

ORIGINATOR: CHIEF CONSTABLE

PAPER NO: AP16/2

**SUBMITTED TO: ACCOUNTABILITY AND PERFORMANCE PANEL –
26 FEBRUARY 2016**

**SUBJECT: PERFORMANCE PRIORITIES MONITORING REPORT –
1 JANUARY 2015 TO 31 DECEMBER 2015**

SUMMARY:

1. This report shows Constabulary performance between January and December 2015 against the Police and Crime Commissioner's performance priorities. An assessment has been made as to where the Constabulary sits against each priority, and the present direction of travel.
2. The provision of data for this report has been affected by the implementation of the Athena programme. Athena is a fully integrated, web based information and communications technology solution designed to manage core policing business. Applications range from intelligence and investigation management, the protection of vulnerable people, case and custody preparation through to advanced data analytics.
3. The contract for Athena was awarded in December 2011 to Northgate Public Services following a procurement process for a ten year contract term by seven founder areas Bedfordshire, Essex, Cambridgeshire, Hertfordshire, Kent, Norfolk and Suffolk). In 2015, Warwickshire & West Mercia joined the consortium.
4. Key benefits of the system include the delivery of modern technology that is fully integrated, common business processes allowing for greater collaborative opportunities, a rich data set that enables advanced data analytics, fully digital case files with an advanced two way interface with the Crown Prosecution Service, victim and witness care management and enhanced public interaction.
5. Currently, Essex, Norfolk and Suffolk are operationally live with the other forces undertaking implementation activities for go live in 2016. Suffolk went live in October 2015.

6. Management of the Athena Programme on behalf of the police areas is undertaken by a cross-force Strategic Athena Management Board (AMB). It is responsible for programme planning, operational matters, finance management, reporting and providing direction to the Strategic Board.
7. The AMB has encountered a number of teething issues associated with implementation and still need resolution across all three 'live' forces. One of those relates to the accuracy of the data that is produced. The three forces are not confident with the data that is currently available and are actively working with the contractor to identify a solution. We are therefore not including data relating to volume crime and detections as the most up to date accurate figures reported to the end of September have been provided previously. Measures which are non-Athena related are unaffected, and therefore cover to the end of December 2015 unless otherwise stated.
8. 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 January 2015 to 31 December 2015 where measures are not affected by Athena.
- 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 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).
- 1.5. 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.
- 1.6. The percentage of emergency incidents attended within target times has slipped just below the three year baseline target. Local Policing Commands (LPCs) not meeting attendance targets have seen new deployment plans introduced, and continue to work with the Contact and Control Room (CCR) to improve response rates.

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