

ORIGINATOR: CHIEF CONSTABLE

PAPER NO: AP14/39

**SUBMITTED TO: ACCOUNTABILITY AND PERFORMANCE PANEL –
18 JUNE 2014**

**SUBJECT: PERFORMANCE PRIORITIES – MONITORING REPORT APRIL 2013 TO
MAY 2014 (EXCEPTION REPORT)**

SUMMARY:

1. The report shows Constabulary performance against the Performance Priorities for the period April 2013 to May 2014. An assessment has been made (red/amber/green) as to where the Constabulary sits against each priority.
2. A summary with the action being taken to improve or maintain performance is included for each priority area that scores amber or a red.
3. An update is also provided for response to emergency incidents following a request by the OPCC.

RECOMMENDATION:

1. The Accountability and Performance Panel is asked to note the contents of this report.

1. KEY ISSUES FOR CONSIDERATION:

- 1.1. This report is based upon the performance priorities set within the Police and Crime Plan for the financial year 2014/15. 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 and/or national averages.
- 1.2. The report is not designed to reflect localised performance problems but to provide an overview against each priority and a flavour of the action being taken to improve or maintain performance. Where appropriate, reference is made to specific locations if there has been an interesting or disproportionate effect on overall performance.
- 1.3. The report uses a red/amber/green grading system to summarise current performance based on the following criteria:

Red: Performance is not meeting the baseline objective.
Amber: Performance is not meeting the baseline objective but is improving.
Green: Performance is meeting the baseline target.
- 1.4 With some crime categories it is important to recognise that there is considerable context required to understand the issues. For example, active encouragement for victims to report serious sexual offences, or domestic abuse-related crimes, over recent years has seen a substantial increase in the rate of such crimes. This is regarded as a positive change, which allows for a comprehensive and supportive service to be provided to victims while at the same time allowing the Constabulary to fully understand the extent of such offending.
- 1.5 Of the 14 objectives set out in the Police & Crime Plan, performance up to 31 May 2014 was better than the baseline in 12, including all crime reduction objectives. Performance in all four of the additional Quality of Service indicators is also above their respective baselines.
- 1.6 Performance relating to 999 Call Handling has remained lower than the baseline, but remains above the national target.
- 1.7 The solved rate for offences of Violence with Injury was the other objective in which the baseline performance was not reached, although the rate has shown improvement in recent months and so it is shown as amber. Performance also remains above the national average, with Suffolk being ranked 11th out of 43 forces.

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?	No
Have human resource implications been considered?	No
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?	No
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



Police & Crime Plan Objectives

Objective	Measure	12 months to 31 May 14	Baseline ¹	Comparison to baseline ^{1,2}	Status ³	National ranking ⁶
Responding to Emergencies	999 Call Handling ⁸	90.0%	92.0%	-2.0%	❖	N/A
	Response to Emergency Incidents	90.5%	90.3%	+0.2%	●	N/A
Solving Crime	Violence with Injury – Solved	51.7%	52.5%	-0.8%	▲	11th
	Domestic Burglary – Solved	21.2%	20.1%	+1.1%	●	8th
	Robbery – Solved	38.1%	31.1%	+7.0%	●	10th
	Serious Sexual Offences – Solved	28.8%	24.5%	+4.3%	●	16th
	Drug Trafficking – Solved	99.7%	91.0%	+8.7%	●	6th
Preventing & Reducing Crime	Violence with Injury – Crimes	3,634	3,864	▼ 6.0%	●	18th
	Domestic Burglary – Crimes	1,366	1,744	▼ 22%	●	6th
	Robbery – Crimes	197	262	▼ 25%	●	12th
	Anti-Social Behaviour Incidents	24,915	29,626	▼ 16%	●	N/A
Caring	Victims' Satisfaction – Whole Experience ⁵	87.7%	84.7%	+3.0%	●	16th
	Victims' Satisfaction – Follow-up ⁵	80.2%	77.2%	+3.0%	●	14th
	Domestic Abuse Repeat Victimization ⁷	54.9%	65.4%	-11%	●	N/A

Additional measures for Quality of Service

The following measures of quality are not included in the Police and Crime Plan but are included here to assist in delivering the high quality of service required to support the delivery of Police and Crime Plan objectives.

Quality of Service	Public Confidence – Police Do a Good Job ⁴	63.9%	62.7%	+1.2%	●	16th
	Public Confidence – Community Priorities ⁴	63.2%	61.6%	+1.6%	●	18th
	Public Confidence – Fair Treatment ⁴	69.2%	68.0%	+1.2%	●	8th
	Public Confidence – Overall Confidence ⁴	77.7%	74.7%	+3.0%	●	13th

Footnotes

- The baseline figures are static and represent the performance required by year-end to improve upon the three-year averages published at the start of the year.
- The comparison to the baseline represents the last 12 months performance against the baseline.
- The status graphic is a subjective assessment of current performance compared to the baseline. Symbol key: ● Meeting target; ▲ Not meeting target but improving; ❖ Not meeting target.
- Public Confidence data is collected via the Crime Survey for England & Wales, reported quarterly on a rolling annual basis. The latest data available in June 2014 is for the period **January-December 2013**. Newer data will be published in July 2014.
- Victims' Satisfaction data is collected monthly but reported only on a rolling annual basis, hence it is not possible to report the confidence and satisfaction data on a year-to-date basis.
- National ranking data is collected via monthly Home Office returns, which are published around three weeks after the month-end. The latest data in early June 2014 is for the period **May 2013-April 2014**, with the exception of Victims' Satisfaction data which is for the period **April 2013-March 2014**. Rankings are out of the 43 Police Forces in England & Wales, with the exception of data for Public Confidence which is out of 42 (Metropolitan Police and City of London combined).
- DA repeats Victimization data up to April 2014.
- National target 90%. http://library.college.police.uk/docs/homeoffice/call_handling_standards.pdf

999 Call Handling

Emergency 999 calls answered within 10 seconds

Calls received	Year to date 12829	Last 12 months 84613	3-year baseline 90,800	National Target 90%
Answered within tgt.	Year to date 90.7%	Last 12 months 90%	3-year baseline 92%	

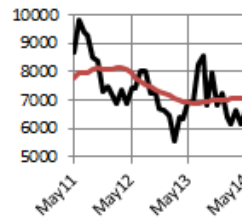
Although performance remains below the three-year baseline it is still above the national standard of 90% and is at 90.7% year to date indicating a slight improvement in 2014/15.

As reported on 29 April 2014, the number of 999 emergency calls received during the winter months is typically much lower than the summer, although the demand presented during the past four months has been slightly greater than in the same period one year earlier. Looking back over the last 12 months shows a spike in demand in October 2013, that can be directly linked to multiple calls received during a storm.

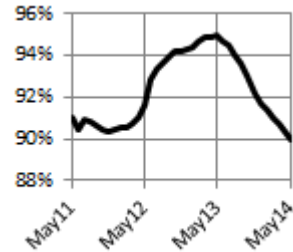
Work continues on the CCR action plan, with the continuation of ring-fenced dedicated 999 call takers and the use of additional call takers during demand surges.

Call handling performance and delivery against the Operational Delivery Plan is now monitored every four weeks through the new Suffolk performance meeting, chaired by ACC Skevington ensuring appropriate support is available to delivery improved performance.

Monthly & average demand



Rolling annual performance



Response to Emergency Incidents

Grade 1 emergency incidents attended within 15 minutes (urban)/20 minutes (rural) of call

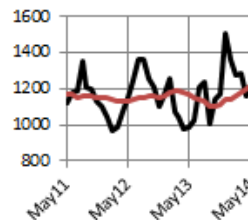
Incidents	Year to date 2383	Last 12 14,592	3-year baseline 13,875	National N/A
Within target	Year to date 94.4%	Last 12 90.5%	3-year baseline 90.3%	National N/A

Over the long term, demand has varied relatively little, although as with telephone calls above, the number of emergency incidents is susceptible to spikes driven by events such as weather conditions.

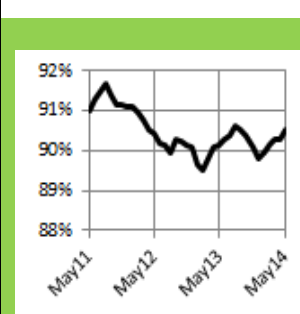
The past three months have seen a higher frequency of extreme demand, with four days in February 2014 being busier than any day during the preceding three Februaries.

In Mid-Suffolk the current performance is 92.2%. The previous year's data shows that performance dipped in December 2013 (76.4%) and has taken some time to recover. This was primarily due to a new Command and Control system being introduced in November 2013. Staff needed time to adapt to the new system and so we saw a significant drop in

Monthly & average demand



Rolling annual performance



performance until January 2014 (up to 89.3%), after which performance has improved.

Performance against the Operational Delivery Plan is now monitored every four weeks at the Suffolk performance meeting.

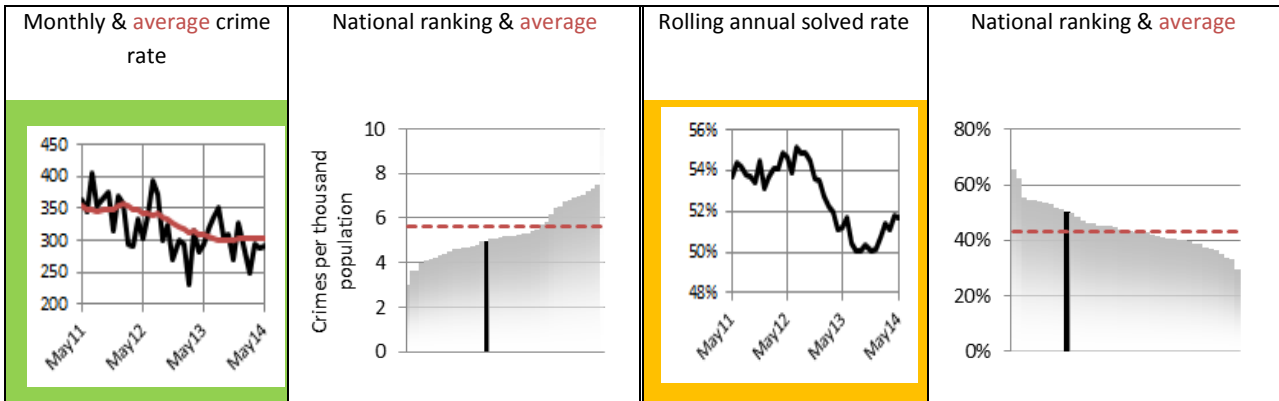
Visibility plans have been written and implemented.

The CCR is continuing to make use of nearest unit deployment and ensuring dispatch is achieved within three minutes of the call for all grade A (emergency) events.

Violence with Injury

Assaults causing injury irrespective of intent, ranging from ABH to murder

Crimes recorded		Solved rate	
Last 12	3,634	Year to date	580
3-year	4,028	National ranking	18/43
Last 12	51.7%	Year to date	52.8%
3-year	52.5%	National ranking	11/43



The number of recorded violent crimes involving injury has steadily decreased over the last four years, although this has flattened out in 2013/14. As reported in April 2014, this mirrors the national trend, with Suffolk's crime rate consistently around 10% below the national average. The number of recorded violence with injury offences is down around 2% year to day, which is 10% below the three year average indicating that further, small, reductions are likely.

The solved rate has continued to slowly increase in 2014/15, with a current year to date figure of 52.8%, which is higher than the three year baseline and 2 percentage points above the same period last year.

An Operational Delivery Plan is in place and has led to the provision of a Violence with Injury review document for Ipswich (high demand area), which has been used to target activity for the coming year.