

**ORIGINATOR: CHIEF CONSTABLE**

**PAPER NO: AP18/62**

**SUBMITTED TO: ACCOUNTABILITY AND PERFORMANCE PANEL –  
14 DECEMBER 2018**

**SUBJECT: PERFORMANCE PRIORITIES MONITORING REPORT –  
1 OCTOBER 2017 TO 30 SEPTEMBER 2018**

**SUMMARY:**

1. This report shows the Constabulary's performance between October 2017 and September 2018 against some of the Police and Crime Commissioner's new performance priorities.
2. A summary of the actions being taken to improve or maintain performance is included for each priority area.

**RECOMMENDATION:**

1. The Accountability and Performance Panel is asked to consider the report and provide comments to inform future performance monitoring reports.

## DETAIL OF THE SUBMISSION

### 1. KEY ISSUES FOR CONSIDERATION

#### General Overview

- 1.1. This report is based upon the performance priorities set within the Police and Crime Plan. It shows performance for the period from 1 October 2017 to 30 September 2018 unless otherwise stated.
- 1.2. The paper details each priority in turn and makes an assessment of performance against the three-year average. In addition to this, and where appropriate, comparison is made with other police forces or national averages.
- 1.3. The report is not designed to reflect localised performance problems but to provide an overview against each priority and an outline of the action being taken to improve or maintain performance.

#### Executive Summary

- 1.4 Suffolk remains a safe county with low crime rates. Despite significant increases in policing demand, performance is being maintained in most areas. The public still have confidence to report, and a lot of work has gone into making this happen. When comparing against most similar forces, regional forces and nationally, Suffolk is not an outlier.
- 1.5 The constabulary responded to 3.4% more emergency incidents within target in the last year compared to the previous three year average, with 90.1% of emergency incidents attended within target. The number of 999 calls also rose in the last 12 months compared to the previous three years. During May 2018, an improved telephony system was introduced which means better customer contact and ability to monitor service levels. This can be seen by the average time to answer 999 calls which have reduced from 8.3 seconds in June 2018 to 5.8 seconds in September 2018.
- 1.6 Police recorded domestic abuse in the last 12 months was 32.6% higher than the average of the previous three years, and there were 23.6% more serious sexual offences. Suffolk Constabulary has been actively encouraging victims to report crimes of domestic abuse and serious sexual offences. Such rises are also reflected in police forces across the country. It is expected that Suffolk will continue to see increases in future quarters.
- 1.7 Challenges exist with regards to solved rates in domestic crimes (7.7 percentage points lower compared to the three year average) and serious sexual offences (4.6 percentage points lower compared to the three year average). The increasing volume is primarily causing this, although the number of crimes solved for these crime types has reduced.
- 1.8 A significant number of victims do not support the police. This is particularly evident for domestic abuse and serious sexual offences where 57.2% and 34.8% do not support police respectively.
- 1.9 An exceptional request was made, after the last APP meeting, to include robbery performance within this quarterly report to understand increases in the number of crimes, and provide reassurance through the policing response.

**2. FINANCIAL IMPLICATIONS**

- 2.1. The performance of the Constabulary depends 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.

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