

ORIGINATOR: CHIEF CONSTABLE

PAPER NO: AP16/17

**SUBMITTED TO: ACCOUNTABILITY AND PERFORMANCE PANEL –
10 JUNE 2016**

**SUBJECT: PERFORMANCE PRIORITIES MONITORING REPORT –
1 APRIL 2015 TO 31 MARCH 2016**

SUMMARY:

1. This report shows Constabulary performance between April 2015 and March 2016 against the Police and Crime Commissioner's performance priorities.
2. As stated in the last report, 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, custody and case preparation.
3. Currently, Essex, Norfolk and Suffolk are operationally live with seven other forces undertaking implementation activities for go live in 2016/17. Suffolk went live in October 2015.
4. As previously highlighted, a number of 'teething' issues have been identified during the roll-out of Athena, not least of which has been a problem with the accuracy of data in the system. This has resulted in the organisation being unable to publish accurate performance information in relation to crime and investigations for some months.
5. A bespoke project team has now been assembled by Norfolk and Suffolk Constabularies to correct issues with inaccurate data in Athena and ensure high quality data is sustained in the future. The Athena Data Quality (ADQ) Project is led by ACC Sarah Hamlin and comprises four separate strands of work.
6. The ADQ Project aims to have reintroduced full performance reporting by July 2016 and introduced sustainable options by the end of the year.

7. This performance report includes data on those crime types that have already been prioritised and dealt with via the 'Fix Team'. However in the areas where data quality is still not acceptable, performance is not included at this stage.
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 April 2015 to 31 March 2016 (where Athena data quality allows).
- 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).

Executive Summary

- 1.5 Call handling performance in relation to 999 calls answered within the target time of ten seconds ended the year below the 92.0% baseline, but above the 90% national target, 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 also finished the year just below the three year baseline target. Again, details of recent and planned activity is outlined within the report.
- 1.7 Athena data has now been checked for quality in terms of serious sexual offences, robbery, and domestic burglary, and so data is published within this report. Data shows that the solved rate in all three areas was below the three year baseline over the last year. The volume of recorded robbery crimes, another Police & Crime Plan measure, has also exceeded the three year baseline. The volume of recorded domestic burglary offences, however, finished the year 12% below the baseline. More detailed commentary and analysis is detailed within the report.
- 1.8 *n.b. Information on violence with injury may become available post submission of this report and, where possible, will be included in an updated performance report and recirculated.*
- 1.9 Victim satisfaction levels, in the areas of 'follow-up' and 'whole experience', have fallen short of the three year baselines, with a decline in performance observed over the last 12 months.

- 1.10 Public confidence, however, has continued to improve, and Suffolk Constabulary now stands 3rd out of 42 forces in two measures ('dealing with community priorities' and 'fair treatment').
- 1.11 Antisocial behaviour levels have also continued to fall, finishing the year 36% below the three year baseline.
- 1.12 Slides are provided on HR establishment levels, sickness, restricted & recuperative duties and workforce diversity.

1. 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.

2. 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?	Yes
Have human resource implications been considered?	Yes
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?	Yes
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