



ORIGINATOR: CHIEF CONSTABLE

PAPER NO: AP16/33

**SUBMITTED TO: ACCOUNTABILITY AND PERFORMANCE PANEL –
9 SEPTEMBER 2016**

**SUBJECT: PERFORMANCE PRIORITIES MONITORING REPORT –
1 JULY 2015 TO 30 JUNE 2016**

SUMMARY:

1. This report shows Constabulary performance between July 2015 and June 2016 against 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 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 July 2015 to 30 June 2016.
- 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 remains just above the 90% national target, at 90.1%, albeit this falls short of the baseline of 92.0%. 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 (90.3%) is also falling short of the three year baseline target of 91.1%. Again, details of recent and planned activity is outlined within the report.
- 1.7 Data shows that the solved rates for all measured areas fall below the baseline, however there are indications of performance stabilising, particularly in respect of robbery and domestic burglary. Whilst Violence with Injury and Robbery crime volumes remain above the baseline, recorded domestic burglary offences are currently 16% below the baseline and ASB is 39% down. More detailed commentary and analysis is detailed within the report.
- 1.8 Victim satisfaction levels, in the areas of 'follow-up' and 'whole experience', remain short of the three year baselines. Public confidence measures, however, have continued to perform above their baselines. Suffolk Constabulary currently stands 6th out of 42 forces for 'fair treatment'.
- 1.9 Slides are provided on HR establishment levels, sickness, restricted & recuperative duties and workforce diversity.

2. 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.

3. 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 |