





























# Appendix A



| POLICE & CRIME PLAN 2017-21                      |        |        |        |        |        |        |        |        |        |        |        |        |   |   |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---|---|
| Measure  | Oct-18 | Nov-18 | Dec-18 | Jan-19 | Feb-19 | Mar-19 | Apr-19 | May-19 | Jun-19 | Jul-19 | Aug-19 | Sep-19 | Infographic   | Context   |
| <b>1. Prevent crime and keep people safe</b>     |        |        |        |        |        |        |        |        |        |        |        |        |   |   |
| Crime volume                                     | 3704   | 3504   | 3545   | 3748   | 3324   | 3680   | 3466   | 3907   | 3606   | 4129   | 3956   | 3771   |    | Significantly lower than peers  |
| Crime recording compliance                       |        |        |        |        |        |        | 90.3%  | Nil    | 88.1%  | Nil    | 90.2%  | 91.3%  |    | Improving trend   |
| Cyber flagged + Key word                         | 288    | 291    | 237    | 297    | 234    | 246    | 224    | 241    | 231    | 261    | 257    | 208    |    | Increasing trend  |
| Hate crime volume                                | 61     | 41     | 46     | 40     | 37     | 53     | 45     | 68     | 50     | 64     | 60     | 54     |    | Stable, no significant trend  |
| Outcome ratio*                                   | 15.9%  | 15.9%  | 16.3%  | 16.5%  | 16.5%  | 16.4%  | 16.1%  | 16.0%  | 16.6%  | 16.6%  | 16.6%  | 16.6%  |    | Improving trend against a backdrop of national reduction  |
| ASB volume                                       | 1352   | 1289   | 1289   | 1170   | 1191   | 1318   | 1332   | 1475   | 1612   | 1727   | 1665   | 1372   |    | Stable, no significant trend  |
| Overall confidence with the police in this area  |        |        | 79%    |        |        | 78%    |        |        | 78%    |        |        |        |    | Decreasing trend however remains inline with peers and above MSG average                              |
| KSI- Collisions                                  | 27     | 31     | 28     | 21     | 19     | 21     | 19     | 19     | 21     | 22     |        |        |    | Stable, Slight increasing trend   |
| Special Constables hours deployed                | 6387   | 6818   | 6882   | 6415   | 5803   | 6517   | 6145   | 5223   | 5096   | 4954   | 5558   | 4693   |  | 4 month discrete monthly low below average. Correlates with decline in Special Constabulary headcount |
| <b>2. Protect the most vulnerable in society</b> |        |        |        |        |        |        |        |        |        |        |        |        |   |   |
| S136 Arrests                                     | 27     | 26     | 24     | 18     | 24     | 22     | 15     | 27     | 28     | 26     | 24     | 24     |  | Stable monthly volumes. Slight increase in rolling 12 month volume                                    |
| Volume of CSE crimes                             | 13     | 11     | 11     | 19     | 14     | 7      | 11     | 14     | 11     | 15     | 14     | 6      |  | Stable trend  |
| Volume of DA Crime (ACPO defined)                | 512    | 523    | 625    | 583    | 494    | 547    | 519    | 549    | 523    | 601    | 609    | 525    |  | Rolling 12 month increasing trend; +10.4% on the previous year  |
| Volume of Sexual Offences (Recent / Non Recent)  | 144    | 150    | 108    | 147    | 120    | 125    | 119    | 128    | 133    | 153    | 149    | 123    |  | Reducing trend  |

### 3. Put Victims, Witnesses and communities at the heart of everything we do

|   |       |       |       |       |       |       |       |       |       |       |       |       |   |  |
|---|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|---|--|
| Satisfaction of victims with the whole experience     | 73.1% | 73.4% | 73.7% | 74.4% | 75.4% | 75.9% | 76.3% | 76.0% | 76.8% | 77.0% | 77.4% | 76.9% |  | Demonstrating increasing trend after period of decline                 |
| Satisfaction with being kept informed                 | 64.4% | 65.0% | 65.6% | 65.2% | 65.1% | 64.4% | 64.8% | 63.8% | 65.1% | 64.9% | 65.4% | 64.8% |  | 12 month decline now demonstrating new norm below the 24 month average |
| Satisfaction with ease of contact                     | 89.6% | 90.8% | 91.4% | 91.3% | 91.7% | 92.0% | 92.7% | 92.7% | 93.9% | 94.0% | 93.7% | 94.4% |  | 8 months above average, continues to demonstrate increasing trend.     |
| Satisfaction with treatment                           | 87.7% | 88.4% | 89.2% | 89.7% | 89.9% | 90.3% | 90.7% | 90.0% | 90.9% | 90.1% | 90.1% | 90.4% |  | Demonstrating increasing trend after period of decline                 |
| Conviction rates                                      | 85.4% | 82.6% | 78.4% | 92.5% | 91.1% | 77.1% | 89.7% | 89.7% | 77.1% | 89.6% | 76.2% |       |  | Stable trend and awaiting September data                               |
| % of cracked or ineffective trials due to prosecution | 20.9% | 23.8% | 29.3% | 23.0% | 26.4% | 30.3% | 25.0% | 19.2% | 19.2% | 19.7% | 21.6% | 8.5%  |  | One month low exception  |

### 4. Secure a quality police service that is trusted and efficient

|  |          |          |          |          |          |          |          |          |          |          |          |          |   |  |
|--|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|---|--|
| Immediate response time                      | 00:10:55 | 00:10:34 | 00:10:36 | 00:10:50 | 00:11:01 | 00:10:01 | 00:09:58 | 00:10:13 | 00:11:06 | 00:10:49 | 00:10:32 | 00:17:00 |    | Consistently good performance. September data affected by IST outage                                   |
| Priority response time                       | 00:53:20 | 00:47:21 | 00:48:14 | 00:45:39 | 00:46:48 | 00:45:08 | 00:47:36 | 00:54:53 | 00:57:48 | 00:54:14 | 00:53:23 | 01:05:54 |    | Consistently good performance. September data affected by IST outage                                   |
| Average time to answer 999 call              | 00:00:04 | 00:00:04 | 00:00:04 | 00:00:03 | 00:00:04 | 00:00:03 | 00:00:04 | 00:00:03 | 00:00:04 | 00:00:04 | 00:00:04 | 00:00:06 |    | Consistently good performance. September data affected by IST outage                                   |
| Average time to answer CRIB call             | 00:01:24 | 00:01:53 | 00:00:47 | 00:01:06 | 00:01:11 | 00:00:55 | 00:00:58 | 00:01:03 | 00:01:10 | 00:01:44 | 00:01:24 | 00:02:08 |   | Consistently good performance. September data affected by IST outage                                   |
| CRIB Abandonment rate                        | 4.6%     | 7.0%     | 2.7%     | 3.4%     | 3.5%     | 3.0%     | 3.3%     | 3.1%     | 3.9%     | 5.7%     | 4.7%     | 6.7%     |  | Consistently good performance. September data affected by IST outage                                   |
| Quality of full files (error rate)           | 0.0%     | 0.0%     | 3.6%     | 0.0%     | 1.4%     | 0.0%     | 1.9%     | 4.5%     | 0.0%     | 2.0%     | 0.0%     | 0.0%     |  | Consistently good performance  |
| Volume of complaints                         | 77       | 48       | 24       | 78       | 81       | 51       | 46       | 64       | 70       | 63       | 81       | 56       |  | Increasing rolling 12 month trend  |
| % Complaints recorded within 10 working days | 16%      | 65%      | 25%      | 9%       | 48%      | 94%      | 94%      | 94%      | 90%      | 78%      | 95%      | 96%      |  | Positive improvements during 2019  |
| Complaints average number of days to record  | 16       | 9        | 17       | 28       | 13       | 5        | 5        | 5        | 8        | 9        | 5        | 6        |  | Positive improvements during 2019 and consistently meeting IOPC expectations of within 10 working days |

|  |     |     |     |     |     |      |     |     |     |     |     |       |   |   |
|--|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|-------|---|---|
| Percentage of appeals upheld             | 50% | 0%  | 0%  | 0%  | 0%  | 100% | 0%  | 67% | 0%  | 0%  | 17% | 20%   |  | 0.8 per cent of all complaints recorded |
| Number of actual days lost per person    | 1.2 | 1.2 | 1.5 | 1.3 | 1.4 | 1.1  | 1.2 | 1.5 | 1.3 | 1.4 | 1.3 | 1.2   |  | Increasing trend                        |
| Percentage of CPT "at work"              |     |     |     |     |     |      |     |     |     |     |     | 82.1% |   | See attached paper                      |
| Percentage of CPT "available to respond" |     |     |     |     |     |      |     |     |     |     |     | 60.5% |   | See attached paper                      |