



POLICE AND CRIME PLAN: PERFORMANCE MANAGEMENT FRAMEWORK

Progress against the Police and Crime Plan Action Plan will be assessed via reports to Accountability and Performance Panel, and these reports will therefore be publicly available. Quarterly 'Performance Priorities' Reports will encompass a range of data outlined below and qualitative monitoring reports outlining performance on key areas of policing and management of the organisation.

Quantitative measures will be reported via 'control' charts; these charts will measure how an indicator changes over time, and include upper and lower 'control limits', which are calculated on how the indicator has performed in the past. Whenever performance in an area exceeds the control limit, this indicates abnormal (or 'exceptional') performance. The 'Performance Priorities' reports produced by the Chief Constable, will focus on those 'abnormal' areas of performance. These reports will be complemented by reports to the Accountability and Performance Panel on other actions (as indicated in the Action Plan).

Data relating to some of the proposed indicators are not currently captured and arrangements for collecting these will be determined between the Office of the Police and Crime Commissioner and the Chief Constable as soon as practicable and will be subject to factors such as suitability and cost.

Quarterly Performance Priorities Report

Quantitative measures as indicated below will be presented alongside operational narrative (for areas where performance is an exception) and be reported quarterly to my Accountability and Performance Panel.

Data in relation to domestic abuse, serious sexual offences, child sexual abuse will be reported around these measures.

Indicators (Quarterly)
1. Number of crimes
2. Comparison of number of crimes to most similar forces
3. The proportion of cases where an investigation is possible
4. The proportion of these cases (from 3) where victims support prosecution
5. The proportion of these cases (from 4) that are solved by police
6. Comparison of solved rates (from 5) with most similar forces

Data in relation to

Indicator
1. % of 999s answered within ten seconds
2. % of emergencies responded to within target time
3. Number of killed and seriously injured collisions

Data in relation to Victim Satisfaction and Confidence – this will include summary data from the Crime Survey of England and Wales and Victim Satisfaction Surveys and will be further expanded on within the six monthly report below.

Indicator
1. % of public who agree that police do a good job
2. % of public who agree police deal with community priorities
3. % of public who agree police would treat them fairly
4. % of public who agree that they have confidence in the police overall
5. Average answering time for 101 calls
6. Victim satisfaction (<i>Hate Crime, Business Crime, Rural Crime, On-line Crime</i>)*
a. With overall service
b. With accessibility
c. With actions taken
d. With treatment
e. With how well they were kept informed

*The Constabulary will introduce surveying of victims of domestic abuse and sexual offences but this is a longer term piece of work.

In addition an annual performance report will be received which will focus on the following crime types. Domestic burglary, violence with injury, robbery, ASB, reoffending and drug trafficking.

Qualitative Monitoring Reports

Reports come to Accountability and Performance Panel to monitor a range of policing functions. These reports provide context and progress against key actions in the Police and Crime Plan. However the changes to the Police and Crime Plan in January 2017 resulted in a number new reports being introduced.

- Public Access & Command and Control Room Report (six monthly)
- Victim Code Report (six monthly)
- Confidence & Satisfaction Report (six monthly)
- Workforce Report (including Learning and Development) (annual)
- Road Safety Report (annual)

Workforce

Complete workforce data will be reported annually in the Medium Term Financial Plan (see www.suffolk-pcc.gov.uk). High level updates will also be provided quarterly to the Accountability and Performance Panel within the Performance Priorities report. The strategic context will be provided in an annual workforce report will be prepared for which will look at wider workforce strategy issues including workforce numbers, sickness and restricted/adjusted duties and learning and development.

In addition, detail about the diversity of the workforce will be considered with more contextual narrative in the Diversity Annual Report.