

National performance model

Executive summary of the national performance model for policing, which supports better decisions, responsible use of resources, improved services and better outcomes for the public.

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Executive summary

The national performance model provides a common approach through which police organisations can understand, discuss and improve operational and organisational performance, for the benefit of the public.

The model recognises that performance in policing is complex. It cannot be understood through measures alone, nor reduced to a single assessment of whether the force is performing well or poorly.

Effective performance management requires organisations to understand outcomes, how resources are used, interpret evidence, exercise judgement, make informed decisions and learn from experience.

The model is built around four connected elements:

- Purpose: why performance management exists
- Principles: what should guide the approach
- Practice: how performance management happens
- Enablers: the conditions that support effective performance management

Together, these elements help police forces:

- start with value for the public
- use evidence to inform judgement
- take responsibility, act and learn.

The model does not prescribe structures, governance arrangements, reporting products or leadership styles. Instead, it provides a flexible framework through which organisations can improve decision-making, use resources responsibly, improve services and achieve better outcomes for the

public.

The model replaces an approach focused primarily on performance management processes with a broader framework centred on understanding, decision-making, action and learning. It can be applied across operational, organisational and strategic issues and is intended to support performance conversations at all levels of policing.

This executive summary is from the paper 'National performance model for policing' (version 1.0) by NPCC Performance Management Coordination Committee (September 2026).

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