











POLICE & CRIME PLAN 2017-21

Measure	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Infographic	Context
1. Prevent crime and keep people safe														
Crime volume	3749	3323	3680	3464	3908	3601	4119	3958	3755	3688	3699	3489		Significantly lower than peers
Crime recording compliance				90.3%	Nil	88.1%	Nil	90.2%	91.3%		Nil			Improving trend
Cyber flagged + Key word	297	234	246	224	241	231	266	272	238	273	237	245		Increasing trend
Hate crime volume	40	37	53	45	68	51	70	65	59	47	38	46		Stable, slight decreasing trend
Outcome ratio*	16.5%	16.5%	16.3%	16.1%	16.0%	16.5%	16.6%	16.6%	16.5%	16.3%	16.3%	16.3%		Improving trend against a backdrop of national reduction
ASB volume	1170	1188	1316	1332	1474	1613	1726	1663	1366	1446	1199	1163		Decreasing trend
Overall confidence with the police in this area			78.3%			77.7%			77.2%					Decreasing trend however remains inline with peers and above MSG average
KSI- Collisions	19	21	19	19	21	22	31	22						Stable, slight increasing trend
Special Constables hours deployed	6415	5803	6517	6145	5223	5096	4954	5569	4734	4694	5023	3911		8 month discrete monthly low below average. Correlates with decline in Special Constabulary headcount














2. Protect the most vulnerable in society

S136 Arrests	18	24	22	15	27	28	26	24	24	21	22	29		Stable monthly volumes. Slight increase in rolling 12 month volume
Volume of CSE crimes	19	14	7	11	14	11	15	13	7	8	6	6		Rolling 12m slight decreasing trend
Volume of DA Crime (ACPO defined)	583	494	547	519	549	523	595	586	559	515	571	618		Rolling 12 month increasing trend
Volume of Sexual Offences (Recent / Non Recent)	147	120	125	119	128	133	153	136	127	112	102	94		Rolling 12m slight decreasing trend

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

Satisfaction of victims with the whole experience	74.4%	75.4%	75.9%	76.3%	76.0%	76.8%	77.0%	77.4%	76.9%	77.5%	76.7%	76.7%		Demonstrating increasing trend after period of decline
Satisfaction with being kept informed	65.2%	65.1%	64.4%	64.8%	63.8%	65.1%	64.9%	65.4%	64.8%	65.7%	64.9%	64.9%		Stable trend
Satisfaction with ease of contact	91.3%	91.7%	92.0%	92.7%	92.7%	93.9%	94.0%	93.7%	94.4%	94.8%	93.5%	93.6%		Continues to demonstrate increasing trend
Satisfaction with treatment	89.7%	89.9%	90.3%	90.7%	90.0%	90.9%	90.1%	90.1%	90.4%	90.1%	89.5%	89.4%		Stable trend
Conviction rates	92.5%	91.1%	77.1%	89.7%	89.7%	77.1%	89.6%	76.2%	83.3%	88.1%	81.4%	94.4%		Stable trend
% of cracked or ineffective trials due to prosecution	23.0%	26.4%	30.3%	25.0%	19.2%	19.2%	19.7%	21.6%	8.5%	17.1%	14.3%	11.8%		Decreasing trend

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

Immediate response time	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	00:11:17	00:10:30	00:10:56		Consistently good performance. September data affected by IST outage
Priority response time	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	00:58:12	00:55:33	00:52:51		Consistently good performance. September data affected by IST outage
Average time to answer 999 call	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	00:00:06	00:00:05	00:00:04		Consistently good performance. September data affected by IST outage
Average time to answer CRIB call	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	00:01:47	00:01:28	00:01:01		Consistently good performance. September data affected by IST outage
CRIB Abandonment rate	3.4%	3.5%	3.0%	3.3%	3.1%	3.9%	5.7%	4.7%	6.7%	5.6%	4.8%	4.2%		Consistently good performance. September data affected by IST outage
Quality of full files (error rate)	0.0%	1.4%	0.0%	1.9%	4.5%	0.0%	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%		Consistently good performance
Volume of complaints	78	81	51	46	64	70	63	81	56	91	55	63		Increasing rolling 12 month trend
% Complaints recorded within 10 working days	9%	48%	94%	94%	94%	90%	78%	95%	96%	99%	98%	98%		Positive improvements during 2019
Complaints average number of days to record	28	13	5	5	5	8	9	5	6	3	4	4		Positive improvements during 2019 and consistently meeting IOPC expectations of within 10 working days
Percentage of appeals upheld	0%	0%	100%	0%	67%	0%	0%	17%	20%	0%	0%	50%		0.8 per cent of all complaints recorded
Number of actual days lost per person	1.3	1.4	1.1	1.2	1.5	1.3	1.4	1.2	1.2	1.4	1.5	1.7		Increasing trend
Percentage of CPT "at work"														See attached paper
Percentage of CPT "available to respond"														See attached paper