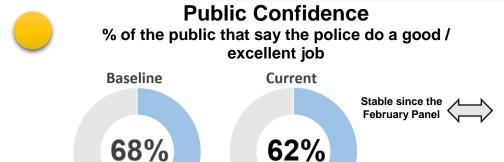
Performance Report – June 2019



2 years to Dec 2015 12 months to March 2019 (Crime Survey for England & Wales)

Priority Victim Satisfaction

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

Emergency Calls (999)

Percentage of calls answered within 10 seconds



2 years to Dec 2015 (Crime Survey for England & Wales)

Baseline

80%

Repeat Victimisation

Public Confidence

% of the public that have confidence in the police

Current

79%

12 months to March 2019

Stable since the

February Panel

Stable since the

February Panel

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



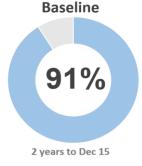
Attendance time for Immediate calls for

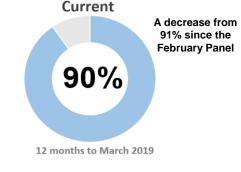
Service: Average (median) time for response



Current 14 minutes 21 seconds 12 months to March 2019

Stable since the last Panel





Non priority calls (101)

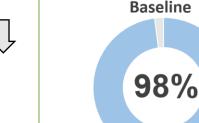
Percentage of calls passed to secondary contact within 10 minutes



A decrease from 69% since the **February Panel**

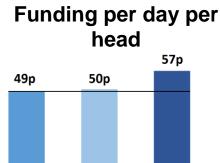
Stable since the

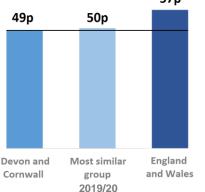
February Panel



Emails & Texts (101) Percentage of emails & texts responded to in 24 hours

Current Stable since the **February Panel** 95% 12 months to March 2019 12 months to Dec 2017





Content

Funding composition % of total funding from council tax Current **Previous** 41.5% 58.5% **Council tax** 39% Central 61% Council tax Central government government

Requires additional scrutiny

2018/19

2019/20

Officer and staff numbers FTE (full time equivelent) 1940 2,982 Police officers March 2019

Of concern/ action being taken

OFFICIAL - Public FOIA - Open

Judgements key: