

## PERFORMANCE ASSESSMENT FRAMEWORK

The demands on policing will always exceed available resources. The current economic climate presents greater challenges than ever. This increases the emphasis on the efficient and effective use of resources. I am accountable to my electorate who must be able to decide whether I am delivering on my police and crime objectives. In turn I must hold the chief constable to account for policing. To do this I must judge whether the service is efficient and effective and whether the desired outcomes are being achieved. Of particular importance is the need to ensure that we continuously improve our performance.

### **Arrangements for monitoring progress against the Police and Crime objectives**

I will regularly review progress against my police and crime objectives. Where I award grants to services or projects, these awards will be made on the basis of explicit timescales and milestones for delivery, and will include agreed success criteria or performance measures.

The performance measures listed overleaf have been agreed with the police and partners and will provide evidence of how well my objectives are being achieved. Other measures will need to be monitored as grant awards are agreed.

I will hold the Chief Constable to account for delivery of the objectives primarily through my Accountability and Performance Panel. The meetings will be held on a bi-monthly basis and will be open to the public. I will also regularly monitor performance relating to those objectives led by police and partners. I will publish regular performance updates so you can judge how well my police and crime objectives are being met. I will hold to account for the performance against the longer-term average performance (over three years<sup>1</sup>). To provide context, I will also publish performance against the previous year and show comparison with the group of forces most similar to Suffolk, known as most similar group (MSG) and the British Crime Survey.

### **Strategic Policing Requirement (SPR)**

I will hold to account for compliance with the Strategic Policing Requirement (SPR) and in particular the five areas of capacity, contribution, capability, consistency and connectivity (as set out in Part B of the SPR). The Accountability and Performance Panel will monitor compliance with the SPR twice yearly.

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<sup>1</sup> Performance improvement will be judged against the longer term average performance, specifically the average of the three years' data from 1 April 2010 – 31 March 2013.

<b>PERFORMANCE MEASURES<sup>2</sup></b>	
<b>OBJECTIVE 1 - RESPONDING</b>	
<b>Call Handling</b>	To answer a minimum of 90% of emergency calls within 10 seconds
<b>Emergency response</b>	To respond to at least 90% of emergency incidents within 15 mins (in urban areas) and 20mins (in rural areas)
<b>OBJECTIVE 2 - SOLVING</b>	
<b>Violence with injury</b>	Improve the solved rate for violence with injury
<b>Domestic Burglary</b>	Improve the solved rate for domestic burglary
<b>Robbery</b>	Improve the solved rate for robbery
<b>Serious sexual offences</b>	Improve the solved rate for serious sexual offences
<b>Drug trafficking</b>	Improve the solved rate for drug trafficking
<b>OBJECTIVE 3 - PREVENTING/REDUCING</b>	
<b>Violence with Injury</b>	Reduce the number of violence with injury offences
<b>Domestic Burglary</b>	Reduce the number of domestic burglary offences
<b>Robbery</b>	Reduce the number of robbery offences
<b>Anti-social behaviour</b>	Reduce the number of ASB incidents
<b>OBJECTIVE 4 - CARING</b>	
<b>Victim satisfaction</b>	Improve the level of overall victim satisfaction
	Improve the level of victim satisfaction with 'follow up'
<b>Repeat Victimisation</b>	To reduce the percentage of 'repeat' <sup>3</sup> victims of domestic abuse crimes/incidents

<sup>2</sup> Where appropriate these performance measures and initiatives will be supported by detailed Action Plans.

<sup>3</sup> To reduce the percentage of victims of domestic abuse crimes/incidents, who suffer a repeat offence in the 12 months following designation as a 'repeat victim' to below the three year average.

## OBJECTIVES 3 & 4

**Objectives 3 and 4 are underpinned by key areas of work that police and/or partners can contribute to (shown below). Applications from partners for Crime and Disorder Reduction Grants will be determined on the basis of their potential to contribute to my Police and Crime Objectives, and in particular those areas listed below.**

In partnership with other agencies:

- Reduce Re-offending by:
  - Supporting Integrated Offender Management to tackle prolific and priority offenders
  - Diverting people from coming into the criminal justice system by assessing needs and early intervention.
- Prevent the damaging effects of drugs and alcohol on lives, crime levels and the night-time economy by:
  - Reducing dependence on drugs and alcohol
  - Interventions with offenders where crime is caused by substance misuse
  - Raising awareness of responsible alcohol use
  - Tackling excessive drinking with robust policing and licensing
- Support Families:
  - Providing families most in need with support to make positive changes and foster personal responsibility
- Provide high quality services to victims
  - Improving the levels of satisfaction of victims of crime and ASB
  - Applying the Constabulary's code of practice for victims
  - Improve inter-agency working to enable victims easier access to services (particularly vulnerable victims)
  - Protecting people from repeat victimisation
  - Support the introduction of the Multi-Agency Safeguarding Hub
  - Progress the Suffolk Prostitution and Sexual Exploitation Strategy
- Deal with domestic and sexual abuse
  - Ensuring a joined up approach to tackling domestic and sexual abuse across statutory and voluntary services
- Create a safer environment for road users
  - Road safety initiatives
  - Enforcement activity
- Support effective crime prevention activity
  - Crime prevention initiatives aimed at reducing crime or ASB
  - Work with crime prevention partners such as Trading Standards and volunteers
- Reduce Anti-Social Behaviour
  - Review minimum standards across agencies in dealing with victims of ASB.
  - Review ASB processes (including how effectively we deal with repeat victimisation)
  - Initiatives to prevent ASB arising and escalating.
- Engage with businesses to impact on business crime
  - Regular consultation and communication with businesses to prevent business crime
  - Providing advice to businesses to help them protect themselves from crime
  - Acting on the concerns of businesses
  - Working with partners such as Trading Standards, Environmental Health on business crime issues
- Improve trust and confidence in the criminal justice system
  - Improve the levels of confidence
  - Support victims and offenders to understand and engage with restorative justice processes
  - Ensure appropriate sentencing and deterrents