















OPCC Performance Report to 30th November 2017

Headline Measure	Aim	Baseline	Rolling 12 months to 30/11/2017	%age change	Narrative/notes	OPCC Judgement [no change from December unless stated]
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%	64%	-1%	Baseline taken from a 12 month average. Although there has been a small reduction this is not statistically significant at this stage. OPCC view is that this is currently being attained.	
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%	30.40%	29.3%	An OPCC judgement has not yet been made but will be established for April 2018.	
Victim experience priority victim surveys - % satisfied with overall experience with police	Current good performance should be maintained	73.20%	76.70%	3.5%	Baseline shown taken from a 12 month average to end 2016 for victims of violence and burglary. There has been an increase in victim satisfaction compared to the 12 month average in this sample.	
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%	80.00%	12.0%	Baseline taken from December 2015. There has been a significant improvement in performance over the last 12 months. The challenge remains to sustain a consistency of performance. Both the Commissioner and the OPCC Chief Executive have spent time in the contact centres in Plymouth and Exeter since the December 2017 Police and Crime Panel. Further technological and process improvements are being launched in March and this should help better prediction of demand and resourcing requirements.	 [Listed as Red in December 2017]
Percentage of 101 non-priority emails responded to within 24 hours	Improvement in performance is expected by increasing the percentage of emails answered within 24 hours	8.00%	99.00%	91.0%	Baseline taken from 12 months to November 2016. There has been a significant improvement in performance over the last 12 months. In addition the volume of emails received has also increased by 5% in the same period.	
%age of 999 calls answered within 10 secs	Current good performance should be maintained	91.30%	95.30%	4.0%	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	Performance expectation has not yet been set. Service standards will be agreed for April 2018	14:03	14:09	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 Commissioner will receive an OPCC report on immediate attendance times at the end of January 2018 (expected in December 2017) and will work with the Chief Constable following that report to establish service standards in this area for April 2018.	
Officer cost per head of population	For information	£94.40	£91.40	-3%	Baseline taken from the national figure. Currently being attained.	

Police staff cost per head of population	For information	£40.10	£36.20	-10%	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. OPCC costs not reported by HMICFRS in 2017 Value for Money Profile.	
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 was graded red. Early audit results are encouraging and suggest improvement has been made. The results of the HMICFRS re-inspection which was undertaken in November 2017 are awaited but in light of the progress to date and the preliminary feedback from that re-inspection the OPCC have currently marked this as amber.	 [Listed as Red in December 2017]

Note: HMICFRS have not included comparative data for OPCC staff costs in the latest Value for Money profile

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