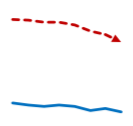
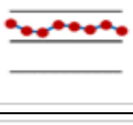
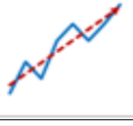


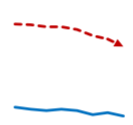



POLICE & CRIME PLAN 2017-21





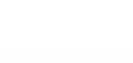

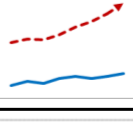
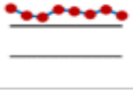
Measure	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Infographic	Context
1. Prevent crime and keep people safe														
Crime volume	3465	3902	3600	4129	3956	3774	3693	3687	3465	3510	3439	3206		R12m showing increasing trend
Crime recording compliance	90.3%		88.1%		90.2%	91.3%				89.4%	92.1%	92.9%		Increasing trend
Cyber flagged + Key word	224	241	231	266	272	239	275	243	255	263	357	300		Discrete increasing trend
Hate crime volume	45	68	51	70	65	59	47	38	45	50	58	62		Stable, no significant trend
Outcome ratio*	16.1%	16.0%	16.5%	16.6%	16.6%	16.5%	16.3%	16.3%	16.3%	16.2%	16.1%	16.1%		Improving trend against a backdrop of national reduction
ASB volume	1328	1471	1613	1724	1660	1358	1442	1195	1160	1105	941	1276		Decreasing trend; three-point low
Overall confidence with the police in this area			78%			77%								No trend to identify; awaiting further data
KSI- Collisions	19	21	22	31	22									Increasing trend; awaiting further data
Special Constables hours deployed	6145	5223	5096	4954	5569	4723	4671	5021	4146	4162	4535	3830		Four month discrete monthly low below average. Correlates with decline in Special Constabulary headcount
2. Protect the most vulnerable in society														
S136 Arrests	15	27	28	26	24	24	21	22	29	38	29	26		Increasing trend
Volume of CSE crimes	11	14	11	15	13	7	8	6	6	9	7	10		Discrete decreasing trend
Volume of DA Crime (ACPO defined)	519	549	523	595	586	559	515	571	618	558	602	587		Increasing trend

Volume of Sexual Offences (Recent / Non Recent)	119	128	133	153	136	127	112	102	94	121	132	111		Decreasing trend
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3. Put Victims, Witnesses and communities at the heart of everything we do

Satisfaction of victims with the whole experience	76.3%	76.0%	76.8%	77.0%	77.4%	76.9%	77.5%	76.7%	76.7%	77.3%	78.2%	78.4%		Demonstrating increasing trend after period of decline; eight-point high
Satisfaction with being kept informed	64.8%	63.8%	65.1%	64.9%	65.4%	64.8%	65.7%	64.9%	64.9%	65.2%	65.9%	66.9%		Discrete increasing trend after 12 month decline
Satisfaction with ease of contact	92.7%	92.7%	93.9%	94.0%	93.7%	94.4%	94.8%	93.5%	93.6%	93.9%	93.8%	94.0%		Increasing trend; three-point high
Satisfaction with treatment	90.7%	90.0%	90.9%	90.1%	90.1%	90.4%	90.1%	89.5%	89.4%	89.6%	89.5%	89.6%		Discrete decreasing trend
Conviction rates	90.2%	93.9%	88.2%	89.5%	85.3%	85.6%	88.7%	88.4%	89.9%	87.4%	90.4%	86.3%		Decreasing trend
% of cracked or ineffective trials due to prosecution	25.0%	19.2%	19.2%	19.7%	21.6%	8.5%	17.1%	14.3%	11.8%	18.4%	16.7%	10.9%		Discrete decreasing trend

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

Immediate response time	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	00:10:27	00:10:51	00:10:28		Stable , no significant trend
Priority response time	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	00:47:40	01:01:04	00:54:46		Stable , no significant trend
Average time to answer 999 call	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	00:00:04	00:00:04	00:00:05		Stable , no significant trend
Average time to answer CRIB call	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	00:00:50	00:00:56	00:01:06		Stable , no significant trend
CRIB Abandonment rate	3.3%	3.1%	3.9%	5.7%	4.7%	6.7%	5.6%	4.8%	4.2%	4.1%	4.5%	5.0%		Stable , no significant trend
Quality of full files (error rate)	1.9%	4.5%	0.0%	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.4%	0.0%	0.0%		Stable trend; one-month high in May
Volume of complaints	46	64	70	63	81	56	91	55	63	61	94	87		Increasing trend
% Complaints recorded within 10 working days	94%	94%	90%	78%	95%	96%	99%	98%	98%	97%	91%	94%		Increasing trend; eight-point high. Positive improvements during 2019/20

