action in Noel Park Ward in the run up to Christmas. This area of the borough has been a hotspot area for TfP offences. Communications and awareness raising information to follow

Decision Required by CSP

- Confidence is currently only measured via the MPS Public Attitudes Survey (PAS). The Local Authority has asked a question relating to both the Police and Council for at least 4 years but not this year. *'To what extent do you agree that the police and local council are dealing with the ASB & crime issues that matter in this area – strongly agree/tend to agree/disagree'*. Recommendation: That the question be captured for 2014/15 within an appropriate survey as there is an established baseline/trend to reference it against and there are no other partnership related confidence questions/surveys. Previous years capture of this information saw a rising improvement in confidence

ASB - Outcome 5 Performance: Rolling 12 month totals: October 2013 - September 2014

Performance Overview

There were 10,146 ASB related CAD calls in Q2 representing a 7% reduction compared to the 5% annual reduction target of 10,950 ; this is an improvement compared to Q1 performance which was 1% above the annual target. Local repeat call data shows 574 repeat calls, 22 of which had more than 10 calls in a 24 week period. This increase of 4 repeats compared to the preceding quarter is driven by commercial premises featuring as well as an increase from callers linked with mental health issues.

Key Improvers and Success

There were 10,146 ASB related emergency calls to the police in the 12 months to September 2014 representing a 17% annual reduction. Haringey's ranking of 12th highest for volume of offences remains unchanged from Q1. It should be noted that all London boroughs recorded reductions in the 12 months to September 2014 and overall ASB related emergency calls across London fell by 22%.

Alongside local programs such as the successful Summer ASB initiative that took place this time last year - the significant fall in calls across London can also be linked in part to the change in ASB call categories introduced in October 2013; designed to improve the police emergency call system from a response to a risk based system.

Key Challenges & Mitigation

Local data shows that there were 574 repeat calls to the police, 22 of which had more than 10 calls in a 24 week period. This is a 83% increase (10 additional repeats) compared to Q2 last year (12) and 4 more than the preceding quarter. Note: MPS published repeat caller figures for London show Haringey had 288 repeat calls in the 12 months to September 2014, 13% fewer (n=44) compared with the same period last year and just below the London reduction performance of 15%. The discrepancy (re 574 calls compared with 288 calls) has been raised with the MPS for clarity.

Re volume calls cited and aspect relating to 10 calls or more in a 24 week period; exceptionally hot weather may have comprised a driving factor. The MPS ASB Summer Safer Places initiative focusing on Haringey's long term ASB hotspots may have also led to increased reports. The initiative ran from 14th July - 17th September and proved successful during the summer period last year. A number of these reports pertain to commercial premises and a concerted partnership approach is to be developed to address this. Despite the number of cases successfully completed by the ASB-PAG falling short of its 70% target the group is actively encouraging more referrals and it is envisaged that more will be closed at the next meeting. The group has also recently widened its remit to capture repeat victims of burglary. At the present time case

referrals into the group is a priority. Work is underway to address this. The impact of increasing referrals may lead to a reduction in the proportion of overall numbers of cases being resolved.

Description	Owner	Outturn 2013/14	Quarter 1 - Rolling 12 month total			Quarter 2 - Rolling 12 month total			Quarter 3 - Rolling 12 month total			Quarter 4 - Rolling 12 month total			Comments
			Target	Actual	Change %	Target	Actual	Change %	Target	Actual	Change %	Target	Actual	Change %	
Reduce reported ASB- related CAD calls (Annual 5% reduction)	Otis Williams	11,526	10,950	11,093	1.3	10,950	10,146	-7.3	10,950			10,950		Performance against target: Q2 performance shows 7% reduction compared to the 5% reduction target. Year-on-year performance: There were 10,146 ASB related emergency calls to the police in the 12 months to September 2014 (Q2) representing a 17% annual reduction. Haringey's ranking of 12th highest for volume of offences remains unchanged from Q1. All London boroughs recorded reductions in the 12 months to September 2014 and overall ASB related emergency calls across London fell by 22%.	
ASB repeat calls to the police (10 or more calls within a 24 week period)	Otis Williams	13	TBA	18	...	TBA	22	...	TBA			TBA		Local data for September shows 574 repeat calls, 22 of which had more than 10 calls in a 24 week period. This 22% increase represents only 4 more repeats than the preceeding quarter.	
Proportion of ASB Partnership action Group cases that are successfully resolved	Otis Williams	65%	70%	28.5%	41.5%	70.0%	33.0%		70.0%			70.0%		Group recently reinvigorated following ASB tools and powers reform and the need for relevant single points of contact re Community Trigger. Group has agreed to widen remit to include repeat victims of burglary and in the process of encouraging further referrals.	
Community confidence in how well Police and Council are dealing with crime and anti-social behaviour	Otis Williams	58%	64%	See comment	...	64%			64%			64%		Environmental Services & Community Safety survey not being undertaken this year. Current proxy indicator is the MPS PAS survey ('Police in my local area do a good or excellent job') showing 68% confidence level as at q2. An LBH corporate survey may capture the previously captured indicator (old N121) - tbc	
Increase in number of victims and witnesses of ASB supported year on year (50%↑ over 4 years)	Otis Williams	46 cases/tg t 60 target	3.1%↑ on	31 cases	100%	3.1%↑ cases	62	100%	3.1%↑			3.1%↑		Reason for 100%↑ re q1&2 compared with 2013/14 is because the project went live 12 months ago (end of q2). Outturn at year end was 46 against tgt of 60 cases but achieved in half year left.	
Increase in referral for support within 3 months of the start of the investigation	Otis Williams	Year 2 to provide baseline	to provide baseline	See comment	...	to provide baseline			Year 2 to provide baseline			Year 2 to provide baseline		In Q2 the project introduced an agreement with the council ASBAT that when a complainant makes a report of ASB, it is now standard procedure to include the ASB Project Coordinator in the email to the ASB officer so that she is aware of the case and a referral can be made straight away, if it is appropriate. This has been working well and all 24 cases received from the ASBAT were received within 3 months of the start of the investigation.	
Increase in those reporting lower levels of vulnerability	Otis Williams	Year 2 to provide baseline	20% increase over 4 years	See comment	...	to provide baseline			Year 2 to provide baseline			Year 2 to provide baseline		The vulnerability matrix was introduced toward the end of Q2 for new referrals for support but was not well received by the initial clients that it was trialled with. The clients reported a reluctance to engage in the tool as they wanted to talk instead of being asked questions as was their experience with the investigating ASB Team. This tool will be continued to be trialled with new referrals in Q3 to see if this is an effective measure regarding outcomes around vulnerability. As per MOPAC's suggestion, this will be done by the worker retrospectively based on engagement with client; taking focus away from client having to do this directly.	
Increase in confidence following support by VS (20% over 4 years)	Otis Williams	Year 2 to provide baseline	20% increase over 4 years	See comment	...	to provide baseline			Year 2 to provide baseline			Year 2 to provide baseline		Victim Support's Service User Survey was completed with those cases closing to the project during Q2 2014/15. Those cases where support is ongoing will be surveyed during the quarter in which they close. Of those surveyed during the quarter 100% were satisfied or very satisfied with the support received, with 100% saying they would recommend the services of Victim Support. Out of the clients who reported that their confidence was affected as a result of the ASB, 100% of clients said that the support made a positive difference to their confidence. When asked about confidence in the police 100% of the clients said they felt more confident. This is a marked improvement from Q1 where only 50% felt more confident in the police following support, with 25% less confident.	
Increase the number of successful outcomes at Court supported by victims coming forward and involving Victim Support Worker	Otis Williams	Year 2 to provide baseline	to provide baseline	See comment	...	to provide baseline			Year 2 to provide baseline			Year 2 to provide baseline		During Q2 2014/15, one new case was referred for support which will be progressing to court. The client has not yet attended but they are currently receiving emotional support in regards to the upcoming court case.	

Italic font: New/revised targets