



POLICE AND CRIME PANEL

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**REPORT OF HELEN MURPHY - BUSINESS INTELLIGENCE MANAGER
CORPORATE DEVELOPMENT DEPARTMENT**

INTRODUCING PERFORMANCE THRESHOLDS

1. PURPOSE

- 1.1 To explain the use of performance thresholds to support the monitoring and scrutiny process for the delivery of the Police and Crime Plan.

2. BACKGROUND

- 2.1 The Police and Crime Plan performance report includes a range of measures or key performance indicators (KPIs) that enable the Panel to monitor progress against achieving the Police and Crime Plan. By providing data, measures can be used to answer the key performance question, are we delivering desired levels of performance.
- 2.2 A KPI has limited value unless it can be compared to something. There is value in monitoring change over time; however, unless it is known what change is required, it can be of little value. Previously, performance reports have compared performance over time, which does not consider seasonal changes, national policy changes, and local resource changes. In addition performance may show that it is improving over time, but has it reached desired performance?

DEVELOPMENT OF THRESHOLDS

- 2.3 The Office of Police and Crime Commissioner and Northumbria Police have jointly developed and agreed thresholds for measures within the plan. Thresholds describe acceptable ranges for performance to ensure that attention and resources are focused on the right areas, identifying true performance concerns rather than highlighting fluctuating changes against an arbitrary comparison.
- 2.4 If performance is the same as or better than the threshold the measure has been graded green, if it does not meet the threshold it is red. This visual representation of the indicator, in addition to comparing the measures over time, enables the reader to focus on key measures and pose performance questions: e.g., 'is performance improving at the right pace?'
- 2.5 Each performance threshold has been individually considering; what is an acceptable level of service and protection our community should expect; what can be described as stretching, but realistic given previous performance, current resources, and how Northumbria Police would compare nationally, or be assessed by the HMICFRS.

- 2.6 The performance thresholds will be reviewed on a regular basis to ensure they reflect current priorities and remain meaningful. In the first instance, the plan is to review the thresholds in November 2018, reflecting their recent introduction.
- 2.7 The development of performance thresholds is not suitable for all the indicators, with some measures only being monitored. A common reason would be if a change in volume, such as the number of reported domestic abuse incidents can be seen as both a positive (increased confidence to report) and negative (increase in prevalence) outcome.