



## **Year End Performance against Targets For 12 Months to March 2010**

For the year 2009-10 all targets were assigned to either Tier 1 or Tier 2. Tier 1 indicators are those that were deemed key Force priorities for 2009/10, Tier 2 indicators were not viewed as key priorities, however, directional performance for those measures was monitored closely throughout the year as improvement was still expected. Progress was reported to each meeting of the Performance Scrutiny and Review Committee.

### **Target Setting Methodology**

The following was taken into account when setting the targets:

- Analysis of performance over the previous three years
- Performance against 2008/09 targets
- Consideration of the Forces position within its group of Most Similar Forces (MSF)
- The target setting proposals of the five Merseyside Community Safety Partnerships (CSP's)\*
- Financial information linked to anticipated performance improvements from monies made available in the Budget Report
- The Strategic Intelligence Assessment
- Links to HMIC Assessment/Force Risk Registrar/Force Control Strategy
- Professional judgement

\*There was close liaison with the local CSP's to ensure that there was mutual understanding of respective priorities, and the various performance measures being used and targets were compatible. It is important to note that each CSP drew up priorities according to their own local profile, and that they do not all share the same indicators.

This report confirms the actual year end force performance for 2009-10 against the targets set by the Authority.



## Policing Performance 2009-10

### Confidence and Satisfaction

Single Government Target	Target by 2011 (by 2012)	2009-10 Y/E Actual	2010-11 Target	Comment
<b>SPI 2.2 &amp; NI21 - Percentage of people that agree that the police and local council are dealing with ASB and crime that matter in their area</b>				
<b>There are two different reporting methods for this measure - at Force level the quarterly BCS is used. At Local Authority level the biennial Place Survey is used.</b>				
Force	<b>58.9% (62.9%)</b>	<b>54.7%</b>	<b>58.9%</b>	The National Confidence Target was set by the Home Office under the previous Government. In the first half of the year the force had the best performance nationally for this measure reaching 57% in June 2009. Although the results from the British Crime Survey (BCS) have dipped since then the latest figures see Merseyside in 8th position nationally and well above the national average of 50.3%. This measure remains as part of the National Indicator set, however, the Government has now announced that national targets will be dropped from June 2010.
Wirral	N/A - improvement target is at Force level	N/A	N/A - improvement target is at Force level	
Sefton				
Knowsley				
St Helens				
L North				
L South				



## Policing Performance 2009-10

### Confidence and Satisfaction

APACS Indicator	2009-10 Target	2009-10 Y/E Actual	2010-11 Target	Comment
<b>PPI 1.1 - Percentage of victims satisfied with OVERALL SERVICE provided by the police</b>				
Results for this measure are from the Force monthly "User Satisfaction Survey" The survey covers victims of violent crime, burglary, vehicle crime and road traffic collisions.				
Force	88.4%	88.1%	89.0%	Although the force level target was missed by a small margin all BCU areas improved on their performance from 2008-9. Liverpool North is the only area to miss the target by a significant level. However, satisfaction levels for that area did increase by 2% from 83.8% the previous year.
Wirral	Improve from 89%	89.2%	89.0%	
Sefton	88%	88.2%	89.1%	
Knowsley	88%	87.9%	89.0%	
St Helens	88%	88.2%	89.0%	
L North	88%	85.8%	89.0%	
L South	88%	89.3%	89.7%	



## Policing Performance 2009-10

### Confidence and Satisfaction

Management Information	2009-10 Target	2009-10 Y/E Actual	2010-11 Target	Comment
<b>MI 1 - Percentage of victims satisfied with ACTION TAKEN by the police</b>				
Results for this measure are from the Force monthly "User Satisfaction Survey" The survey covers victims of violent crime, burglary, vehicle crime and road traffic collisions.				
Force	86.9%	85.4%	87.5%	The force missed the annual target by 1.5%age points. This is mainly caused by two BCU's missing their target significantly. It is also disappointing to note that Knowsley's performance has fallen considerably from the previous years result of 86.7%
Wirral	Improve from 87.6%	87.6%	87.5%	
Sefton	86.5%	87.0%	87.5%	
Knowsley	Improve from 87.2%	82.8%	87.5%	
St Helens	86.5%	85.8%	87.5%	
L North	86.5%	82.7%	87.5%	
L South	86.5%	86.2%	87.9%	



## Policing Performance 2009-10

### Confidence and Satisfaction

Management Information	2009-10 Target	2009-10 Y/E Actual	2010-11 Target	Comment
<b>MI 2 - Percentage of victims satisfied with FOLLOW UP by the police</b>				
Results for this measure are from the Force monthly "User Satisfaction Survey" The survey covers victims of violent crime, burglary, vehicle crime and road traffic collisions.				
Force	Improve from 75.2%	78.4%	79.7%	The force comfortably exceed the target and continued to make steady improvement for this measure since the 2007-08 year end position of 67.6%. Only Wirral have failed to reach their target this year, however, Liverpool North, Liverpool South and Sefton have seen significant improvements from 2008-09
Wirral	Improve from 78.5%	77.9%	79.7%	
Sefton	Improve from 76.7%	80.5%	79.7%	
Knowsley	Improve from 73.5%	78.6%	79.7%	
St Helens	Improve from 74.4%	75.1%	79.7%	
L North	Improve from 75.0%	77.8%	79.7%	
L South	Improve from 72.6%	78.9%	79.7%	



## Policing Performance 2009-10

### Confidence and Satisfaction

APACS Indicator	2009-10 Target	2009-10 Y/E Actual	2010-11 Target	Comment
<b>PPI 1.2 - Variance in White &amp; BRM victim satisfaction with OVERALL SERVICE provided by the police</b>				
<b>Results for this measure are from the Force monthly "User Satisfaction Survey"</b> The survey covers victims of violent crime, burglary, vehicle crime, road traffic collisions and racist incidents.				
Reported at Force level only	Variance to be within 8%	Variance 6.8% White 88.7% BRM 81.9%	Variance to be within 5%	There has been improvement for the results of this measure throughout 2009-10 and the force have met the annual target improving from a 2008-09 year end position of 11.2%. The satisfaction rate for each group has the force placed 1st and 2nd in the MSF group. However, parity by 2012-13 is the aim and that narrowing the gap must come from improving satisfaction levels of BRM victims and not from reducing satisfaction levels of White victims.



## Policing Performance 2009-10

### Confidence and Satisfaction

APACS Indicator	2009-10 Target	2009-10 Y/E Actual	2010-11 Target	Comment
<b>PPI 1.3 - Satisfaction of victims of racist incidents with OVERALL SERVICE provided by the police</b>				
Force	Improve from 83.9%	85.8%	88.5%	The force has exceeded the target for this measure and continues to make steady improvement from the 2008-09 year end position of 77.8%. The target is set at force level only although data is available at BCU level, the year end position for each area is shown. There have been significant improvements in Knowsley, St Helens and Liverpool North, however, satisfaction rates in Wirral and Sefton have fallen from 91.3% and 87.1% respectively during 2009-10. Last year each meeting of the PS&R Committee received data covering other strands of Hate Crime. This method of monitoring will continue in 2010-11 although there is no proposal to set additional targets.
Wirral	N/A - improvement target is at Force level	85.7%	Proposed target currently set to Force level only	
Sefton		77.8%		
Knowsley		92.3%		
St Helens		100.0%		
L North		84.8%		
L South		83.3%		



## Policing Performance 2009-10

### Serious Crime and Protection

APACS Indicator	2009-10 Target	2009-10 Y/E Actual	2010-11 Target	Comment
<b>PPI 5.1 - NI 15</b>				
<b>Number of Most Serious Violent Crimes, per 1,000 population</b>				
Force	<b>1.06</b> (1,431)	<b>0.97</b> (1,301)	<b>0.96</b> (1,294)	In recent years there have been numerous changes to the counting rules for crimes of violence making a direct comparison with previous years difficult. As a result, Members will recall, that during 2008-09 proxy measures were used for monitoring crime numbers. The force has comfortably met the target for 2009-10.
Wirral	<b>0.65</b> (205)	<b>0.58</b> (181)	<b>0.60</b> (186)	
Sefton	<b>0.68</b> (189)	<b>0.64</b> (177)	<b>0.68</b> (186)	
Knowsley	<b>0.77</b> (117)	<b>0.61</b> (92)	<b>0.66</b> (99)	
St Helens	<b>0.87</b> (155)	<b>0.57</b> (101)	<b>0.59</b> (104)	
L North	<b>2.50</b> (618)	<b>2.43</b> (601)	<b>2.38</b> (588)	
L South	<b>0.78</b> (147)	<b>0.79</b> (149)	<b>0.70</b> (131)	



## Policing Performance 2009-10

### Serious Crime and Protection

APACS Indicator	2009-10 Target	2009-10 Y/E Actual	2010-11 Target	Comment
<b>PPI 5.5 - NI 29</b> Number of recorded Gun Crimes, per 1,000 population				
Force	0.225 (304)	0.15 (196)	Improve	The number of recorded gun crimes has seen a very significant reduction from the 2008-09 year end position of 335. Members considered the exceptional performance during 2009-10 at the target setting meeting in March 2010 when there was discussion around the sustainability of such reductions. Therefore, it was proposed that further progress be monitored during 2010-11 with targets re-visited in 2011-12.
Wirral	0.072 (22)	0.04 (11)	Each BCU is expected to improve on the year end figure for 2009-10	
Sefton	0.108 (30)	0.06 (17)		
Knowsley	0.51 (77)	0.25 (38)		
St Helens	0.09 (16)	0.04 (7)		
L North	0.468 (113)	0.38 (95)		
L South	0.288 (54)	0.15 (28)		



## Policing Performance 2009-10

### Serious Crime and Protection

Management Information	2009-10 Target	2009-10 Y/E Actual	2010-11 Target	Comment
<b>MI 3 - Firearm discharges incident rate, per 1,000 population</b>				
Force	0.56 (75)	0.072 (97)	<b>Monitor</b>	The force failed to meet the target for this measure and also saw an increase in discharges from the year end position of 83 in 2008-09. As a result Members agreed not to set a target for 2010-11 and instead decided to monitor discharge incidents.
Wirral	0.01 (3)	0.003 (1)	<b>Monitor</b>	
Sefton	0.014 (4)	0.022 (6)		
Knowsley	0.137 (21)	0.199 (30)		
St Helens	0.006 (1)	0.006 (1)		
L North	0.135 (33)	0.170 (42)		
L South	0.079 (15)	0.090 (17)		



## Policing Performance 2009-10

### Serious Crime and Protection

APACS Indicator	2009-10 Target	2009-10 Y/E Actual	2010-11 Target	Comment
<b>PPI 5.6 - NI 28 Serious Knife Crime, per 1,000 population</b>				
Force	0.63 (845)	0.60 (804)	0.59 (791)	The force comfortably met the annual target, however, this was mainly due to a significant reduction in the number of crimes recorded in St Helens. Information on work done in St Helens to meet the target was provided to the Authority's Performance Scrutiny and Review Committee.
Wirral	0.30 (94)	0.35 (109)	0.36 (110)	
Sefton	0.35 (95)	0.34 (94)	0.37 (101)	
Knowsley	0.62 (94)	0.60 (90)	0.54 (81)	
St Helens	0.48 (86)	0.23 (41)	0.24 (44)	
L North	1.47 (362)	1.45 (359)	1.43 (353)	
L South	0.61 (114)	0.59 (111)	0.55 (103)	



## Policing Performance 2009-10

### Serious Crime and Protection

Management Information	2009-10 Target	2009-10 Y/E Actual	2010-11 Target	Comment
<b>MI 4 - Serious Sexual Offences Sanction Detection Rate</b>				
Force	38.7%	29.8% (219)	<b>250 Detections</b>  Each BCU is expected to improve on the year end figure for 2009-10	There has been an increase in the total number of detections compared to 2008-09 when 199 cases were detected from 580 reported offences (34.3%). However, in 2009-10 the number of reported offences rose to 735 meaning there was an overall drop in the percentage of offences detected to 29.8%. St Helens and Liverpool North are the only areas to see a percentage improvement on the 2008-09 figures.
Wirral	40.3%	26.8% (38)		
Sefton	Improve from 43.7%	25.8% (34)		
Knowsley	39.8%	27.1% (13)		
St Helens	40.3%	45.5% (30)		
L North	31.6%	31.5% (74)		
L South	40.9%	27.8% (30)		



## Policing Performance 2009-10

### Tackling Crime

APACS Indicator	2009-10 Target	2009-10 Y/E Actual	2010-11 Target	Comment
<b>PPI 5.3 - NI 20</b>				
<b>Number of Assault with Less Serious Injury Crimes, per 1,000 population</b>				
Force	4.76 (6,418)	4.54 (6,120)	4.44 (5,987)	As referred to in the "Most Serious Violence" indicator, changes to the counting rules also effect the way we can assess progress for this measure. Once again a proxy measure was used in 2008-09. Overall the force has comfortably achieved the target. For each area only Liverpool North missed their target, however, the total number of recorded crimes in Liverpool North fell from 2,036 the previous year.
Wirral	4.65 (1,442)	4.37 (1,354)	4.55 (1,409)	
Sefton	4.06 (1,120)	3.68 (1,012)	3.81 (1,048)	
Knowsley	Reduce from 3.04 (458)	2.92 (441)	3.14 (473)	
St Helens	4.19 (744)	3.20 (568)	3.53 (627)	
L North	7.57 (1,873)	8.04 (1,984)	7.14 (1,764)	
L South	4.14 (779)	4.05 (761)	3.54 (666)	



## Policing Performance 2009-10

### Tackling Crime

Management Information	2009-10 Target	2009-10 Y/E Actual	2010-11 Target	Comment
<b>MI 5 - Assault with Less Serious Injury Sanction Detection Rate</b>				
Force	45% (2,888)	45.9% (2,812)	48%	The force met the target and improved the percentage of detections from 44.3% in 2008-09. For this measure Liverpool North continue to have the lowest percentage rate of detections. Following the Target Setting meeting in March 2010, Members asked for an Action Plan detailing how Liverpool North plans to achieve the 2010-11 target. Details were provided to the first Performance Scrutiny and Review Committee meeting of the new cycle.
Wirral	Improve from 47.8% (689)	48.2% (652)	48.3%	
Sefton	Improve from 47.9% (536)	48.7% (493)	48.5%	
Knowsley	Improve from 50.2% (230)	50.6% (223)	48.0%	
St Helens	48.4% (360)	54.2% (308)	52.9%	
L North	40.6% (760)	38.3% (760)	45.2%	
L South	Improve from 47.9% (373)	49.4% (376)	50.0%	



## Policing Performance 2009-10

### Tackling Crime

APACS Indicator	2009-10 Target	2009-10 Y/E Actual	2010-11 Target	Comment
<b>PPI 6.3 - Racially &amp; Religiously Aggravated Crime Sanction Detection Rate</b>				
Force	Improve from 47.5%	50.9%	Improve	Across the force there were a total of 1,050 Racially and Religiously Aggravated crimes reported in 2009-10, there were 534 detections with all areas meeting the improvement target.
Wirral	Improve from 48.2%	54.8%	Improve	
Sefton	Improve from 56.6%	70.5%	Improve	
Knowsley	Improve from 54%	55.6%	Improve	
St Helens	Improve from 56.6%	67.1%	Improve	
L North	Improve from 41.4%	42.4%	Improve	
L South	Improve from 46.2%	48.3%	Improve	



## Policing Performance 2009-10

### Tackling Crime

APACS Indicator	2009-10 Target	2009-10 Y/E Actual	2010-11 Target	Comment
<b>PPI 5.2 - Serious Acquisitive Crime Rate, per 1,000 population</b>				
Force	15.8 (21,333)	14.66 (19,764)	Improve	All areas met the improvement target with the exception of Sefton who were just off target. Overall the number of crimes fell from 21,551 in 2008-09. Some Community Safety Partnerships have different strands of Acquisitive Crime within their LAA targets, consequently Members agreed at the Target Setting meeting in March 2010 that for 2010-11 an improvement target would be set. In addition, each strand will be monitored by area and reported to every PS&R Committee meeting in 2010-11 to monitor progress and trends.
Wirral	Reduce from 8.69 (2,695)	8.19 (2,536)	Improve	
Sefton	Reduce from 11.69 (3,093)	11.68 (3,213)	Improve	
Knowsley	15.83 (2,388)	14.36 (2,166)	Improve	
St Helens	Reduce from 12.23 (2,170)	10.90 (1,935)	Improve	
L North	Reduce from 30.12 (7,449)	27.78 (6,860)	Improve	
L South	Reduce from 18.72 (3,524)	16.25 (3,054)	Improve	



## Policing Performance 2009-10

### Promoting Safety

Management Information	2009-10 Target	2009-10 Y/E Actual	2010-11 Target	Comment
<b>MI 6 - Number of Anti-Social Behaviour (ASB) Incidents</b>				
Force	75,867	71,382	69,240	<p>The force achieved the reduction target for 2009-10 with all areas continuing to make reductions in the number of incidents reported. The 2010-11 targets equate to a further 3% reduction.</p> <p>However, at the Target Setting meeting in March 2010 Members asked for some reassurance in relation to the accuracy of the data, particularly in respect of opening and closing codes and how many incidents were reported directly to Local Authorities. In addition, Members requested details of repeat incidents / locations, the quality of police response and the risk of alienation of young people. A report on this subject was provided to the Performance Scrutiny and Review Committee in August.</p>
Wirral	14,744	14,222	13,795	
Sefton	10,819	9,929	9,631	
Knowsley	9,933	9,415	9,132	
St Helens	8,931	8,065	7,823	
L North	21,872	21,255	20,617	
L South	9,564	8,496	8,241	



## Policing Performance 2009-10

### Promoting Safety

APACS Indicator	2009-10 Target	2009-10 Y/E Actual	2010-11 Target	Comment
<b>PPI 4.1 - Percentage of people with high level of perceived ASB</b>				
Reporting for this measure is at Force level only and uses the quarterly BCS data				
Force	20.0%	20.6%	18.5%	The latest BCS data shows the force slightly above target for this measure.



## Policing Performance 2009-10 Tier 2 - Local Priorities

APACS Indicator	2009-10 Target	2009-10 Y/E Actual	2010-11 Target	Comment
<b>PPI 5.4 - Domestic Violence Homicide, Rate per 1,000 population</b>				
Reporting for this measure is at Force level only				
Force	0.003 (4)	0.001 (2)	Reduce	There were two homicides classed as Domestic Violence related in 2009-10 compared to four the previous year.

APACS Indicator	2009-10 Target	2009-10 Y/E Actual	2010-11 Target	Comment
<b>PPI 8.1 - Asset Recovery Rate, per 1,000 population</b>				
Reporting for this measure is quarterly at Force level only				
Forfeiture	£1,725m	£0.943m	N/A	Targets are set by the Home Office and Local Criminal Justice Board and have not yet been announced for 2010-11



## Policing Performance 2009-10

### Local Priorities

APACS Indicator	2009-10 Target	2009-10 Y/E Actual	2010-11 Target	Comment
<b>PPI 9.1 - Road Traffic Casualties - Killed or Seriously Injured, per 100m km travelled</b>				
Home Office reporting method for this measure is monthly at Force level only				
Force	518 (to match DfT)	537	TBA (to match DfT)	The Department for Transport (DfT) set this target and the force failed to meet this by 4%. Revised DfT targets to 2020 will be announce shortly.



## Policing Performance 2009-10 Local Priorities

APACS Indicator	2009-10 Target	2009-10 Y/E Actual	2010-11 Target	Comment
<b>PPI 13.1 - Police Officer Sickness</b>				
Force	3.2%	3.8%	3.5%	Overall, the force missed its target for 2009/10 by 0.6 percentage points. Members discussed this measure at the Target Setting meeting in March, 2010 and set a force level target accordingly. Improvements are expected at BCU level.
Wirral	Reduce from 3.8%	3.8%	Target set at force level. However, each BCU is expected to improve on the year end figure for 2009/10	
Sefton	Reduce from 3.5%	3.8%		
Knowsley	Reduce from 4.1%	3.3%		
St Helens	Reduce from 2.8%	2.8%		
L North	Reduce from 3.7%	3.7%		
L South	Reduce from 3.6%	4.7%		
Central Services	Reduce from 4.4%	TBA		



## Policing Performance 2009-10

### Local Priorities

APACS Indicator	2009-10 Target	2009-10 Y/E Actual	2010-11 Target	Comment
<b>PPI 13.2 - Police Staff Sickness</b>				
Force	4%	4.7%	4.0%	As above Members discussed this measure at the Target Setting in March 2010 and set targets at force level only. The issue is also part of Item 3 later on this agenda. Improvements are expected at BCU level.
Wirral	Reduce from 5.5%	5.1%	Target set at force level. However, each BCU is expected to improve on the year end figure for 2009/10	
Sefton	Reduce from 3.9%	5.8%		
Knowsley	Reduce from 4.3%	3.2%		
St Helens	Reduce from 4.2%	3.9%		
L North	Reduce from 5.2%	4.3%		
L South	Reduce from 5.4%	7.4%		
Central Services	Reduce from 4.2%	TBA		



## Policing Performance 2009-10

### Local Priorities

APACS Indicator	2009-10 Target	2009-10 Y/E Actual	2010-11 Target	Comment
<b>PPI 3.1 BRM Officer Recruitment</b>				
Reporting for this measure is quarterly at Force level only				
Force	Improve from 4.6%	5.7%	Improve	The force achieved the target and improved from the 4.6% reported for 2008-09.

APACS Indicator	2009-10 Target	2009-10 Y/E Actual	2010-11 Target	Comment
<b>PPI 3.2 Female Police Officer Representation</b>				
Reporting for this measure is quarterly at Force level only				
Force	Improve from 23.6%	25.1%	Improve	The force achieved the target and improved from the 23.6% reported for 2008-09.