

Priority	Measure	Position as at March 2016 (April 15 - March 16)	Position as at March 2015 (April 14 - March 15)	2015/2016 Versus 2014/2015
Defend Frontline Policing	Public Confidence	86.1%	91.1%	Down 5.0%
	Response times to answer 999 Calls	88.5%	79.7%	Up 8.8%
	Response times to answer 101 Calls	79.6%	63.7%	Up 15.9%
	<b>Notes:</b>			
	The <b>Public Confidence Survey</b> is a monthly telephone survey. The survey is of 600 randomly selected people and is undertaken independent of the Constabulary by SMSR.			
	<b>999 Target Response</b> is 90% in 10 Seconds. <b>The performance for 2015/16 (April to March) is 88.49% with an average time to answer of 4.3 Seconds.</b>			
	<b>101 Target Response</b> is 80% in 40 seconds. <b>The performance for 2015/16 (April to March) is 79.59% with an average time to answer of 27.3 Seconds.</b>			
	<b>Total Calls Offered:</b> This is the total number of calls into Contact Management.			
	<b>Calls to Log Ratio:</b> This is the number of incidents recorded divided by the number of 'Calls Offered' expressed as a Percentage.			
	<b>Staff Numbers:</b> This is the number of Police Officers, PCSO's, Special Constables and Cadets. The figures are the totals at the end of the period stated and not a 12 month total.			
	Total Calls Offered	974,019	1,077,562	Down 10.6% (103,543 Calls)
	Calls to log ratio	55.2%	47.9%	Up 7.3%
	Grade 1 - Emergency Response Average Time to Arrive	9.4 Minutes	9.6 Minutes	Down 0.2 Minutes
	Number of Police Officers	2,903 (Headcount) 2,843.40 (FTE)	2,943 (Headcount) 2,889.34 (FTE)	Down 1.4% (40 Officers) Down 1.6% (45.94 Officers)
	Number of PCSOs	328 (Headcount) 296.01 (FTE)	366 (Headcount) 329.93 (FTE)	Down 11.6% (38 PCSO's) Down 11.5% (33.92 PCSO's)
	Number of Special Constables	521	367	Up 29.6% (154 Special Constables)
	Number of Cadets	353	450	Down 27.5% (97 Cadets)

Protect Vulnerable People	Recorded Number of Domestic Abuse Referrals	24,314	26,043	Down 7.1% (1,729 Referrals)
	All Sexual Offences	2,634	2,006	Up 31.3% (628 Crimes)
	Sexual Offences on Children Under 16	1,348	1,001	Up 34.7% (347 Crimes)
Tackling Crime & Reducing Re-Offending	Number of Crimes Recorded	96,944	92,629	Up 4.7% (4,315 Crimes)
	Number of Anti-Social Behaviour Incidents	77,093	76,318	Up 1.0% (775 Incidents)
	Number of Business Crimes	9,149	9,390	Down 2.6% (241 Crimes)
Champion the Rights of Victims	User Satisfaction	81.2%	82.5%	Down 1.3%
	Restorative Justice Referrals and Outcomes	To Be Completed by Ian Dickinson	To Be Completed by Ian Dickinson	To Be Completed by Ian Dickinson
<p><b>Notes:</b></p> <p>The <b>User Satisfaction</b> 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"> <li>• Initial contact</li> <li>• Actions taken</li> <li>• Follow-up</li> <li>• Treatment</li> <li>• Whole experience</li> </ul> <p><b>Business Crime:</b> 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"> <li>• Robbery Business</li> <li>• Shoplifting</li> <li>• Making Off Without Payment</li> </ul>				