



#### Police & Crime Plan Objectives

Objective	Measure	12 months to 31 Aug 15	Baseline <sup>1</sup>	Comparison to baseline <sup>1,2</sup>	Status <sup>3</sup>	National ranking <sup>4</sup>
Responding to Emergencies	999 Call Handling <sup>5</sup>	90.3%	92.0%	-1.7%	◆ ↓	N/A
	Response to Emergency Incidents	91.7%	91.1%	+0.6%	● ↓	N/A
Solving Crime	Violence with Injury – Solved	41.4%	50.1%	-8.7%	◆ ↓	9th
	Domestic Burglary – Solved	18.9%	21.2%	-2.3%	◆ ↓	5th
	Robbery – Solved	29.8%	33.4%	-4%	◆ ↑	21st
	Serious Sexual Offences – Solved	14.0%	20.6%	-6.6%	◆ ↓	39th
	Drug Trafficking – Solved	92.5%	94.3%	-1.8%	◆ ↓	11th
Preventing & Reducing Crime	Violence with Injury – Crimes	4,540	3,761	▲ 20.7%	◆ ↓	16th
	Domestic Burglary – Crimes	1,459	1,573	▼ 7%	● ↑	10th
	Robbery – Crimes	191	208	▼ 8%	● ↓	9th
	Anti-Social Behaviour Incidents	17,947	24,897	▼ 28%	● ↑	15th
	Total - Crimes	42,136	38,150	▲ 10%	◆ ↓	N/A
Caring	Victims' Satisfaction – Whole Experience	83.7%	86.6%	-2.9%	◆ ↓	11th
	Victims' Satisfaction – Follow-up	78.4%	79.4%	-1.0%	◆ ↓	6th
	Domestic Abuse Repeat Victimisation (existing)	59.0%	64.8%	-5.8%	● ↓	N/A
	Domestic Abuse Repeat Victimisation (proposed)	33.0%	30.7%	+2.3%	◆ ↓	N/A

#### Additional measures for Quality of Service

The following measures of quality are not included in the Police and Crime Plan but are included here to assist in delivering the high quality of service required to support the delivery of Police and Crime Plan objectives.

Quality of Service	Public Confidence – Police Do a Good Job <sup>6</sup>	66.8%	64.2%	+2.6%	● ↑	12th
	Public Confidence – Community Priorities <sup>6</sup>	66.5%	63.4%	+3.1%	● ↑	4th
	Public Confidence – Fair Treatment <sup>6</sup>	71.7%	69.2%	+2.5%	● ↑	4th
	Public Confidence – Overall Confidence <sup>6</sup>	77.7%	77.2%	+0.5%	● ↑	13th

#### Footnotes

- The baseline figures are static and represent the performance required by year-end to improve upon the three-year averages published at the start of the year.
- The comparison to the baseline represents the last twelve months performance against the baseline.
- The status graphic is a subjective assessment of current performance compared to the baseline. Symbol key: ● Meeting baseline target; ◆ Not meeting baseline target; ↑ Performance/measure improved; ● Performance/measure not changed; ↓ Performance/measure deteriorated.
- Latest known rankings shown. For crimes recorded and solved, data is collected from police forces by the Home Office and rankings published monthly, those shown being for the period August 2014 – July 2015. Similarly for Victims' Satisfaction, but one month slower, so those shown are for the period July 2014 – June 2015. Public Confidence rankings are published quarterly by the Office for National Statistics from respondents to the Crime Survey of England & Wales; the period of the latest data is shown at footnote 6. Anti-Social Behaviour rankings are published annually, the latest being for the financial year 2013/14. Rankings are out of the 43 Police Forces in England & Wales, with the exception of data for Public Confidence which is of 42 (Metropolitan Police and City of London combined).
- National guideline standard 90% ([http://library.college.police.uk/docs/homeoffice/call\\_handling\\_standards.pdf](http://library.college.police.uk/docs/homeoffice/call_handling_standards.pdf))
- These indicators are updated on a quarterly basis, the latest being for the period April 2014 – March 2015

The following charts summarise performance relating to the above objectives.

