



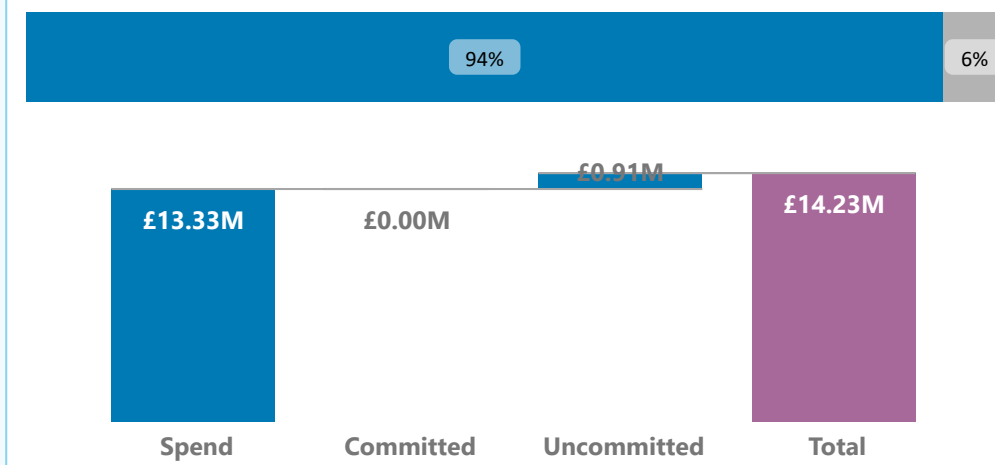
Force Balanced Scorecard - Official - Page 1

Efficiency

- Financial Monitoring

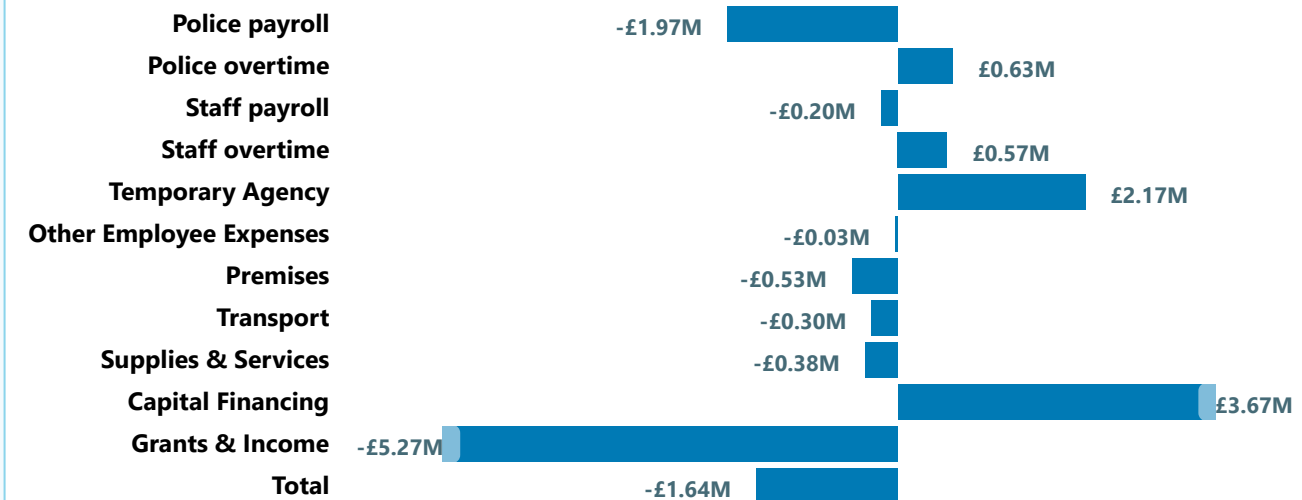
Force: Capital & Investment Progress to Mar-21

● Spend ● Committed ● Uncommitted



- Financial Monitoring

Force: Revenue Budget Variance to Mar-21



- Co2 Reduction from 15/16 Baseline

Force: Transport energy to Mar-21

3.23M

Baseline 15/16: 3.88M (-0.65M -16.81%)

Force: Building energy to Mar-21

2.81M

Baseline 15/16: 5.78M (-2.97M -51.32%)

Force

Capacity & Capability

- NCALT Completion

Force: Officer NCALT complete to May-21

69.28%

Previous year: 85.77% (-16.49%)

Force: Staff NCALT complete to May-21

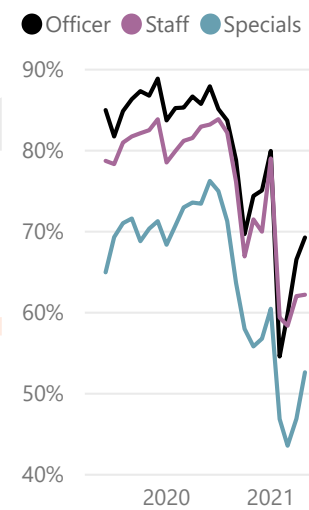
62.22%

Previous year: 82.97% (-20.75%)

Force: Specials NCALT complete to May-21

52.64%

Previous year: 73.45% (-20.81%)

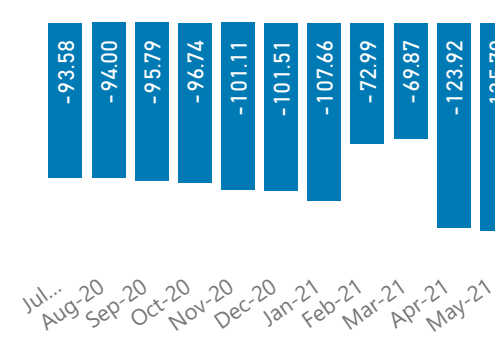


- Detective constable

Force: DC's Actual vs. Est. to May-21

-125.79

Previous year: -64.63 (-61.16)



- Sickness

Officer avg days lost to May-21

7.1

Previous year: 8.80 (-1.7)

%Officer mental health to May-21

33.7%

Previous year: 37.7% (-4.0%)

Staff avg days lost to May-21

6.0

Previous year: 6.90 (-0.9)

%Staff mental health to May-21

25.9%

Previous year: 21.7% (+4.2%)

PCSO avg days lost to May-21

11.1

Previous year: 9.60 (+1.5)

%PCSO mental health to May-21

26.8%

Previous year: 39.7% (-12.9%)

- Leaver rate

Force: Officer leaver rate to May-21

5.19%

Previous year: 5.98% (-0.79%)

Force: Staff leaver rate to May-21

7.57%

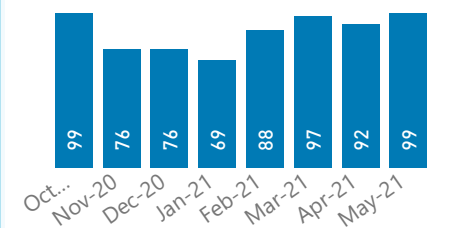
Previous year: 10.24% (-2.67%)

- Occ Health Referrals

Force: Occ health referrals to May-21

988

Previous year: 807 (+181 +22.43%)



Legitimacy

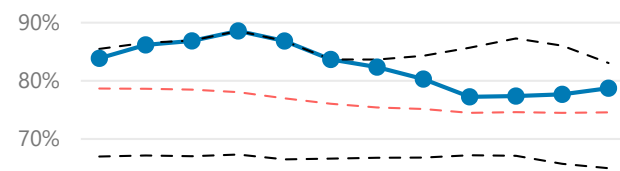
- CSEW National confidence (on-hold)

Force: CSEW to: Mar-20 Confidence

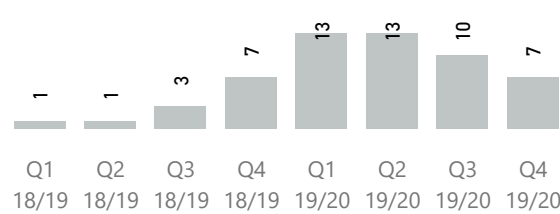
78.7%

Previous year: 80.3% (-1.6%)

Percentage over time with national average and high / low



National rank



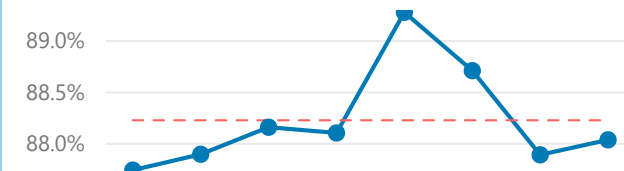
- Surrey Joint Neighbourhood Survey

Force: JNS to Mar-21 Confidence in police

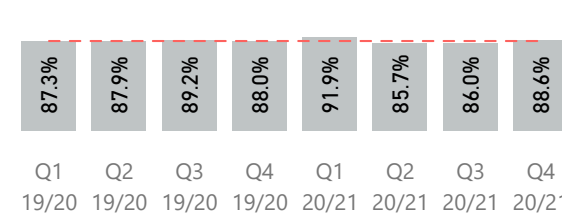
88.0%

Previous year: 88.1% (-0.1%)

Rolling four quarters



Quarter %age

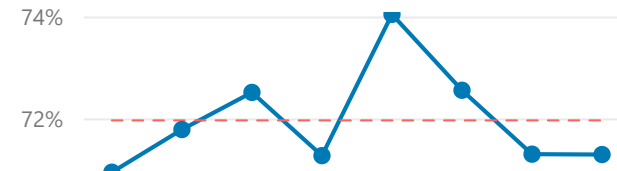


Force: JNS to Mar-21 Police deal with ASB & Crime

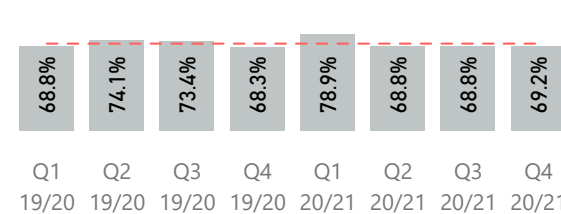
71.3%

Previous year: 71.3% (+0.0%)

Rolling four quarters



Quarter %age



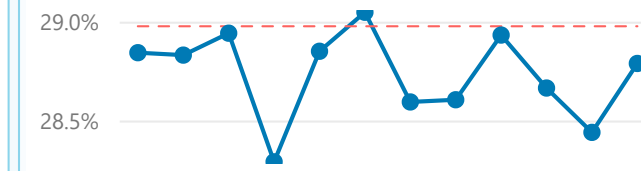
- Stop Search

Force: Stop search find rate to Jun-21

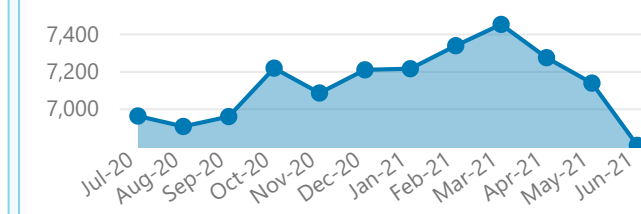
28.8%

Previous year: 28.6% (+0.2%)

Percentage rolling year find rate



Stop Search rolling year Volume





Force Balanced Scorecard - Official - Page 2 - Effectiveness

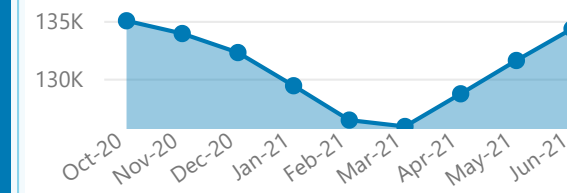
- Calls 999 Performance

% 999 calls answered in 10s, 12m to Jun-21

92.4%

Previous year: 94.6% (-2.2%)

Rolling year volume of 999 calls

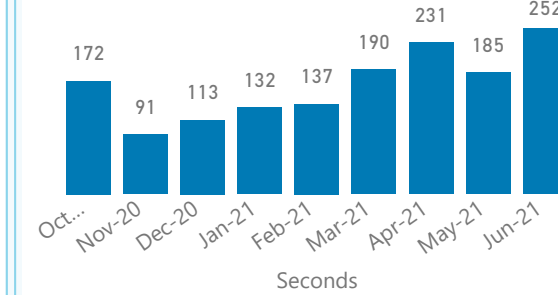


- Calls 101 Average time to answer

Avg time (secs) to answer 101 calls - Jun-21

252

Same month last year: 117 (+135 +115.38%)



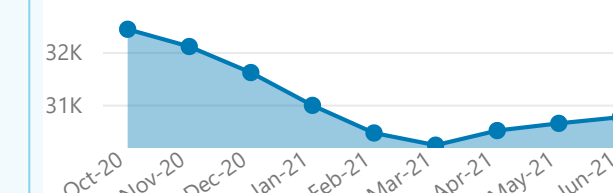
- Emergency response

Force: Rolling year Grade 1 rate to Jun-21

64.0%

Previous year: 66.6% (-2.6%)
%age grade 1 incidents attended in 15 mins

Rolling year volume of grade 1 incidents

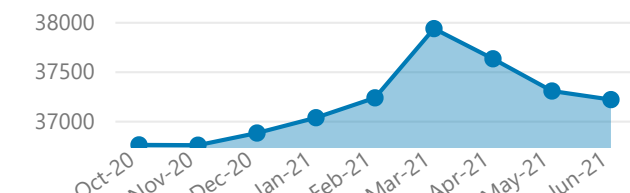


Force: Rolling year Grade 2 rate to Jun-21

41.9%

Previous year: 49.7% (-7.9%)
%age grade 2 incidents attended in 60 mins

Rolling year volume of grade 2 incidents



- Victim satisfaction main Crime

Force: MAIN satisfaction 12m to May-21

66.61%

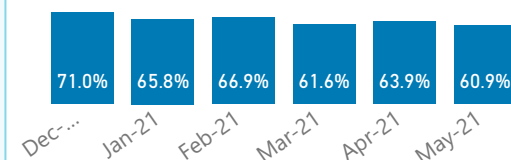
Mar-2020: 60.69% (+5.93%)

Force: MAIN CSAT score 12m to May-21

3.75

Mar-2020: 3.56 (+0.19)

Force: MAIN satisfaction monthly



- Victim satisfaction ASB

Force: ASB satisfaction 12m to May-21

64.35%

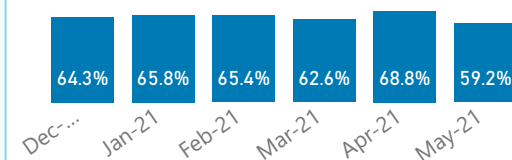
Mar-2020: 69.19% (-4.83%)

Force: ASB CSAT score 12m to May-21

3.74

Mar-2020: 3.89 (-0.15)

Force: ASB satisfaction monthly



- Missing persons

Rolling year %age repeat missing compared to total

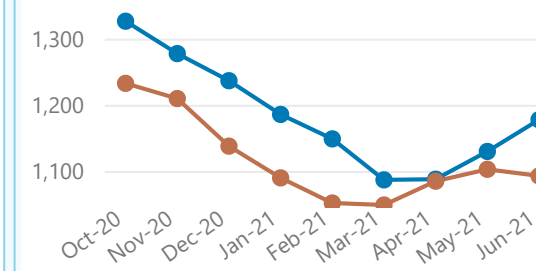
Force: %age repeat missing to Jun-21

51.87%

Previous year: 53.52% (-1.65%)

Rolling year volume of repeat missing persons

Repeat Non repeat



- Killed Seriously Injured

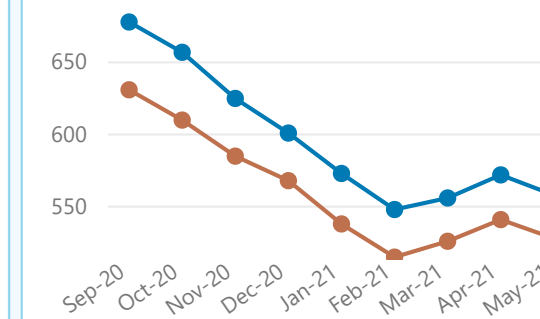
Force: KSI Casualties to May-21

558

Previous year: 728 (-170 -23.35%)

Rolling year KSI Volume

Casualties Collisions



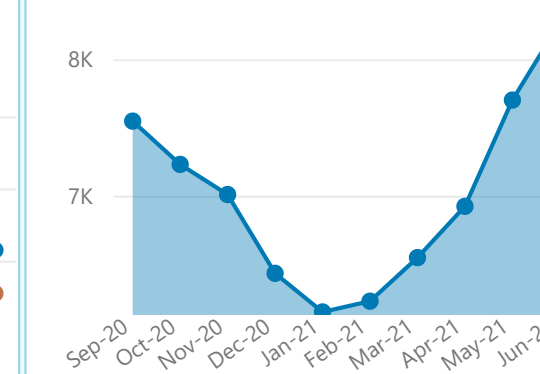
- Workload (under investigation)

Force: Under investigation end of Jun-21

8,276

Previous year: 6,236 (+2,040 +32.71%)

End of month crimes under investigation



- Serial DA perpetrators

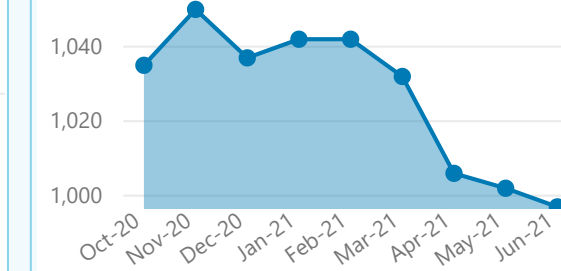
Force: Serial DA perpetrators to Jun-21

997

Previous year: 982 (+15.00 +1.53%)

Serial DA perpetrators are repeat offenders with two or more victims over the last three years

Rolling year volume of serial perpetrators



- Residential burglary

Offences recorded:

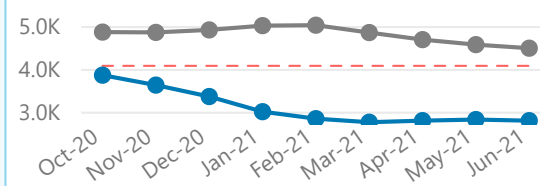
Force: Residential burglary to Jun-21

2,814

Previous year: 4,507 (-1,693.0 -37.6%)

Offences recorded rolling 12m trend

Last year This year Avg 24m



Outcome rate:

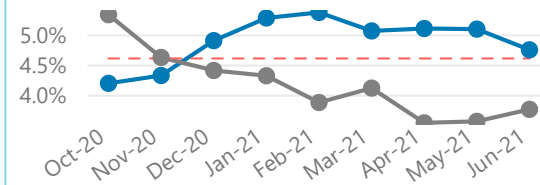
Force: Residential burglary to Jun-21

4.8%

Previous year: 3.8% (+1.0%)

Solved outcome rate rolling 12m trend

This year Last year Avg 24m



- Serious violence (with injury)

Offences recorded:

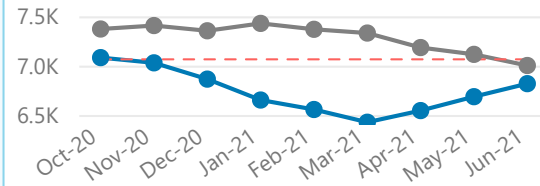
Force: Serious violence to Jun-21

6,828

Previous year: 7,012 (-184.0 -2.6%)

Offences recorded rolling 12m trend

Last year This year Avg 24m



Outcome rate:

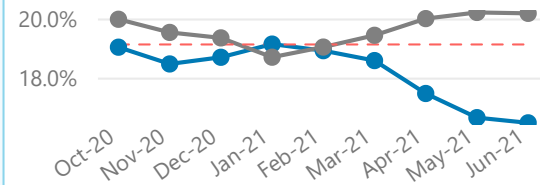
Force: Serious violence to Jun-21

17.5%

Previous year: 21.1% (-3.6%)

Solved outcome rate rolling 12m trend

This year Last year Avg 24m



- All Knife crime

Offences recorded:

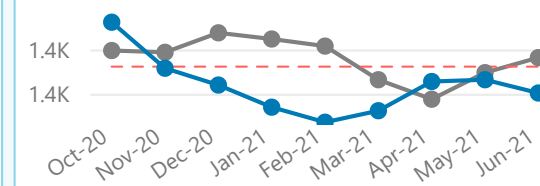
Force: Knife crime to Jun-21

1,352

Previous year: 1,392 (-40.0 -2.9%)

Offences recorded rolling 12m trend

Last year This year Avg 24m



Outcome rate:

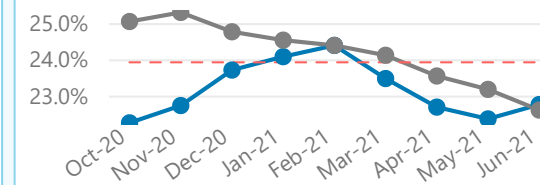
Force: Knife crime to Jun-21

24.3%

Previous year: 23.2% (+1.1%)

Solved outcome rate rolling 12m trend

This year Last year Avg 24m



- Child abuse

Offences recorded:

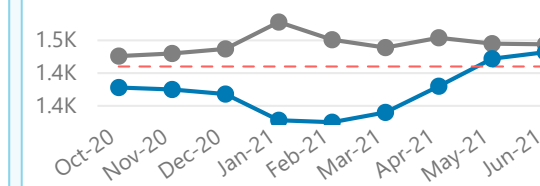
Force: Child abuse to Jun-21

1,432

Previous year: 1,444 (-12.0 -0.8%)

Offences recorded rolling 12m trend

Last year This year Avg 24m



Outcome rate:

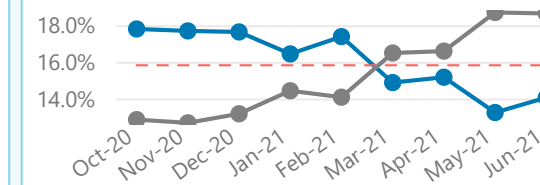
Force: Child abuse to Jun-21

14.8%

Previous year: 19.5% (-4.7%)

Solved outcome rate rolling 12m trend

This year Last year Avg 24m



- Stalking & CCB

Offences recorded:

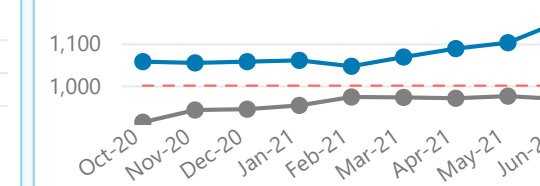
Force: Stalking & CCB to Jun-21

1,154

Previous year: 970 (+184.0 +19%)

Offences recorded rolling 12m trend

Last year This year Avg 24m



Outcome rate:

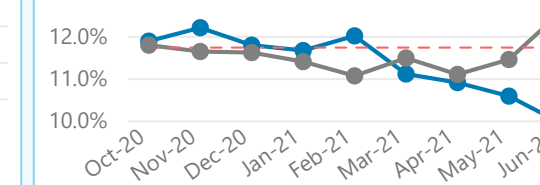
Force: Stalking & CCB to Jun-21

10.1%

Previous year: 13.2% (-3.1%)

Solved outcome rate rolling 12m trend

This year Last year Avg 24m



- Violent Domestic abuse

Offences recorded:

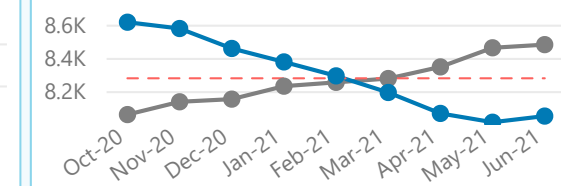
Force: Violence DA to Jun-21

8,056

Previous year: 8,486 (-430.0 -5.1%)

Offences recorded rolling 12m trend

Last year This year Avg 24m



Outcome rate:

Force: Violence DA to Jun-21

12.7%

Previous year: 13.4% (-0.8%)

Solved outcome rate rolling 12m trend

This year Last year Avg 24m

