For Consideration	
Public/Non Public*	Public
Report to:	Police and Crime Panel
Date of Meeting:	16 <sup>th</sup> December 2013
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Agenda Item:	7

#### POLICE AND CRIME COMMISSIONER'S UPDATE REPORT

#### 1. PURPOSE OF THE REPORT

- 1.1 This report presents the Police and Crime Panel (Panel) with the Police and Crime Commissioner's (Commissioner) update report.
- 1.2 In accordance with section 13 of the Police Reform and Social Responsibility (PR&SR) Act 2011 and subject to certain restrictions, the Commissioner must provide the Panel with any information which the Panel may reasonably require in order to carry out its functions. The Commissioner may also provide the Panel with any other information which the body thinks appropriate.
- 1.3 This report provides the Panel with an overview of current performance, key decisions made and his activities since the last report in October 2013.

#### 2. RECOMMENDATIONS

2.1 The Panel to note the contents of this update report and consider and discuss the issues.

#### 3. REASONS FOR RECOMMENDATIONS

3.1 To provide the Panel with information so that they can review the steps the Commissioner is taking to fulfil his pledges and provide sufficient information to enable the Panel to fulfil its statutory role.

## 4. Summary of Key Points

#### **POLICING AND CRIME PLAN – (2013-18)**

- 4.1 Performance against targets across all themes is contained in the tables at **Appendix A** up to October 2013.
- 4.2 It should be emphasised that some of the performance data is only readily available on a quarterly basis (especially partnership and other national data) and therefore not available for this report. However, some data is now reported on to show comparative City and County performance.
- 4.3 The Performance data contained in this report has been taken from the Force's detailed and validated unrestricted monthly Performance and Insight Reports and Commissioner's weekly performance reports in respect of key Policing Plan priorities.
- 4.4 The Commissioner has a statutory duty to ensure that the Force is efficient, effective and provides value for money. A range of performance indicators relating to the 7 strategic themes contained within the current Police and Crime Plan are monitored by the Office of Commissioner and where performance is identified as a risk the Commissioner holds the Chief Constable to account to seek assurances that action is being taken to address the performance concerns.
- 4.5 The Commissioner will do this through bilateral weekly meetings with the Chief Constable and through an extended bimonthly Resource and Performance meeting with the wider Chief Officer Team. In addition, the Commissioner his Deputy and various members of his office attend a number of Force and Divisional performance meetings where necessary assurances are sought and obtained.
- 4.6 One of the outcomes from the recent Panel development session was a request for the Commissioner to introduce exception reporting. The following performance indicators identify areas which are currently off target. Further explanation is given in the respective theme and also **Appendix A**:
  - 60% of people agree that the Police and Council are dealing with local Anti-Social Behaviour and other crime issues – Currently 51.2%
  - Improve the current timeliness and quality of files quality and timeliness still an issue at Magistrates Court
  - Reduce % of ineffective trials in the Magistrates' and Crown Courts still an issue in both Crown and Magistrates Courts
  - 10% reduction in All Crime across the Force +2.1% in October 2013
  - 37% detection rate (including Positive Outcomes) for recorded offences 30.9% in October 2013

- 10% increase (year on year) in the numbers of confiscation and forfeiture orders compared to 2012-13: -11% compared to previous year
- Total number of days lost due to sickness (3.7%) Officers only 3.95%
- BME representation (to close the gap) Current BME representation in Force stands at 4.0% for Officers, and 4.6% for staff (October 2013) and BME community representation is 11.2%.
- 4.7 The Commissioner is satisfied that the Chief Constable is aware of these issues and is taking appropriate action to address them all.

## Theme 1 Protect, support and respond to victims, witnesses and vulnerable people

#### Performance

- 4.8 It will be seen that 87.1% of victims of crime are completely, very or fairly satisfied with the service they have received from Nottinghamshire Police which is just 2.9% away from the 90% target. The County is 87.8% and the City is 86.2%.
- 4.9 In October, 92.2% of victims and witnesses were extremely or very satisfied with the services provided in Court and the 90% target has been achieved in each of the last nine months. Year-to-date figures (April Oct 2013) show an average satisfaction level of 93.6%, while 88.0% felt confident to give evidence.
- 4.10 As of June 2013, over the past 12 months 51.2% of people agreed that the Police and Council are dealing with local anti-social behaviour and other crime issues. This is an improvement since March this year and now 8.8% short of the 60% target to be achieved by 2015-16.
- 4.11 The Force has been set a target (5% year on year compared to 2012-13) to reduce the number of repeat victims of:
  - Domestic Violence (DV)
  - Hate Crime (HC)
  - Anti-Social Behaviour (ASB)
- 4.12 During the year repeat victimisation has decreased by 6.9% but this is due to ASB. The Table below also shows the current performance for Domestic Violence (+13.4%) and Hate Crime (+46.3%):

Domestic Viole	ence	Year-to-date performance				Target Position	
	2013/14	2012/13	Volume Change	Percentage Change	Current Target	Difference from Target	Percentage Difference from Target
City	494	416	78	18.8%	395	99	20.0%
County	671	646	25	3.9%	614	57	8.5%
Force	1165	1062	103	9.7%	1009	156	13.4%

<b>Hate Crime</b>		Year-to-date performance				Target Position	
	2013/14	2012/13	Volume Change	Percentage Change	Current Target	Difference from Target	Percentage Difference from Target
City	20	8	12	150.0%	8	12	60.0%
County	19	14	5	35.7%	13	6	31.6%
Force	39	22	17	77.3%	21	18	46.2%

- 4.13 The numbers for Hate Crime are low which makes the percentage change more pronounced. The City has greater repeat victimisation in both crime types (+20% DV, +60% HC).
- 4.14 Quarter 1 and 2 figures reveal that between January and June 2013, the Force recorded a 23.5% reduction in KSIs when compared to the same period of 2012. This equates to 64 fewer people Killed or Seriously Injured on Nottinghamshire's roads, and means that the Force is currently on course to meet the long term target reduction for this measure. While all user groups are showing a reduction, the vulnerable road user groups (motorcyclists, pedal cyclists and pedestrians) show the greatest reductions in percentage terms.
- 4.15 The current reduction is attributed to the success of proactive operations such as Op Drosometer, with the second phase of this operation concluding recently. During the course of the operation more than 6,000 individuals were caught for driving offences, with the majority of these for not wearing a seatbelt or for using a mobile phone whilst driving.
- 4.16 Provisional figures suggest a continuation of the current trend into quarter 3, giving confidence that Nottinghamshire is experiencing a consistent reduction in the number of persons Killed or Seriously Injured on the roads.

- 4.17 The Force recognises that Hate Crime and Domestic Violence repeat victimisation is a concern and is reviewing its approach to take positive action. The Force has launched its 'Alliance Against Violence' campaign which will address all aspects of violence.
- 4.18 The Force continues with its activities and implementation of its Public Engagement Strategy 2013-2018 as reported at the last meeting.

## Theme 2: Improve the efficiency, accessibility and effectiveness of the criminal justice process

- 4.19 There is no new data available for this measure since the last report. However, **Appendix A** shows the last known performance.
- 4.20 However, as it stands, Crown Court shows the stronger performance with improvements in both file quality and timeliness meaning that the target has been achieved. Performance in August is particularly strong, with both the error and late rates for the Crown Court at their lowest level this year.
- 4.21 Performance in terms of the Magistrates Court files is not as strong, with this area failing to meet either the quality or the timeliness target. Examination of monthly data reveals that the error rate for Magistrates Court files has been increasing since the start of the year, reaching a peak in August, and the late rate is now increasing following an earlier period of improvement.
- 4.22 However, there should be some caution about the current results as the Magistrates Courts performance data on quality and timeliness's is not as robust as it could be due to issues relating to CPS reporting which are being addressed through Local Criminal Justice Board (LCJB).

#### **Activity:**

4.23 The Force continues to work with its local criminal justice partners to take action to increase the quality and timeliness of the evidence submitted by officers. Key issues have been identified and a Force working group has been established to tackle the range of issues. Feedback from the lead officer suggests that better performance will be reported next month.

# Theme 3: Focus on those local areas that are most affected by Crime and anti-social behaviour (ASB)

- 4.24 The Force continues to record a year-to-date increase in All Crime, and is therefore not achieving the 10% reduction target. On a positive note, recent performance suggests signs of improvement, with the month of **October** recording a reduction on the volume recorded in October 2012. This has had a notable effect on the year-to-date picture, with a year-to-date increase of **2.1%**, compared to the 3.3% noted last month.
- 4.25 In terms of divisional performance, both City and County are recording increases year-to-date, and these are at a similar level this month (City +2.1% or 361 offences, County +2.1% or 472 offences).
- 4.26 Theft & Handling and Violence Against the Person offences account for a large proportion of the Forces All Crime, and these groups continue to record year-to-date increases. Despite this it should be noted that the improvement in All

Crime performance in October was driven by reductions across the majority of offence types, including Violence Against the Person, where a 4.3% (54 offences) reduction was seen when compared to last October. There were also improvements in Theft & Handling, with volume in October only slightly higher than last October, and this is due to strong reductions in both Shoplifting and Theft from Person offences in a number of key locations in the City.

- 4.27 Both Burglary Dwelling and Robbery remain of concern, with large percentage increases recorded in both of these offences types year-to-date.
- 4.28 The Force continues to record a reduction in Anti-Social Behaviour (ASB) incidents (currently -10.1%), with 2,552 fewer incidents recorded this year compared to last.
- 4.29 Although the Force is currently achieving target on this measure it should be noted that reductions have been slowing in recent months and the current year-to-date reduction is notably smaller than that recorded last month.
- 4.30 The overall year-to-date detection rate of 30.9% is considerably lower then the current target of 37.0%, and is also below the 36.4% rate recorded last year. Its also 5.5% lower than the rate recorded last year, and this has been driven by both an increase in offence volume, and a decrease in the volume of detections recorded (7.8% or 1,128 less detections compared to last year).
- 4.31 Detection rates on the BCUs are similar to those seen at Force level (31.8% on the City, 30.2% on the County).
- 4.32 With the exception of Community Resolutions, all of the main types of outcomes have shown a reduction this year; with the reduction in offences Taken into Consideration (TICs) being the "category" of detections which has reduced the most. The change in sentencing guidelines is believed to be a key factor in this trend with more offenders reluctant to agree to this process<sup>a</sup>.
- 4.33 The Force's Priority Areas show mixed performance, with more than half now recording increases as seen at Force level.

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There is a current debate in the Service as to the value of TICs.

		Yea	Target Position				
Partnership Plus Area	2013/14	2012/13	Volume Change	Percentage Change	Current Target	Difference from Target	Percentage Difference from Target
Arboretum	878	720	158	21.9%	547	331	37.7%
Aspley	972	1,017	-45	-4.4%	773	199	20.5%
Bridge	501	612	-111	-18.1%	465	36	7.2%
Bulwell	1,130	1,121	9	0.8%	852	278	24.6%
St Ann's	741	634	107	16.9%	482	259	35.0%
Carr Bank	195	176	19	10.8%	144	51	26.2%
Portland	513	464	49	10.6%	380	133	25.9%
Woodlands	472	446	26	5.8%	366	106	22.5%
Hucknall Central	216	245	-29	-11.8%	201	15	6.9%
Hucknall East	383	305	78	25.6%	250	133	34.7%
Kirkby East	346	365	-19	-5.2%	299	47	13.6%
Sutton Central/East	684	616	68	11.0%	505	179	26.2%
Castle/Magnus	769	758	11	1.5%	637	132	17.2%
Worksop	1,560	1,395	165	11.8%	1172	388	24.9%
Eastwood South	453	321	132	41.1%	263	190	41.9%
Netherfield and Colwick	334	383	-49	-12.8%	314	20	6.0%

- 4.34 This Force's proactive work to reduce violence, such as the 'Alliance Against Violence' campaign, is having a positive effect on performance.
- 4.35 The Commissioner reported in the last Panel report that he had a plan of activity to visit all key crime areas with the Deputy Commissioner over the next few months to better understand the issues at grass roots levels and in liaison with Partners to ensure that what can be done is being done. These visits (undertaken over a number of months) are almost complete and the Commissioner has obtained valuable insight to key issues which he will address as part of the Police and Crime Plan and Delivery Plan refresh.
- 4.36 The Commissioner continues to obtain assurance that the Chief Constable is firstly aware of the issues and is taking appropriate action to tackle them. In support of this, officers from the Commissioner's Office continue to attend Force and Divisional Performance meetings and the Commissioner and Deputy Commissioner are subsequently briefed on any emerging risks to performance.
- 4.37 The three Partnership Gold Groups (reported on last month) continue to meet and implement their action plans.
- 4.38 The Commissioner has now commissioned Professor Simon Holdaway to undertake academic research to better understand why so many offenders continue to commit shop theft even after being dealt with numerous times at Court.

4.39 In addition to activities undertaken by Gold Groups and Community Safety Partnerships (CSPs), key actions being taken by the Force on other key performance risks include:

Crime Type	Location	Current Actions
All Crime	County	The County's Partnership Plus Areas are subject to costed delivery plans which are funded through the Safer Nottinghamshire Board. These plans are monitored and delivered through the Community Safety Partnerships for each of the County Operational Areas. The Partnership Plus areas are subject to an inflated All Crime reduction target of 18% (16% in Bassetlaw/Newark & Sherwood) due to the increased funding available to these areas to tackle Crime and Anti-Social Behaviour.
All Crime	City	The City's Priority Wards are monitored through the City Crime and Disorder Partnership and are subject to additional activity in order to tackle the high volume issues in these areas.
Violence Against Person (VAP)	Hotspot areas	A micro-beat technique is being used to identify sub-beat level areas within hotspot locations for VAP offences, such as those areas in town and city centres where violence offences are likely to occur. It is intended that this technique will allow officers to prevent or diffuse potentially violent situations before they can escalate.
VAP	Force-wide	The Force has recently established a Violence Against the Person gold group, which is directing targeted activity across the Force.
Theft and Handling	Force	Operation Dormice has commenced in the City, but is now Force wide working to reduce shop thefts in the top retail premises by identifying and managing prolific offenders through the Integrated Offender Management team.

Crime Type	Location	Current Actions
Theft and Handling	Force	Operation Chasible continues to run on both City and County. This is an ongoing operation to tackle shop theft in those retail premises with the highest levels of shoplifting. The operation involves liaising with retail premises to introduce a prevent and deter strategy, and introducing specific action plans for each affected store. CCTV and undercover officers are also being utilised in hotspot locations.
Theft and Handling	City	Ongoing engagement between the licensing team and the City's licensed premises in order to reduce theft from person offences in nightclubs and bars, particularly of mobile phones. This includes the use of ID scanners in the City's licensed premises, which was initially piloted in Rock City.
Student- related Crime	City	Operation Graduate began in September with the aim to reduce student-related offences which are known to increase when student residents, particularly first-year university students, return to the City for the start of the academic year. Planned activity will target areas with a high concentration of student residences, and will also use a preventative strategy by educating students on personal safety and home security.
Burglary Dwelling	Force-wide	The Force has recently established a Burglary gold group, which is directing targeted activity across the Force.
Burglary Dwelling	Force	Operation Graphite launched a period of intensive activity in October in an effort to effectively manage the Force's most prolific burglary offenders.

Crime Type	Location	Current Actions
Burglary Dwelling	Force	Operation Optimal Forager commenced in September and features cocooning of households who are direct neighbours of burgled houses, and dedicated patrols in identified hotspot areas. This focuses on face to face contact with householders offering bespoke crime prevention advice, and in the case of vulnerable victims in particular, support to secure their property.

## Theme 4: Reduce the impact of drugs and alcohol on levels of crime and anti-social behaviour

- 4.40 There is no new data available for this measure since the last report.
- 4.41 Nottinghamshire data is broken down by three Primary Care Trusts; Nottingham City, Nottinghamshire County and Bassetlaw.
- 4.42 The volume of admissions in Q3 of 2012/13 was; 1,832 for Nottingham City, 3,745 for Nottinghamshire County and 733 per for Bassetlaw.
- 4.43 These totals represent increases for both Nottingham City (+6.8% or 116 admissions) and Nottinghamshire County (+1.9% or 71 admissions), with only Bassetlaw recording a reduction (-2.7% or 21 admissions) compared to the same quarter the previous year.
- 4.44 Comparing the Q1-3 total in 2012/13 to the same three quarters the previous year, a similar pattern of performance can be seen, both Nottingham City (+6.3%) and Nottinghamshire County (+4.1%) recorded increases whilst again only Bassetlaw recorded a year-on-year decrease in admissions (-1.6%).
- 4.45 Year-to-date figures reveal that 15.6% of All Crime in Force was alcohol related, compared to 18.0% last year. (Year-to-date: City 17.2%, County 14.3%).
- 4.46 Due to current recording limitations there is no target for this measure and the current results should be treated with some caution during the monitoring phase. Improvements in recording practices will be monitored this year with a view to setting a target in later years.

- 4.47 The activities reported to the Panel in September 2013 continue to be implemented.
- 4.48 The Alcohol Strategy is out for consultation with key partners. The main strategic themes are:
  - Working Together and Sharing Intelligence
  - Early Intervention and Education
  - Treatment and Support
  - Diversion and Prevention
  - Enforcement

#### Theme 5: Reduce the threat from organised crime

- 4.49 The target for this measure is to increase the number of confiscation and forfeiture orders and the Force has actually recorded a slight decrease in the number of orders, with 110 orders this year compared to 111 last year (a reduction of 7.1%).
- 4.50 This reduction in the number of orders means that the Force has not achieved the target volume of orders year-to-date, with 110 orders compared to a target of 122 orders, meaning that the Force has fallen short of target by 12 orders or 11.0% based on year-to-date figures. Although the target has not been met it is worth noting that performance this month represents an improvement on last month, when the Force was notably further away from the target number of orders.
- 4.51 So far this year the Force has recorded a total order value of £632,300 which equates to an average order value of £5,748, a decrease of 36.5% compared to the average order value recorded during the same period of last year. Again, it should be noted that this position is much improved compared to last month.

### **Activity:**

4.52 The activities reported to the Panel in September 2013 continue to be implemented.

## Theme 6: Prevention, early intervention and reduction in re-offending (August 2013)

4.53 There is no new data available for this measure<sup>b</sup>.

#### **Activity:**

4.54 The Police and Partnership interventions reported to the Panel in September 2013 continue.

#### Theme 7: Spending your money wisely

- 4.55 The Government's grant has reduced significantly and in order to balance the budget, savings of £8.6m need to be made in 2013-14.
- 4.56 Detailed plans are in place to ensure the savings target is met. However, detailed data remains unavailable as to progress against these targets.

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<sup>&</sup>lt;sup>b</sup> Data not provided by partners. This will be updated in the next report

- 4.57 Confirmed efficiencies are currently being made through staff savings and savings from Fleet, Estates and Collaboration.
- 4.58 The full year net revenue budget for 2013-14 is £196.998m. During September the Quarter Two forecast was undertaken which resulted in an agreed restated full year budget of £198.375m.
- 4.59 Actual net expenditure for the seven months to October 2013 was £116.033m against a restated budget of £116.086m. The resulting position against the restated budget was an under spend of £0.053m, meaning that the Force is currently within target at this time.
- 4.60 Based on 12 month rolling sickness data, officer sickness for the Force reduced to 3.95% in October 2013 from 4.67% when the updated Attendance Management policy was implemented at the end of October 2012. The reduction appears to coincide with the implementation of the updated Attendance Management policy, and HR is continuing to work closely with line managers to deal with outstanding sickness issues in order to enable the Force to meet target on this measure.
- 4.61 Officer sickness absence in the 12 months to October 2013 amounted to an approximate cost to the Force of £4.0m. This has reduced from £4.8m as at the end of October 2012 when the revised policy was introduced.
- 4.62 Staff sickness is currently close to target, with 12 month rolling figure of 3.78% against the 3.7% target. This represents a notable improvement in performance, with the equivalent figure at the end of October 2012 being 4.44%.
- 4.63 Current BME representation in Force stands at 4.0% for Officers, and 4.6% for staff (October 2013). This shows little change from the proportion recorded in March last year, however the Force is in the process of recruiting new officers following a positive action campaign and therefore a change may be seen in the representation statistics in the coming months.
- 4.64 The representation figures are lower than the BME population of Nottinghamshire, which stands at 11.2% (Source: 2011 Census Data).

- 4.65 The Absence Management Policy, Procedure and Management Guide were launched in October 2012 and continue to be implemented. This policy appears to be achieving the desired results of reducing levels of sickness.
- 4.66 The Base Budget Review commissioned by the Commissioner is being reviewed in conjunction with the recent value for money profile produced by the HMIC and a list of issues prepared for further discussion.

- 4.67 The new system, 'Artemis', is being introduced which will allow the Force to review the vehicle utilisation scientifically and better allocate the fleet to business requirements.
- 4.68 The Commissioner reported to the Panel at the last meeting an update on the BME project. Since then the BME Project Steering Group has been established and is due to meet again on 28<sup>th</sup> November 2013. The Joint Working Group has been established chaired by the Commissioner met on 22<sup>nd</sup> November 2013.

#### **DECISIONS**

4.69 The Commissioner has the sole legal authority to make a decision as the result of a discussion or based on information provided to him by the public, partner organisations, members of staff from the Nottinghamshire Office of the Police and Crime Commissioner (NOPCC) or Chief Constable.

#### **Significant Public Interest Decisions**

- 4.70 The Commissioner's web site provides details of all significant public interest decisions. Since the last report a number of decisions have been in respect of:
  - Lease of First Floor, Arnot Hill House, Arnold, Nottingham. It is proposed to take a Lease of the first floor of Arnot Hill House, Arnold, from Gedling Borough Council for the purpose of accommodation for the NOPCC. Arnot Hill House is a detached building in the grounds of Arnot Hill Park adjacent to the Council's main Civic Centre.
  - Animal Welfare Medical Costs after Retirement. This scheme has been
    developed over the past 3 years and various options have been explored.
    This recognises the valuable contribution made by police dogs and the
    service they provide. The scheme provides cover for ongoing costs relating
    to medical injuries or illnesses as a result of working hard during their
    service.
  - Upgrade to Windows 7. A report and business was presented to the Chief Officer Team on 30th September at the Force Executive Board with recommendations to adopt Windows 7 Enterprise 32bit as the standard desktop and laptop operating system, replace Microsoft Office 2003 with Microsoft Office 2010, and to introduce Microsoft System Centre Configuration Manager (SCCM) 2012 to improve deployment and enhance on-going service delivery.
  - Business Case for the Establishment of an Image Management System. There are a number of benefits, including (a) significant time savings and efficiencies in moving images from one place to another, enabling immediate access for evidential, investigative and case management purposes and (b) a valuable contribution to the delivery of digital case files, court presentations and speedier justice processes.

#### **ACTIVITIES OF COMMISSIONER**

- 4.71 Since the last report, the Commissioner and Deputy Commissioner have been engaged in a number of activities and meetings in relation to strategic matters, media activities, conducted numerous walkabouts and engaged with partners and various communities. These extensive activities reflect the Commissioner's commitment and pledge to be the People's Commissioner.
- 4.72 As detailed in section 2 above, the Commissioner and Deputy Commissioner continue to take steps to obtain assurances that the Chief Constable has not only identified the key threats to performance but more importantly that swift remedial and appropriate action is being taken to tackle the problems especially in the top 15 Priority Wards in the County and High Impact Wards in the City.
- 4.73 The Commissioner continues to invite partners to raise their game by working even closer together in partnership with the Police to tackle the emerging issues currently adversely impacting overall performance.
- 4.74 On 26<sup>th</sup> November 2013 the Commissioner and his Deputy held a meeting with Partnership chairs to discuss and consult on a range of community safety matters. Feedback will be considered as part of the strategic assessment process.
- 4.75 **Appendix B** contains the Commissioner's newsletter for October 2013 and provides more detail of his and his Deputy's activities since the last Panel report.

## 5. Financial Implications and Budget Provision

5.1 None - this is an information report. Although the report does contain some information on budget variance.

#### 6. Human Resources Implications

6.1 None - this is an information report. However, the report does provide some information about BME representation.

## 7. Equality Implications

7.1 None – although it should be noted that high levels of crime occur predominately in areas of high social deprivation.

## 8. Risk Management

8.1 Risks to performance are identified in the main body of the report together with information on how risks are being mitigated.

## 9. Policy Implications and links to the Police and Crime Plan Priorities

9.1 This report provides Members with an update on performance in respect of the Police and Crime Plan.

## 10. Changes in Legislation or other Legal Considerations

10.1 None which affects the content of this report.

## 11. Details of outcome of consultation

11.1 The Deputy Chief Constable has been consulted on this report and feedback has been taken into account.

## 12. Appendices

- A. Performance Tables
- B. Commissioner's Newsletter for October 2013

## 13. Background Papers (relevant for Police and Crime Panel Only)

- Police and Crime Plan 2013-2017 (published)
- Force Performance and Insight Reports October 2013

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