

**ORIGINATOR: CHIEF CONSTABLE**

**PAPER NO: AP15/69**

**SUBMITTED TO: ACCOUNTABILITY AND PERFORMANCE PANEL –  
27 OCTOBER 2015**

**SUBJECT: PERFORMANCE PRIORITIES MONITORING REPORT –  
1 OCTOBER 2014 TO 30 SEPTEMBER 2015**

**SUMMARY:**

1. This report shows Constabulary performance against the Police and Crime Commissioner's performance priorities between October 2014 and September 2015. 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 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 note the contents of this report.

## 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 2014 to 30 September 2015.
- 1.2. 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.
- 1.3. 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. Where appropriate, reference is made to specific locations if there has been a disproportionate effect on overall performance.
- 1.4. 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).

#### Executive Summary 1 October 2014 – 30 September 2015

- 1.5 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.
- 1.6 Of the 14 objectives set out in the Police & Crime Plan, performance in the 12 months to 30 September 2015 was better than the baseline in five, including three crime reduction objectives. Performance in all of the four additional Quality of Service indicators is above respective baselines.
- 1.7 Call handling performance in relation to 999 calls answered within the target time of ten seconds remains below the 92.0% baseline and commentary regarding the demand and performance issues is given, alongside details of current and proposed actions.
- 1.8 The solved rates for offences of Violence with Injury, Domestic Burglary, Robbery are all below the baseline. Improved compliance with National Crime Recording Standards (NCRS) is discussed throughout this report as having impacted on these measures, and further details relating to each can be found within.

- 1.9 Reporting relating to serious sexual offences is not included in this report, and is instead subject of a separate, more comprehensive report describing performance.
- 1.10 It has not been possible to provide detailed information around some of the Human Resources measures (Staff Sickness information and Staff Restricted and Recuperative duties information). There are currently irregularities identified in the data provided by the new Enterprise Resource Planning (ERP) system which means the data is potentially inaccurate.

## **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

<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>No</b>
Have human resource implications been considered?	<b>No</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>No</b>
Has communications advice been sought on areas of likely media interest and how they might be managed?	<b>No</b>
Have all relevant ethical factors been taken into consideration in developing this submission?	<b>Yes</b>