

ORIGINATOR: CHIEF CONSTABLE

PAPER NO: AP15/5

**SUBMITTED TO: ACCOUNTABILITY AND PERFORMANCE PANEL –
24 FEBRUARY 2015**

**SUBJECT: PERFORMANCE PROGRESS REPORT – JANUARY 2014 TO
DECEMBER 2014**

SUMMARY:

1. The report shows Constabulary performance against the Performance Priorities between January 2014 and December 2014. An assessment has been made as to where the Constabulary sits against each priority, and the present direction of travel, if any, and charts have been included to illustrate the position.
2. A summary with the action being taken to improve or maintain performance is included for each priority area.

RECOMMENDATION:

1. The Accountability and Performance Panel is asked to note the contents of this report.

DETAIL OF THE SUBMISSION

1. KEY ISSUES FOR CONSIDERATION:

- 1.1. This report is based upon the performance priorities set within the Police and Crime Plan for the period from January 2014 to December 2014. The paper details each priority in turn and makes an assessment of performance against the three-year average and also by comparison with last year's performance. In addition to this, and where appropriate, comparison is made with other Police Forces and/or national averages.
- 1.2. The report is not designed to reflect localised performance problems but to provide an overview against each priority and a flavour of the action being taken to improve or maintain performance. Where appropriate, reference is made to specific locations if there has been an interesting or disproportionate effect on overall performance.
- 1.3. The report uses two basic grading systems to summarise current performance based on the following criteria:
 - i) Meeting (green circle) or not meeting (red diamond) the baseline objective;
 - ii) Performance or demand relating to the measure has improved (green upward arrow), deteriorated (red downward arrow) or not changed (yellow circle) compared to the previous month.
- 1.4. With some crime categories it is important to recognise that there is considerable context required to understand the issues. For example, active encouragement for victims to report serious sexual offences, or domestic abuse-related crimes, over recent years has seen a substantial increase in the rate of such crimes. This is regarded as a positive change, which allows for a comprehensive and supportive service to be provided to victims while at the same time allowing the Constabulary to fully understand the extent of such offending.
- 1.5. The Constabulary is currently achieving the majority of its Police and Crime Plan objectives. Of the 14 objectives set out in the Police & Crime Plan, performance in the 12 months to 31st December 2014 was better than the baseline in 11, including all crime reduction objectives. Performance in all of the four additional Quality of Service indicators is also above their respective baselines.
- 1.6. Call handling performance in relation to 999 calls answered within the target time of ten seconds continues to sit just below the 92% baseline and commentary regarding the demand and performance issues is given, alongside details of current and proposed remedial actions. Performance, however remains above the national performance target of 90%.
- 1.7. The solved rate for offences of Violence with Injury also remains below the baseline by 3%. Whilst performance in this regard has dipped to 49.5%, Suffolk is currently positioned 12th out of 43 forces in this measure. Continuing measures are being taken to address this, including process quality reviews and improvements to evidential procedures.
- 1.8. The solved rate for Serious Sexual Offences continues on a downward trend, having improved during the early part of 2014. An increase in the number of offences being reported throughout 2014, in part due to improved crime recording has increased investigative workloads. A new performance framework is being designed to capture a more sophisticated set of measures in this business area from April 2015 onwards.

1.9. As referred to in the previous report to the Accountability and Performance Panel in October 2014, a new measure for domestic abuse has been introduced and is presented here alongside the existing measure. An explanation of both measures and commentary around performance are included.

1.10. An additional indicator for overall recorded crime, which is not a police and crime plan objective, has been included at the request of the Police and Crime Commissioner.

2. FINANCIAL IMPLICATIONS:

2.1 The performance of the Constabulary hinges on the level of available resources to tackle each of the priority areas. In the current financial climate every effort is being made to maintain front line policing in order to ensure performance against these priorities can be maintained or improved.

3. OTHER IMPLICATIONS AND RISKS:

3.1 None

| ORIGINATOR CHECKLIST (MUST BE COMPLETED) | PLEASE STATE 'YES' OR 'NO' |
|---|---------------------------------------|
| Has legal advice been sought on this submission? | NO |
| Has the PCC's Chief Finance Officer been consulted? | NO |
| Have equality, diversity and human rights implications been considered including equality analysis, as appropriate? | NO |
| Have human resource implications been considered? | NO |
| Is the recommendation consistent with the objectives in the Police and Crime Plan? | YES |
| Has consultation been undertaken with people or agencies likely to be affected by the recommendation? | NO |
| Has communications advice been sought on areas of likely media interest and how they might be managed? | NO |
| Have all relevant ethical factors been taken into consideration in developing this submission? | YES |