

Performance Assessment

On target



Marginally below target






Well below target




Rolling 12 months = 12 months ending October 2008 unless otherwise stated.

Population based data reflects 2006 Mid-Year Estimates.

Performance Indicator ID	Indicator	2008/09 TARGET	Rolling 12 months	Performance Assessment
Make our services more accessible and improve people's experience of their contact with us				
CPA & SPI 1.1	User satisfaction with the overall service provided (USS) <i>Latest data is for the rolling 12 months to Sep-08. This indicator now uses the national calculation method. See paragraphs 8-18 of covering report regarding key activities to improve user satisfaction</i>	78.9%	76.8%	 RED
CPA & SPI 1.2	Difference between the satisfaction of white users and users from minority ethnic groups with respect to the overall service (USS) White BME Gap <i>Latest data is for the rolling 12 months to Sep-08. This indicator now uses the national calculation method. See paragraphs 10-18 of covering report regarding key activities to improve user satisfaction</i>	3.8% pts	77.1% 71.9% 5.2% pts	 RED
SPI 1.3	Satisfaction of victims of racist incidents with the overall service provided (CVS) <i>Latest data is for the rolling 12 months to Sep-08.</i>	No target	69.8%	
SPI 1.4	Overall satisfaction with the Criminal Justice System (CJS) <i>This is a new national performance indicator for 2008/09 and data is not from police sources. Data is not yet available on iQuanta (Home Office Policing Performance website).</i>	No target	Not available	
Make our neighbourhoods safer through local and city-wide problem solving and partnership working to reduce crime, anti-social behaviour and road casualties				
SPI 4.1	% perceptions of anti social behaviour as a problem in their local area (BCS) <i>Rolling 12 months to Jun 2008. Ranked 4th in MSF group.</i>	No target	23.7%	
SPI 4.2	% perceptions of people being drunk or rowdy in public places as a problem in their local area (BCS) <i>Rolling 12 months to Jun 2008. Ranked 3rd in MSF group.</i>	No target	32.9%	
SPI 4.3	% perceptions of drug use/dealing as a problem in their local area (BCS) <i>Rolling 12 months to Jun 2008. Ranked 3rd in MSF group.</i>	No target	32.5%	

Performance Indicator ID	Indicator	2008/09 TARGET	Rolling 12 months	Performance Assessment
CPA & SPI 5.2	Reduce serious acquisitive crime Number of most serious acquisitive crimes per 1000 population	4% reduction	down 17,389 offences (-7.8%) 27.5 per 1,000 population	 GREEN
CPA & SPI 6.2	Rate of offenders of serious acquisitive crime offences brought to justice (SD rate used as proxy) <i>Component rolling year SD rates for residential burglary, robbery and MV crime are 14.6%, 17.1% and 7.2% respectively</i>	11.8%	10.9%	 AMBER
SPI 2.1	BCS: % of people who think police & councils seek their views on ASB & crime locally <i>Data for 9 months to Jun 2008. Ranked 1st in MSF group.</i>	No target	46.3%	
SPI 2.2	BCS: % of people who think police and councils deal with ASB & crime locally <i>Data for 9 months to Jun 2008. Ranked 1st in MSF group. This is the new single confidence measure proposed by HO.</i>	No target	46.4%	
CPA & SPI 2.3	BCS: % of people who think police in their area are doing a good job <i>Rolling 12 months to Jun 2008. Ranked 2nd in MSF group. Current confidence measure. See paragraphs 19-20 of covering report regarding activity to improve public confidence</i>	56.2% (1% pt increase over 2007/08 level of 55.2%)	53.7%	 RED
SPI 2.4	BCS: % of people confident that the CJS as a whole is effective <i>This is a new survey question - data will not be available until Jul 2009.</i>	No target	Not available	
SPI 2.5	BCS: % of people confident that the criminal justice system is fair <i>This is a new survey question - data will not be available until Jul 2009.</i>	No target	Not available	
PP	PAS: How safe do you feel walking alone in your local area during the day? <i>Latest data is for the rolling 12 months to Sep-08.</i>	No target	96%	
PP	PAS: How safe do you feel walking alone in your local area after dark? <i>Latest data is for the rolling 12 months to Sep-08.</i>	No target	72%	

Performance Indicator ID	Indicator	2008/09 TARGET	Rolling 12 months	Performance Assessment
CPA & SPI 9.1	People killed or serious injured in road traffic collisions per 100 million vehicles km travelled <i>Provisional rolling 12 months data to Oct 2008.</i>	3% reduction	508 fewer victims/ -13.1%	 GREEN
SPI 7.1	(i) Number of deliberate primary fires per 10,000 population (ii) Number of deliberate secondary fires per 10,000 population <i>This is a new national performance indicator for 2008/09 and data is not from police sources. Data is not yet available on iQuanta.</i>	No targets	Not available	
SPI 10.1	Change in convictions for prolific and other priority offenders (PPOs) over a 12 month period <i>This is a new national performance indicator for 2008/09 and data is not from police sources. At present no definite date has been given for publication of this data on iQuanta.</i>	No target	Not available	
SPI 11.1	Rate of proven re-offending by adults under probation supervision <i>This is a new national performance indicator for 2008/09 and data is not from police sources. Data is not yet available on iQuanta.</i>	No target	Not available	
SPI 11.2	Rate of proven re-offending by youth offenders (aged 10 - 17) <i>This is a new national performance indicator for 2008/09 and data is not from police sources. At present no definite date has been given for publication of this data on iQuanta.</i>	No target	Not available	
SPI 11.3	Number of first time entrants to the Youth Justice System (aged 10 - 17) <i>This is a new national performance indicator for 2008/09 and data is not from police sources. At present no definite date has been given for publication of this data on iQuanta.</i>	No target	Not available	