

## Police Data Sets

The DBS Public Service Standard (PSS) targets are set to deliver our objectives with a strong focus on customer service. PSS are high-level targets used for monitoring our performance as outlined in our business plan. The police Service Level Agreement (SLA) targets are set to help support the achievement of the overall PSS targets and have been in place since the DBS was created in 2012.

In 2014/15 the PSS targets were reviewed and it was agreed that these should change to better reflect the DBS objectives but the police SLA targets remained unchanged. The PSS targets were changed to a calculation based on all disclosure *certificates issued* in a reporting month against the 21 and 56 day performance targets. As a result of the change the police SLA performance targets were no longer directly aligned.

In October 2016, the DBS reviewed and revised the police SLA performance targets to bring them in line with the PSS (i.e based on cases issued each month) in order that both the PSS and the SLA performances are calculated in the same way and robustly represent the performance and delivery of PSS targets.

The police SLA performance was previously calculated on the number of applications received by a force each month and the number processed against specific targets. In addition, cases sent to a force in a particular month were assessed against **all** the SLA targets of up to 60 days (i.e. a 14 day, 18 day, 25 day and a 60 day target) before a full performance calculation could be made available. Monthly performance for the 14 day and 18 day targets would only be available to DBS by the end of the following month. The DBS then had to wait a further month before the data for the two remaining targets (day 25 and 60) was available and then backfill the published performance report for the month. That means the DBS had to wait at least 61 days after each month-end to make a full assessment of each month's performance because it had to check achievement against each specific target. For example, taking the 60 days target, if the police received a case from the DBS in January and the force processed it 58 days later, it would be counted against January's performance figures but had to wait until March before the calculation could be made and published. Consequently, there was always a 2 month lag to provide each month's full performance.

The new SLA targets introduced in October 2016 are calculated based on the number of cases processed each month against the specific revised targets outlined in table 2 below and published monthly. This would make sure that both the PSS and the SLA performances are calculated in the same way and that the SLA targets continue to align and support the PSS targets. Performance will be monthly in line with the PSS. It will also make sure that the new targets robustly represent the performance and delivery of the DBS PSS targets.

The tables below show:

- **Table 1** - The number of the 51 police disclosure units meeting the old targets between April and September 2016
- **Table 2** - The number of the 51 police disclosure units meeting the new targets between October 2016 and March 2017.
- **Table 3** - A comparison of the number of the 51 police disclosure units with an overall Red, Amber or Green (RAG) rating for their performance, based on the old targets (Apr- Sept. 2016) and on the new targets (Oct. – March 2017).

**Table 1**

**Old SLA targets calculated on cases received in month. This table shows the number of police forces meeting each of the old SLA targets between (April and September 2016):**

	No of Forces achieving 85% of cases closed in 14 Days	No of Forces achieving 90% of cases closed in 18 Days	No of Forces achieving 95% of cases closed in 25 Days	No of Forces achieving 100% of cases closed in 60 Days
April '16	35	35	40	45
May	31	31	38	45
June	30	33	37	48
July	32	36	35	47
August	35	35	34	42
September	33	36	36	45
Average	33	34	37	45

**Table 2**

**New SLA targets calculated on cases closed in month. This table shows the number of police forces meeting each of the new SLA targets between (October and March 2017):**

	No of Forces closing 65% of cases within 15 days	No of Forces with <5% of cases aged 26- 44 days old	No of Forces with <3% of cases aged 45 - 60 days old	No of Forces with 0% of cases aged 60 days old	No of Forces where total workload (all cases) is 12 days-worth of work or less
October	42	37	43	23	44
November	40	37	44	23	43
December	37	19	35	21	44
January	36	41	40	23	45
February	43	33	46	23	43
March '17	41	35	45	22	43
Average	40	34	42	23	44

**Table 3**

**A comparison of the number of forces with an overall Red, Amber or Green (RAG) rating for their performance, based on the old targets (Apr- Sept. 2016) and on the new targets (Oct. – March 2017).**

- The number of under-performing (Red) Forces remains broadly static under the old and new reporting mechanism.
- Under the old metrics (pre October 2016) a force could be reported as Amber when it gave no real cause for concern because the measures had become increasingly out of step with intervention triggers. As a result of the move to new targets, the number of

forces now triggering an Amber (close monitoring) rating has reduced with the correct number of Red forces still being identified.

- Under the new performance metric (Oct –Mar), forces with no issue continue to be shown as Green. Now, as the new measures are more representative of actual performance, the number of Green forces has increased, as the number of forces reporting Amber reduced, enabling DBS to better target close support and monitoring on those Forces experiencing issues that could impact performance.

	Forces per RAG rating - Old metrics						Forces per RAG rating - New metrics					
	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17
Red	2	2	2	1	2	2	1	1	3	3	2	2
Amber	12	16	16	16	13	11	7	7	9	5	5	5
Green	37	33	33	34	36	38	43	43	39	43	44	44