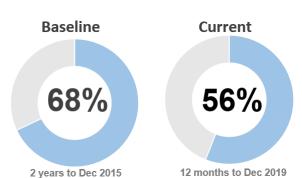
Performance Report – July 2020



% of the public that say the police do a good / excellent job



A decrease from 57% since the



(Crime Survey for England & Wales)

Priority Victim Satisfaction

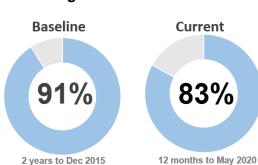
Victim satisfaction with whole experience focused on priority victims under the Victims Code



(12 months to March 2020)

Emergency Calls (999)

Percentage of calls answered within 10 seconds



A decrease from 85% since the **February Panel**





Baseline 14 minutes 3 seconds

Baseline

80%

2 years to Dec 2015

(Crime Survey for England & Wales)



Attendance time for Immediate calls for

Service: Average (median) time for response

Public Confidence

% of the public that have confidence in the police

Current

77%

12 months to Dec 2019

Repeat Victimisation

Percentage of victims of any offence that have reported

an offence in the previous 12 months

25%

(12 months to May 2020)

Stable since the

February Panel

Stable since the

February Panel

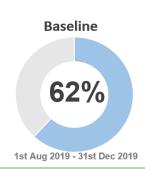
Stable since the



Current

Non priority calls (101)

Percentage of 101 non priority calls answered within 10 minutes



Current 65% 12 months to May 2020 A increase from 62% since the February Panel

Recent changes to the call handling system means that only data from August 2019 onwards is directly comparable.

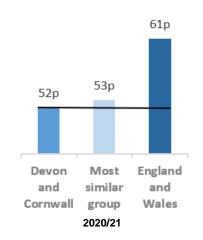
Emails & Texts (101)

Percentage of emails (including email crime reports) & texts responded to in 24 hours

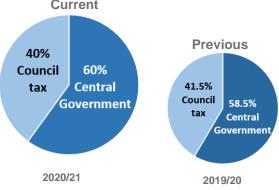


A decrease from 73% since the **February Panel**





Funding composition % of total funding from council tax Current



Officer and staff numbers FTE (full time equivalent)



1967

31st March 2020

Of concern/action being taken

Judgements key:



Requires additional scrutiny

OFFICIAL - Public FOIA - Open