

EP Performance Framework P&RSB briefing

Document Owner Matt Robbins 42073495

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An Introduction to Essex Police Performance Framework

The **Essex Police Performance Framework** has now replaced the Balanced Scorecard as Essex Police's approach to managing performance.

This same holistic approach remains, but the new framework has been expanded from four areas (Keeping People Safe, Community Focus, Our People and Efficiency & Effectiveness) to six. These new areas are:

- **Prevent**
- **Respond**
- **Investigate**
- **Building trust & confidence**
- **Our People**
- **Effectiveness & efficiency**

The performance management process has also moved from a quarterly process to one which is held monthly and is supported by a series of interactive performance dashboards within Power BI, a briefing document, and a monthly Force Performance Board (chaired by the DCC). To better inform the process, performance in the following areas is now reviewed each month at the Force Performance Board:

- Performance against the metrics set out in the Essex Police Performance Framework (EPPF)
- Performance against the metrics set out in the PFCC's Police & Crime Plan (as set out in the PFCC Monthly Performance Report)
- Performance against the metrics set out in the Beating Crime Plan (as set out in the National Crime & Policing Measures document)

This ensures attention is given to local, PFCC and national performance issues. The self-assessment grading process (whereby the Force grades itself as Outstanding, Good, Adequate, Requires Improvement and Inadequate for each area) remains. This thereby allows the Force to focus on those areas in most need of attention.

The following slides are examples of data examined at the **monthly Force Performance Board**. Command teams are held for their individual command performance.

The outcome of monthly performance boards informs the **quarterly Force Performance and Leadership Forum** chaired by the Chief Constable.



Essex Police Performance Framework Six Pillars

Pillar	Definition	Grade Agreed	Grade Rationale
1 Prevent	Our priorities as a Force; measures that are being monitored to prevent crime in Essex in line with the Force Plan.	GOOD	New focus on headline metrics - Decrease in Domestic Violence Prevention Orders and Notices resulted in grade moving from ADEQUATE to GOOD.
2 Respond	Measuring our response as a Force to the public when reporting incidents.	REQUIRES IMPROVEMENT	Emergency Response time is below the target of 80% (72.9%). Suggestion to focus on areas with the highest volume of response failures (Colchester & Chelmsford).
3 Investigate	Measuring how well we are investigating crime across the county. This includes subjects such as solved rates, remand file compliance and Victims support outcomes.	ADEQUATE	Performance in this area is stable – focus to be given on outstanding suspects as this is still an area for concern.
4 Building Trust & Confidence	Measuring how we are meeting the needs and expectations of the communities of Essex and our partners, specifically in relation to visibility and accessibility, public confidence, looking after our victims, and working with our partners.	GOOD	Stable and high levels of confidence.
5 Our People	Measuring how we are sustaining our ability to adapt and improve, and consequently address our priorities. It includes metrics such as staff satisfaction, procedural justice, absenteeism (Officer & Staff), recruitment & training.	GOOD	The Force needs to focus on outstanding return to work but performance remains otherwise good .
6 Operational Efficiency & Effectiveness	Measuring how efficient and effective our processes are, specifically in relation to improving our ability to address our priorities and meeting the needs of the public.	ADEQUATE	Concern that the metrics in this area are not appropriate and potentially need revisiting. Performance is otherwise stable and adequate.



Headline Metrics

Pillar	Metric	12m to Feb 23	12m to Feb 24	Comments
Prevent	All Crime Repeat Victims	45,268	40,155	Decrease of 11.3% (5,113)
	DA Repeat Victims	17,797	14,517	Decrease of 18.4% (3,280)
	KSI	905	852	Decrease of 5.9% (53)
Respond	Emergency Response Time Target MET	74.7%	72.9%	Decrease of 1.8% points
	999 Abandonment Rate	1.44%	2.13%	Increase of 0.69% points
	101 Single Abandonment (exc. IVR)	No DATA	8.4%	Decreasing trend since recording started
Investigate	Outstanding Suspects	2,356	2,651	Increase of 12.5% (295)
Building Trust & Confidence	General Confidence	75.0%	74.9%	Stable (Decrease of 0.1%)
	Victim Confidence	61.0%	61.5%	Stable (Increase of 0.5%)
Our People	Officer Absence – Average days lost per person	0.8	0.7	Decrease of 8.3% (0.1)
	Staff Absence – Average days lost per person	0.7	0.8	Increase of 3.3% (0.1)
Operational Efficiency & Effectiveness	Officer Overtime Spent	At Force level, Officer Overtime spent variance is at £769,644 (21% difference to budget) in February 2024.		
	Staff Overtime Spent	At Force level, Staff Overtime spent variance is at £163,261 (27% difference to the budget) in February 2024.		



Data Period: 12 Months to February 2024 v. 2023



Prevent – 12 Month Overview

Metric Name	12M Last Year	12M This Year	# Difference	% Difference	3yr Sparklines	Significance/Target
All Crime 12M	163,959	153,915	-10,044	-6.10 %		▼-25.20
HH Crime 12M	29,241	27,507	-1,734	-5.93 %		▼-10.30
All Crime Harm Score 12M	26,134,061	22,658,559	-3,475,502	-13.30 %		▼-704.10
DVPO 12M	159	121	-38	-23.90 %		▼-3.22
DVPN 12M	180	143	-37	-20.56 %		▼-2.92
Repeat Victims 12M	45,268	40,155	-	-11.29 %		▼-24.75
NRM Referrals 12M	229	293	64	+27.95 %		▲3.97
Officer Assaults 12M	1349	1503	154	+11.42 %		▲4.08

All crime **decreased** by 10,044 offences (-6.1%) in the last 12 months and is on a continuing downward trend.

High Harm offences are **down 5.9% (-1,734)** in the last 12 months to 27,507.

All Crime Harm Score was **down 13.3%** in the last 12 months (-3,475,502) to 22,658,559.

Both DVPOs (-23.0%; -38) and DVPNs (-20.6%; -37) are **down** in the last 12 months.

Repeat Victims (all crime) are **decreasing** in the last 12 months there has been 40,155 repeat victims (11.3% down from the previous 12 months).

NRM Referrals have **increased by 28.0%** in the last 12 months to 293 (an increase of 64 referrals).

Officer Assaults **have increased by 11.4%** in the last 12 months to 1,503 assaults recorded.



Respond – 12 Month Overview

Despite the **increase (+49.0%)** in the number of calls into 101 triage in the last 12 months, the number of abandoned calls **decreased by 54.2%** and the average Grade of Service has **increased by 37.5%**.

101 Triage	12M Last Year	12M This Year	# Difference	% Difference	3yr Sparklines
Number of Calls Received	87,493	130,407	42,914	+49.05 %	
Number of Calls Abandoned	22,330	10,226	-12,104	-54.21 %	
Average Abandonment Rate	25.48%	10.71%		-14.77 %	
Average Grade of Service	22.23%	59.70%		37.46%	

FCR 101	12M Last Year	12M This Year	# Difference	% Difference	3yr Sparklines
Number of Calls Received	236,781	177,190	-59,591	-25.17 %	
Number of Calls Abandoned	59,318	56,231	-3,087	-5.20 %	

Emergency Calls **increased by 7.4%** in the last 12 months and the number of abandoned calls have also **increased by 62.4%**. However, the abandonment rate only **increased by 0.7%**. Grade of Service is **stable at 82.8%**.

999	12M Last Year	12M This Year	# Difference	% Difference	3yr Sparklines
Number of Calls Received	374,440	401,998	27,558	+7.36 %	
Number of Calls Abandoned	5,405	8,776	3,371	+62.37 %	
Average Abandonment Rate	1.44%	2.13%		+0.69 %	
Average Grade of Service	83.81%	82.83%		-0.98%	

FCR 101 calls **decreased by 25.2%** and the number of abandoned calls **decreased by 5.2%** in the last 12 months. All other metrics are within normal range and have not experienced statistically significant changes.



Investigate – 12 Month Overview

Metric Name	12M Last Year	12M This Year	# Difference	% Difference	3yr Sparklines
All Crime Solved	22,493	21,511	-982	-4.4%	
High Harm Solved	3,644	3,388	-256	-7.0%	
High Harm Charged	2,597	2,420	-177	-6.8%	
Detective Accreditation %	56.4%	62.6%	-	6.1%	
Suspects Wanted or Missing	775	1,062	287	37.0%	
Outstanding Suspects	2,356	2,651	295	12.5%	
CPD Solved	10,397	10,995	598	5.8%	

In the 12 months to February 2024 there has been a **4.4% decrease** in the number of solved crimes. This is in line with the decrease seen across all crimes.

High Harm solved and charged have **both decreased (Solved: -7.0% and Charged: -6.8%)** during the same period.

Detective Accreditations has **increased by 6.1%** points when compared against the same period in 2023 to 62.6% of detectives being accredited.

Both Suspects wanted and outstanding suspects have **increased** on average for 12 months to February 2024 compared to the previous year.

Solved Custody Point Disposals have **increased by 5.8%** in the last 12 months to 10,995.

All other metrics are within normal range and have not had significant changes during this period.

There has been no significant changes to Investigate metrics in the last month, all are within normal range.



Building Trust & Confidence – 12 Month Overview

Metric Name	12M Last Year	12M This Year	# Difference	% Difference	3yr Sparklines	Significance/Target
General Confidence	75.0%	74.9%	-	-0.2%		● -0.00
Female Confidence	76.4%	76.3%	-	-0.0%		● -0.00
Victim Confidence	61.0%	61.5%	-	0.5%		● 0.01
Ethnic Minority Confidence	78.6%	80.9%	-	2.3%		▲ 0.03
Complaint Confidence	67.1%	71.2%	-	4.0%		▲ 0.06
Using Stop and Search Powers Fairly	60.5%	63.0%	-	2.5%		▲ 0.04

General confidence, Female confidence and Victim confidence remained **stable** in the 12 months to February 2024 when compared to the same period in 2023.

Ethnic Minority confidence **increased by 2.3%** to 80.9% in the 12 months to February 2024 when compared to the same period in 2023.

Complaints confidence **increased by 4.0%** to 71.2% in the 12 months to February 2024 when compared to the same period in 2024.

Confidence in the use of Stop and Search powers fairly increased by 2.5% in the 12 months to February 2024 when compared to the same period in 2023.

Metric Name	12M Last Year	12M This Year	# Difference	% Difference	3yr Sparklines	Significance/Target
Complaints last 12 months	1176	1368	192	16.3 %		▲ 0.16
Conduct Cases last 12 months	183	260	77	42.1 %		▲ 5.19

The number of complaints in the last 12 months increased by 16.3% (+192) to 1,368 complaints when compared to the same period in 2023.

Conduct cases increased by 42.1% in the 12 months to February 2024 when compared to the same period in 2023.



Headline Metrics North LPA

Pillar	Metric	12m to Feb 23	12m to Feb 24	Comments
Prevent	All Victim Based Crime	37,778	35,318	Decrease of 6.5% (2,460)
Respond	Emergency Response Time Target MET	73%	69%	Decrease of 4% points
Investigate	Arrest - All Crime	7,646	7,847	Increase of 2.6% (201)
	Arrest - DA	3,165	3,018	Decrease of 4.6% (147)
	Charge - All Crime	3,176	3,637	Increase of 14.5% (461)
	Charge - DA	835	726	Decrease of 13.1% (109)
	Charge - High Harm	902	852	Decrease of 5.5% (50)
	Outstanding Suspects	691	802	Increase of 16.1% (111)
Building Trust & Confidence	General Confidence	76.00%	76.30%	Stable (Increase of 0.3%)
	Victim Confidence	61.40%	59.90%	Decrease of 1.5%
Operational Efficiency & Effectiveness	Officer Overtime Spent	Officer Overtime spent variance is at £59,775 (13% difference to budget) in February 2024.		
	Staff Overtime Spent	Staff Overtime spent variance is at £0		

Data Period: 12 Months to February 2024 v. 2023

*Overtime *split by budget holder rather than command, which is similar but for some commands the budget holder may not 100% align*



Headline Metrics C&PP

Pillar	Metric	12m to Feb 23	12m to Feb 24	Comments
Prevent	All Victim Based Crime	7,342	6,906	Decrease of 5.9% (436)
Respond	Emergency Response Time Target MET	74%	77%	Increase of 3% points
Investigate	Arrest - All Crime	687	748	Increase of 8.9% (61)
	Arrest - DA	210	240	Increase of 14.2% (30)
	Charge - All Crime	459	413	Decrease of 10% (46)
	Charge - DA	77	81	Increase of 5.2% (4)
	Charge - High Harm	396	341	Decrease of 13.9% (55)
	Outstanding Suspects	226	240	Increase of 6.2% (14)
Operational Efficiency & Effectiveness	Officer Overtime Spent	Officer Overtime spent variance is at £176,990 (37% difference to budget) in February 2024.		
	Staff Overtime Spent	Staff Overtime spent variance is at £0.		
<i>Overtime *split by budget holder rather than command, which is similar but for some commands the budget holder may not 100% align</i>				



Headline Metrics OPC

Pillar	Metric	12m to Feb 23	12m to Feb 24	Comments
Prevent	All Victim Based Crime	1,035	1,116	Increase of 7.8% (81)
	KSI	905	852	Decrease of 5.9% (53)
Respond	Emergency Response Time Target MET	73%	70%	Decrease of 3% points
Investigate	Arrest - All Crime	4,252	4,054	Decrease of 4.7% (198)
	Arrest - DA	415	521	Increase of 25.5% (106)
	Charge - All Crime	111	123	Increase of 10.8% (12)
	Charge - DA	5	3	Decrease of 40% (2)
	Charge - High Harm	50	64	Increase of 28% (14)
	Outstanding Suspects	39	34	Decrease of 12.8% (5)
Operational Efficiency & Effectiveness	Officer Overtime Spent	Officer Overtime spent variance is at £39,184 (10% difference to budget) in February 2024.		
	Staff Overtime Spent	Staff Overtime spent variance is at £-2,000 (-7% difference to the budget) in February 2024.		

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