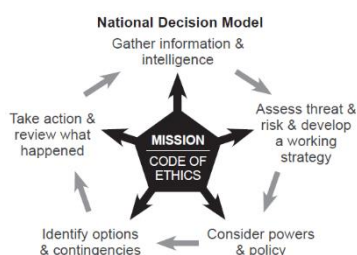




Surrey Police Performance Report

Required for:	<i>Joint Audit Committee Meeting – Jan 2022</i>
Security Classification	Official
Handling information if required:	Not applicable
Suitable for publication:	Yes
Title:	Progress against the Police and Crime Plan
Version:	4.0
Purpose:	Copy of paper from January 2022OPCC Performance Meeting Paper
ACPO / Strategic Lead:	DCC Kemp
NDM / OSARA compliance:	Yes
Date created:	1 st December 2021
Date to be reviewed:	4 th January 2022

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What are the Policing Principles?

Accountability	✓	Fairness	✓	Honesty	✓
Integrity	✓	Leadership	✓	Objectivity	✓
Openness	✓	Respect	✓	Selflessness	✓

Foreword and Note on Data Integrity in this paper

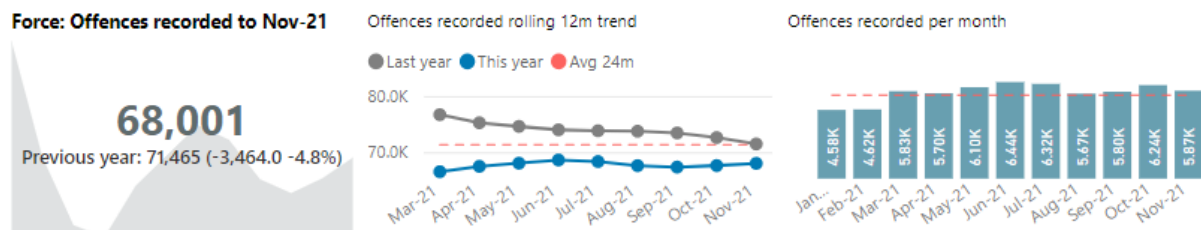
Within this paper we monitor the performance of the latest full rolling 12 months (12m) against the same period one year earlier. This enables the force, at a strategic level, to determine the trend over a longer period. For some measures, please note we also include quarterly or monthly data points to help determine and visualise whether a particular period has impacted the trend. National comparison has been included where available.

Force: Volume of Recorded Crime

The volume of recorded crime is defined as the number of total notifiable offences recorded within Surrey as defined by the Home Office Counting Rules (HOCR). The latest Office of National Statistics figures for the 12 months ending June 2021 show that total police recorded crime decreased by -4.8% in England and Wales. This decrease in crime was mainly driven by changes in society after coronavirus lockdown restrictions were put in place. Surrey's reduction over the 12 months to June 2021 was -3.3%.

The ONS figures showed that in June 2021 **Surrey had the 4th lowest crime rate nationally** (57.4 per 1000 population) across England and Wales, and Surrey continues to have the **lowest crime rate in the south-east region**. Considering how attractive Surrey is to travelling criminality; with the Metropolitan Police to the north, and excellent road links across the South East, the continuing position as having the lowest crime rate in the region is significant.

Analysis of Surrey Police's own data for the 12 months to November 2021 shows that the year on year trend in recorded crime has continued to decline, down -4.8% to 68,001 crimes recorded with the trend starting to show a small upturn in recent months above the average.



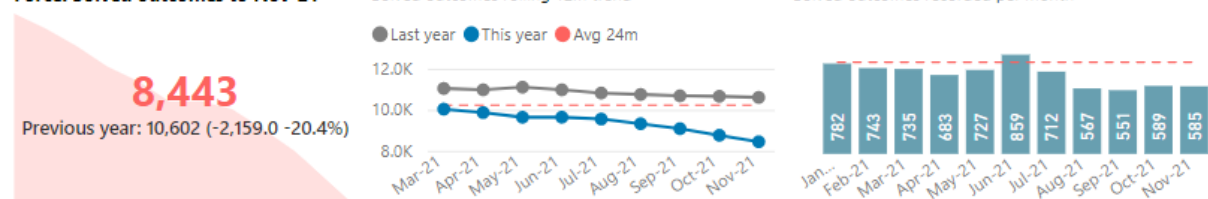
Lockdown restrictions throughout April and May 2020 saw some of the biggest reductions in crime. The second national lockdown during November also saw notable reductions. The introduction of tier level restrictions in December and a further national lockdown in January 2021 resulted in recorded crime being below the monthly average. For the 12 months to November 2021 the biggest reductions have been within the burglary, criminal damage, theft and vehicle crime categories. The only notable increases have been within Serious sexual (up 17.9%) which includes rape and sexual assault offences and 'other sexual offences' is also up 6.6%. Also, violence is up slightly 2.1% although the increase relates predominantly to 'without injury' offences of harassment which includes the improved recording of stalking and controlling or coercive behaviour offences.

Crime category	12m to Nov21	12m to Nov20	Change	%age change
Commercial burglary	751	977	-226	-23.1%
Criminal damage	7,880	8,921	-1041	-11.7%
Drug offences	2,763	3,480	-717	-20.6%
Fraud and forgery	142	167	-25	-15.0%
Other criminal offences	2,326	2,390	-64	-2.7%
Other sexual offences	469	440	29	6.6%
Residential burglary	2,598	3,645	-1047	-28.7%
Robbery	380	433	-53	-12.2%
Serious sexual	1,918	1,627	291	17.9%
Theft (other than vehicle) & handling stolen goods	9,914	10,512	-598	-5.7%
Vehicle crime	5,420	6,135	-715	-11.7%
Violence	33,440	32,738	702	2.1%
Total notifiable offences	68,001	71,465	-3464	-4.8%

Force: Volume of Solved Outcomes

Home Office Counting Rules require all notifiable offences to have an outcome. For Surrey Police, a 'Solved outcome is a notifiable offence with either a charge; caution; penalty notice; drug warning; community resolution, TIC (taken into consideration)'. From January 2021, outcome 10 where formal action is not in the public interest was included and then in April 2021, outcome 22 was also added to solved outcomes when they are validated 'Checkpoint' outcomes.

Force: Solved outcomes to Nov-21



For the 12 months to November 2021 the volume of solved outcomes for notifiable offences recorded was 8,443 down -20.4% (a reduction of 2,159 solved outcomes) when compared to the 12 months to November 2020 (10,602) this is a statistically significant reduction based on rolling year data over the last 24 months. The volumes of solved outcomes between January and May 2021 have been below the 24-month average. The volume of solved increased above average in June 2021 but has subsequently returned to below average from July 2021 to the end of November 2021.

As can be seen from the table below most crime types have seen a reduction in solved outcomes over the last 12 months when compared to the year before (apart from sexual offences). Violent crime with a solved outcome has seen the biggest volume reduction (-865). With vehicle crime showing the largest percentage reduction (down 59.9%).

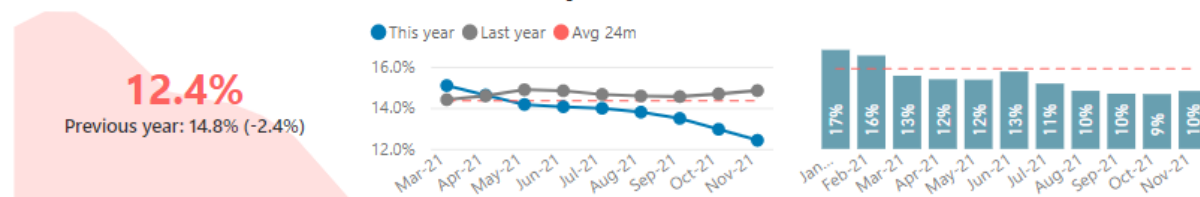
Crime category	12m to Nov21	12m to Nov20	Change	%age change
+ Commercial burglary	52	81	-29	-35.8%
+ Criminal damage	585	806	-221	-27.4%
+ Drug offences	2,142	2,814	-672	-23.9%
+ Fraud and forgery	28	46	-18	-39.1%
+ Other criminal offences	674	640	34	5.3%
+ Other sexual offences	74	102	-28	-27.5%
+ Residential burglary	106	159	-53	-33.3%
+ Robbery	42	62	-20	-32.3%
+ Serious sexual	145	139	6	4.3%
+ Theft (other than vehicle) & handling stolen goods	664	845	-181	-21.4%
+ Vehicle crime	75	187	-112	-59.9%
+ Violence	3,856	4,721	-865	-18.3%
Total notifiable offences	8,443	10,602	-2159	-20.4%

Force: Solved Outcome Rate

Solved outcome rates are calculated using the volume of solved outcomes over a given period divided by the volume of crimes in the same period.

For the 12 months to November 2021 the solved outcome rate for notifiable offences was 12.4% which is a reduction of 2.4 percentage points compared to the 12 months to November 2020 (14.8%) (NB: percentage values have been rounded up and down to the first decimal place). The charts below show the impact of the low volumes of solved outcomes over recent months as the volumes of crimes increased over the same period.

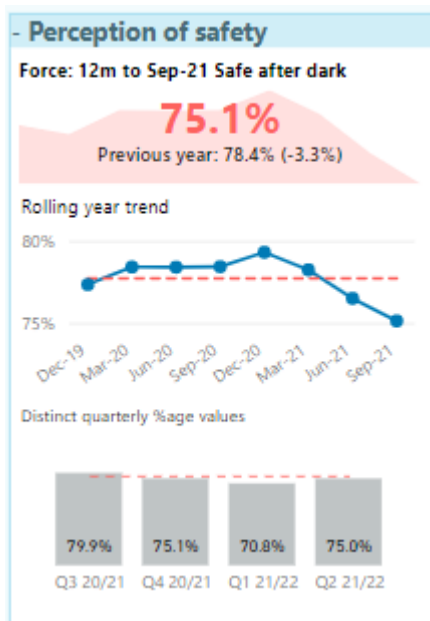
Force: Solved rate to Nov-21



The table below shows the solved rate for each crime category. With all categories except “other criminal offences” showing a reduction on the solved outcome rate.

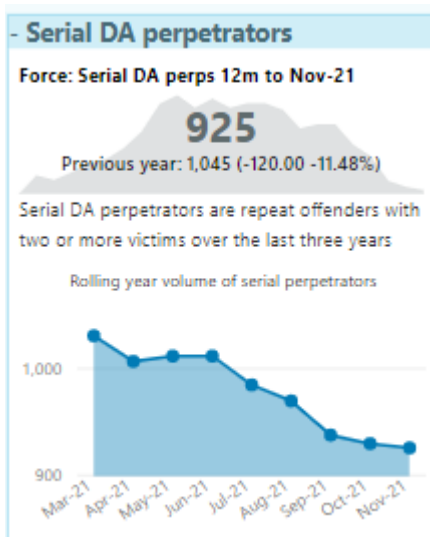
Crime category	12m to Nov21	12m to Nov20	%age Point change
+ Commercial burglary	6.92%	8.29%	-1.4%
+ Criminal damage	7.42%	9.03%	-1.6%
+ Drug offences	77.52%	80.86%	-3.3%
+ Fraud and forgery	19.72%	27.54%	-7.8%
+ Other criminal offences	28.98%	26.78%	2.2%
+ Other sexual offences	15.78%	23.18%	-7.4%
+ Residential burglary	4.08%	4.36%	-0.3%
+ Robbery	11.05%	14.32%	-3.3%
+ Serious sexual	7.56%	8.54%	-1.0%
+ Theft (other than vehicle) & handling stolen goods	6.70%	8.04%	-1.3%
+ Vehicle crime	1.38%	3.05%	-1.7%
+ Violence	11.53%	14.42%	-2.9%
Total notifiable offences	12.42%	14.84%	-2.4%

Violence against Women and Young Girls



Force: Perception of safety after dark for female respondents

The Joint Neighbourhood Survey asks respondents to consider how safe they feel after dark. The latest results for the 12 months to Sep-2021 is 75.1% of female respondents say they feel 'very safe' or 'fairly safe' after dark. This is a reduction compared to values over the last eight quarters. The latest result for female respondents is below the 84% for total respondents. Q1 2021/2022 shows a reduction compared to previous quarters but the latest Q2 2021/2022 shows an improvement.



Serial DA perpetrators

Surrey monitors the volume of serial domestic abuse perpetrators. This has been defined together with ESDAS as the volume of repeat offenders that have two or more victims over the last three years. Currently this volume of perpetrators has reduced by 120 over the last year; a reduction of 11.5%.

Serial perpetrators reduction of 11.5% mirrors the total violent DA reduction of 10% we would expect there to be a correlation between the two measures. The high harm perpetrator unit (HHPU) are working on reducing serial offenders.

Domestic abuse satisfaction

The latest financial year satisfaction for domestic abuse is 82.2% down from the 93.1% recorded at the end of 2020/2021. This decline relates to a drop in satisfaction in Q1 2021/2022 (Apr-Jun 2021) where overall DA satisfaction reported was to be 71.4% compared to usual quarterly overall satisfaction of over 90%. The volumes of respondents in this quarter was lower than usual but further analysis does not identify any specific reason for this drop in Q1 21/22 – the reduction was seen across all elements; initial contact; actions take and kept informed. Latest data for DA satisfaction showed the response rate increase again in Q2 21/22 and results have returned to normal levels again (89.1%). This is a measure to watch when Q3 results are released in 2022.

- Violent Domestic abuse

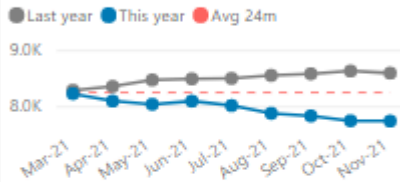
Offences recorded:

Force: Violence DA 12m to Nov-21

7,733

Previous year: 8,587 (-854.0 -9.9%)

Offences recorded rolling 12m trend



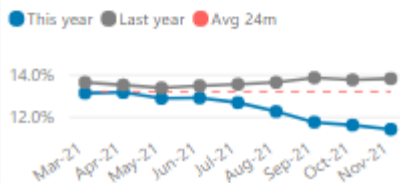
Outcome rate:

Force: Violence DA 12m to Nov-21

11.4%

Previous year: 13.8% (-2.4%)

Solved outcome rate rolling 12m trend



Violent domestic abuse

The volume of offences marked as domestic abuse has reduced over the last year. The latest volumes for the 12 months to November 2021 show that Surrey recorded 9.9% fewer violent domestic abuse offences (down 854) when compared to the 12 months to November 2020. Monthly volumes dropped below average since August 2021.

The latest ONS data available for comparing Surrey nationally is for the 12 months to **March 2020**. At that time Surrey had the lowest level of domestic abuse per 1000 population.

The solved outcome rate for violent domestic abuse offences has declined by 2.4 percentage points over the 12 months to November 2021. The volumes of solved outcomes have seen a significant reduction. Monthly volumes since October 2020 have been below the 24-month average with only June 2021 showing higher than average.

- Serious sexual

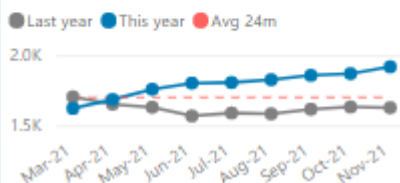
Offences recorded:

Force: Serious sexual 12m to Nov-21

1,918

Previous year: 1,627 (+291.0 +17.9%)

Offences recorded rolling 12m trend



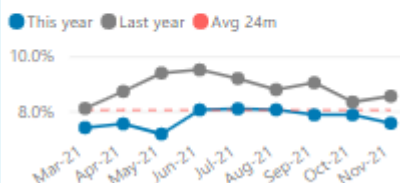
Outcome rate:

Force: Serious sexual 12m to Nov-21

7.6%

Previous year: 8.5% (-1.0%)

Solved outcome rate rolling 12m trend



Serious sexual

Serious sexual offence (which includes Rape) forms part of Surrey Police's 'high harm' category which monitors the offences committed against the most vulnerable within our society. The volume of serious sexual offences marked has increased over the last year. The latest volumes for the 12 months to November 2021 show that Surrey recorded 17.9% more serious sexual offences (up 291) when compared to the 12 months to November 2020. Offences did decline over the 2020 lockdown periods but since March 2021 monthly volumes have been above average.

There is no national comparison data available for this crime category.

The solved outcome rate for serious sexual offences has declined by 1.0 percentage points over the 12 months to November 2021.

NB. The Force is looking to split out the types of offences around non intimate and intimate serious sexual crime in future performance reports.

- Child abuse

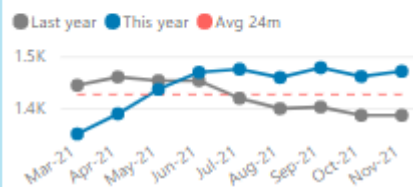
Offences recorded:

Force: Child abuse 12m to Nov-21

1,471

Previous year: 1,386 (+85.0 +6.1%)

Offences recorded rolling 12m trend



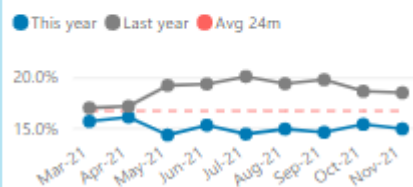
Outcome rate:

Force: Child abuse 12m to Nov-21

14.9%

Previous year: 18.5% (-3.6%)

Solved outcome rate rolling 12m trend



Child abuse

Child abuse forms part of Surrey Police's 'high harm' category which monitors the offences committed against the most vulnerable within our society. The volume of offences marked as child abuse has increase slightly over the last year. The latest volumes for the 12 months to November 2021 show that Surrey recorded 6.1% more child abuse offences (up 85) when compared to the 12 months to November 2020. Offences did decline over the 2020 lockdown periods but since March 2021 monthly volumes have been above average.

The is no national comparison data available for this crime category.

The solved outcome rate for child abuse offences has declined by 3.6 percentage points over the 12 months to November 2021.

- Stalking & CCB

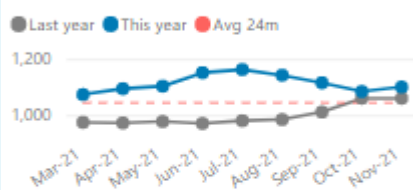
Offences recorded:

Force: Stalking & CCB 12m to Nov-21

1,100

Previous year: 1,060 (+40.0 +3.8%)

Offences recorded rolling 12m trend



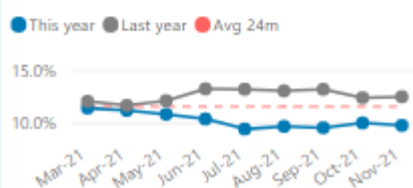
Outcome rate:

Force: Stalking & CCB 12m to Nov-21

9.7%

Previous year: 12.5% (-2.7%)

Solved outcome rate rolling 12m trend



Stalking & CCB

The volume of stalking or coercive controlling behaviour recorded has increase significantly over the last year. The latest volumes for the 12 months to November 2021 show that Surrey recorded 3.8% more offences in this category (up 40) when compared to the 12 months to November 2020. Improvements in recording stalking have been in place since April 2020. All cases where a course of conduct is reported between a victim and their former partner must be recorded as stalking unless the police are satisfied that the matter amounts to harassment in law only.

Latest ONS data to March 2021 shows that stalking and harassment figures are up 27.8% across England and Wales. National crime rate for stalking and harassment for the 12 months to March 2021 was 10.6 per 1000 population. Surrey is ranked 4th nationally with 6.2 per 1000 population.

The solved outcome rate for Stalking and CCB has decreased by 2.7 percentage points over the 12 months to November 2021.

Protecting people

- Victim satisfaction main Crime

Force: MAIN satisfaction 12m to Sep-21

63.01%

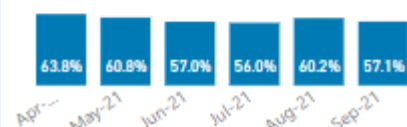
Previous year: 64.33% (-1.32%)

Force: MAIN CSAT score 12m to Sep-21

3.61

Previous year: 3.69 (-0.07)

Force: MAIN satisfaction monthly



Overall victim satisfaction

From April 2019 a new methodology was introduced to consult with victims of crime and ASB. Victims are now contacted via text message which brings benefits such as reaching more victims of different crimes, fewer questions resulting in an increased response, and greater insight through victims' comments. Results are now also received in real time as opposed to the previous lag of 2-3 months between incidents/crimes occurring and results being received.

Overall victims' satisfaction has decreased by 1.3 percentage points over the 12 months to September 2021.

- Hate crime

Offences recorded:

Force: Hate crime 12m to Nov-21

2,488

Previous year: 2,215 (+273.0 +12.3%)

Offences recorded rolling 12m trend

● Last year ● This year ● Avg 24m



Outcome rate:

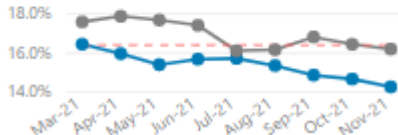
Force: Hate crime 12m to Nov-21

14.2%

Previous year: 16.2% (-1.9%)

Solved outcome rate rolling 12m trend

● This year ● Last year ● Avg 24m



Hate crime

The volume of crime marked as hate crime has increase significantly over the last year. The latest volumes for the 12 months to November 2021 show that Surrey recorded 12.3% more offences in this category (up 273) when compared to the 12 months to November 2020.

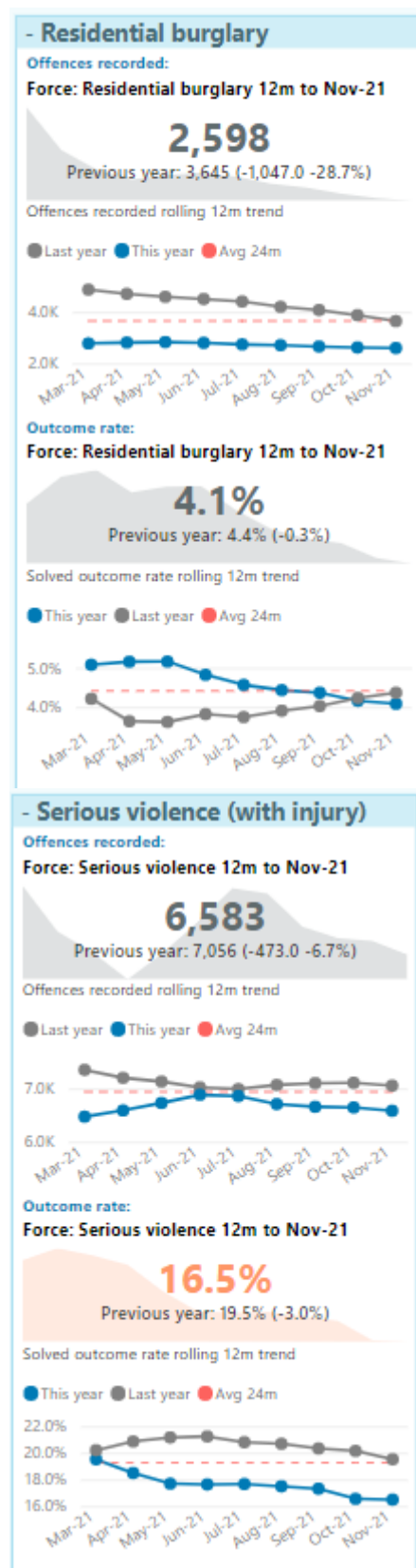
The is no national comparison data available for this crime category.

The solved outcome rate for hate crime has decreased by 1.9 percentage points over the 12 months to November 2021.

Compliance with Victims Code of Conduct and repeat victimisation of Fraud

There is a yearly audit plan which is signed off by the Force Service Board. Each main department (NPT, CID, DA / CA (formerly SIU)) is audited at least twice a year and then thematic audits such as fraud or victim satisfaction are done on an ad-hoc basis. The Ministry of Justice are currently working with police forces to implement a performance framework to measure compliance with the victim's code. This is likely to be introduced from April 2022.

Communities



Force: Residential burglary

The volume of residential burglary recorded has reduced significantly since COVID19 restrictions were introduced in April 2020. The latest volumes for the 12 months to November 2021 show that Surrey has recorded 28.7% fewer residential burglaries (down 1,047) when compared to the 12 months to November 2020.

Latest ONS data to June 2021 shows that residential burglary dropped 20.8% across England and Wales. National crime rate for residential burglary for the 12 months to June 2021 was 7.8 per 1000 households. Surrey is ranked 18th nationally with 5.9 per 1000 households.

The solved outcome rate for residential burglary has reduced by 0.3 percentage points over the 12 months to November 2021. There were some above average volumes of solved outcomes in December 2020, April 2021 and May 2021.

Historically, volumes of residential burglary increase during the months of October to December.

Serious violence (Violence with injury)

The volume of serious violence (violence with injury) recorded has reduced slightly. The latest volumes for the 12 months to November 2021 show that Surrey has recorded 6.7% fewer violence with injury offences (down 473) when compared to the 12 months to November 2020.

Latest ONS data to June 2021 shows that violence with injury dropped 3.7% across England and Wales. National crime rate for violence with injury for the 12 months to June 2021 was 8.3 per 1000 population. Surrey has the lowest level of violence with injury ranked 2nd nationally with 5.7 per 1000 population.

The solved outcome rate for violence with injury has reduced by 3.0 percentage points over the 12 months to November 2021. There were some above average volumes of solved outcomes in June 2021 but otherwise the volumes of solved since January 2021 have been below the 24-month average. Most of the reduction in solved outcome within this category relate to ABH offences.

- All Knife crime

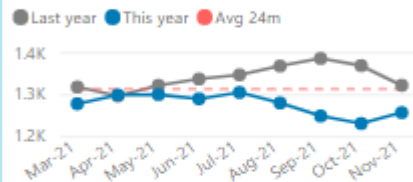
Offences recorded:

Force: Knife crime 12m to Nov-21

1,256

Previous year: 1,321 (-65.0 -4.9%)

Offences recorded rolling 12m trend



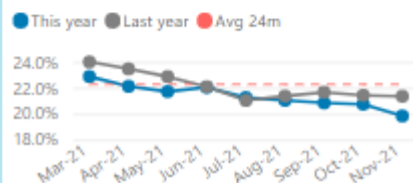
Outcome rate:

Force: Knife crime 12m to Nov-21

19.8%

Previous year: 21.3% (-1.5%)

Solved outcome rate rolling 12m trend



All Knife crime

The volume of knife crime has shown a reduction over the last 12 months. The latest volumes for the 12 months to November 2021 show that Surrey recorded 4.9% fewer offences flagged as blade or sharp instrument when compared to the 12 months to November 2020.

National concern over the rise of knife crime has led to the development of national system to help improve the recording of knife crime. NDQIS has been implemented within Surrey Police, using an algorithm to check the offence's free text in order to determine the likelihood that the offence should be flagged a knife crime or not. There is also manual intervention for those the algorithm is unsure of.

The solved outcome rate for knife crime has reduced, down 1.5 percentage points compared to last year.

- Vehicle crime

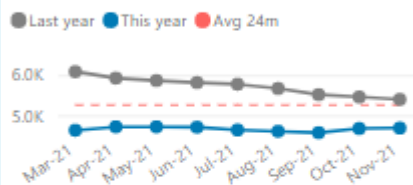
Offences recorded:

Force: Vehicle crime 12m to Nov-21

4,687

Previous year: 5,397 (-710.0 -13.2%)

Offences recorded rolling 12m trend



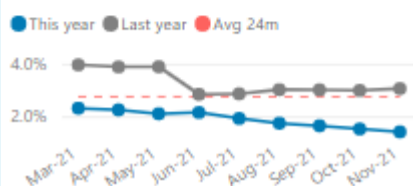
Outcome rate:

Force: Vehicle crime 12m to Nov-21

1.4%

Previous year: 3.1% (-1.6%)

Solved outcome rate rolling 12m trend



Vehicle crime

The volume of vehicle crime recorded has reduced since COVID19 restrictions were introduced in April 2020. The latest volumes for the 12 months to November 2021 show that Surrey has recorded 13.2% fewer vehicle offences (down 710) when compared to the 12 months to November 2020.

Latest ONS data to June 2021 shows that vehicle crime dropped 18.8% across England and Wales. National crime rate for vehicle crime for the 12 months to June 2021 was 5.8 per 1000 population. Surrey is ranked 24th nationally with 4.2 per 1000 population.

The solved outcome rate for vehicle crime has reduced by 1.6 percentage points over the 12 months to November 2021. The average volume of solved vehicle crimes over the last 24 months is 9 per month. The last 12 months volumes have been below this average.

- KSI Collisions

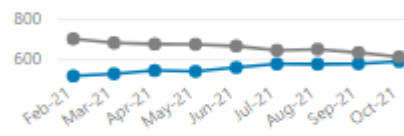
Force: KSI Collisions 12m to Oct-21

588

Previous year: 611 (-23 -3.76%)

Rolling year KSI Volume

● This year ● Last year



- KSI Casualties

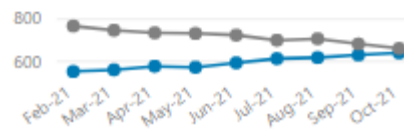
Force: KSI Casualties 12m to Oct-21

637

Previous year: 658 (-21 -3.19%)

Rolling year KSI Volume

● This year ● Last year



Killed or Seriously Injured

Data on killed and seriously injured has been provided by Sussex Safer Roads Partnership to the end of September 2021. The results show that the number of casualties for KSIs is down 7.6% compared to last year.

The months up to May 2021 have been below the two year average but the volumes recorded since May have been above average. This was predicted due to the end of COVID19 restrictions and increased travel both for work and holidays. Volumes for collisions and casualties are expected to show increases compared to last year.

- Victim satisfaction ASB

Force: ASB satisfaction 12m to Sep-21

63.81%

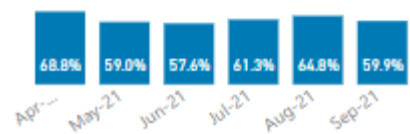
Previous year: 66.28% (-2.47%)

Force: ASB CSAT score 12m to Sep-21

3.71

Previous year: 3.80 (-0.09)

Force: ASB satisfaction monthly



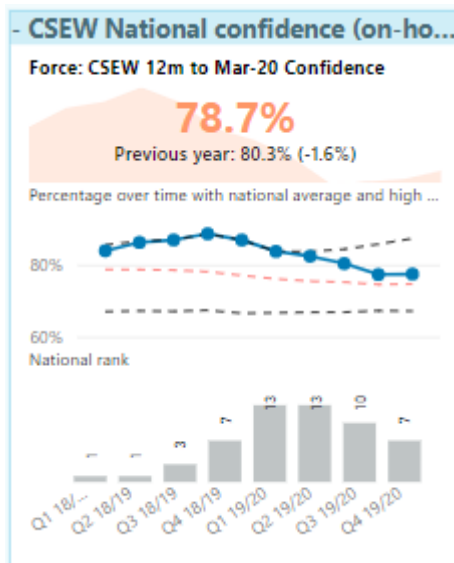
Victim satisfaction for Anti-social behaviour

Overall satisfaction for ASB is currently 63.8% for the 12 months to September 2021 this is down 2.4 percentage points compare to last year.

Latest quarter analysis:

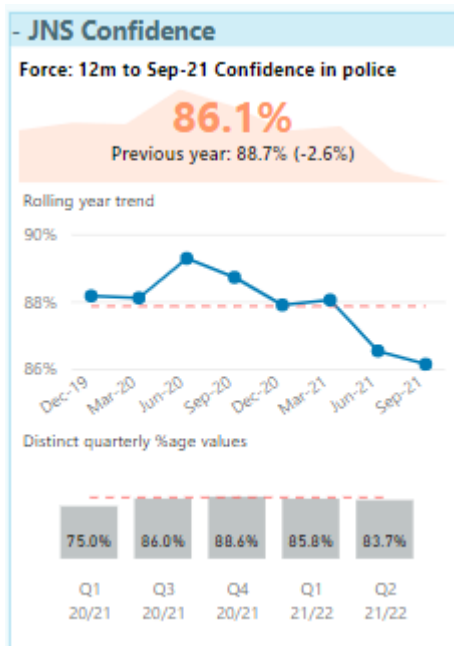
Overall satisfaction (-1.0% points, 62.3%) decreased again this quarter, as did initial contact (-1.8% points, 62.7%) and treatment (-5.3% points, 62.1%). The remaining workflows all increased: actions taken (+0.1% points, 68.4%), kept informed (+15.4% points, 51.5%) and ASB (+5.7% points, 64.7%). Kept informed continues to be the poorest performer and the workflow where an increase in results is most needed.

Relationships



CSEW Confidence

The national confidence measure from the crime survey for England and Wales relies on face to face interviews, due to COVID these interviews stopped so the latest data available is the 12 months to March 2020. Surrey are currently ranked 7th nationally with 78.7% confidence. **The face-to-face interviews are expected to start again from October 2021.**



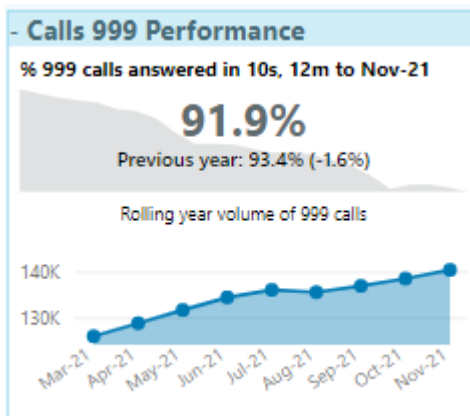
Confidence from Joint Neighbourhood survey

Latest 12 months to September 2021 show confidence is down 2.6 percentage points compared to the same period last year.

Latest quarter analysis:

For the overall force, public confidence decreased this quarter to 83.7% (-2.1% points). This result, along with the FYTD 21/22 result (84.9%), were both lower than the Year End 20/21 result (88.0%).

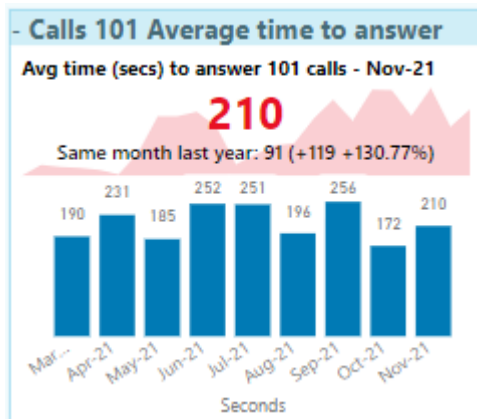
Confidence decreased across five of the seven aspects of policing this quarter, with the largest decrease in confidence that the police would respond quickly to 999 calls (-8.5% points to 73.7%).



Contact 999

999 calls answered within 10 seconds have reduced to 91.9% in the twelve months to November 2021.

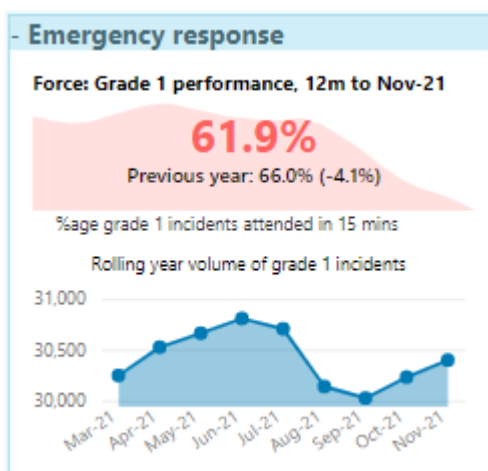
The volume of 999 calls in June, July and October are the highest months Surrey has ever had. This is mirrored in June/July nationally and we were requested in those months to also assist other forces. This meant Surrey contact centre had to moved call handlers away from answering the 101 channels.



101 average time to answer

The average time to answer 101 calls is up to 2 minutes and 30 seconds in November 2021: this is higher than the 1 minute 31 seconds recorded in November 2020. (We are working to present this as a rolling year trend).

The volume of 101 calls has been declining year on year (down 12.79% in the 12 months to October 2021 compared to the 12 months to October 2020. Other digital channels have shown large increases.



Time taken to respond to Grade 1 (emergency)

Grade 1 response has shown a decline over recent months and is now the lowest it has been for over two years, and the median response time is also starting to increase moving from 11 minutes 48 seconds a year ago to 12 minutes 36 Seconds in the 12 months to November 2021.

After a statistically low January and February in 2021, we saw a steady increase in monthly volumes for our grade 1 incidents from March and by the end of July, grade 1 volumes had returned to the usual levels each month and this has continued to November.



Force Scorecard Official

Force

Violence against Women and Young Girls

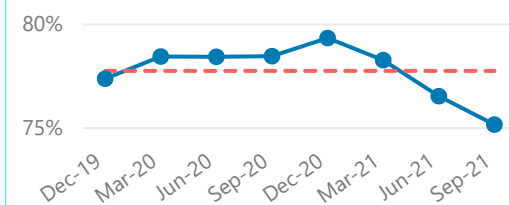
- Perception of safety

Force: 12m to Sep-21 Safe after dark

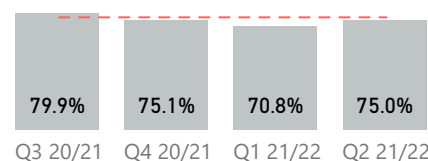
75.1%

Previous year: 78.4% (-3.3%)

Rolling year trend



Distinct quarterly %age values



- Violent Domestic abuse

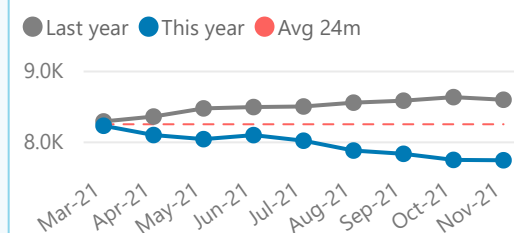
Offences recorded:

Force: Violence DA 12m to Nov-21

7,733

Previous year: 8,587 (-854.0 -9.9%)

Offences recorded rolling 12m trend



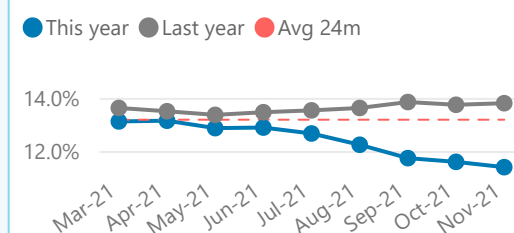
Outcome rate:

Force: Violence DA 12m to Nov-21

11.4%

Previous year: 13.8% (-2.4%)

Solved outcome rate rolling 12m trend



- Serial DA perpetrators

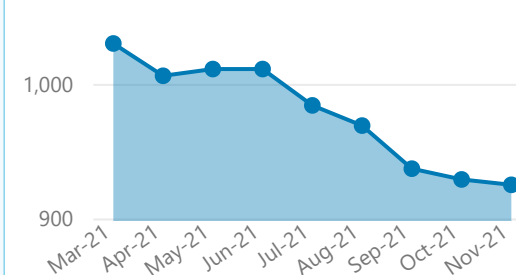
Force: Serial DA perps 12m to Nov-21

925

Previous year: 1,045 (-120.00 -11.48%)

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

Rolling year volume of serial perpetrators



DA Satisfaction 82.2%

The data for this measure is currently being added to the data warehouse. Current Apr to Sep 2021 domestic abuse satisfaction is 82.2% which is below the 93.1% for 2020/2021,

Protecting People

- Victim satisfaction main Crime

Force: MAIN satisfaction 12m to Sep-21

63.01%

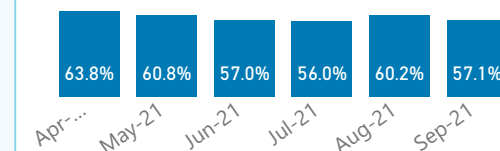
Previous year: 64.33% (-1.32%)

Force: MAIN CSAT score 12m to Sep-21

3.61

Previous year: 3.69 (-0.07)

Force: MAIN satisfaction monthly



- Hate crime

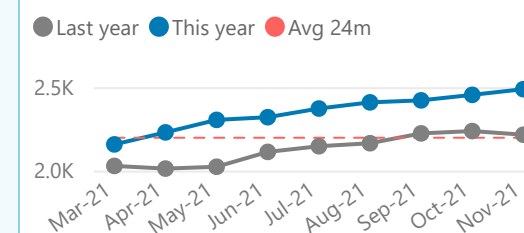
Offences recorded:

Force: Hate crime 12m to Nov-21

2,488

Previous year: 2,215 (+273.0 +12.3%)

Offences recorded rolling 12m trend



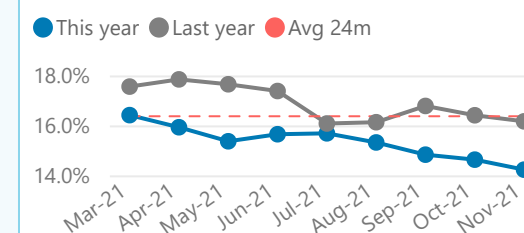
Outcome rate:

Force: Hate crime 12m to Nov-21

14.2%

Previous year: 16.2% (-1.9%)

Solved outcome rate rolling 12m trend



- Serious sexual

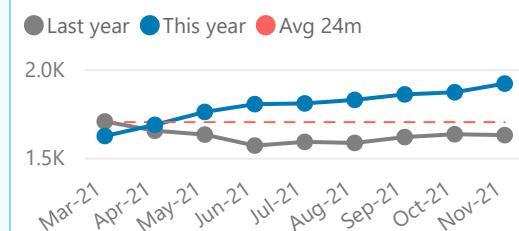
Offences recorded:

Force: Serious sexual 12m to Nov-21

1,918

Previous year: 1,627 (+291.0 +17.9%)

Offences recorded rolling 12m trend



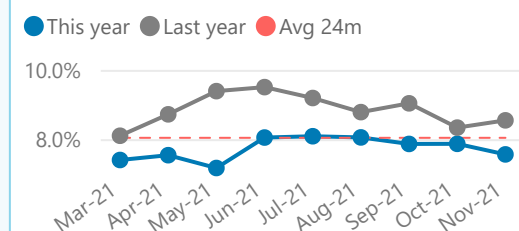
Outcome rate:

Force: Serious sexual 12m to Nov-21

7.6%

Previous year: 8.5% (-1.0%)

Solved outcome rate rolling 12m trend



- Child abuse

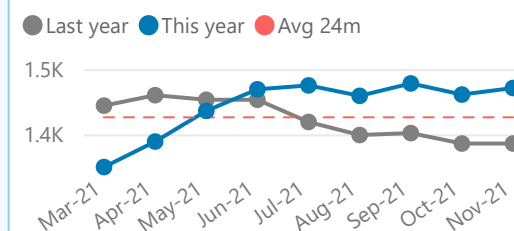
Offences recorded:

Force: Child abuse 12m to Nov-21

1,471

Previous year: 1,386 (+85.0 +6.1%)

Offences recorded rolling 12m trend



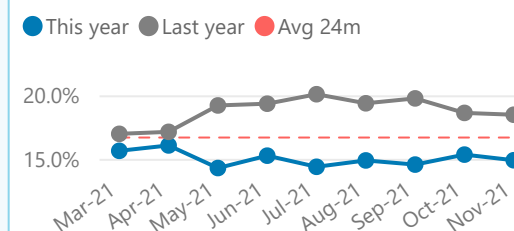
Outcome rate:

Force: Child abuse 12m to Nov-21

14.9%

Previous year: 18.5% (-3.6%)

Solved outcome rate rolling 12m trend



- Stalking & CCB

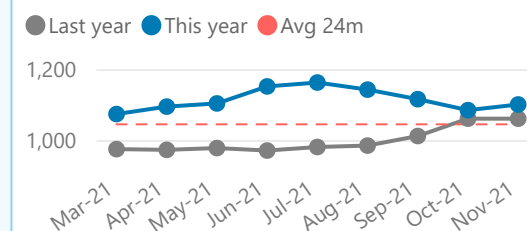
Offences recorded:

Force: Stalking & CCB 12m to Nov-21

1,100

Previous year: 1,060 (+40.0 +3.8%)

Offences recorded rolling 12m trend



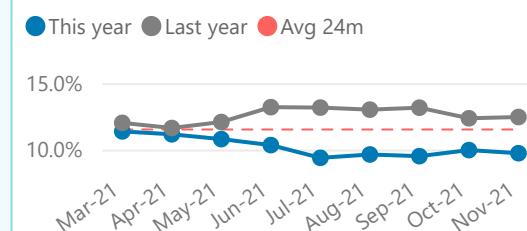
Outcome rate:

Force: Stalking & CCB 12m to Nov-21

9.7%

Previous year: 12.5% (-2.7%)

Solved outcome rate rolling 12m trend



Re-offending rate

Work in progress for this measure. It will be based on total notifiable offences where the offender has offended within the last 12 months.

Compliance with victims code

Data not currently available.

Repeat victimisation of Fraud

Data for this measure is not available expect this to come from action fraud but unlikely to be available.

Charts show the rolling year ('12m' = 12 months) trends to the latest full months data available.



Force Scorecard Official

Force

Communities

- Residential burglary

Offences recorded:

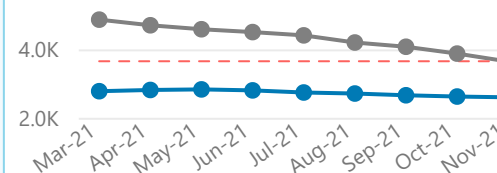
Force: Residential burglary 12m to Nov-21

2,598

Previous year: 3,645 (-1,047.0 -28.7%)

Offences recorded rolling 12m trend

● Last year ● This year ● Avg 24m



Outcome rate:

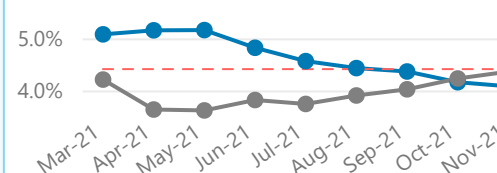
Force: Residential burglary 12m to Nov-21

4.1%

Previous year: 4.4% (-0.3%)

Solved outcome rate rolling 12m trend

● This year ● Last year ● Avg 24m



- Vehicle crime

Offences recorded:

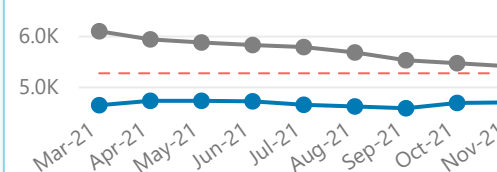
Force: Vehicle crime 12m to Nov-21

4,687

Previous year: 5,397 (-710.0 -13.2%)

Offences recorded rolling 12m trend

● Last year ● This year ● Avg 24m



Outcome rate:

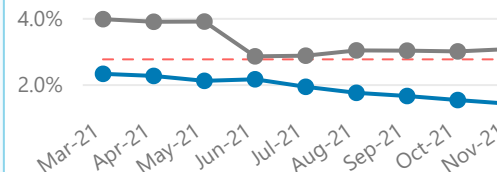
Force: Vehicle crime 12m to Nov-21

1.4%

Previous year: 3.1% (-1.6%)

Solved outcome rate rolling 12m trend

● This year ● Last year ● Avg 24m



- Serious violence (with injury)

Offences recorded:

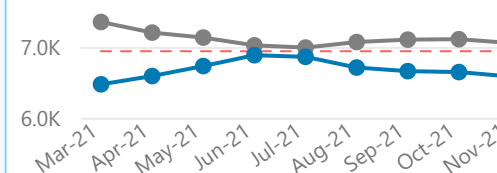
Force: Serious violence 12m to Nov-21

6,583

Previous year: 7,056 (-473.0 -6.7%)

Offences recorded rolling 12m trend

● Last year ● This year ● Avg 24m



Outcome rate:

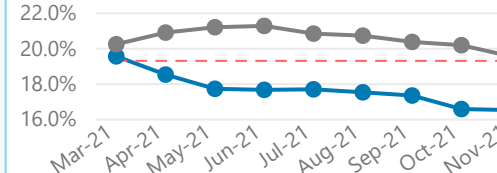
Force: Serious violence 12m to Nov-21

16.5%

Previous year: 19.5% (-3.0%)

Solved outcome rate rolling 12m trend

● This year ● Last year ● Avg 24m



- KSI Collisions

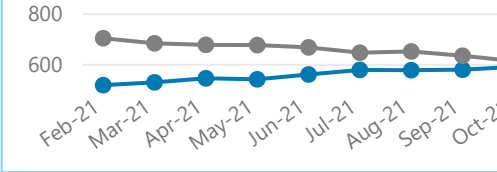
Force: KSI Collisions 12m to Oct-21

588

Previous year: 611 (-23 -3.76%)

Rolling year KSI Volume

● This year ● Last year



- KSI Casualties

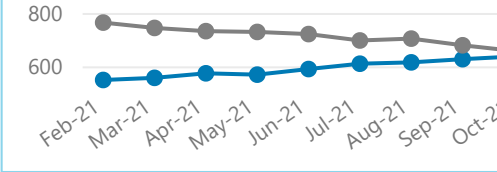
Force: KSI Casualties 12m to Oct-21

637

Previous year: 658 (-21 -3.19%)

Rolling year KSI Volume

● This year ● Last year



- All Knife crime

Offences recorded:

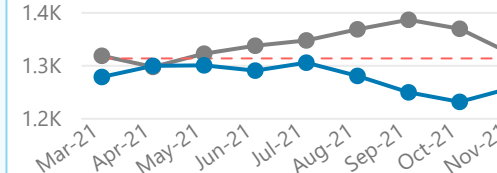
Force: Knife crime 12m to Nov-21

1,256

Previous year: 1,321 (-65.0 -4.9%)

Offences recorded rolling 12m trend

● Last year ● This year ● Avg 24m



Outcome rate:

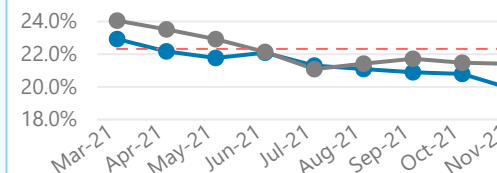
Force: Knife crime 12m to Nov-21

19.8%

Previous year: 21.3% (-1.5%)

Solved outcome rate rolling 12m trend

● This year ● Last year ● Avg 24m



- Victim satisfaction ASB

Force: ASB satisfaction 12m to Sep-21

63.81%

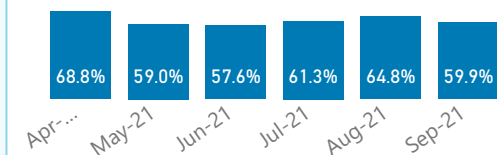
Previous year: 66.28% (-2.47%)

Force: ASB CSAT score 12m to Sep-21

3.71

Previous year: 3.80 (-0.09)

Force: ASB satisfaction monthly



Relationships

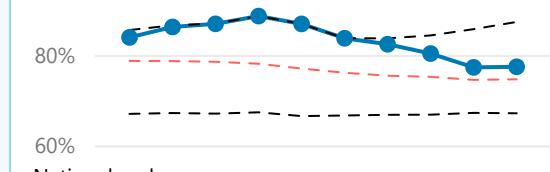
- CSEW National confidence (on-ho...

Force: CSEW 12m to Mar-20 Confidence

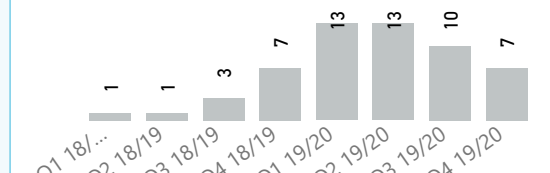
78.7%

Previous year: 80.3% (-1.6%)

Percentage over time with national average and high ...



National rank



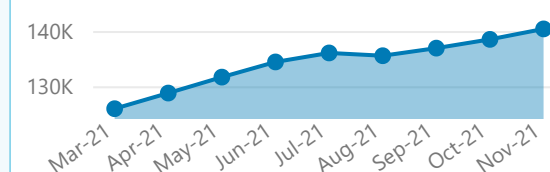
- Calls 999 Performance

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

91.9%

Previous year: 93.4% (-1.6%)

Rolling year volume of 999 calls



- Emergency response

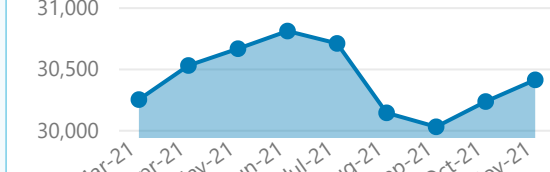
Force: Grade 1 performance, 12m to Nov-21

61.9%

Previous year: 66.0% (-4.1%)

%age grade 1 incidents attended in 15 mins

Rolling year volume of grade 1 incidents



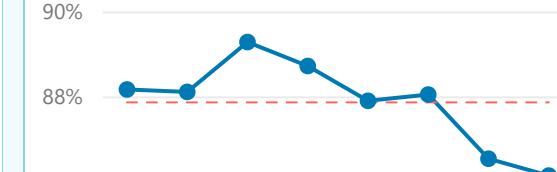
- JNS Confidence

Force: 12m to Sep-21 Confidence in police

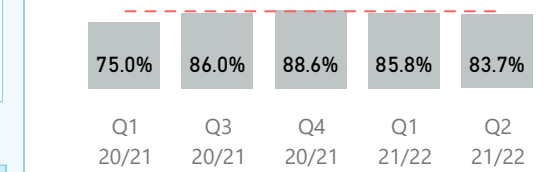
86.1%

Previous year: 88.7% (-2.6%)

Rolling year trend



Distinct quarterly %age values



- Calls 101 Average time to answer

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

210

Same month last year: 91 (+119 +130.77%)

