

ORIGINATOR: CHIEF CONSTABLE

PAPER NO:

AP19/35

**SUBMITTED TO: ACCOUNTABILITY AND PERFORMANCE PANEL –
22 NOVEMBER 2019**

**SUBJECT: PERFORMANCE PRIORITIES MONITORING REPORT –
1 SEPTEMBER 2018 TO 31 AUGUST 2019**

SUMMARY:

1. This report shows the Constabulary's performance between September 2018 and August 2019 against some of the Police and Crime Commissioner's performance priorities.
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 consider the report and provide comments to inform future performance monitoring reports.

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 September 2018 to 31 August 2019 unless otherwise stated.
- 1.2. The paper details each priority in turn and makes an assessment of performance against the three-year average. In addition to this, and where appropriate, comparison is made with other police forces or national averages.
- 1.3. The report provides an overview against each priority and an outline of the action being taken to improve or maintain performance.

Executive Summary

- 1.4. Suffolk remains a safe county with low crime rates. Despite significant increases in policing demand, performance is being maintained in most areas. The public still have confidence to report, and a lot of work has gone into making this happen. Suffolk's performance is consistent when compared against similar forces (by size, demographic or demand profile), regional forces and nationally.
- 1.5. The Constabulary responded to fewer emergency incidents within target in the last year compared to the previous three year average, with over 90% of emergency incidents attended within target. The number of 999 calls also rose in the last 12 months (7.1%) compared to the previous three years. During May 2018, an improved telephony system was introduced and has resulted in better customer contact, ability to monitor service levels and prioritise risk. The average time to answer 999 calls is gradually decreasing towards 4 seconds having risen in June 2019 towards 5 seconds.
- 1.6. Police recorded domestic abuse in the last 12 months was 22.5% higher than the average of the previous three years, and there were 21.4% more serious sexual offences. Both of these are believed to be under-reported. Suffolk Constabulary has been actively encouraging victims to report crimes of domestic abuse and serious sexual offences either directly or via third parties. Such rises are also reflected in police forces across the country. It is expected that Suffolk will continue to see increased reporting levels in future quarters.
- 1.7. Challenges remain in respect of solved rates in domestic abuse crimes (4.7 percentage points lower compared to the three year average), serious sexual offences (3.5 percentage points lower compared to the three year average) and some confidence measures.
- 1.8. In a number of crime types, a significant number of victims are not able, for a variety of reasons, to support the police investigation. This is particularly evident for domestic abuse and serious sexual offences where 47.8% and 41.2% do not support the police investigation respectively.

2. FINANCIAL IMPLICATIONS

- 2.1. The performance of the Constabulary is largely dependent 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 and ensure performance against these priorities can be maintained or improved.
- 2.2. The Constabulary has a robust financial planning process that ensures it is able to match resources to demand and prioritises towards threat, risk and harm. Recent changes to the local policing model and the additional resource arising from increases to the policing element of the council tax precept will increase capacity and capability to tackle those issues that are most important to our communities.

3. OTHER IMPLICATIONS AND RISKS

- 3.1. Performance reporting within Suffolk Constabulary is currently heavily impacted by the volume of calls for service received, and the level of resourcing and systems capability that are available to process this. This is causing the Constabulary to experience delays in the verification and quality assurance of the records on the crime recording system, which in turn impacts on the ability to present an accurate performance picture. This can only be achieved once all records for a given period of time have been processed fully and consequently, the data within this report refers back to August 2019 in order that reported trends are as accurate as possible.
- 3.2. Whilst this impacts the availability of performance monitoring information, it does not impact initial response to calls for service or any subsequent investigation. Calls for service are still recorded and responded to in the expected timely manner and to the expected quality of service – the delay is in the subsequent processing of records.
- 3.3. The Constabulary is currently recruiting and training additional permanent resources which will have a positive impact on our processing capabilities and the availability of timely performance information. It is estimated that we will have reached full establishment in these roles by early 2020.

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?	Yes
Have all relevant ethical factors been taken into consideration in developing this submission?	Yes