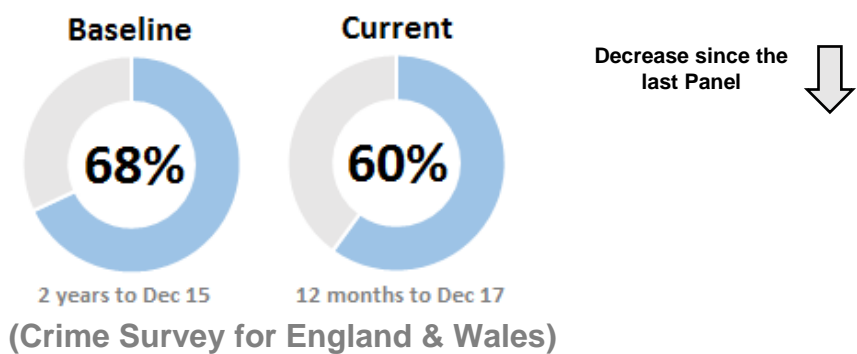


Performance Report – June 2018

Public Confidence

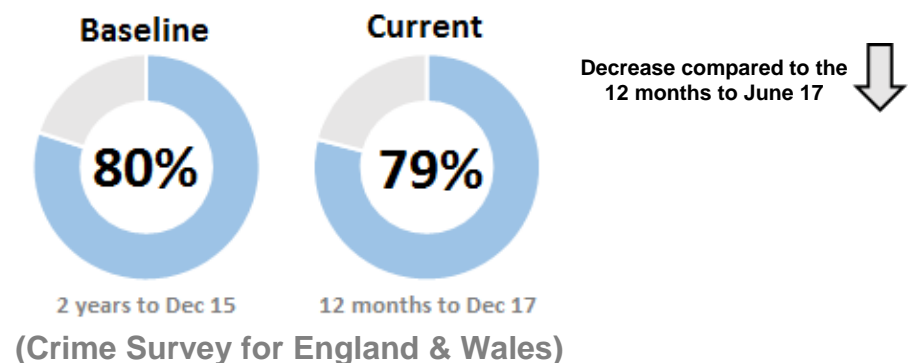
% of the public that say the police do a good / excellent job



(Crime Survey for England & Wales)

Public Confidence

% of the public that have confidence in the police



(Crime Survey for England & Wales)

Priority Victim Satisfaction

New measure of satisfaction focused on priority victims under the Victims Code

77%

Stable since the last Panel ↔



(May 17 to Mar 18)

Repeat Victimization

Percentage of victims of any offence that have reported an offence in the previous 12 months

32%

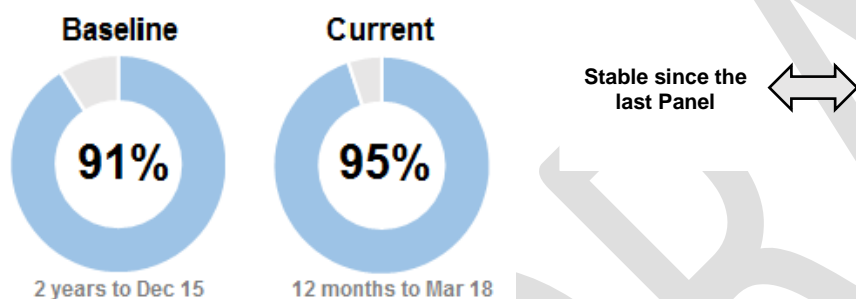
Increase since the last Panel ↑



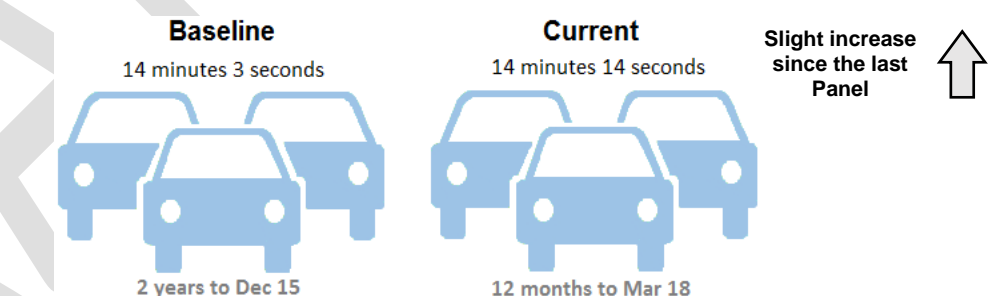
(12 months to Mar 2018)

Emergency Calls (999)

Percentage of calls answered within 10 seconds

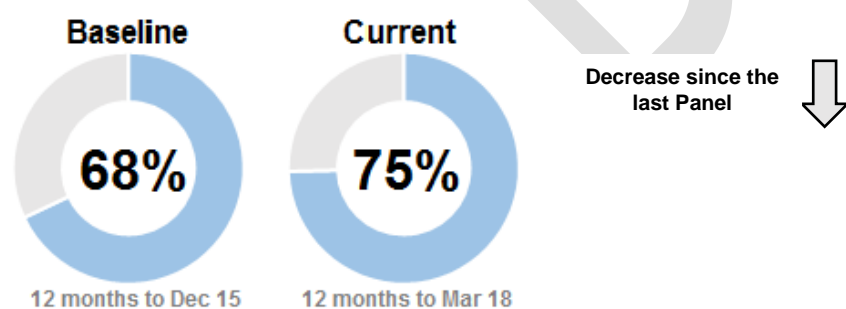


Attendance time for Immediate calls for service: Average (median) time for response



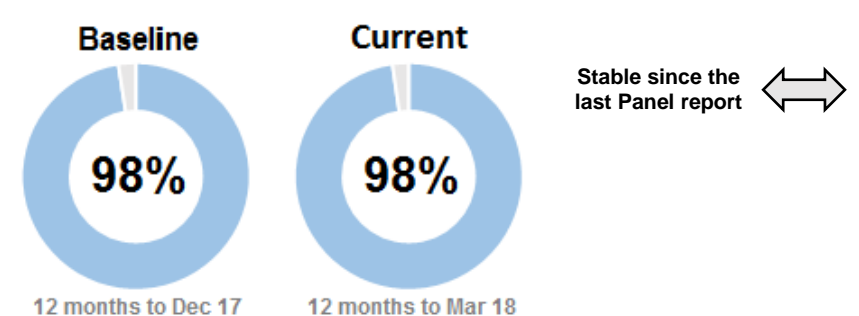
Non priority calls (101)

Percentage of calls passed to secondary contact within 10 minutes



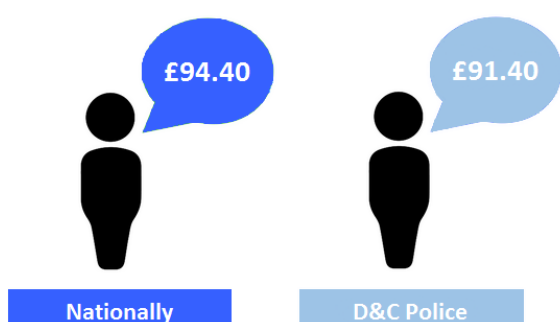
Emails (101)

Percentage of emails responded to in 24 hours



Officer Cost

Cost per Head of Population



(HMICFRS Value for Money Profile 2017)

Police Staff Cost

Cost Per Head of Population



(HMICFRS Value for Money Profile 2017)

OPCC Staff Cost

Cost per Head of Population



(HMICFRS Value for Money Profile 2016)

Judgements key:

● Content

● Requires additional scrutiny

● Of concern/ action being taken