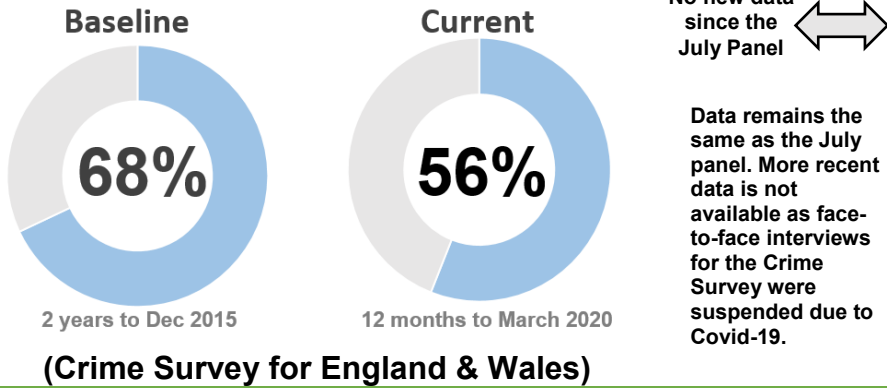


Performance Report – February 2021

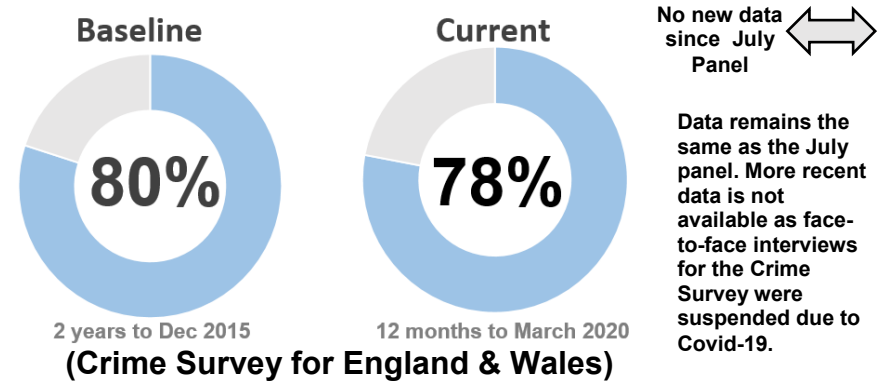
Public Confidence

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



Public Confidence

% of the public that have confidence in the police



Priority Victim Satisfaction

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

74%

3% increase from the November Panel ↑



(12 months to December 2020)

Data is based on a smaller sample of victims, as surveying was temporarily suspended during April, May & June 2020 due to Covid-19.

Repeat Victimization

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

27%

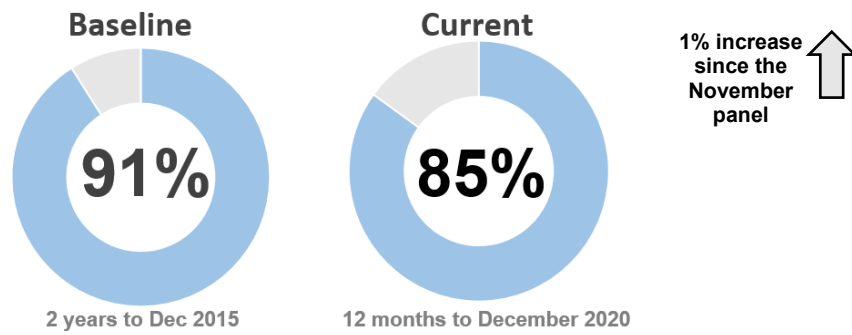
Slight (1%) increase since the November Panel ↑



(12 months to December 2020)

Emergency Calls (999)

Percentage of calls answered within 10 seconds

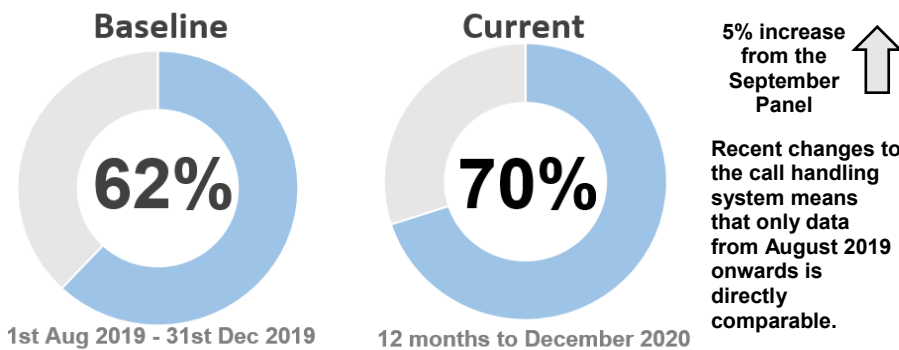


Attendance time for Immediate calls for service: Average (median) time for response



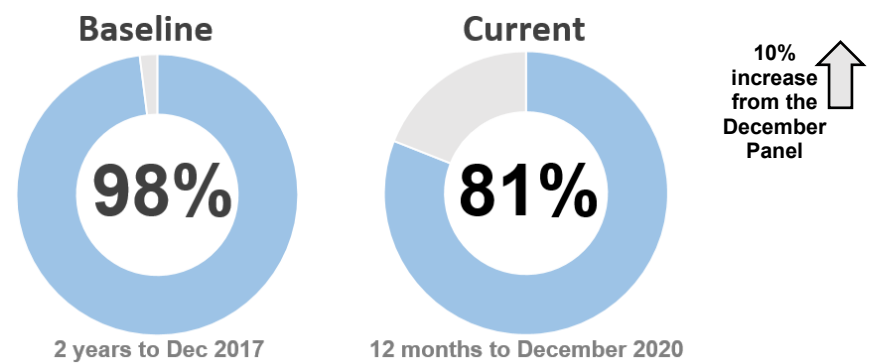
Non-emergency calls (101)

Percentage of 101 non-emergency calls answered within 10 minutes

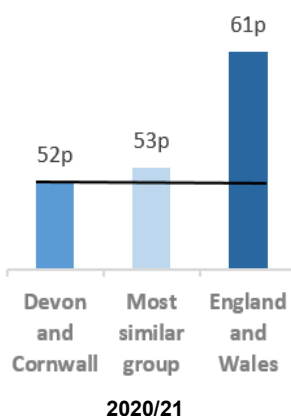


Emails & Texts (101)

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

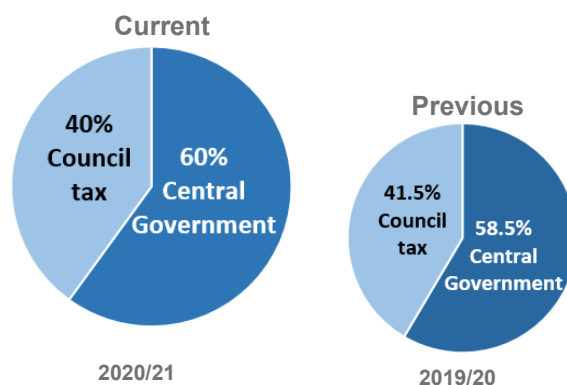


Funding per day per head



Funding composition

% of total funding from council tax



Officer and staff numbers

FTE (full time equivalent)



Judgements key: ● Content ● Requires additional scrutiny ● Of concern/action being taken