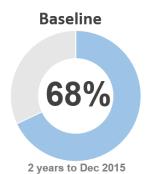
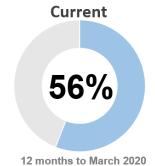
Performance Report – November 2020

Public Confidence

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

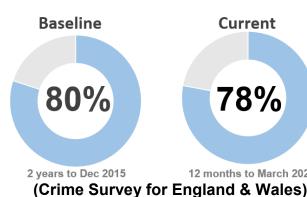


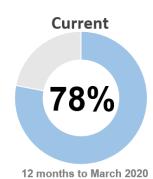




Data remains the same as the July panel. More recent data is not available as faceto-face interviews for the Crime Survey were suspended due to Covid-19.







Repeat Victimisation

Percentage of victims of any offence that have reported

an offence in the previous 12 months

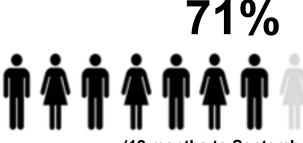
Stable since the July Panel Data remains the

same as the July panel. More recent data is not available as faceto-face interviews for the Crime Survey were suspended due to Covid-19.

(Crime Survey for England & Wales)

Priority Victim Satisfaction

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



A 2% increase from the September Panel

Judgement remains as amber due to low sample size of survey respondents.

26%

Stable since September

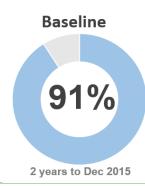
Panel

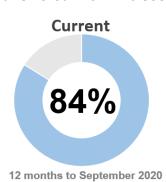
(12 months to September 2020)

(12 months to September 2020)

Emergency Calls (999)

Percentage of calls answered within 10 seconds





Stable since the September Panel

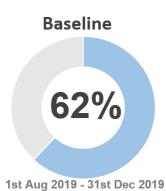
Attendance time for Immediate calls for Service: Average (median) time for response

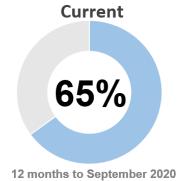




Non-emergency calls (101)

Percentage of 101 non-emergency calls answered within 10 minutes



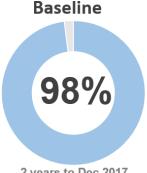


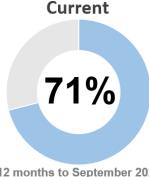
A 1% increase from the September **Panel**

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



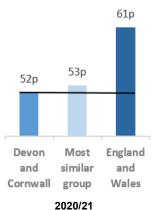


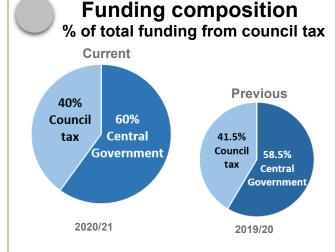
A 1% _ increase from the September **Panel**

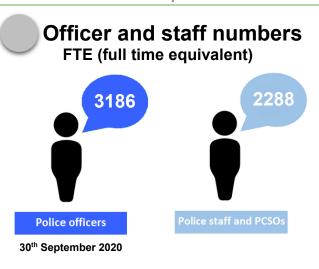
2 years to Dec 2017

12 months to September 2020

Funding per day per head







Judgements key:

Content

Requires additional scrutiny

Of concern/action being taken

OFFICIAL - Public FOIA - Open