











OPCC Performance Report to 31st October 2017

Headline Measure	Aim	Baseline	Rolling 12 months to 31/10/2017	%age change	Narrative/notes	OPCC Judgement
Public confidence from CSEW question 'Taking everything into account how good a job do you think the police are doing in this area?'	Current good performance of 65% responding 'good' or 'excellent' should be maintained	65%	66%	1%	Baseline taken from a 12 month average. Currently being attained. Devon & Cornwall is currently ranked 1st out of 42 forces on this indicator.	
Repeat victimisation - %age of victims of any offence that have reported an offence in the previous 12 months	Increased public confidence to report	23.00%	30.30%	29.3%	Baseline taken from a 3 year average to end 2015. Repeat victimisation has increased compared to the 3 year average. It might be helpful to look at rolling 12 month trends. Difficult to judge at this stage.	
Victim experience from existing victim surveys - % satisfied with overall experience with police	Current good performance should be maintained	73.20%	77.20%	4.0%	Baseline taken from a 12 month average to end 2016. There has been an increase in victim satisfaction compared to the 12 month average.	
Percentage of 101 non-priority calls passed to someone who can help with the enquiry answered within 10 mins	Improvement in performance is expected by increasing the percentage of calls answered within 10 mins	68.00%	81.00%	13.0%	Baseline taken from December 2015. There has been a significant improvement in performance over the last 12 months. Continues to be monitored and further technological and process improvements are being developed to ensure that the improvement is sustainable in future.	
%age of 999 calls answered within 10 secs	Current good performance should be maintained	91.30%	95.60%	4.3%	Baseline taken from a 2 year average to end 2015. There has been an improvement in performance with a higher proportion of calls answered within 10 seconds. This improvement has been maintained consistently over the last 12 months	
Median attendance times for immediate calls for service	Aim to be established following review which is due to be published in December	14:03	14:11	1.60%	Baseline taken from a 2 year average to end 2015. Median performance is well within current expectation. However this figure masks significant variation and this is particularly notable in specific geographic locations. The immediate incident attendance review has already commenced and this will inform future judgements about performance in this area.	
Officer cost per head of population	For information	£95.10	£88.60	-7%	Baseline taken from the national figure. Currently being attained.	
Police staff cost per head of population	For information	£38.90	£36.20	-7%	Baseline taken from the national figure. Currently being attained.	
OPCC staff cost per head of population	For information	£4.10	£3.90	-5%	Baseline taken from the national figure. Currently being attained. Data shown from 2016. 2017 data does not include baseline at this point	
Crime data integrity - the percentage of crime that is reported to the police that is recorded in line with national guidance	Improvement in performance is expected by increasing the accuracy and timeliness of crime recording	82.00%			Baseline taken from the HMIC Crime Data Integrity report published in January 2017 and therefore graded Red at this stage. It is currently too early for meaningful audit results to be available to measure progress against this indicator but early indications are emerging to suggest significant improvement in this area.	

- Currently achieving expected attainment level
- Achievement of expected attainment at risk
- Not achieving expected attainment level