



Home Office

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Mr Graham Maxwell,
Chief Constable of North Yorkshire Police

Miss Jane Kenyon,
Chair of North Yorkshire Police Authority

5 March 2009

Dear Graham and Jane,

SINGLE PUBLIC CONFIDENCE TARGET

Vic Hogg recently wrote to thank you for providing your response to the consultation on setting the public confidence target. As Vic stated, it was very encouraging to receive responses from a large number of forces and authorities and to see strong support for the overall confidence agenda. The Home Secretary has considered the views of all forces and authorities when finalising the target. This letter will inform you of your individual force target and set out the next steps.

2. The Home Secretary has always been very clear that the single confidence target would be challenging. This is vital if we are to see a significant improvement in public confidence that the issues that matter locally are being addressed. She also considers this connects directly to her determination to enable forces and authorities to have the “space” to focus on tackling local priorities, through reducing bureaucracy and abolishing other performance targets. **For these reasons, the Home Secretary has decided to set intentionally stretching force targets which when achieved would mean that, nationally, 60% of people will be confident that the police and partners are addressing the anti-social behaviour and crime issues that matter locally – a 15% point increase from the current position.**
3. However, the Home Secretary is also clear that she wishes the confidence target to be deliverable. **For this reason, the Home Secretary has**

decided to extend the period over which you will be expected to deliver these improvements in confidence to the end of March 2012, giving you an additional year in which to meet your overall target. As part of this deal, the Home Secretary will still expect to see very significant progress by the end of the PSA period (end of March 2011). She has therefore decided to set the 2011 PSA target so that by the end of the current PSA period, **55% of the population will be confident that the anti-social behaviour and crime issues that matter locally are being addressed.**

4. To support this, in addition to the individual target you will be expected to meet by 2012, you will also be set a milestone which will set out the level of improvement that you will be expected to achieve in the next two years - this will be used to form the basis of performance discussions with the Home Secretary.
5. **The target will continue to be measured using the question from the British Crime Survey (BCS) which asks “whether respondents agree that the police and local council are dealing with the crime and anti-social behaviour issues that matter in their area”.** This was deliberately chosen because it promotes partnership working between the police and local authorities, which is at the heart of modern policing. However, the Home Secretary has listened to your concerns and, when making her assessment of your performance against the target, she will also take note of your performance against the similar BCS question which asks whether the public are confident that the police alone “are dealing with the things that matter locally”, so that any partnership challenges are clearly identified. Additionally, the Home Secretary will consider the results of the HMIC rounded assessments on confidence.
6. The Home Secretary fully understands how important it is that your partners also step up to the challenge that you have been set and work with you to deliver improvements in confidence. While it continues to be your responsibility to develop these partnerships for the public benefit, we have, in addition to the measures above, begun working with CLG and the LGA to help you with this.
7. **For North Yorkshire Police the final target is 62.8% by the end of March 2012** with an expectation that you will meet 58.8% by the end of March 2011. **Your current baseline is 50.8%.**
8. In Vic’s earlier letter he described our general approach to obtaining local data on public confidence and he promised further information on this. The consultation period revealed a strong desire to improve local surveying; many of you clearly want to identify the best approach for surveying public confidence so that you can drive improvements locally. I know that some of you are already conducting excellent surveys that are robust and of a high quality. However we believe that achieving standardisation in how we survey public confidence is important so that the public can better

understand what is happening both in their local area but also in comparison to other areas across the country.

9. The performance against the target will be measured through the BCS question as described above and it will be on this basis that the Home Secretary will hold you to account. However, information about what is happening locally in your area will clearly complement the overall picture of your force's performance on improving public confidence.
10. Visible progress against the single measure of confidence is, as was made clear in the Green Paper, a high priority for the Home Secretary. She considers it essential, therefore, that, in all parts of the country, the public have access to local performance data (i.e. updated quarterly at local authority level or below) on this target measure as a key part of their regular monthly crime information and she is keen that we reach this position by October this year. The Home Secretary wishes all forces to have such sub force level data with a consistency of methodology and frequency of collection that helps facilitate joint working and, importantly, helps you hold partners to account. Many of you already carry out surveys that give you sub-force level data on the target measure that can be analysed at partner local authority level, (though because of methodological differences the results won't be comparable with force level data).
11. Using such data in discussions on relative local performance with local councils in your area will be a helpful approach to ensuring joint buy-in on the target measure. She has asked officials here to offer support to forces to ensure that this position is reached by the Autumn. To this end we have asked the Home Office's Chief Scientific Advisor and the Home Office's statisticians to provide consultancy advice to you on how to get the best from a local survey, how these can be made comparable with the results from other forces so that lessons and best practice can be most easily learnt and shared and on the practical steps you can take to meet the October timescale. The Home Office's Chief Scientific Advisor will be writing to you on Monday to provide further detail. The Home Office will also consider whether we can make contributions of 'start-up' financial support where appropriate/necessary.
12. The Home Secretary is clear that she would like to move to a position where people have access to regular, timely, public confidence data locally. We hope that this process of working with you will allow us to begin to do that in the coming weeks and months and to identify any obstacles to standardising the way that local surveys are run as much as possible.
13. The Home Secretary and all the team very much look forward to working with you to deliver the increase in confidence that will meet the expectations of the public. We are here to provide whatever appropriate support you need in your delivery of this key requirement.

14. If you have any questions regarding the targets please contact Rebecca Bradfield in the Public Confidence Team at the Home Office by email: Rebecca.bradfield@homeoffice.gsi.gov.uk. And I look forward over the next few weeks to start discussing this and other priority issues with you that you are currently facing.

A handwritten signature in black ink, appearing to read 'S Rimmer', with a long horizontal stroke extending to the right.

STEPHEN RIMMER