

Putting Victims First									
	Threshold	Quarterly data					12 months to...		
		2019/20 – Q2	2019/20 – Q3	2019/20 – Q4	2020/21 – Q1	2020/21 – Q2	Sep-19	Sep-20	
1	Attendance rate for priority 1 incidents (Urban)	10 minutes	00:16:08 63% on time	00:15:33 66% on time	00:15:44 65% on time	00:13:22 75% on time	00:14:54 67% on time	00:15:44 65% on time	00:14:53 68% on time
2	Attendance rate for priority 1 incidents (Rural)	20 minutes	00:28:46 73% on time	00:27:04 76% on time	00:28:37 73% on time	00:23:24 82% on time	00:27:12 76% on time	00:27:14 76% on time	00:26:31 77% on time
3	Attendance rate for priority 2 incidents	60 minutes	03:36:46 64% on time	02:49:40 68% on time	02:31:20 71% on time	01:40 80% on time	02:46:53 69% on time	02:54 69% on time	02:19 72% on time
Average time to answer calls:									
4	Emergency calls	0 mins 10 secs	00:00:13 79% answered with 10 sec	00:00:08 87% answered with 10 sec	00:00:07 89% answered with 10 sec	00:00:08 88% answered within 10 sec	00:00:10 86% answered within 10 sec	00:00:10 84% answered within 10 sec	00:00:08 88% answered within 10 sec
5	101 – Non-Emergency calls	00:01:00	00:02:02 76% answered within 60 sec	00:01:04 77% answered within 60 sec	00:00:52 71% answered within 60 sec	00:00:44 77% answered within 60 sec	00:01:05 71% answered within 60 sec	00:01:14 75% answered within 60 sec	00:00:56 75% answered within 60 sec
Percentage of calls answered:									
6	Emergency calls	98% and above	100% of 68,545 calls	100% of 60,437 calls	100% of 55,730 calls	100% of 51,192 calls	100% of 62,148 calls	100% of 246,747 calls	100% of 229,507 calls
7	101 – Non-Emergency calls	90% and above	84% of 96,825 calls	90% of 83,253 calls	94% of 79,106 calls	94% of 78,377 calls	92% of 84,536 calls	89% of 357,355 calls	93% of 325,272 calls
8	Percentage of victims with a satisfactory needs assessment	85% and above	89% of 95,352 victims	91% of 95,352 victims	91% of 95,352 victims	92% of 95,352 victims	91% of 95,352 victims	86% of 95,352 victims	90% of 95,352 victims
9	Percentage of needs assessments completed within 48 hours	80% and above	83% of 26,293 victims	88% of 24,487 victims	89% of 24,329 victims	95% of 20,893 victims	77% of 25,643 victims	84% of 106,329 victims	87% of 95,352 victims

	Threshold	Rolling 12 month data to...			12 months to...		
		Dec-19	Mar-20	Jun-20	Sep-19	Sep-20	
10	Percentage of victims who state they received a CID88 (notification that a crime was recorded)	Monitor	53% of 1,376 victims	52% of 1,303 victims	52% of 1,117 victims	55% of 1,626 victims	54% of 1,341 victims
Percentage of crime victims satisfied with the policing response provided: (1,800 surveys completed per annum)							
This survey was revised in August 2017 and does not include crimes resolved by the Telephone Investigation Unit.							
11	Initial contact	95% and above	96% +/- 1.1%	96% +/- 1.2%	95% +/- 1.4%	96% +/- 1.1%	95% +/- 1.4%
12	Response time	90% and above	88% +/- 1.7%	87% +/- 1.8%	87% +/- 1.9%	88% +/- 1.5%	89% +/- 1.7%
13	Action taken	85% and above	79% +/- 2.1%	79% +/- 2.2%	79% +/- 2.3%	80% +/- 1.9%	79% +/- 2.1%
14	Follow-up	85% and above	66% +/- 3.3%	66% +/- 3.4%	67% +/- 3.6%	67% +/- 3.0%	64% +/- 3.4%
15	Treatment	90% and above	93% +/- 1.3%	93% +/- 1.3%	93% +/- 1.4%	94% +/- 1.1%	92% +/- 1.4%
16	Whole experience	85% and above	82% +/- 1.9%	81% +/- 2.0%	82% +/- 2.1%	83% +/- 1.8%	83% +/- 1.9%
Percentage of victims satisfied with the Telephone Investigation Unit (TIU) policing response provided: (600 surveys completed per annum).							
Due to the introduction of TIU in April, data represents surveys conducted from June 2020 onwards.							
17	Action taken	Monitor	77% +/- 5.2%	76% +/- 3.7%	77% +/- 3.3%	+/- 0.0%	77% +/- 3.1%
18	Victim thought their incident was taken seriously	Monitor	82% +/- 4.4%	83% +/- 3.0%	83% +/- 2.8%	+/- 0.0%	84% +/- 2.6%
19	Whole experience	Monitor	79% +/- 4.7%	78% +/- 3.3%	79% +/- 3.0%	+/- 0.0%	79% +/- 2.9%

Reducing Anti-social behaviour

		Threshold	Quarterly data					12 months to...	
			2019/20 – Q2	2019/20 – Q3	2019/20 – Q4	2020/21 – Q1	2020/21 – Q2	Sep-19	Sep-20
20	Recorded levels of anti-social behaviour incidents	Monitor	13,041 142 per day	10,552 115 per day	10,921 120 per day	24,784 272 per day	16,972 184 per day	47,383 130 per day	63,229 173 per day
		Threshold	Rolling 12 month data to...			12 months to...			
			Dec-19	Mar-20	Jun-20	Sep-19	Sep-20		
21	Percentage of people who feel that ASB is a very or fairly big problem in their neighbourhood (4,000 Surveyed annually)	15% and below	20% +/- 1.3%	22% +/- 1.3%	The Safer Community Survey (SCS) was stopped in March due to COVID-19. A new version of the SCS survey has since been launched and the results will be available in November.				
		Threshold	Rolling 12 month data to...			12 months to...			
			Dec-19	Mar-20	Jun-20	Sep-19	Sep-20		
22	Percentage of ASB victims who are confident to report further incidents to the police again. (1,300 surveyed)	85% and above	82% +/- 2.2%	82% +/- 2.2%	83% +/- 2.3%	81% +/- 2.2%	82% +/- 2.2%		
23	Percentage of victims of long term ASB who experienced no further incidents since their report (1,300 surveyed)	50% and above	49% +/- 2.9%	47% +/- 3.8%	42% +/- 4.2%	47% +/- 3.3%	38% +/- 3.9%	●	
Percentage of victims of ASB satisfied with the service provided: (1,300 surveys completed per annum)									
24	Initial contact	90% and above	92% +/- 1.6%	91% +/- 1.6%	93% +/- 1.6%	92% +/- 1.5%	93% +/- 1.5%		
25	Response time	90% and above	87% +/- 2.7%	88% +/- 2.5%	91% +/- 2.4%	86% +/- 2.7%	91% +/- 2.3%	●	
26	Action taken	85% and above	80% +/- 3.3%	81% +/- 3.1%	83% +/- 3.3%	79% +/- 3.3%	83% +/- 3.1%		
27	Follow-up	85% and above	64% +/- 6.3%	65% +/- 6.0%	66% +/- 6.6%	59% +/- 6.4%	68% +/- 6.2%	●	
28	Treatment	95% and above	94% +/- 1.9%	95% +/- 1.7%	95% +/- 1.8%	94% +/- 1.8%	96% +/- 1.6%		
29	Whole experience	85% and above	79% +/- 2.3%	80% +/- 2.3%	78% +/- 2.5%	79% +/- 2.3%	79% +/- 2.3%		

Cutting Crime									
	Threshold	Quarterly data					12 months to...		
		2019/20 – Q2	2019/20 – Q3	2019/20 – Q4	2020/21 – Q1	2020/21 – Q2	Sep-19	Sep-20	
30	Recorded levels in night time economy areas	Monitor	1,303 14 per day	1,306 14 per day	1,182 13 per day	319 4 per day	771 8 per day	5,724 16 per day	3,578 10 per day
31	Total recorded crime	Monitor	37,939 412 per day	36,193 393 per day	35,317 388 per day	29,485 324 per day	36,040 392 per day	152,964 419 per day	137,239 375 per day
32	Violence against the person	Monitor	12,300 134 per day	11,939 130 per day	11,686 128 per day	10,711 118 per day	13,238 144 per day	48,565 133 per day	47,574 130 per day
33	Sexual offences	Monitor	1,167 13 per day	1,071 12 per day	1,083 12 per day	882 10 per day	1,084 12 per day	4,653 13 per day	4,120 11 per day
34	Burglary	Monitor	1,988 22 per day	1,932 21 per day	1,982 22 per day	1,451 16 per day	1,563 17 per day	8,379 23 per day	6,928 19 per day
35	Theft and handling	Monitor	7,834 85 per day	7,738 84 per day	6,898 76 per day	4,421 49 per day	5,718 62 per day	31,990 88 per day	24,775 68 per day
36	Vehicle crime	Monitor	2,249 24 per day	1,956 21 per day	2,198 24 per day	1,507 17 per day	1,749 19 per day	8,786 24 per day	7,410 20 per day
37	Criminal damage	Monitor	5,546 60 per day	5,659 62 per day	5,699 63 per day	4,575 50 per day	5,772 63 per day	22,846 63 per day	21,705 59 per day
38	Other crime (such as drug crime, public disorder and miscellaneous crime)	Monitor	6,855 75 per day	5,898 64 per day	5,771 63 per day	5,938 65 per day	6,916 75 per day	27,745 76 per day	24,727 68 per day
	Threshold	Rolling 12 month data to...							
		Dec-19	Mar-20	Jun-20	Sep-19	Sep-20			
39	Perceptions of safety of those that use the night time economy (4,000 surveyed annually)	Monitor	84% +/- 2.5%	85% +/- 2.3%	The Safer Community Survey (SCS) was stopped in March due to COVID-19. A new version of the SCS survey has since been launched and the results will be available in November.				

Domestic and Sexual Abuse									
	Threshold	Quarterly data					12 months to...		
		2019/20 – Q2	2019/20 – Q3	2019/20 – Q4	2020/21 – Q1	2020/21 – Q2	Sep-19	Sep-20	
40	Recorded sexual offences	Monitor	1,167 13 per day	1,071 12 per day	1,083 12 per day	882 10 per day	1,084 12 per day	4,653 13 per day	4,120 11 per day
41	Recorded domestic abuse incidents	Monitor	9,747 106 per day	9,305 101 per day	9,143 100 per day	9,984 110 per day	10,724 117 per day	37,225 102 per day	39,156 107 per day
	Threshold	Rolling 12 month data to...							
		Dec-19	Mar-20	Jun-20	Sep-19	Sep-20			
Percentage of domestic abuse victims satisfied with the policing response provided: (600 surveys completed per annum)									
42	Initial contact	95% and above	99% +/- 1.0%	99% +/- 1.2%	99% +/- 1.3%	99% +/- 1.1%	98% +/- 1.6%		
43	Response time	90% and above	90% +/- 2.8%	91% +/- 2.6%	91% +/- 2.9%	92% +/- 2.6%	92% +/- 2.7%		
44	Action taken	90% and above	87% +/- 3.0%	85% +/- 3.1%	84% +/- 3.5%	87% +/- 2.8%	83% +/- 3.3%		
45	Follow-up	90% and above	86% +/- 3.0%	84% +/- 3.1%	84% +/- 3.5%	85% +/- 3.0%	85% +/- 3.1%		
46	Treatment	95% and above	95% +/- 1.9%	94% +/- 2.0%	95% +/- 2.1%	95% +/- 1.9%	94% +/- 2.1%		
47	Whole experience	90% and above	88% +/- 2.8%	87% +/- 2.8%	88% +/- 3.1%	89% +/- 2.7%	88% +/- 2.8%		
48	Percentage of domestic abuse victims who are confident to report further abuse to the police again	95% and above	94% +/- 2.1%	93% +/- 2.2%	93% +/- 2.4%	94% +/- 2.2%	95% +/- 1.9%		

Effective Criminal Justice System									
	Threshold	Quarterly data					12 months to...		
		2019/20 – Q2	2019/20 – Q3	2019/20 – Q4	2020/21 – Q1	2020/21 – Q2	Sep-19	Sep-20	
49	Percentage of post-charge failures	32% and below	22% ● 256 failures	21% ● 214 failures	25% ● 249 failures	19% ● 154 failures	24% ● 253 failures	28% ● 1,329 failures	22% ● 860 failures
50	Resolved rate for total recorded crime	Monitor	15%	16%	15%	18%	14%	16%	16%
Charge rates:									
51	Rape	9% and above	7% ● 32 charges	9% ● 34 charges	10% ● 35 charges	13% ● 44 charges	9% ● 34 charges	7% ● 125 charges	10% ● 147 charges
52	Sexual offences	12% and above	9% ● 64 charges	8% ● 56 charges	11% ● 77 charges	20% ● 109 charges	14% ● 98 charges	9% ● 254 charges	13% ● 340 charges
53	Domestic Abuse	22% and above	11% ● 688 charges	12% ● 713 charges	11% ● 658 charges	13% ● 785 charges	10% ● 718 charges	11% ● 3,030 charges	11% ● 2,874 charges
Victim Code of Practice (VCOP)	Threshold	Quarterly data					12 months to...		
		2019/20 – Q2	2019/20 – Q3	2019/20 – Q4	2020/21 – Q1	2020/21 – Q2	Rolling 12 month baseline	Sep-20	
54	Percentage of victims (who require updates) informed when the suspect is arrested (or voluntary attended) and it is recorded on the victim log	Monitor	39%	38%	47%	60%	57%	49%	54%
55	Percentage of victims (who require updates) informed when the suspect is charged (or OOCd) and it is recorded on the victim log	Monitor	61%	43%	46%	57%	60%	52%	54%
56	Percentage of victims (who require updates) informed when the suspect is bailed and it is recorded on the victim log (pre-charge bail)	Monitor	50%	49%	59%	74%	72%	64%	67%
57	Victims informed within 5 days after a crime is assessed for no investigation	Monitor	85%	89%	88%	89%	87%	88%	88%

	Threshold	Rolling 12 month data to...			12 months to...		
		Dec-19	Mar-20	Jun-20	Sep-19	Sep-20	
58	Monitor the number of first time entrants to the criminal justice system	Monitor	2,840	2,731	See Note	2,671	See Note
	Threshold	Rolling 12 month data to...			12 months to...		
		Dec-19	Mar-20	Jun-20	Sep-19	Sep-20	
Conviction rates:							
59	Rape	58% and above	46% ●	52% ●	64% ●	50% ●	67% ●
60	Sexual offences	83% and above	84% ●	82% ●	83% ●	83% ●	86% ●
61	Domestic Abuse	76% and above	73% ●	75% ●	76% ●	72% ●	75% ●
Report to conviction rates:							
62	Rape	5% and above	3% ●	4% ●	6% ●	4% ●	7% ●
63	Sexual offences	10% and above	7% ●	7% ●	9% ●	7% ●	11% ●
64	Domestic Abuse	17% and above	9% ●	9% ●	9% ●	8% ●	9% ●
	Threshold	Rolling 12 month data to...			12 months to...		
		Dec-19	Mar-20	Jun-20	Sep-19	Sep-20	
65	Non-conviction rate (due to victims and witnesses as measured at LCJB)	Monitor	37%	36%	33%	36%	30%

First time entrants data has not been updated since the last report - to be published in November 2020

Community Confidence									
	Threshold	Quarterly data					12 months to...		
		2019/20 – Q2	2019/20 – Q3	2019/20 – Q4	2020/21 – Q1	2020/21 – Q2	Sep-19	Sep-20	
66	Total New Complaints	Monitor	493 164 per month	451 150 per month	568 189 per month	763 254 per month	767 256 per month	1799 150 per month	2549 212 per month
67	Total New Allegations	Monitor	758 253 per month	660 220 per month	807 269 per month	1087 362 per month	1267 422 per month	3051 254 per month	3821 318 per month
	Threshold	Rolling 12 month data to...			12 months to...				
		Dec-19	Mar-20	Jun-20	Sep-19	Sep-20			
68	Percentage of people who believe the police do a good or excellent job in their neighbourhood (4,000 surveyed annually)	85% and above	77% +/- 1.5%	77% +/- 1.5%	The Safer Community Survey (SCS) was stopped in March due to COVID-19. A new version of the SCS survey has since been launched and the results will be available in November.				
69	Percentage of people who feel safe in their local area (4,000 surveyed annually)	95% and above	96% +/- 0.6%	96% +/- 0.6%					
70	Percentage of people who believe that the level of visibility in their neighbourhood is about right (4,000 surveyed annually)	55% and above	42% +/- 1.7%	43% +/- 1.7%					
	Threshold	Rolling 12 month data to...			12 months to...				
		Dec-19	Mar-20	Jun-20	Sep-19	Sep-20			
Percentage of hate crime victims satisfied with the policing response provided: (approximately 300 surveys completed per annum)									
71	Initial Contact	95% and above	95% +/- 2.8%	95% +/- 2.9%	96% +/- 2.6%	96% +/- 2.5%	95% +/- 2.6%		
72	Response Time	90% and above	88% +/- 3.8%	87% +/- 4.0%	86% +/- 4.1%	88% +/- 3.7%	90% +/- 3.4%		
73	Action Taken	90% and above	81% +/- 4.5%	80% +/- 4.6%	78% +/- 4.8%	83% +/- 4.2%	80% +/- 4.5%		
74	Follow-up	90% and above	72% +/- 6.5%	70% +/- 6.8%	68% +/- 7.3%	73% +/- 6.1%	70% +/- 6.8%		
75	Treatment	95% and above	93% +/- 2.9%	93% +/- 2.9%	93% +/- 2.9%	94% +/- 2.8%	93% +/- 2.6%		
76	Whole Experience	90% and above	83% +/- 4.2%	82% +/- 4.3%	83% +/- 4.2%	84% +/- 4.0%	85% +/- 3.8%		
77	Percentage of victims that have confidence to report further volume crime in the future	90% and above	92% +/- 1.4%	91% +/- 1.5%	92% +/- 1.5%	92% +/- 1.3%	92% +/- 1.4%		