

## Appendix A: Performance Data

## Appendix A: Performance data for Strategic Scrutiny Meeting June 2020

PROTECTING LOCAL POLICING			
Measure	Previous Equivalent period Apr '18 – Mar'19		In Year Performance Apr '19 – Mar'20
Proportion of Force Budget Spent on Front Line Policing: visible	£102.9m (40.5 %)	-1.8%	£103.7 (38.7%)
Proportion of Force Budget Spent on Front Line Policing: non visible	£79.5m (31.3%)	+1.2%	£87.1 (32.5%)
Measure	Previous 12 Month Period Apr '18 – Mar'19	In Year Performance Versus Previous 12 Month Period	In Year Performance Apr '19 – Mar'20
Grade 1 - Emergency Response Median Time to Arrive (Target <15 Mins)	10.1 min	+ 0.2 min	10.3 min
Grade 2 - Priority Response Median Time to Arrive (target <1 hour)	33.2 min	+ 0.6 min	33.8 min
Grade 3 - Routine Response Median Time to Arrive (<48 hours)	841.9 min (14 hrs)	+ 133.2 min (2 hrs)	975.1 min (16 hrs)
999 Calls - Service Level < 10 secs	76.5%	+ 0.9%	77.4%
999 Calls - Time To Answer (Average)	8.1 sec	+ 0.7 sec	8.8 sec
101 Calls - Service Level	39%	+ 1.6%	40.6%
101 Calls - Time To Answer (Average)	184.5 sec	+ 8 sec	192.5 sec

<b>TACKLING CRIME &amp; RE-OFFENDING</b>			
<b>Measure</b> Taken from Recorded Crime dashboard unless stated with *	<b>Previous 12 Month Period</b> Apr '18 – Mar'19	<b>In Year Performance Versus Previous 12 Month Period</b>	<b>In Year Performance</b> Apr '19 – Mar'20
All Crime	164,861	-12.2%, 20,119	144,742
Violence with injury	19,896	-18%, 3,597	16,299
Violence without injury	23,967	-3%, 822	23,145
Burglary Residential	8,967	-17%, 1,557	7,410
Robbery (Personal)	1,031	+5%, 52	1,083
Public Order	15,381	-31%, 4,754	10,627
Number of Anti-Social Behaviour Incidents	50,464	+13%, 6,770	57,234

<b>SUPPORTING VULNERABLE PEOPLE &amp; VICTIMS</b>			
<b>Measure</b> Taken from Recorded Crime dashboard unless stated with *	<b>Previous 12 Month Period</b> Apr '18 – Mar'19	<b>In Year Performance Versus Previous 12 Month Period</b>	<b>In Year Performance</b> Apr '19 – Mar'20
Rape	1,643	-16%, 260	1,383
Other Sexual Offences	3,589	-14%, 487	3,102
CSE Crime	556	-3%, 16	540
Modern Slavery Crimes	84	+49%, 41	125
Domestic Abuse Crime	21,894	-5%, 1194	20,700
Hate Crime	2,939	-12%, 348	2,591
Missing Person Incidents	11,229	-11%, 1240	9,989

DEVELOPING CONFIDENT COMMUNITIES			
Measure	Previous 12 Month Period	In Year Performance Versus Previous 12 Month Period	In Year Performance
User Satisfaction - Burglary	66.7%	Decrease (0.2%)	66.5%
User Satisfaction - Violent	71.8%	Decrease (2.1%)	69.7%
User Satisfaction - Hate	72.9%	Decrease (9%)	63.9%
User Satisfaction – Domestic Abuse	77.5%	Decrease (3.5%)	74.0%
User Satisfaction - Anti-Social Behaviour	64.8%	Decrease (1.9%)	62.9%
Confidence - CSEW (Overall Confidence)	Previous 12 Month Period	In Year Performance Versus Previous 12 Month Period	In Year Performance
<i>CSEW data is currently available to 31 Dec 2019</i>	73.1%	Decrease (0.3%)	72.8%