



ACPO Excellence in Policing Awards 2009

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Please use this form to submit your entry for the ACPO Excellence in Policing Awards 2009. Entries are invited from all UK police forces, multiple police organisations working collaboratively and in partnership.

The purpose of the Awards is to share effective practice to improve service to the public. By submitting this form you confirm your consent to it being published.

Submissions will be considered by a panel of representatives from at least two ACPO Business Areas, The Home Office, NPIA and the Awards sponsors who will be looking for evidence that the project or initiative:

- addresses an identified need
- is innovative
- enhances service delivery (e.g. quality of service, efficiency, cost-effectiveness, productivity, performance)
- achieves results that are measurable and sustainable

Submissions are limited to a total of 1,000 words and must be forwarded by email to awards@eip-conference.co.uk by no later than 17.00 on Monday 3 August 2009. The organisers regret that late entries cannot be considered. The panel will choose four winning entries that best meet the above criteria. The winners will then be invited to present their initiative at the ACPO Excellence in Policing Conference on Tuesday 22 September 2009. Conference delegates will vote for the initiative that they consider most deserving of the overall Excellence in Policing Award 2009.

Please complete all fields

SYNOPSIS OF PROJECT

PROJECT TITLE:

Developing the North West Regional Crime Tracker

POLICE FORCE, ORGANISATION OR PARTNERSHIP:

Lancashire Constabulary and Government Office North West

INTRODUCTION

Please describe in no more than 200 words why the project was undertaken, how the need for it was identified and the results it was intended to achieve

As part of SR2004-PSA1, CDRPs were set challenging crime reduction targets based upon the British Crime Survey Comparator. This indicator used a collection of recorded crime categories that equated to approximately 65% of all crime, which were grouped into three broad categories: violent crime, acquisitive crime and criminal damage.

In order to track progress towards the targets and to inform performance management, GONW commissioned Lancashire Constabulary (Corporate Analysis) to develop and subsequently maintain the North West Regional Crime Tracker, or "Tracker" for short. This became a monthly web-based service provided to GONW, the 5 NW police forces, the 43 NW CDRPS and a variety of other agencies involved in community safety. The Tracker was used by GONW and partnerships to scrutinise and manage performance and delivery throughout the period of the PSA and it made a significant contribution to X of the 43 CDRPs achieving their PSA1 targets.

Following successful delivery of SR2004-PSA1, and in response to requests from partners and other users of the Tracker, GONW commissioned Lancashire Constabulary to develop a refined Tracker as a key performance management tool to supplement iQuanta and to support the delivery of SR2007 Community Safety PSA23 and PSA 25.

WHAT WE DID

Please describe in no more than 200 words how working practices have changed or developed to achieve the intended results

Central to the service is an MS-Excel-based tracking tool, The Tracker, that provides timely and engaging access to performance indicators, the underpinning data and a series of analyses. Tracker is updated each month using a Home Office statistical return from each of the 5 NW police forces. The return imposes the same structure on the data from each police force.

One of the most creative and innovative steps in developing the Tracker was to recognise and use this standardised structure as the data source.

Refinement of Tracker was informed by extensive consultation with strategic and operational users. The key requirement was to assist in tracking progress towards the crime-based PSA 23 targets for each of the different organisations / partnerships (ie forces, metropolitan, unitary, county and district councils, LSPs and CDRPs).

The Key features sought by the users were:

- Timely provision
- Easy navigation
- Inclusion of the key national indicators of Serious Violent Crime (NI15), Serious Acquisitive Crime (NI16) and Assault with Less Serious Injury (NI20)
- Access to the underlying, diagnostic data
- Facility to view the information in different ways
- Facility to make different comparisons
- Facility to tailor the content (e.g. crime types, date ranges, organisation etc.)
- In-built, run-time analysis of the data
- Aids to analysis and oversight, including forecasting and assessments of progress.
- The product should be stand-alone and portable to facilitate i

WHAT IT INVOLVED

Please describe the key elements of the project in no more than 200 words. Where new investment was required an indication of the cost or other resources used should be included

Typically, the Tracker is available to download from a secure website within 10 days of the month ending. The downloaded file is 'stand-alone' i.e. it does not depend on any other files and so is portable. Tracker consists of a variety of different views designed to meet the varying user needs. These vary in the content and complexity, but each can be tailored to suit the user's needs. Simple "point and click" selections allow the user to switch between different views, modify the date ranges, change the indicator, change the comparisons, switch between CDRPs etc. Formatting highlights analysis (for example the results of statistical tests) of the data and the views include assessments of the likelihood that milestones and targets will be met (see figures 1 and 2).

The screens have been designed to meet the needs of analysts. They also lend themselves to being projected as part of presentations and have the advantage over, for example Powerpoint slides, in that they can be modified interactively to inform discussions.

Launch of the tracker was supported by a number of practitioner events and its continuing use is supported by help pages contained within it and a user guide.

WHAT IMPACT IT HAD

Please describe in no more than 200 words the measures used to assess the impact of the programme, the results obtained and how it will be sustained

The Tracker exploits an existing data collection (CrimSec3) and consequently does not create an additional burden on police forces, rather it adds considerable value to existing processes. By using the Crimsec3, the data are consistent with iQuanta but the additional functionality and flexibility of the Tracker supports more in-depth analysis to inform both performance management and oversight. Tracker provides a reliable and consistent basis for scrutiny that is routinely used by GONW and within the performance management arrangements of a variety of partnerships and organisations.

The regional collection and collation of the data has reduced the number of transactions between police forces and partnerships and in processing data. Partnerships have been able to reinvest these savings into analysis to better understand problems and better inform decision-making. Analyses built into the Tracker, such as forecasting and assessments against target trajectories support and encourage the prospective use of the information. Analysis is

further supported by providing access to the data and allowing users to tailor comparisons. The timely accesses to comparative information and support of analysis have improved the scrutiny of performance and helped to make the "discussions" more prospective. The Tracker has several hundreded users in a variety of different organisations including regional office, police forces, LSP, CDRPs.

LESSONS LEARNED

Please describe in no more than 200 words any lessons learned by implementing the project and any factors which are critical to its success

The development and refinement of the Tracker has highlighted the potential to build efficient and effective products using standard office software. By exploiting a standard Home Office return it has been achieved without increasing the bureaucratic or administrative burden. The Tracker successfully meets a variety of different user needs because, firstly, its development was led by users and secondly, it includes a number of complementary views and functionality that allows users to modify how the data are viewed. Its utility is further enhanced because it works off-line and gives full access to the data it contains.

The Tracker presents more than mere descriptive statistics, the results of in-built tests of difference are identified to the user by appropriate colour coding. In addition, the in-built forecasting analyses encourage users to view the data prospectively i.e. consider the future implications of trends in recent performance and the likelihood of achieving milestones and targets.

The design principles of the Tracker and the analyses that it contains would be readily transferable to other aspects of performance and have potential to be applied more widely than crime and policing.

CONTACT

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Please check this box to confirm that you agree to your entry being published or featured in Police Professional Magazine, on the EIP Website and by any other means deemed appropriate by the EIP planning team for the overall benefit of policing.

Please check this box if you would like to enter this project for the ACPO Excellence in Policing Awards 2009. NB. This box should only be checked if you are agreeable to making a short presentation about the project at the ACPO Excellence in Policing Conference on Tuesday 22 September 2009.

Entries for the Excellence in Policing Awards must be authorised by an officer of ACPO rank or police staff equivalent. Please enter the name of the authorising officer below:






Entry authorised by:
ACC Wendy Walker

Date:
12-Aug-2009

North West Regional Crime Tracker

Home Page File Correct to: **Jun-09**

CURRENT POSITION AT	NI 15	NI 16	NI 20
North West Region	Serious Violent Crime	Serious Acquisitive Crime	Assault LSI
2007-08 Annual Total	5,614	131,330	99,379
2008-09 Annual Total	6,304	123,836	46,611
2009-10 MILESTONE	5,614	123,450	51,686
2010-11 TARGET	5,614	120,662	51,323
2009-10 To Date	1,667	28,399	11,940
Corresponding Months of 2008-09	1,531	29,501	12,463
Difference	+ 136	- 1,102	- 523
Percentage Change	+ 8.9%	- 3.7%	- 4.2%
Monthly Average 2009-10 To Date	556	9,466	3,980
Avg Now Allowed for Milestone/Target	439	10,561	4,416
Point Estimate for End 2009-10	7,053	119,607	44,122
Chances of Reaching Milestone/Target	Poor	Excellent	Excellent

The 'Chances of Reaching Milestone/Target' are based on how the milestone target relates to the 95% confidence interval for the year-end result. If the entire interval is below milestone target level the chances are 'Excellent'. If the milestone target falls in the upper half of the interval the chances are 'Good'. If it falls in the lower half of the interval the chances are 'Fair'. And if the entire interval is above milestone target level the chances are 'Poor'.

North West Regional Crime Tracker

Tracking Chart File Correct To: **Jun-09**

Select Area: North West Region

Select Category: Serious Acquisitive Crime

The purple line represents the Twelve-Month Rolling Total, the pink diamond the current estimate for the year-end, and the blue dotted lines the 95% confidence interval for the year-end estimate. The green dotted lines represent milestones targets (if available).

2007-08 Out-Turn	131,330	Year-End Estimates -v- 2008-09		Chances of reaching milestone/target at the end of this year Excellent
2008-09 Out-Turn	127,085	Upper Limit	120,960 -2.3%	
2009-10 Milestone	123,450	Point Estimate	119,607 -3.4%	
2010-11 Target	120,662	Lower Limit	118,253 -4.5%	