



ORIGINATOR: CHIEF CONSTABLE

PAPER NO:AP14/67

**SUBMITTED TO: ACCOUNTABILITY AND PERFORMANCE PANEL –
24 OCTOBER 2014**

**SUBJECT: PERFORMANCE PRIORITIES – MONITORING REPORT
OCTOBER 2013 TO SEPTEMBER 2014**

SUMMARY:

1. The report shows Constabulary performance against the Performance Priorities between October 2013 and September 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 October 2013 to September 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 is improving (green upward arrow), deteriorating (red downward arrow) or not changing (yellow circle).
- 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. Of the 14 objectives set out in the Police & Crime Plan, performance in the 12 months to 30th September 2014 was better than the baseline in 10, including all crime reduction objectives. Five indicators are showing improvement, three deteriorating and six unchanged; notably performance is not improving in any of the three indicators where baseline objectives are not being met. Performance in all of the four additional Quality of Service indicators is also above their respective baselines, with one improving and three unchanged.
- 1.6. As the issue of demand and performance relating to both 999 emergency and 101 non-urgent telephone calls remains a pressing issue, these warrant continued coverage in this report. Commentary regarding the demand and performance issues is given, alongside details of current and proposed remedial actions.
- 1.7. The solved rate for offences of Violence with Injury remains below the baseline, but only narrowly so. Performance is on a generally improving but weak trend, although Suffolk remains one of the better ranked forces nationally in this measure. Process

quality and evidential measures are being implemented to strengthen the improvement.

- 1.8 The solved rate for Serious Sexual Offences remains on a sustained downward trend, having improved during the early part of 2014. An unforeseen increase in the number of offences being reported has taken place in recent months, which has increased investigative workloads to the point that investigations are taking longer to conclude; the number of successfully solved cases has slightly improved however.
- 1.9 Since the publication of the last report, in June 2014, the methodology used to assess Domestic Abuse Repeat Victimisation has been revised. The complexity of the original measure led to data quality issues and difficulties in interpretation, hindering effective use of the information and the meeting of the objective. The selected revision better represents the performance and impact of police and partner interventions, not just that of specialist police resources. For consistency, both the original and new indicators are shown in this report.

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