

## Performance Reporting - Qtr 3 (Oct - Dec 2020)

Directorate	Strategic Objective	Performance Measure (Indicator)	Target 2020/21	Reporting Frequency	3rd Quarter Achievements	Rag Status
	4.1 Develop a safe environment	<b>Community Engagement 'a story a day'</b> Deliver a 'story a day' on Facebook or Twitter	Increased trust & confidence - 5 entries per week Increase in likes/followers	Quarterly	Facebook 27 posts – October 20 posts- November 26 posts – December Total 73 (Target 65) 1035 likes 1107 followers Twitter 270 likes 1126 followers No update	Green
	4.1 Develop a safe environment	Reduce Sickness Absence	Reduce level from 2019/20 figures	Quarterly	No update	Red
	4.1 Develop a safe environment	<b>Wellbeing Assessment:</b> Number of staff who have undergone a wellbeing assessment	All staff to undergo wellbeing assessment during the year	Quarterly	all staff have been assessed other than 2 sergeants who have arrived in December and their assessments will be arranged for January 2021	Yellow
	4.1 Develop a safe environment	<b>Wellbeing - Exercise:</b> Number of staff who have completed their 30min exercise per week	90% compliance	Quarterly	Due to work commitments this is difficult for police operations but out of the 17 staff 5 commits to the exercise weekly which puts police ops at 29%	Yellow
	4.1 Develop a safe environment	OTRCIS Incident Records - Number of incidents with no errors	90% with no errors	Quarterly	OTRCIS Incident Records are Quality (QA) Assured on a daily/weekly basis by the Control Room Manager and mistakes noted and amended. However for KPI reference they are recorded on a weekly basis from Monday to Sunday. OTRCIS Reports for the third quarter totalled 512 which on average was 36 per week over the period with a <b>75% average of no errors</b> . However all errors were amended on the QA checks.	Yellow
	4.1 Develop a safe environment	75% Satisfaction level from those surveyed	Increased satisfaction levels (75% satisfied)	Quarterly	Call backs for the third quarter; October: 5 call backs, all positive, therefore 0 negative responses = 100% satisfaction level. November: 3 call backs, 2 negative responses, 1 not completed = 0 % satisfaction level. December: 1 call back, not completed =0 % satisfaction level.	Yellow

POLICE	4.1 Develop a safe environment	Immediate Incident Response Times	85% within 20 minutes	Quarterly	Immediate Response times for third quarter; October. 155 Incidents of which 8 met the immediate response criteria, 0 responses failed the performance which resulted in a KPI of 100%. November. 169 Incidents of which 10 met the immediate response criteria, 1 response failed the performance which resulted in a KPI of 99.4%. December. 188 Incidents of which 4 met the immediate response criteria, 0 responses failed the performance which resulted in a KPI of 100%. <b><u>Overall performance for Third quarter is 99.8%.</u></b>
	4.1 Develop a safe environment	Police Community Engagement: Appropriate engagement activities for each Emergency Service	Increased trust and confidence- Police : 2 community engagement activities per week	Quarterly	October 2020- 24 activities November 2020 -24 activities December 2020- 30 activities
	4.1 Develop a safe environment	Reduction in Injury Road Traffic Collisions	Reduction in injury road collisions from 2019-20 levels	Quarterly	October 2020-5 RTC's November 2020- 13 RTC's December 2020- 5 RTC's
	4.1 Develop a safe environment	Protecting People in Police Custody: time spent in initial police custody	80% released within 6 hours	Quarterly	October 2020- 85% November 2020- 72% December 2020-50%
	4.1 Develop a safe environment	Reduce Recorded Crime	Reduction in recorded crime from 2019-20 level	Quarterly	October 2020 - 16 November 2020 -12 December 2020- 12
	4.1 Develop a safe environment	Bring Offenders to Justice	50% of recorded crimes have an offender brought to justice	Quarterly	01/10/2020 to 31/12/2020 Recorded = 49 No Crime / Duplicate / Errors = 8 Current/Under Investigation = 9 Undetected/Unsolved = 5 Charged = 17 Out Of Court = (8 Cautioned)(2 Community Resolutions) Detection Rate = 84% (finalised crimes) or 65% (finalised & still under investigation)
	4.1 Develop a safe environment	Increase Intelligence Submissions	Increased trust & confidence by effective community engagement and responding to intelligence. Increased submission on 2018-19 figure	Quarterly	Intelligence total's October – 234 November – 134 December – 193
	4.1 Develop a safe environment	Victim Contract: Number of crime files where victim contract complied with	100% compliance with victim contract	Quarterly	01/10/20 - 31/12/20 - Victim Based Crimes = 30 of which 29 had Victim Contracts = 97%
	4.1 Develop a safe environment	Improve quality of crime investigations	100% of crimes reported have an acceptable investigation plan	Quarterly	40 Crimes Recorded with 40 Investigation Plans = 100%

4.1 Develop a safe environment	Process E-visa applications - Time between application and finalisation	90% of applications completed within 10 working days	Annually	85% of applications completed within the reporting period. There were no cases received for the month of November 2020. 7 cases were received with 2 approved and 5 being declined.
4.1 Develop a safe environment	Process Immigration Control Board cases	90% of cases completed within 30 working days	Annually	75% of cases completed for the reporting period Oct to Dec 2020 within 30 working days. 16 cases recorded and 12 completed within target. There were 2 refusals during the reporting period.
4.1 Develop a safe environment	British Overseas Territories Passport Applications - Time between receipt and submission	90% of applications processed and submitted within 2 working days of receipt of completed application	Annually	Target not met. 12 applications received during the reporting period with 1 case completed within the required timeframe. This KPI has been revisited and the timeframe has been amended to 3 working days for the next reporting period.
4.1 Develop a safe environment	25 hours Community Engagement/Fire Safety per month	Increased trust & confidence	Quarterly	No update
4.1 Develop a safe environment	12 minute attendance target to fire related emergencies	Increased trust and confidence levels by response to calls within time parameters - 100%	Quarterly	No update
4.1 Develop a safe environment	Assaults in Prison	<5 assaults per year	Quarterly	No update
4.1 Develop a safe environment	Prison Escapes - Number of reported escapes from the prison	Zero escapes	Quarterly	No update
4.1 Develop a safe environment	Purposeful Activities for Prisoners	Establish initial level for future improvement	Quarterly	No update
4.1 Develop a safe environment	Community Service - Number of community service activities undertaken	Provide 50 Community Service activities during the course of the year.	Quarterly	12 weeks of Community Service delivered
4.1 Develop a safe environment	Community Service Orders - Number of offenders complying with their Community Service Order	100% compliance with Community Service Orders	Quarterly	246.75 hrs delivered - No Breaches
4.1 Develop a safe environment	30 minute launch time to sea rescue related emergencies	Increased trust and confidence levels by response to calls within time parameters - 100%	Quarterly	Zero callouts for Quarter 3.
4.1 Develop a safe environment	Availability of Sea Rescue Vessels	2 Sea Rescue boats available for deployment on 95% of days	Quarterly	Two vessels were available for 100% of the time
4.1 Develop a safe environment	Deliver Multi-Agency Command Training	Delivery of 4 hours Multi-Agency Command Training to staff at each level	Annually	
4.1 Develop a safe environment	Deliver Multi-Agency Major Incident Exercises	Deliver one 'live' multi-agency exercise for each of Gold, Silver & Bronze command levels	Annually	

