

**O & S C (SERVICE STANDARDS) PERFORMANCE FRAMEWORK**  
**Craven SNC**

ATTENDANCE TO INCIDENTS	Apr - Jul	2016/2017	2017/2018	Difference
Number of minutes to attend an Immediate Rural incident	To attend within 20 mins	16.1	18	1.9
Number of minutes to attend an Immediate Urban incident	To attend within 15 mins	9.9	11.1	1.2
Number of minutes to attend a Priority incident	To attend within 60 mins	52.5	52.5	0

SATISFACTION SURVEY	2016/2017	2017/2018	Difference
% of victims satisfied with ease of contact	100%	94.8%	-5.2%
% of victims satisfied with the time it took to arrive	95.8%	91.3%	-4.5%
% of victims satisfied with the treatment they received	92.0%	97.3%	5.3%
% of victims satisfied with actions taken by NYP	89.0%	83.8%	-5.2%
% of victims who felt informed about what the police would do regarding their crime/incident	76.7%	70.8%	-5.9%
% of victims who thought their questions were answered adequately	83.1%	89.0%	5.9%
% of victims who felt reassured by what the police did	90.9%	91.9%	1.0%
% of victims satisfied with being kept informed of progress (follow up)	78.8%	80.4%	1.6%
% of victim given updates without asking	71.6%	64.4%	-7.2%
% of victims satisfied with overall service	88.0%	83.9%	-4.1%

**Satisfaction Survey** data is based on a representative sample of Burglary, Violence, Autocrime produced in accordance with Home Office guidance