



**Police and Crime Panel
2nd February 2018
Report of the Police and Crime Commissioner**

**OFFICE OF THE POLICE AND CRIME COMMISSIONER'S
PERFORMANCE REPORT**

1. Introduction

This report provides an overview for the Police and Crime Panel of the OPCC's assessment of current performance against the strategic indicators for the Police and Crime Plan 2017-2020 'Safe, resilient and connected communities'.

The report also updates the Panel on the OPCC's review of performance information for 2018/19 and plans for the development of the 2018/19 PCC Accountability and Scrutiny Programme.

2. Performance against the Police and Crime Plan Strategic Indicators

The current reporting arrangements in place for the Police and Crime Panel are based on the strategic indicators set out in the PCC's Police and Crime Plan "Safe, Resilient and Connected Communities" and some additional reporting measures on 101. This reporting includes: the measure; a narrative description of the presented data including additional explanatory material; and the OPCC's judgement on performance against each measure – using a red/amber/green grading to illustrate how strong or at risk the OPCC considers force performance to be against each measure.

The Panel have previously indicated that they would like to see the strategic indicator information reported in a more accessible format and the Panel Chair met with the OPCC's Performance and Customer Service Manager in 2017 to discuss formats. The OPCC Chief Executive (in view of the departure of the Performance and Customer Service Manager) is working directly with the Panel Chair on the future reporting format. This may need further amendment to reflect the review of wider performance reporting that is being led by the new OPCC Chief Executive (as set out in section 3 of this report).

As discussed with the Panel at its December 2017 meeting, the Police and Crime Commissioner is currently exploring her future approach to performance information on 101. At the December 2017 meeting the Panel gave its support to the PCC for

this exploration and asked that the Commissioner reports back to a future Police and Crime Panel meeting once that work had been completed.

The OPCC's assessment of performance to-date against the headline strategic indicators for the performance year ended 30th November 2017 show most indicators at Green – meeting expected attainment levels. This is the latest data for all indicators that is available. This will be the last time that the Panel will receive this information in this format.

Two indicators are listed as Amber (both of which were marked as red in December 2017).

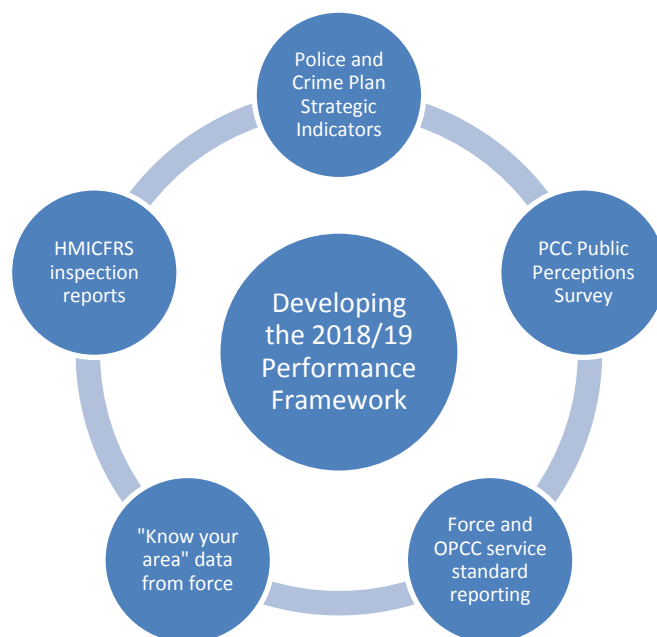
- **Crime data integrity** – this has been graded amber based on the original HMIC report earlier in 2017. It was Red in the December 2017 report but in light of the good progress that has been made and the positive indications from that re-inspection the OPCC have reduced this to Amber for January 2017. The report of the re-inspection will emerge later in 2018.
- **101 non-priority call answering times** – this is currently graded amber as although considerable progress has been made against this measure, maintaining a consistent performance standard has been challenging over the latter part of 2017. At the December 2017 Police and Crime Panel meeting the Commissioner explained that while this measure had been graded Red due to fluctuating performance in September and October 2017 that overall the grading was amber at that time. This remains the OPCC view at this stage. Future reporting arrangements for 101 are under consideration by the Commissioner as discussed at the December Panel meeting.

There are two indicators where baseline data and current performance data is available but that no red, green or amber rating has been given at this time. The Commissioner is conscious that this has been the case for some time this will be resolved as part of the performance information arrangements for 2018/19 discussed below.

3. A new performance information framework for 2018/19

The newly appointed OPCC Chief Executive is reviewing the existing performance information arrangements and proposes to provide a broader dashboard of information to future meetings to inform the Police and Crime Panel. This information will also be placed on the OPCC website to provide greater transparency to the public and partners.

The OPCC Chief Executive and the Strategy and Planning Manager will be completing this review over the next 8 weeks and developing the required reporting arrangements for the 2018/19 reporting year. The OPCC would like to involve Panel representatives in a meeting in early March 2018 to discuss the approach before its planned introduction for April 2018. It is currently envisaged that the 2018/19 reporting framework will encapsulate 5 key areas:



1. Police and Crime Plan Strategic Indicators - as agreed in January 2017
2. Wider PCC Public Perceptions Survey
3. Regular reporting of performance against the service standards (for force and OPCC) under the Local Policing Promise, to include:
 - a. Contact, including feedback service standards (agreed April 2017)
 - b. Connectivity framework standards (launching early 2018)
 - c. Immediate attendance time service standards (once established)
4. A wider view of performance data which will be available through the new Know Your Area web service on the Devon and Cornwall Police Website
5. HM Inspectorate of Constabulary, Fire and Rescue Services Reports

This performance information will sit alongside the PCC's 2018/19 Accountability and Scrutiny Programme which includes arrangements for targeted scrutiny panels and wider scrutiny activity by the Commissioner.

Contact for further information

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