

Priority	Measure	Previous 12 Month Period (March 14 - February 15)	In Year Performance Versus 12 Month Ending Feb-15	In Year Performance (March 15 - February 16)	In Year Performance Versus 12 Month Ending Mar-15	Position as at March 2015 (April 14 - March 15)
Defend Frontline Policing	Public Confidence*	91.5%	Down 4.7%	86.8%	Down 4.3%	91.1%
	Response times to answer 999 Calls	78.2%	Up 10.2%	88.4%	Up 8.7%	79.7%
	Response times answer 101 Calls	62.5%	Up 16.0%	78.5%	Up 14.8%	63.7%
	Notes:					
	The Public Confidence Survey is a monthly telephone survey. The survey is a survey of 600 randomly selected people and is undertaken independent of the Constabulary by SMSR. <i>The current data is for the period February 14 to January 15 and February 15 to January 16 due to new data not yet having arrived.</i>					
	999 Target Response is 90% in 10 Seconds. The Year-to-Date performance for 2015/16 (April to February) is 88.49% with an average time to answer of 4.3 Seconds.					
	101 Target Response is 80% in 40 seconds. The Year-to-Date performance for 2015/16 (April to February) is 79.46% with an average time to answer of 27.3 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	1,097,648	Down 10.8% (118,043 Calls)	979,605	Down 9.1% (97,957 Calls)	1,077,562
	Calls to log ratio	47.1%	Up 7.3%	54.4%	Up 6.5%	47.9%
	Grade 1 - Emergency Response Average Time to Arrive	9.6 Minutes	Down 0.2 Minutes	9.4 Minutes	Down 0.2 Minutes	9.6 Minutes
	Number of Police Officers	2,955 (Headcount) 2,901.14 (FTE)	Down 1.4% (40 Officers) Down 1.6% (45.63 Officers)	2,915 (Headcount) 2,855.51 (FTE)	Down 1.0% (28 Officers) Down 1.2% (33.83 Officers)	2,943 (Headcount) 2,889.34 (FTE)
	Number of PCSOs	325 (Headcount) 309.58 (FTE)	Down 4.5% (16 PCSO's) Down 1.4% (35.19 PCSO's)	329 (Headcount) 297.07 (FTE)	Down 10.1% (37 PCSO's) Down 10.0% (32.86 PCSO's)	366 (Headcount) 329.93 (FTE)
	Number of Special Constables	386	Up 26.2% (101 Special Constables)	487	Up 32.7% (120 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	26,466	Down 8.8% (2,330 Referrals)	24,136	Down 7.3% (1,907 Referrals)	26,043
	All Sexual Offences	1,962	Up 33.9% (666 Crimes)	2,628	Up 31.0% (622 Crimes)	2,006
	Sexual Offences on Children Under 16	978	Up 36.2% (354 Crimes)	1,332	Up 33.1% (331 Crimes)	1,001
Tackling Crime & Reducing Re-Offending	Number of Crimes Recorded	92,770	Up 4.6% (4,248 Crimes)	97,018	Up 4.7% (4,389 Crimes)	92,629
	Number of Anti-Social Behaviour Incidents	76,498	Down 0.1% (102 Incidents)	76,396	Up 0.1% (78 Incidents)	76,318
	Number of Business Crimes	9,417	Down 1.5% (139 Crimes)	9,278	Down 1.2% (112 Crimes)	9,390
Champion the Rights of Victims	User Satisfaction*	82.8%	Down 0.6%	82.2%	Down 0.3%	82.5%
	Restorative Justice Referrals and Outcomes	n/a		n/a		n/a
Notes:						
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:						
<ul style="list-style-type: none"> Initial contact Actions taken Follow-up Treatment Whole experience 						
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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:						
<ul style="list-style-type: none"> Robbery Business Shoplifting Making Off Without Payment 						