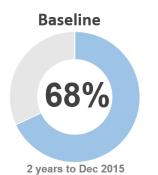
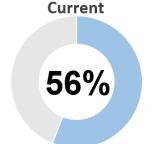
Performance Report – September 2020

Public Confidence

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





12 months to March 2020

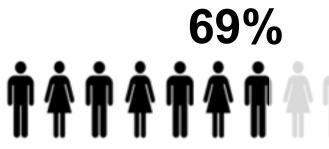




(Crime Survey for England & Wales)

Priority Victim Satisfaction

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

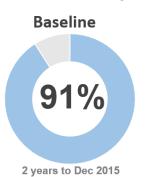


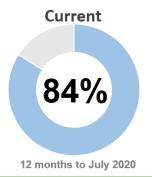
Judgment and data remains unchanged since the previous Panel. Covid-19 restrictions have meant that updated survey data is not currently available.

(12 months to March 2020)

Emergency Calls (999)

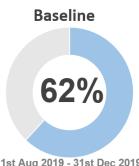
Percentage of calls answered within 10 seconds



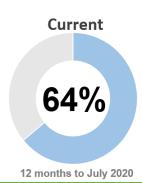


Slight increase of 1% since previous Panel

Non-emergency calls (101) Percentage of 101 non-emergency calls answered within 10 minutes





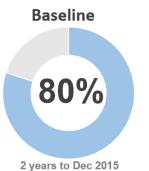


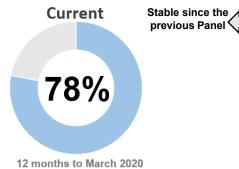
A slight decrease from 65% since the previous Panel

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

Public Confidence

% of the public that have confidence in the police





(Crime Survey for England & Wales)

Repeat Victimisation

Percentage of victims of any offence that have reported an offence in the previous 12 months



26%

Slight increase of 1% since the previous Panel. Long term trend is stable.

(12 months to July 2020)

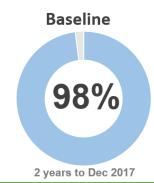
Attendance time for Immediate calls for Service: Average (median) time for response

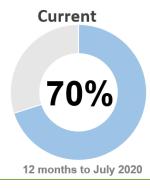




Emails & Texts (101)

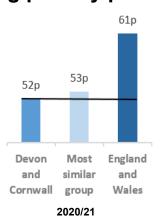
Percentage of emails (including email crime reports) & texts responded to in 24 hours





A slight decrease from 71% since the previous Panel

Funding per day per head



Judgements key:



% of total funding from council tax Current **Previous** 40% 60% Council Central 41.5% tax Council Government 58.5% Central Government

Funding composition

2020/21 2019/20

Requires additional scrutiny

Officer and staff numbers FTE (full time equivalent) **2257** 3128



30th June 2020

Of concern/action being taken

OFFICIAL - Public FOIA - Open