

Putting Victims First									
	Threshold	Quarterly data					12 months to...		
		2019/20 – Q3	2019/20 – Q4	2020/21 – Q1	2020/21 – Q2	2020/21 – Q3	Dec-19	Dec-20	
1	Attendance rate for priority 1 incidents (Urban)	10 minutes	00:15:33 66% on time	00:15:44 65% on time	00:13:22 75% on time	00:14:54 67% on time	00:15:20 64% on time	00:15:43 65% on time	00:14:53 68% on time
2	Attendance rate for priority 1 incidents (Rural)	20 minutes	00:27:04 76% on time	00:28:37 73% on time	00:23:24 82% on time	00:27:12 76% on time	00:27:20 73% on time	00:26:59 76% on time	00:26:42 76% on time
3	Attendance rate for priority 2 incidents	60 minutes	02:49:40 68% on time	02:31:20 71% on time	01:40:57 80% on time	02:46 69% on time	02:19:27 72% on time	02:54 68% on time	02:18 73% on time
Average time to answer calls:									
4	Emergency calls	0 mins 10 secs	00:00:08 87% answered with 10 sec	00:00:07 87% answered with 10 sec	00:00:08 89% answered with 10 sec	00:00:10 86% answered within 10 sec	00:00:08 90% 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	00:01:04 76% answered within 60 sec	00:00:52 77% answered within 60 sec	00:00:44 77% answered within 60 sec	00:01:05 71% answered within 60 sec	00:00:45 78% answered within 60 sec	00:01:18 75% answered within 60 sec	00:00:51 75% answered within 60 sec
Percentage of calls answered:									
6	Emergency calls	98% and above	100% of 60,437 calls	100% of 55,730 calls	100% of 51,192 calls	100% of 62,148 calls	100% of 52,426 calls	100% of 246,410 calls	100% of 221,496 calls
7	101 – Non-Emergency calls	90% and above	90% of 83,253 calls	94% of 79,106 calls	94% of 78,377 calls	92% of 84,536 calls	95% of 71,900 calls	89% of 355,404 calls	94% of 313,919 calls
8	Percentage of victims with a satisfactory needs assessment	85% and above	91% of 24,487 victims	91% of 24,329 victims	92% of 20,893 victims	91% of 25,643 victims	92% of 22,572 victims	91% of 8,147 victims	91% of 7,180 victims
9	Percentage of needs assessments completed within 48 hours	80% and above	88% of 24,487 victims	89% of 24,329 victims	95% of 20,893 victims	77% of 25,643 victims	90% of 22,572 victims	84% of 102,660 victims	87% of 93,437 victims

	Threshold	Rolling 12 month data to...			12 months to...		
		Mar-20	Jun-20	Sep-20	Dec-19	Dec-20	
10	Percentage of victims who state they received a CID88 (notification that a crime was recorded)	Monitor	52% of 1,303 victims	52% of 1,117 victims	54% of 1,341 victims	53% of 1,373 victims	57% of 1,513 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% +/- 1.2%	95% +/- 1.4%	95% +/- 1.4%	96% +/- 1.1%	95% +/- 1.3%
12	Response time	90% and above	87% +/- 1.8%	87% +/- 1.9%	89% +/- 1.7%	88% +/- 1.7%	90% +/- 1.5%
13	Action taken	85% and above	79% +/- 2.2%	79% +/- 2.3%	79% +/- 2.1%	79% +/- 2.1%	81% +/- 1.9%
14	Follow-up	85% and above	66% +/- 3.4%	67% +/- 3.6%	64% +/- 3.4%	66% +/- 3.3%	66% +/- 3.2%
15	Treatment	90% and above	93% +/- 1.3%	93% +/- 1.4%	92% +/- 1.4%	93% +/- 1.3%	93% +/- 1.2%
16	Whole experience	85% and above	81% +/- 2.0%	82% +/- 2.1%	83% +/- 1.9%	82% +/- 2.0%	84% +/- 1.8%
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	76% +/- 3.7%	77% +/- 3.3%	77% +/- 3.1%	77% +/- 5.2%	76% +/- 3.1%
18	Victim thought their incident was taken seriously	Monitor	83% +/- 3.0%	83% +/- 2.8%	84% +/- 2.6%	82% +/- 4.4%	85% +/- 2.6%
19	Whole experience	Monitor	78% +/- 3.3%	79% +/- 3.0%	79% +/- 2.9%	79% +/- 4.7%	78% +/- 2.8%

Reducing Anti-social behaviour

		Threshold	Quarterly data					12 months to...	
			2019/20 – Q3	2019/20 – Q4	2020/21 – Q1	2020/21 – Q2	2020/21 – Q3	Dec-19	Dec-20
20	Recorded levels of anti-social behaviour incidents	Monitor	10,552 115 per day	10,921 120 per day	24,784 272 per day	16,972 184 per day	17,476 190 per day	46,763 128 per day	70,153 192 per day
		Threshold	Rolling 12 month data to...			12 months to...			
			Mar-20	Jun-20	Sep-20	Dec-19	Dec-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	22% +/- 1.3%	The Safer Communities Survey (SCS) was suspended during this time due to COVID-19.		20% +/- 1.3%	22% +/- 1.8%		
		Threshold	Rolling 12 month data to...			12 months to...			
			Mar-20	Jun-20	Sep-20	Dec-19	Dec-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%	83% +/- 2.3%	82% +/- 2.2%	82% +/- 2.2%	81% +/- 2.2%		
23	Percentage of victims of long term ASB who experienced no further incidents since their report (1,300 surveyed)	50% and above	47% +/- 3.8%	42% +/- 4.2%	38% +/- 3.9%	49% +/- 2.9%	38% +/- 3.6%		
Percentage of victims of ASB satisfied with the service provided: (1,300 surveys completed per annum)									
24	Initial contact	90% and above	91% +/- 1.6%	93% +/- 1.6%	93% +/- 1.5%	92% +/- 1.6%	94% +/- 1.4%	●	
25	Response time	90% and above	88% +/- 2.5%	91% +/- 2.4%	91% +/- 2.3%	87% +/- 2.7%	90% +/- 2.4%		
26	Action taken	85% and above	81% +/- 3.1%	83% +/- 3.3%	83% +/- 3.1%	80% +/- 3.3%	84% +/- 3.0%		
27	Follow-up	85% and above	65% +/- 6.0%	66% +/- 6.6%	68% +/- 6.2%	64% +/- 6.3%	69% +/- 6.2%		
28	Treatment	95% and above	95% +/- 1.7%	95% +/- 1.8%	96% +/- 1.6%	94% +/- 1.9%	96% +/- 1.6%		
29	Whole experience	85% and above	80% +/- 2.3%	78% +/- 2.5%	79% +/- 2.3%	79% +/- 2.3%	79% +/- 2.3%		

Cutting Crime									
	Threshold	Quarterly data					12 months to...		
		2019/20 – Q3	2019/20 – Q4	2020/21 – Q1	2020/21 – Q2	2020/21 – Q3	Dec-19	Dec-20	
30	Recorded levels in night time economy areas	Monitor	1,306 14 per day	1,182 13 per day	319 4 per day	771 8 per day	371 4 per day	5,369 15 per day	2,643 7 per day
31	Total recorded crime	Monitor	36,187 393 per day	35,295 388 per day	29,429 323 per day	35,822 389 per day	31,990 348 per day	149,780 410 per day	132,536 362 per day
32	Violence against the person	Monitor	11,938 130 per day	11,680 128 per day	10,678 117 per day	13,144 143 per day	11,592 126 per day	48,498 133 per day	47,094 129 per day
33	Sexual offences	Monitor	1,069 12 per day	1,076 12 per day	875 10 per day	1,050 11 per day	990 11 per day	4,565 13 per day	3,991 11 per day
34	Burglary	Monitor	1,932 21 per day	1,981 22 per day	1,449 16 per day	1,558 17 per day	1,597 17 per day	7,939 22 per day	6,585 18 per day
35	Theft and handling	Monitor	7,738 84 per day	6,896 76 per day	4,413 48 per day	5,679 62 per day	5,134 56 per day	31,293 86 per day	22,122 60 per day
36	Vehicle crime	Monitor	1,956 21 per day	2,197 24 per day	1,507 17 per day	1,746 19 per day	1,670 18 per day	8,455 23 per day	7,120 19 per day
37	Criminal damage	Monitor	5,659 62 per day	5,697 63 per day	4,570 50 per day	5,752 63 per day	5,268 57 per day	22,609 62 per day	21,287 58 per day
38	Other crime (such as drug crime, public disorder and miscellaneous crime)	Monitor	5,895 64 per day	5,768 63 per day	5,937 65 per day	6,893 75 per day	5,739 62 per day	26,421 72 per day	24,337 66 per day
	Threshold	Rolling 12 month data to...							
		Mar-20	Jun-20	Sep-20	Dec-19	Dec-20			
39	Perceptions of safety of those that use the night time economy (4,000 surveyed annually)	Monitor	85% +/- 2.3%	The Safer Communities Survey (SCS) was suspended during this time due to		84% +/- 2.5%	87% +/- 2.9%		

Domestic and Sexual Abuse									
	Threshold	Quarterly data					12 months to...		
		2019/20 – Q3	2019/20 – Q4	2020/21 – Q1	2020/21 – Q2	2020/21 – Q3	Dec-19	Dec-20	
40	Recorded sexual offences	Monitor	1,069 12 per day	1,076 12 per day	875 10 per day	1,050 11 per day	990 11 per day	4,565 13 per day	3,991 11 per day
41	Recorded domestic abuse incidents	Monitor	9,305 101 per day	9,143 100 per day	9,984 110 per day	10,724 117 per day	9,201 100 per day	37,330 102 per day	39,052 107 per day
	Threshold	Rolling 12 month data to...							
		Mar-20	Jun-20	Sep-20	Dec-19	Dec-20			
Percentage of domestic abuse victims satisfied with the policing response provided: (600 surveys completed per annum)									
42	Initial contact	95% and above	99% +/- 1.2%	99% +/- 1.3%	98% +/- 1.5%	99% +/- 1.0%	97% +/- 1.7%		
43	Response time	90% and above	91% +/- 2.6%	91% +/- 2.9%	92% +/- 2.8%	90% +/- 2.8%	94% +/- 2.4%	●	
44	Action taken	90% and above	85% +/- 3.1%	84% +/- 3.5%	83% +/- 3.3%	87% +/- 3.0%	84% +/- 3.2%		
45	Follow-up	90% and above	84% +/- 3.1%	84% +/- 3.5%	85% +/- 3.2%	86% +/- 3.0%	85% +/- 3.0%		
46	Treatment	95% and above	94% +/- 2.0%	95% +/- 2.1%	94% +/- 2.1%	95% +/- 1.9%	95% +/- 1.8%		
47	Whole experience	90% and above	87% +/- 2.8%	88% +/- 3.1%	88% +/- 2.9%	88% +/- 2.8%	89% +/- 2.7%		
48	Percentage of domestic abuse victims who are confident to report further abuse to the police again	95% and above	93% +/- 2.2%	93% +/- 2.4%	95% +/- 2.0%	94% +/- 2.1%	95% +/- 1.9%		

Effective Criminal Justice System									
	Threshold	Quarterly data					12 months to...		
		2019/20 – Q3	2019/20 – Q4	2020/21 – Q1	2020/21 – Q2	2020/21 – Q3	Dec-19	Dec-20	
49	Percentage of post-charge failures	32% and below	21% ● 214 failures	25% ● 249 failures	19% ● 154 failures	24% ● 243 failures	27% ● 272 failures	26% ● 1,149 failures	24% ● 918 failures
50	Resolved rate for total recorded crime	Monitor	16%	15%	18%	14%	15%	16%	16%
Charge rates:									
51	Rape	9% and above	9% ● 33 charges	10% ● 35 charges	14% ● 46 charges	9% ● 36 charges	6% ● 20 charges	7% ● 114 charges	10% ● 137 charges
52	Sexual offences	12% and above	8% ● 54 charges	10% ● 75 charges	19% ● 105 charges	15% ● 99 charges	10% ● 66 charges	8% ● 234 charges	13% ● 345 charges
53	Domestic Abuse	22% and above	11% ● 686 charges	11% ● 642 charges	13% ● 764 charges	10% ● 688 charges	11% ● 654 charges	11% ● 2,899 charges	11% ● 2,748 charges
Victim Code of Practice (VCOP)	Threshold	Quarterly data					12 months to...		
		2019/20 – Q3	2019/20 – Q4	2020/21 – Q1	2020/21 – Q2	2020/21 – Q3	12 month baseline	Dec-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	85% and above	38% ●	47% ●	60% ●	58% ●	74% ●	49% ●	60% ●
55	Percentage of victims (who require updates) informed when the suspect is charged (or O OCD) and it is recorded on the victim log	85% and above	43% ●	46% ●	57% ●	60% ●	75% ●	52% ●	60% ●
56	Percentage of victims (who require updates) informed when the suspect is bailed and it is recorded on the victim log (pre-charge bail)	85% and above	49% ●	59% ●	74% ●	72% ●	85% ●	64% ●	72% ●
57	Victims informed within 5 days after a crime is assessed for no investigation	85% and above	89% ●	88% ●	89% ●	87% ●	85% ●	88% ●	87% ●

		Threshold	Rolling 12 month data to...				
			Dec-18	Mar-19	Sep-19	Dec-18	Dec-19
58	Monitor the number of first time entrants to the criminal justice system	Monitor	2,840	2,731	2,671	2,840	2,589
		Threshold	Rolling 12 month data to...				
			Mar-20	Jun-20	Sep-20	Dec-19	Dec-20
Conviction rates:							
59	Rape	58% and above	52% ●	64% ●	67% ●	46% ●	73% ●
60	Sexual offences	83% and above	82% ●	83% ●	86% ●	84% ●	83% ●
61	Domestic Abuse	76% and above	75% ●	76% ●	75% ●	73% ●	74% ●
Report to conviction rates:							
62	Rape	5% and above	4% ●	6% ●	7% ●	3% ●	7% ●
63	Sexual offences	10% and above	7% ●	9% ●	11% ●	7% ●	11% ●
64	Domestic Abuse	17% and above	8% ●	9% ●	9% ●	8% ●	8% ●
		Threshold	Rolling 12 month data to...				
			Mar-20	Jun-20	Sep-20	Dec-19	Dec-20
65	Non-conviction rate (due to victims and witnesses as measured at LCJB)	Monitor	36%	33%	30%	37%	32%

Community Confidence								
	Threshold	Quarterly data					12 months to...	
		2019/20 – Q3	2019/20 – Q4	2020/21 – Q1	2020/21 – Q2	2020/21 – Q3	Dec-19	Dec-20
66	Monitor	451 150 per month	568 189 per month	763 254 per month	767 256 per month	738 246 per month	1870 156 per month	2836 236 per month
67	Monitor	660 220 per month	807 269 per month	1087 362 per month	1267 422 per month	1210 403 per month	3119 260 per month	4371 364 per month
	Threshold	Rolling 12 month data to...						
		Mar-20	Jun-20	Sep-20	Dec-19	Dec-20		
68	85% and above	77% +/- 1.5%	The Safer Communities Survey (SCS) was suspended during this time due to COVID-19.		77% +/- 1.5%	80% +/- 1.8%	●	
69	95% and above	96% +/- 0.6%	The Safer Communities Survey (SCS) was suspended during this time due to COVID-19.		96% +/- 0.6%	95% +/- 0.9%	●	
70	55% and above	43% +/- 1.7%	The Safer Communities Survey (SCS) was suspended during this time due to COVID-19.		42% +/- 1.7%	46% +/- 2.2%	●	
	Threshold	Rolling 12 month data to...						
		Mar-20	Jun-20	Sep-20	Dec-19	Dec-20		
Percentage of hate crime victims satisfied with the policing response provided: (approximately 300 surveys completed per annum)								
71	95% and above	95% +/- 2.9%	96% +/- 2.6%	95% +/- 2.7%	95% +/- 2.8%	96% +/- 2.4%		
72	90% and above	87% +/- 4.0%	86% +/- 4.1%	90% +/- 3.4%	88% +/- 3.8%	87% +/- 3.6%		
73	90% and above	80% +/- 4.6%	78% +/- 4.8%	80% +/- 4.6%	81% +/- 4.5%	79% +/- 4.5%		
74	90% and above	70% +/- 6.8%	68% +/- 7.3%	70% +/- 6.9%	72% +/- 6.5%	70% +/- 6.6%		
75	95% and above	93% +/- 2.9%	93% +/- 2.9%	93% +/- 2.8%	93% +/- 2.9%	93% +/- 2.8%		
76	90% and above	82% +/- 4.3%	83% +/- 4.2%	85% +/- 3.9%	83% +/- 4.2%	83% +/- 4.0%		
77	90% and above	91% +/- 1.5%	92% +/- 1.5%	92% +/- 1.4%	92% +/- 1.4%	92% +/- 1.3%		