



Police & Crime Plan Objectives

Objective	Measure	12 months to 30 Nov 14	Baseline ¹	Comparison to baseline ^{1,2}	Status ³	National ranking ⁴
Responding to Emergencies	999 Call Handling ⁵	90.3%	92.0%	-1.7%	◆ ↑	N/A
	Response to Emergency Incidents	92.2%	90.3%	+1.9%	● ↑	N/A
Solving Crime	Violence with Injury – Solved	51.4%	52.5%	-1.1%	◆ ↑	5th
	Domestic Burglary – Solved	25.8%	20.1%	+5.7%	● ↑	5th
	Robbery – Solved	40.3%	31.1%	+9%	● ↑	5th
	Serious Sexual Offences – Solved	22.6%	24.5%	-1.9%	◆ ●	25th
	Drug Trafficking – Solved	101.6%	91.0%	+10.6%	● ●	5th
Preventing & Reducing Crime	Violence with Injury – Crimes	3,703	3,864	▼4.2%	● ●	12th
	Domestic Burglary – Crimes	1,353	1,744	▼22%	● ●	7th
	Robbery – Crimes	176	262	▼33%	● ↓	11th
	Anti-Social Behaviour Incidents	21,632	29,598	▼27%	● ↑	15th
Caring	Victims' Satisfaction – Whole Experience	87.8%	84.7%	+3.1%	● ↑	12th
	Victims' Satisfaction – Follow-up	82.4%	77.2%	+5.2%	● ↑	9th
	Domestic Abuse Repeat Victimization	66.6%	65.4%	+1.2%	◆ ●	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 ⁶	69.4%	62.7%	+6.7%	● ↑	4th
	Public Confidence – Community Priorities ⁶	65.1%	61.6%	+3.5%	● ●	12th
	Public Confidence – Fair Treatment ⁶	71.6%	68.0%	+3.6%	● ↑	7th
	Public Confidence – Overall Confidence ⁶	78.6%	74.7%	+3.9%	● ↑	12th

Footnotes

1. 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. Baselines have been updated as per a previous report (AP14/26 – Appendix A).
2. The comparison to the baseline represents the last twelve months performance against the baseline.
3. 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 currently improving; ● Performance/measure not changing; ↓ Performance/measure currently deteriorating.
4. 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 November 2013 – October 2014. Similarly for Victims' Satisfaction, but one month slower, so those shown are for the period October 2013 – September 2014. 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).
5. National guideline standard 90% (http://library.college.police.uk/docs/homeoffice/call_handling_standards.pdf)
6. These indicators are updated on a quarterly basis, the latest being for the period July 2013 – June 2014, with newer data released on or after 22nd January 2015.

The following charts summarise performance relating to the above objectives.

