

ORIGINATOR: CHIEF CONSTABLE

PAPER NO: AP20/25

SUBMITTED TO: ACCOUNTABILITY AND PERFORMANCE PANEL –
3 JULY 2020

SUBJECT: PERFORMANCE PRIORITIES MONITORING REPORT –
1 APRIL 2019 TO 31 MARCH 2020

SUMMARY:

1. This report shows the Constabulary's performance between April 2019 and March 2020 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 April 2019 to 31 March 2020 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 91.3% of emergency incidents attended within target. The number of 999 calls also rose in the last 12 months (9.0%) 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 just over six seconds.
- 1.6 Police recorded domestic abuse in the last 12 months was 23.8% higher than the average of the previous three years, and there were 20.1% 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 (3.8 percentage points lower compared to the three year average), serious sexual offences (1.7 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 52.6% and 52.3% respectively do not support the police investigation.

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 improving, having previously been heavily impacted by the volume of calls for service we receive and the level of resourcing and systems capability that are available to process them. This had been causing delays in the verification and quality assurance of the records on our crime recording system, which in turn impacted on our ability to present an accurate performance picture. However, with recently improved resourcing, we are now in a position to report timely and accurate performance data.