

Agenda item 8

Police and Crime Panel

19 July 2016

Covering Report - Status Review of PCC Plan Objective 1 – ‘Responding to Emergencies’

Summary

1. The Panel will question the PCC about the progress towards achieving his strategic objective of ‘Responding to Emergencies’, as set out in his [Police & Crime Plan 2013-17 \(varied version 1.1\)](#), dated July 2015.

Focus of the agenda item

2. Specific areas of focus by the Panel are as follows, including items identified by members of the Panel at an informal workshop on 9 May 2016:
 - i. In light of terrorism incidents in Paris, Brussels, etc. how sufficient is the resource available to deal effectively with major incidents in Suffolk, and how is the PCC holding the Constabulary to account in this regard?
 - ii. Why has the PCC set a baseline target of 92% for 999 call handling response, and how is the PCC holding the Constabulary to account with regard to achieving the target? To what extent is the 999 performance at the expense of the ‘non-emergency’ 101 call handling performance? What is the resource implication of setting the target higher? What factors were taken into consideration in order to set the target?

Recommendations

3. The Panel is recommended to:
 - a) Have regard to all the information in this covering Report and Evidence Sets.
 - b) Ask questions of the PCC, and make any recommendations to the PCC, in relation to the content of this Report.
 - c) Make any resolutions, or identify any further actions required, in relation to the content of this Report and responses to questions made at the meeting.

Background and Key Lines of Enquiry

4. The Panel focuses each quarter on one of the PCC’s Plan’s strategic objectives. This topic was considered previously at the Panel meeting on [10 July 2015](#). At that

meeting, in consideration of the PCC's strategic objective on 'Responding to Emergencies', the Panel discussion included reference to responding to civil emergencies, road safety, the balance of policing resources between the west and the east of the county, and Safer Neighbourhood Teams (SNT); the Panel had recommended to the PCC that, in addition to providing more detail on the proposed approach to ensuring that SNTs are operating successfully, there should also be more information about the officer, PCSO and volunteer involvement in SNTs, and improved communication and feedback about SNTs from the Constabulary to the public. The subsequent Suffolk Local Policing Review, and the '[Constables County](#)' document published in Feb 2016, addressed these areas.

5. The performance statistics on the PCC's website as at 7 July 2016 show the following for '[Responding to Emergencies](#)':

Police & Crime Plan Objectives (March 2016)

Police & Crime Plan Objectives						
Objective	Measure	12 months to 31 Mar 16	Baseline ¹	Comparison to baseline ^{1 2}	Status ³	National ranking ⁴
Responding to Emergencies	999 Call Handling ⁵	90.3%	92.0%	-1.7%	 	N/A
	Response to Emergency Incidents	90.5%	91.1%	-0.6%	 	N/A
Solving Crime	Violence with Injury – Solved		50.1%			-
	Domestic Burglary – Solved	13.7%	21.2%	-7.5%	 	-
	Robbery – Solved	22.3%	33.4%	-11%	 	-
	Serious Sexual Offences – Solved	14.0%	20.6%	-6.6%	 	-
	Drug Trafficking – Solved		94.3%			-

6. The performance summary description was as follows:
- 999 Call Handling – Performance – In the twelve months to the end of March 2016, the Constabulary answered 90.3% of 999 calls within ten seconds, against a target of 92%. Rolling annual performance has remained static for the last two years, with each month's performance falling within a range of 1% (between 89.6% and 90.6%). Whilst the year end performance fell 1.7 percentage points short of the three year baseline, there was no change from 2014/15 levels. Monthly performance for March 2016 was at its highest level since June 2015, standing at 93.5%. The average time to answer 999 calls in March 2016 was 3 seconds – the quickest since June 2015, and less than half the 7 seconds seen in March 2015. This was despite a rise in demand in March, with calls at their highest level since October 2015. 999 demand overall for the last year rose slightly compared with the previous year at 80,631 calls, an increase of 0.5%, but down on the three year average.
 - 101 Call Handling - Whilst not a measure included in the Police & Crime Plan, information relating to non-emergency 101 call handling remains in this document to provide context to the 999 issues as above. - Performance Summary - In the twelve months to the end of March 2016, Suffolk received 190,884 101 calls. This was an increase of 5.4% on last year's demand. The proportion of calls answered within 20 seconds has been in continual decline over the last three years and stands at 51.5% for the year, 14 percentage points down on the same time last year. During March 2016 just 37.5% of 101 calls were answered within 20 seconds. The average time to answer 101 calls continues to rise, standing at 2 min 50 sec in March 2016, compared with 57 seconds at the same time last year.

- c) Response to Emergency Incidents - Performance Summary - In the year ending March 2016, the percentage of emergency incidents attended by officers within target times stood 0.6 percentage points below the three year baseline target, at 90.5%. In the last year, on average, Suffolk officers have attended just over 52 emergency incidents per day, an increase of 22.6% on 2014/15.
7. The [associated report](#) to the PCC Accountability & Performance Meeting, 10 June 2016, stated: “*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. 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.*”

Supporting Information

8. Evidence Sets (attached)

- (i) Evidence Set 1 – Summary Report from Office of the PCC addressing the above focus areas: “*Objective 1 (Responding to Emergencies) in the Police and Crime Plan*”, Office of the PCC Report, July 2016. [3 pages]

9. Background Information (For reference; not attached)

- (i) The latest Constabulary [performance report](#) available on the PCC website <http://www.suffolk-pcc.gov.uk/about-us/monitoring-performance>
- (ii) Police and Crime Panel, 10 July 2015: [http://committeeminutes.suffolkcc.gov.uk/meeting.aspx?d=10/Jul/2015&c=Police%20and%20Crime%20Panel%20\(Joint%20Committee\)](http://committeeminutes.suffolkcc.gov.uk/meeting.aspx?d=10/Jul/2015&c=Police%20and%20Crime%20Panel%20(Joint%20Committee))
- (iii) PCC Accountability & Performance Meeting, 26 Feb 2016: <http://www.suffolk-pcc.gov.uk/public-meetings/accountability-and-performance-panel/accountability-and-performance-panel-26-february-2016>

10. Contact Details

Police and Crime Panel, Suffolk County Council Committee Services, Telephone: 01473 265119, email: committee.services@suffolk.gov.uk

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