

ORIGINATOR: CHIEF CONSTABLE

PAPER NO: AP15/51

**SUBMITTED TO: ACCOUNTABILITY AND PERFORMANCE PANEL -
4 SEPTEMBER 2015**

**SUBJECT: PERFORMANCE PRIORITIES MONITORING REPORT – 1 JULY
2014 TO 30 JUNE 2015**

SUMMARY:

1. This report shows Constabulary performance against the Police and Crime Commissioner's performance priorities between July 2014 and June 2015. An assessment has been made as to where the Constabulary sits against each priority, and the present direction of travel, if any, and charts have been included to illustrate the position.
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 2014 to 30 June 2015. Since the report has been written, much of the July data has become available, and therefore the summary table for available data to 31 July 2015 is included as an additional page at the beginning of the report. However, it should be noted that the report is based on data to the end of June 2015, due to the time constraints in obtaining the data, writing up the report and the quality assurance process. Any notable changes identified in performance between June and July 2015 have been referred to where identified.
- 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 and/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 July 2014 – 30 June 2015

- 1.5. Of the 14 objectives set out in the Police & Crime Plan, performance in the 12 months to 30 June 2015 was better than the baseline in five, including three crime reduction objectives. Performance in all of the four additional Quality of Service indicators is above respective baselines.
- 1.6. Call handling performance in relation to 999 calls answered within the target time of ten seconds remains just below the 92.0% baseline, but within the national standards. Commentary regarding the demand and performance issues is given, alongside details of current and proposed actions.
- 1.7. The solved rates for offences of Violence with Injury, Domestic Burglary, Robbery and Serious Sexual Offences are all below the baseline. Improved compliance with National Crime Recording Standards (NCRS) is discussed throughout this report as having impacted on these measures, and further details relating to each can be found within.
- 1.8. The solved rate for Serious Sexual Offences remains on a downward trend, and will be subject to a separate performance report providing a greater level of detail to demonstrate some of the complexities underpinning these investigations.

1.9 It has not been possible to provide detailed information around some of the Human Resources measures (namely Police Staff Strength and Establishment Breakdown, Staff Sickness information and Staff Restricted and Recuperative duties information). There are currently irregularities identified in the data provided by the new Enterprise Resource Planning (ERP) system which means the data is potentially inaccurate.

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