

Performance Reporting - Qtr 4 (Jan - Mar 2021)

Directorate	Strategic Objective	Performance Measure (Indicator)	Target 2020/21	Reporting Frequency	4th Quarter Achievements	Rag Status
	4.1 Develop a safe environment	Community Engagement 'a story a day' Deliver a 'story a day' on Facebook or Twitter	Increased trust & confidence - 5 entries per week Increase in likes/followers	Quarterly	Facebook January posts – 16 February posts – 19 March posts – 20 Total 55 Target 65 1076 likes 1150 followers Twitter 444 – likes No update as no figures available from HR21	
	4.1 Develop a safe environment	Reduce Sickness Absence	Reduce level from 2019/20 figures	Quarterly	No update as no figures available from HR21	
	4.1 Develop a safe environment	Wellbeing Assessment: Number of staff who have undergone a wellbeing assessment	All staff to undergo wellbeing assessment during the year	Quarterly	All staff have been assessed	
	4.1 Develop a safe environment	Wellbeing - Exercise: Number of staff who have completed their 30min exercise per week	90% compliance	Quarterly	Due to work commitments & no shift cross overs this is difficult for police operations but out of the 17 staff 5 commits to the exercise weekly which puts police ops at 29%. CID undertake weekly	
	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 574 which on average was 41 per week over the period with a 76.5% average of no errors . However all errors were amended on the QA checks.	
	4.1 Develop a safe environment	75% Satisfaction level from those surveyed	Increased satisfaction levels (75% satisfied)	Quarterly	Call backs for the 4th quarter; <i>January</i> : 13 call backs, 8 positive, 4 negative, 1 call back not applicable as complainant was then arrested therefore 4 negative responses = 66.4% satisfaction level. <i>February</i> : 4 call backs, 2 negative responses,= 50 % satisfaction level. <i>March</i> : 2 call backs, 1 negative response =50 % satisfaction level.	

POLICE	4.1 Develop a safe environment	Immediate Incident Response Times	85% within 20 minutes	Quarterly	<p>Immediate Response times for 4th quarter; January. 185 Incidents of which 9 met the immediate response criteria, 0 responses failed the performance which resulted in a KPI of 100%.</p> <p>February. 208 Incidents of which 16 met the immediate response criteria, 0 responses failed the performance which resulted in a KPI of 100%.</p> <p>March. 181 Incidents of which 10 met the immediate response criteria, 0 responses failed the performance which resulted in a KPI of 100%.</p> <p><u>Overall performance for Fourth quarter is 100%.</u></p>	
	4.1 Develop a safe environment	Police Community Engagement: Appropriate engagement activities for each Emergency Service	<p>Increased trust and confidence-</p> <p><i>Police</i> : 2 community engagement activities per week</p> <p><i>Fire</i> : 25hrs community engagement/fire safety activities per month</p>	Quarterly		
	4.1 Develop a safe environment	Reduction in Injury Road Traffic Collisions	Reduction in injury road collisions from 2019-20 levels	Quarterly	<p>January – 4 RTC's</p> <p>February – 4 RTC's</p> <p>March – 2 RTC's</p>	
	4.1 Develop a safe environment	Protecting People in Police Custody: time spent in initial police custody	80% released within 6 hours	Quarterly	<p>Total RTC's for 2020/21 = 57</p> <p>31 arrests in January through to end of March</p> <p>22 adults 67.74%</p> <p>10 juvenile 32.25%</p>	
	4.1 Develop a safe environment	Reduce Recorded Crime	Reduction in recorded crime from 2019-20 level	Quarterly	<p>January - 18 February 33 March 25 Total 76</p> <p>Q1 - 61 Q2 - 84 Q3 - 40 Q4 - 76</p> <p>Total 2020/21 = 261</p> <p>Total 2019/20 = 203</p> <p>This shows an increase of 58 crimes prior to 2019/20.</p>	
	4.1 Develop a safe environment	Bring Offenders to Justice	50% of recorded crimes have an offender brought to justice	Quarterly	<p>01/01/2021 to 31/03/2021</p> <p>Recorded = 76</p> <p>No Crime / Duplicate / Errors = 5</p> <p>Current/Under Investigation = 36</p> <p>Undetected/Unsolved = 6</p> <p>Charged = 25</p> <p>Out Of Court = (2 Cautioned)(1 Community Resolutions) (1 verbal warning)</p> <p>Detection Rate = 38% (finalised crimes) or 86% (finalised & still under investigation)</p>	

4.1 Develop a safe environment	Increase Intelligence Submissions	Increased trust & confidence by effective community engagement and responding to intelligence. Increased submission on 2019-20 figure	Quarterly	Jan – 90 February – 176 March -126 Total submissions 2020/21 = 1957 Previous Year 2019/20 = 1359 Overall increase of 598 submissions	
4.1 Develop a safe environment	Victim Contract: Number of crime files where victim contract complied with	100% compliance with victim contract	Quarterly	Victim based crimes = 55 52 had victim contracts (one victim had left the island) = 95%	
4.1 Develop a safe environment	Improve quality of crime investigations	100% of crimes reported have an acceptable investigation plan	Quarterly	76 crimes recorded with 76 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	100% of E-Visa applications dealt with in the reporting period. 3 applications were declined and 1 was approved.	
4.1 Develop a safe environment	Process Immigration Control Board cases	90% of cases completed within 30 working days	Annually	72% of ICB cases met the target and 28% did not meet the target within 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	Annually	83% of passports met the target and 17% did not meet with target within the reporting period	
4.1 Develop a safe environment	25 hours Community Engagement/Fire Safety per month	Increased trust & confidence	Quarterly		
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	<ul style="list-style-type: none"> January – 8 reports – 9.2 minute response time. February - 9 reports – 7.4 minute response time. March - 7 reports – 6.2 minute response time. Overall response time for 202/21 - 12 mins.	
4.1 Develop a safe environment	Assaults in Prison	<5 assaults per year	Quarterly	Zero assaults	
4.1 Develop a safe environment	Prison Escapes - Number of reported escapes from the prison	Zero escapes	Quarterly	Zero Escapes	
4.1 Develop a safe environment	Purposeful Activities for Prisoners	Establish initial level for future improvement	Quarterly	Current average for 'enhanced' prisoners is 5 hours a day of purposeful activity.	
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	431.25 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	One callout for Qtr 4 with an average deployment time of 15 mins.
	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	The following training was delivered within 2020/21: Silver Command Decision making - 06.10.2020 Multi-Agency Training/Workshop - Plantation House - 04.12.2020 JESIP Command Training - 18.09.2020
	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	A Covid-19 Multi-agency Command Exercise was delivered 06.08.2020, which involved the following agencies: Incident Executive Group, Silvers, Bronzes from: Crisis Management; Health Management; Resourcing; and Business Continuity.