

Report to: Community Protection Panel

Date: 23 July 2007

Subject: Crime and Police Call Handling Statistics 1 April 2006 to 31 March 2007

Report of: Director Environmental Services

Contact officer: Ian Harrison 01942 827915

Purpose/summary: To report the annual performance in relation to recorded crime and police call handling performance.

Alternative options considered and reason for selecting the one recommended: The alternative is not seek Panel's views on these statistics

Recommendation/decision: Panel's views are invited on the crime and call handling statistics.

Key Decision: This report does not involve a key decision.

Risks / Implications:

| | |
|---|-----------------------------|
| Financial: | None |
| Staffing: | None |
| Policy: | Crime and Disorder Strategy |
| Equal Opportunities - Has a Diversity Impact Assessment been conducted? | |
| Wards affected: | All |
| Special Interest Members – Which have been consulted | None |

Has the Director of Legal and Property Services confirmed that the recommendations within this report are lawful and comply with the Council's Constitution? **Yes / No ***

Has the Director of Finance and IT confirmed that any expenditure referred to within this report is consistent with the Council's budget? **Yes / No ***

Are any of the recommendations within this report contrary to the Policy Framework of the Council? **Yes / No ***

* delete which applicable

For Cabinet reports only :

| | | | |
|-------------------------------------|----------|-------------|----------|
| Categorisation of the report: | x | | x |
| | | | |
| Discussion leading to a decision | | Discussion | |
| Monitoring | | Decision | |
| Sharing for corporate understanding | | Information | |

Tracking/Process:

| | | | |
|--------------|---------------------|--------------|----------|
| | Consultation | Ward Members | Partners |
| | | | |
| Panel | Overview & Scrutiny | Cabinet | Council |
| 23 July 2007 | | | |

There are no Background Papers to this Report within the meaning of Section 100D of the Local Government Act 1972.

Proper Officer Martin Kimber

Date 10 July 2007

1. Background:

- 1.1 One of the key aims and targets of the Community Safety Partnership (CSP) is to reduce crime recorded by the police. Within the total crime figures there is a basket of 10 specified crimes known as the British Crime Survey (BCS) 10 which Government requires all Partnerships to measure. To monitor performance the Home Office have grouped all Partnerships throughout the Country into most similar families.
- 1.2 Another of the Partnerships key aims is to increase the public's confidence on Crime and in the police. One of the factors which plays into this measure is the ability of the public to contact the police.

2. Information

2.1 Crime Statistics

- 2.1.1 The following table shows the provisional crime figures for the year ended 31st March 2007 with previous 2 years figures together with percentage variations for comparison purposes. The 10 crime types which comprise the BCS 10 are listed separately in order that their individual performance can be seen.

| | Apr 06 to Mar 07 | Apr 05 to Mar 06 | % Change 05/06 to 06/07 | Apr 04 to Mar 05 | % Change 04/05 to 06/07 |
|-----------------------|------------------|------------------|-------------------------|------------------|-------------------------|
| All Crime | 27,725 | 27,717 | +0.03 | 28,546 | -2.88 |
| Non BCS Crime | 9,471 | 9,634 | -1.69 | 10,034 | -5.61 |
| BCS Comparator Crime | 18,254 | 18,083 | +0.9 | 18,512 | -1.39 |
| Burglary Dwelling | 1,615 | 1,717 | -5.9 | 2,171 | -25.61 |
| Vehicle Taking | 1,263 | 1,669 | -24.3 | 1,853 | -31.84 |
| Theft from a Vehicle | 3,349 | 3,314 | +1.1 | 2,813 | +19.05 |
| Robbery (Personal) | 185 | 150 | +23.3 | 152 | +21.71 |
| Theft from the Person | 204 | 191 | +6.8 | 184 | +10.87 |
| Theft of Pedal Cycles | 384 | 439 | -12.5 | 393 | -2.29 |
| Vehicle Interference | 533 | 616 | -13.5 | 757 | -29.59 |
| All Criminal Damage | 7,447 | 7,189 | +3.6 | 6,815 | +9.27 |
| Wounding | 2,578 | 2,303 | +11.9 | 2,791 | -7.63 |
| Common Assault | 696 | 495 | +40.6 | 583 | 19.38 |

(Official 2006/07 crime figures may vary slightly when published by the Home Office)

- 2.1.2 It can be seen that overall crime has remained broadly static with a rise of less than one percent in the total of BCS 10 crime. Within the BCS 10 category the crimes of Criminal Damage, Theft from Vehicle and Wounding have shown an increase with vehicle theft and vehicle interference showing a decrease over the year.
- 2.1.3 In general terms these trends are reflective of the position throughout Greater Manchester. In the last year Wigan has continued to experience a crime rate which is lower than the average in its Home Office family and remains the safest borough in Greater Manchester.

2.1.4 When trends over a slightly longer time scales are examined a different picture is revealed. For example Wounding has shown an increase on the previous year whereas comparing the 2006/07 figures with 2004/05 it shows a reduction of -7.6%.

2.1.5 Whilst overall the data shows that recorded crime has levelled off after several successive years of reductions Domestic Burglary is worthy of special mention. House Burglary has continued its year on year fall for fifth successive year with homes in the borough of Wigan being almost 45% less likely to be burgled than in 2002. Expressed another way, less than 13 households in every 1000 were victims of burglary in the 12 months ending 31st March 2007.

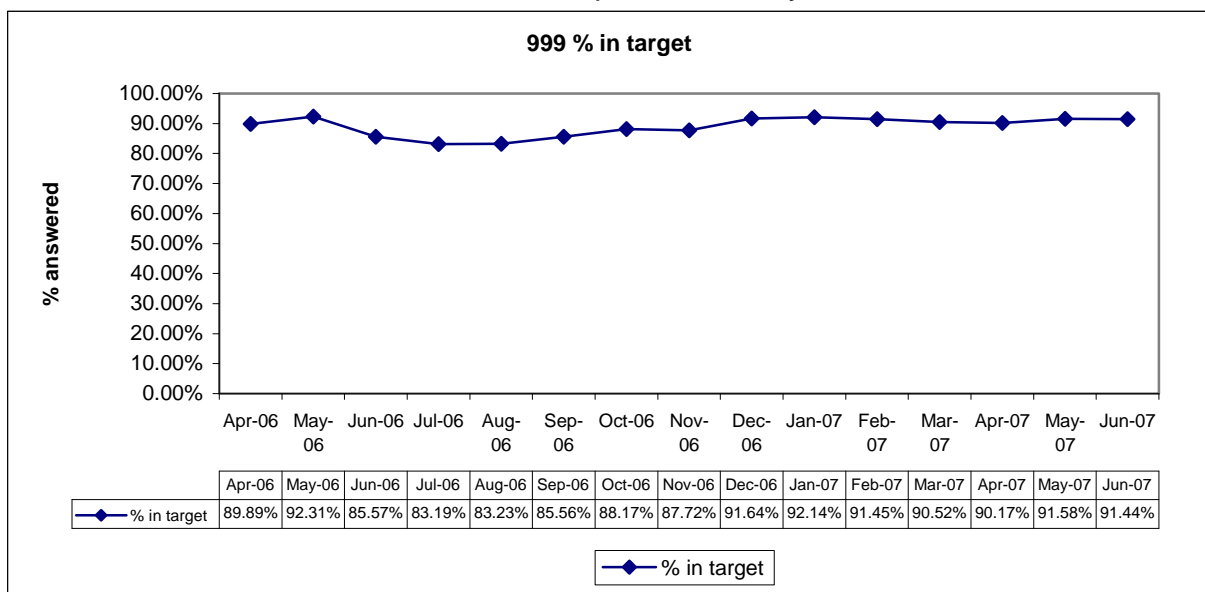
3. GMP Call Handling Performance

3.1 A significant factor in the confidence the public have in the police is their ability to contact the police by phone. The last eighteen months has seen a concerted drive to improve call-handling performance in Greater Manchester Police (GMP), the results of which are shown below.

3.2 999 call performance

In 2006/07 the Operational Communications Branch (OCB) of GMP received over 750,000 emergency 999 calls, of which it answered 88% within 10 seconds, just outside the 90% national target. This was a 14% improvement on the previous year

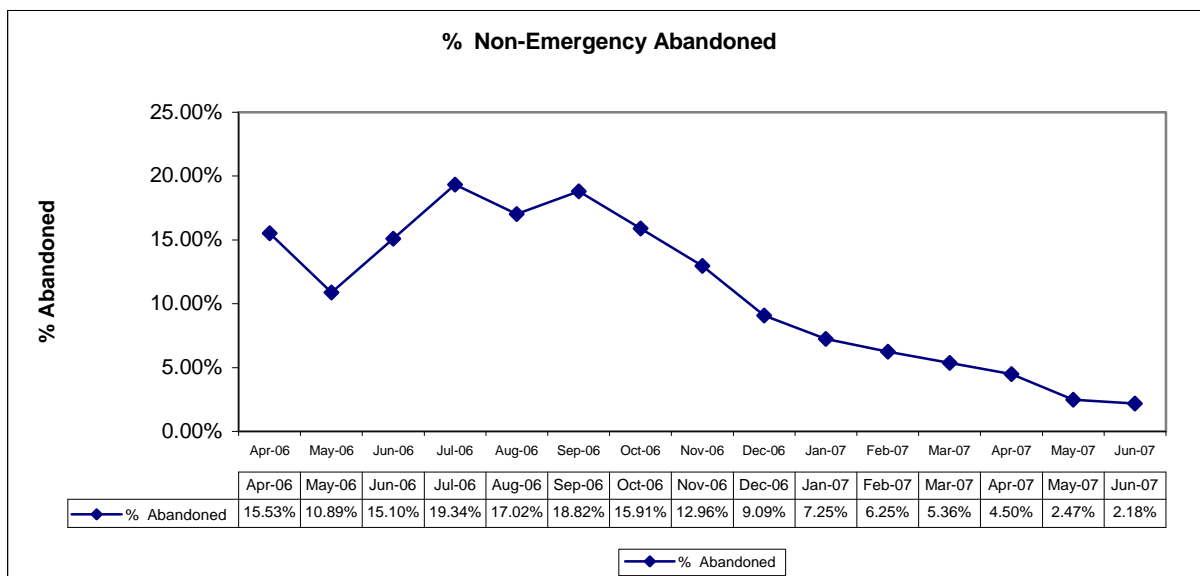
Performance in the first quarter of this year is 91%



3.3 Non-emergency call performance

In 2006/07 the OCB received 2.2 million calls at the switchboard, 93% of which were answered within 30 seconds, the national target being 90%. Throughout 2006 the OCB rolled out a new call handling system, as part of a £1.67m improvement to the IT infrastructure within the Branch. This new technology has allowed calls to be answered more efficiently within the OCRs after being transferred by the switchboard. The roll out of the system initially impacted upon call performance in the first half of last year. Since October

however when the roll out was completed performance has improved month on month. The target this year is to answer 95% of all calls coming into the OCRs. At the end of the first quarter this target had been exceeded with performance at over 97%.



4. Conclusions:

- 4.1 Overall recorded crime has levelled off when compared with 2005/06 following several successive years of reduction. Performance is continually monitored and where individual crime types indicate a threat to overall performance action to deal with them is prioritised within the Partnership.
- 4.2 The strategic priorities for the current year have recently been agreed by the CSP and include the crimes of criminal damage, theft from vehicle and wounding. At a tactical level the actions to deal with these crimes are managed at the monthly Partnership Business Group.
- 4.3 There have been significant improvements in call handling efficiency by the police and the indications are that those improvements are being built on in the current year.