

APPENDIX 1 - OPCC Performance

PCC Objective	PCC Outcome	Measure	Measure/Indicator	Reporting Period	Data Source	Published	Included in Performance Report	Monitored via
Investing in our Police	Organisational efficiency and effectiveness	Crimes recorded	Number of total crimes recorded	Monthly	Cleveland Police	SPG/TPG	yes	Scrutiny Programme
Investing in our Police	Organisational efficiency and effectiveness	Incidents recorded	Number of incidents recorded	Monthly	Cleveland Police	SPG/TPG	no	Scrutiny Programme
Investing in our Police	Organisational efficiency and effectiveness	Antisocial behaviour	Total ASB recorded	Monthly	Cleveland Police	SPG/TPG	yes	Scrutiny Programme
Investing in our Police	Organisational efficiency and effectiveness	Antisocial behaviour	Total ASB incidents recorded	Monthly	Cleveland Police	SPG/TPG	yes	Scrutiny Programme
Investing in our Police	Organisational efficiency and effectiveness	Demand for services	999 emergency calls	Monthly	Cleveland Police	SPG/TPG	yes	Force Performance Meetings
Investing in our Police	Organisational efficiency and effectiveness	Demand for services	101 non emergency calls	Monthly	Cleveland Police	SPG/TPG	yes	Force Performance Meetings
Investing in our Police	Organisational efficiency and effectiveness	Financial health	Budget	Quarterly	Chief Finance Officer	Reports to Scrutiny, Delivery dashboard & Performance Meetings		Audit Committee
Investing in our Police	Organisational efficiency and effectiveness	Assets	Reserves	Quarterly	Chief Finance Officer	Reports to Scrutiny, Delivery no & Performance Meetings		Audit Committee
Investing in our Police	Organisational efficiency and effectiveness	Costs	Loans	Quarterly	Chief Finance Officer	Reports to Scrutiny, Delivery no & Performance Meetings		Audit Committee
Investing in our Police	Organisational efficiency and effectiveness	Costs	Utilities	Quarterly	Chief Finance Officer	Reports to Scrutiny, Delivery no & Performance Meetings		Audit Committee
Investing in our Police	Organisational efficiency and effectiveness	Costs	Pay	Quarterly	Chief Finance Officer	Reports to Scrutiny, Delivery no & Performance Meetings		Audit Committee
Investing in our Police	Organisational efficiency and effectiveness	Staffing model	Police officer numbers	Monthly	Cleveland Police	SPG/TPG	no	Force Performance Meetings
Investing in our Police	Organisational efficiency and effectiveness	Staffing model	PCSO numbers	Monthly	Cleveland Police	SPG/TPG	no	Force Performance Meetings
Investing in our Police	Organisational efficiency and effectiveness	Staffing model	Police staff numbers	Monthly	Cleveland Police	SPG/TPG/Narrative from Everyone Matters	yes	Force Performance Meetings
Investing in our Police	Organisational efficiency and effectiveness	Staffing model	PCC/Corporate Services staff numbers	Quarterly	Chief Finance Officer	Police and Crime Plan and Annual Report	no	Chief Executive
Investing in our Police	Organisational efficiency and effectiveness	Staffing model	Police Apprenticeships	Annual	Cleveland Police	HR reports		Force Performance Meetings
Investing in our Police	Organisational efficiency and effectiveness	Equality & Diversity	Age profile of police officers	Monthly	Cleveland Police	HR reports/Narrative from Everyone Matters	yes	Force Performance Meetings
Investing in our Police	Organisational efficiency and effectiveness	Equality & Diversity	Age profile of police staff	Monthly	Cleveland Police	HR reports	no	Force Performance Meetings
Investing in our Police	Organisational efficiency and effectiveness	Equality & Diversity	Gender profile of police officers	Monthly	Cleveland Police	HR reports	no	Force Performance Meetings

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Investing in our Police	Organisational efficiency and effectiveness	Equality & Diversity	Gender profile of police staff	Monthly	Cleveland Police	HR reports	no	Force Performance Meetings
Investing in our Police	Organisational efficiency and effectiveness	Equality & Diversity	Number of police officers with disability	Monthly	Cleveland Police	HR reports	no	Force Performance Meetings
Investing in our Police	Organisational efficiency and effectiveness	Equality & Diversity	Number of police staff with disability	Monthly	Cleveland Police	HR reports	no	Force Performance Meetings
Investing in our Police	Organisational efficiency and effectiveness	Volunteers	Number of Special Constables	Monthly	Cleveland Police	HR reports	no	Force Performance Meetings
Investing in our Police	Organisational efficiency and effectiveness	Volunteers	Number of Police Cadets	Monthly	Safe in Tees Valley	Dashboard	dashboard	Dashboard
Investing in our Police	Organisational efficiency and effectiveness	Volunteers	Number of ICVAs	Bi-annual	OPCC	Dashboard	dashboard	OPCC
Investing in our Police	Organisational efficiency and effectiveness	Attendance Management	Police Officer sickness	Monthly	Cleveland Police	SPG/TPG	yes	Force Performance Meetings
Investing in our Police	Organisational efficiency and effectiveness	Attendance Management	Police Staff sickness	Monthly	Cleveland Police	SPG/TPG	no	Force Performance Meetings
Investing in our Police	Organisational efficiency and effectiveness	Complaints	Number of complaints received	Monthly	Cleveland Police	SPG/TPG and Audit Committee	yes	Scrutiny Programme
Investing in our Police	Organisational efficiency and effectiveness	HMIC Peel Effectiveness Inspections	Inspection Result	annually	HMIC	HMIC	yes	Scrutiny Programme
Investing in our Police	Improved Victim Satisfaction	Number of complaints from the public to Cleveland Police	Number of complaints received	Quarterly	Cleveland Police	SPG/TPG	dashboard	Scrutiny Programme
Investing in our Police	Enhance public confidence in the Force across all communities we serve	Local Confidence Survey	Overall public confidence	Monthly	Cleveland Police	TPG/SPG	no	Scrutiny Programme
Investing in our Police	Enhance public confidence in the Force across all communities we serve	Local Confidence Survey	Perception of performance	Quarterly	Cleveland Police	TPG/SPG	no	Scrutiny Programme
Investing in our Police	Enhance public confidence in the Force across all communities we serve	Local Confidence Survey	Dealing with local concerns	Quarterly	Cleveland Police	TPG/SPG	no	Scrutiny Programme
Investing in our Police	Organisational efficiency and effectiveness	Detections	Number and rate of detections	Monthly	Cleveland Police	TPG/SPG	no	Force Performance Meetings
A better deal for victims and witnesses	Improved Victim Satisfaction	Victim Satisfaction Survey	Treatment	Quarterly	Cleveland Police	SPG/TPG	yes	Scrutiny Programme
A better deal for victims and witnesses	Improved Victim Satisfaction	Victim Satisfaction Survey	Action Taken	Quarterly	Cleveland Police	SPG/TPG	yes	Scrutiny Programme
A better deal for victims and witnesses	Improved Victim Satisfaction	Demand for services	VCAS	Monthly	VCAS - Safe in Tees Valley	OPCC	yes	OPCC Dashboard
A better deal for victims and witnesses	Victims of crime are able to cope and recover	Demand for Victim Care and Advice Service (VCAS)	Number of crimes reviewed to assess if victims are vulnerable and need VCAS services	Quarterly	VCAS - Safe in Tees Valley	OPCC performance report	yes	Dashboard
A better deal for victims and witnesses	Victims of crime are able to cope and recover	Number of victims contacted by VCAS services	Number of victims who receive telephone contact from VCAS	Quarterly	VCAS - Safe in Tees Valley	OPCC performance report	yes	Dashboard
A better deal for victims and witnesses	Victims of crime are able to cope and recover	Level of service provided	Number of victims receiving 1-2-1 support from VCAS	Quarterly	VCAS - Safe in Tees Valley	OPCC performance report	yes	Dashboard

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A better deal for victims and witnesses	Victims of crime are able to cope and recover	Specialist services provided	Number of victims who received specialist support over the telephone	Quarterly	VCAS - Safe in Tees Valley	OPCC performance report	yes	Dashboard
A better deal for victims and witnesses	Victims of crime are able to cope and recover	Independent Domestic Abuse Advocacy Service	Number of victims receiving support	Information not available yet	OPCC	OPCC performance report	When info available	Dashboard
A better deal for victims and witnesses	Victims of crime are able to cope and recover	Independent Sexual Abuse Advocacy Service	Number of victims receiving support	Information not available yet	OPCC	OPCC performance report	When info available	Dashboard
A better deal for victims and witnesses	Reductions in repeat victims as a result of effective problem solving and prevention activity	Repeat victims	Number of repeat victims	Quarterly	Cleveland Police	TPG/SPG	no	Force Performance Meetings
A better deal for victims and witnesses	Victims of crime are able to cope and recover	Witnesses	Number of witnesses attending court	Monthly			no	
A better deal for victims and witnesses	Reductions in repeat victims as a result of effective problem solving and prevention activity	Friends Against Scams	Number of volunteers trained	Annual	OPCC	OPCC performance report	yes	Dashboard
Tackling reoffending	Fewer people reoffending	Prolific and priority offenders	Number of PPOs managed by IOM team	Quarterly	Cleveland Police	TPG/SPG	yes	Dashboard
Tackling reoffending	Fewer people reoffending	High Risk Offenders managed and monitored	Number of high risk offenders managed by the National Probation Service	Quarterly	National Probation Service	Website	no	LCJB
Tackling reoffending	Fewer people reoffending	Low/Medium risk offenders	Number of low/medium risk offenders managed by the Community Rehabilitation Service	Quarterly	CRC		no	
Tackling reoffending	More offenders are engaging with services and demonstrating positive steps in reducing their offending behaviour	Level 1 Restorative Justice interventions	Number of interventions (under 18s)	Monthly	RJ Coordinator	OPCC performance report	yes	Dashboard
Tackling reoffending	More offenders are engaging with services and demonstrating positive steps in reducing their offending behaviour	Level 1 Restorative Justice interventions	Number of interventions (18+)	Monthly	RJ Coordinator	OPCC performance report	yes	Dashboard
Tackling reoffending	More offenders are engaging with services and demonstrating positive steps in reducing their offending behaviour	Level 2 Restorative Justice Interventions	Number of interventions	Monthly	RJ Coordinator	OPCC performance report	yes	Dashboard
Tackling reoffending	More offenders are engaging with services and demonstrating positive steps in reducing their offending behaviour	Youth Triage	Youth Offending Services	Annual	OPCC - Jenny		yes	Scrutiny Programme
Tackling reoffending	More offenders are engaging with services and demonstrating positive steps in reducing their offending behaviour	Uptake of services	Number of offenders engaging with service providers	Quarterly	OPCC - Lisa		yes	Scrutiny Programme

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Tackling reoffending	More offenders are engaging with services and demonstrating positive steps in reducing their offending behaviour	Impact assessment of services	Number of offenders reoffending following support from service provider	Quarterly				
Working together to make Cleveland safer	Those who live, work or visit the area are safe and feel safe	Cyber Crime	Number of businesses taking proactive steps to protect against cyber crime	Annual			yes	Scrutiny Programme
Working together to make Cleveland safer	Efficient and effective public sector services with the capability and capacity to meet demand	Road Safety	Number of RTCs	Monthly	Cleveland Police	TPG/SPG	no	Scrutiny Programme
Working together to make Cleveland safer	Efficient and effective public sector services with the capability and capacity to meet demand	Alcohol	Number of alcohol related crimes	Monthly	Cleveland Police	TPG/SPG	no	Force Performance Meetings
Working together to make Cleveland safer	Those who live, work or visit the area are safe and feel safe	Information Sharing schemes	Number of Cleveland Connected registrations	Monthly	OPCC - Sarah		yes	Scrutiny Programme
Working together to make Cleveland safer	Efficient and effective public sector services with the capability and capacity to meet demand	Information Sharing - Ecins	Take up of system with partners	Monthly	Cleveland Police		yes	Scrutiny Programme
Securing the future of our communities	Successfully commissioned community services	Services commissioned	Number of initiatives supported	Monthly	OPCC	Jenny	yes	OPCC Dashboard
Securing the future of our communities	Increased strength and resilience across our communities	Hate crime	Number of hate crimes recorded	Monthly	Cleveland Police	TPG/SPG	yes	Force Performance Meetings
Securing the future of our communities	Increased strength and resilience across our communities	Hate crime	Number of Hate Crime victims supported by VCAS	Monthly	VCAS - Safe in Tees Valley		yes	OPCC Performance Report
Securing the future of our communities	Increased strength and resilience across our communities	Show Racism the Red Card	Number of schools receiving sessions	Annual	OPCC - Sarah		yes	Scrutiny Programme
Securing the future of our communities	Improved dialogue and understanding of the community	Your Force, Your Voice	Number of Your Force, Your Voice meetings	Monthly	OPCC - Sarah	OPCC	yes	Dashboard
Securing the future of our communities	Improved dialogue and understanding of the community	Your Force, Your Voice	Top 5 priorities from meetings	Monthly	OPCC - Sarah	OPCC	yes	OPCC Performance Report