

Priority	Measure	Previous 12 Month Period (December 13 - November 14)	Year to date Performance Versus 12 Month Ending Nov-14	Year to date Performance (December 14 - November 15)	Year to date Performance Versus 12 Month Ending Mar-15	Position as at March 2015 (April 14 - March 15)
Defend Frontline Policing	Public Confidence	90.9%	Down 2.7%	88.2%	Down 2.9%	91.1%
	Response times to answer 999 Calls	81.2%	Up 7.2%	88.4%	Up 8.7%	79.7%
	Response times answer 101 Calls	70.8%	Up 5.8%	76.6%	Up 12.9%	63.7%
	Notes:					
	The Public Confidence Survey is a monthly telephone survey of 600 randomly selected people undertaken independent of the Constabulary by SMSR. The in year performance for 2015/16 (April to November) is 87%.					
	999 Target Response is 90% in 10 Seconds. The in year performance for 2015/16 (April to November) is 88.21% with an average time to answer of 4.4 Seconds.					
	101 Target Response is 80% in 40 seconds. The in year performance for 2015/16 (April to November) is 78.73% with an average time to answer of 27.0 Seconds.					
	Total Calls Offered: This is the total number of calls into Contact Management.					
	Calls to Log Ratio: This is the number of incidents recorded divided by the number of 'Calls Offered' expressed as a Percentage.					
	Staff Numbers: This is the number of Police Officers, PCSO's, Special Constables and Cadets are the totals at the end of the period stated and not a 12 monthly total.					
	Total Calls Offered	1,136,121	Down 13.7% (155,524 Calls)	980,597	Down 9.0% (96,965 Calls)	1,077,562
	Calls to log ratio	45.8%	Up 7.1%	52.9%	Up 5.0%	47.9%
	Number of Police Officers	2,935 (Headcount) 2,882.72 (FTE)	Up 1.0% (28 Officers) Up 0.8% (22.63 Officers)	2,963 (Headcount) 2,905.35 (FTE)	Up 0.7% (20 Officers) Up 0.6% (16.01 Officers)	2,943 (Headcount) 2,889.34 (FTE)
	Number of PCSOs	353 (Headcount) 338.22 (FTE)	Down 4.5% (16 PCSO's) Down 1.4% (35.19 PCSO's)	337 (Headcount) 303.03 (FTE)	Down 7.9% (29 PCSO's) Down 8.2% (26.90 PCSO's)	366 (Headcount) 329.93 (FTE)
	Number of Special Constables	457	Up 2.8% (13 Special Constables)	470	Up 28.1% (103 Special Constables)	367
	Number of Cadets	450	Down 7.3% (33 Cadets)	417	Down 7.3% (33 Cadets)	450
Protect Vulnerable People	Recorded Number of Domestic Abuse Referrals	28,033	Down 16.5% (4,619 Referrals)	23,414	Down 10.1% (2,629 Referrals)	26,043
	All Sexual Offences	1,929	Up 23.0% (444 Crimes)	2,373	Up 18.3% (367 Crimes)	2,006
	Sexual Offences on Children Under 16	981	Up 22.7% (223 Crimes)	1,204	Up 20.3% (203 Crimes)	1,001
Tackling Crime & Reducing Re-Offending	Number of Crimes Recorded	94,000	Down 0.0% (36 Crimes)	93,964	Up 1.4% (1,335 Crimes)	92,629
	Number of Anti-Social Behaviour Incidents	76,669	Down 1.6% (1,219 Incidents)	75,450	Down 1.1% (868 Incidents)	76,318
	Number of Business Crimes	9,483	Down 1.2% (118 Crimes)	9,365	Down 0.3% (25 Crimes)	9,390
Champion the Rights of Victims	User Satisfaction	83.7%	Down 1.8%	81.9%	Down 0.6%	82.5%
	Restorative Justice Referrals and Outcomes	Not available		*640 (202 RJ Conferences)		
	<p>The User Satisfaction Survey is a monthly telephone survey that monitors satisfaction from victims of crime. The survey is a Home Office requirement and the data informs service improvements locally. The Constabulary survey victims of: domestic burglary, violent crime, vehicle crime, and racist incidents and measure satisfaction through the different stages of service:</p> <ul style="list-style-type: none"> • Initial contact • Actions taken • Follow-up • Treatment • Whole experience <p>Business Crime: The figure for 'Business Crime' is the sum of the following Home Office Classifications within the Home Office Counting Rules for Recorded Crime:</p> <ul style="list-style-type: none"> • Robbery Business • Shoplifting • Making Off Without Payment <p>Champion the right of victims * Figures for October 2014 to September 2015 for all RJs, including Street RJ, Shuttle RJ, etc</p>					