



**YORK
SERVICE STANDARDS PERFORMANCE REPORT FOR OCT-11**

WE ARE COMMITTED TO BEING THERE WHEN YOU NEED US:

Key Performance Indicator	Objective	Year To Date			Comparing Oct-11 to an average month				Compared to other SNCs
		2011/12	2010/11	+/-	Oct-11	Average	+/-	Trend	
(NYP) % of emergency calls answered within 10 seconds:	Achieve 90%	80.6%	95.2%	-14.6%	84.3%	95.4%	-11.1%	Stable	n/a
(NYP) Avg time to answer an emergency call (seconds):	Achieve 10 Seconds	8.3	4.3	3.9	6.8	4.3	2.5	Improving	n/a
(NYP) % of non emergency calls answered within 30 seconds:	Achieve 90%	79.9%	91.3%	-11.3%	84.0%	90.4%	-6.4%	Deteriorating	n/a
Attendance to Immediate Urban incidents within 15 minutes:	Improve on 81.1%	81.7%	76.7%	5.0%	82.0%	77.8%	4.3%	Stable	
Attendance to Immediate Rural incidents within 20 minutes:	Improve on 76.9%	81.0%	78.4%	2.6%	77.0%	78.6%	-1.6%	Deteriorating	
Attendance to Vulnerable Person Incidents within 60 minutes:	Improve on 70.5%	66.1%	67.6%	-1.4%	78.0%	67.5%	10.5%	Stable	-
Attendance to Priority Incidents within 60 minutes:	Monitor	74.1%	71.4%	2.7%	73.0%	72.4%	0.6%	Stable	-
% of victims satisfied with the time it took to arrive:	Monitor	89.1%	80.9%	8.2%	89.1%	83.1%	5.9%	Stable	

WE ARE COMMITTED TO BEING YOUR LOCAL POLICE SERVICE:

Key Performance Indicator	Objective	Year To Date			Comparing Oct-11 to an average month				Compared to other SNCs
		2011/12	2010/11	+/-	Oct-11	Average	+/-	Trend	
% of victims satisfied with ease of contact:	Monitor	93.3%	91.3%	2.0%	93.3%	91.9%	1.4%	Stable	

WE ARE COMMITTED TO LISTENING TO YOU:

Key Performance Indicator	Objective	Year To Date			Comparing Oct-11 to an average month				Compared to other SNCs
		2011/12	2010/11	+/-	Oct-11	Average	+/-	Trend	
% of victims satisfied with actions taken by NYP:	Monitor	82.0%	80.4%	1.6%	82.0%	81.3%	0.7%	Stable	
% of victims who felt informed about what the police would do regarding their crime/incident:	Monitor	62.1%	56.9%	5.2%	62.1%	58.0%	4.1%	Stable	
% of victims who thought their questions were answered adequately:	Monitor	81.8%	82.8%	-1.0%	81.8%	83.3%	-1.4%	Deteriorating	-
% of victims who felt reassured by what the police did:	Monitor	90.1%	89.9%	0.2%	90.1%	89.9%	0.2%	Deteriorating	
% of victims satisfied with the treatment they received:	Monitor	94.9%	96.1%	-1.2%	94.9%	95.7%	-0.9%	Deteriorating	
% of victims satisfied with being kept informed of progress (follow up):	Achieve 73%	68.6%	62.7%	5.9%	68.6%	64.8%	3.7%	Stable	
% of victim given updates without asking:	Improve on 56.8%	56.6%	51.2%	5.4%	56.6%	54.4%	2.1%	Stable	
% of victims satisfied with overall service:	Achieve 85%	84.1%	81.0%	3.0%	84.1%	82.3%	1.8%	Stable	

Notes:

User Satisfaction Survey data is based on a representative sample of Burglary, Violence, Autocrime and RTC victims and is captured and produced in accordance with Home Office guidance. If the current month's performance is highlighted in red or green this means it represents a statistically significant change from 2010/11 performance. Trend analysis is calculated based on the latest 3 months of data. SNC comparison shows where an SNC is an outlier in comparison to its peers. This is represented by '+' (better) or '-' (worse).