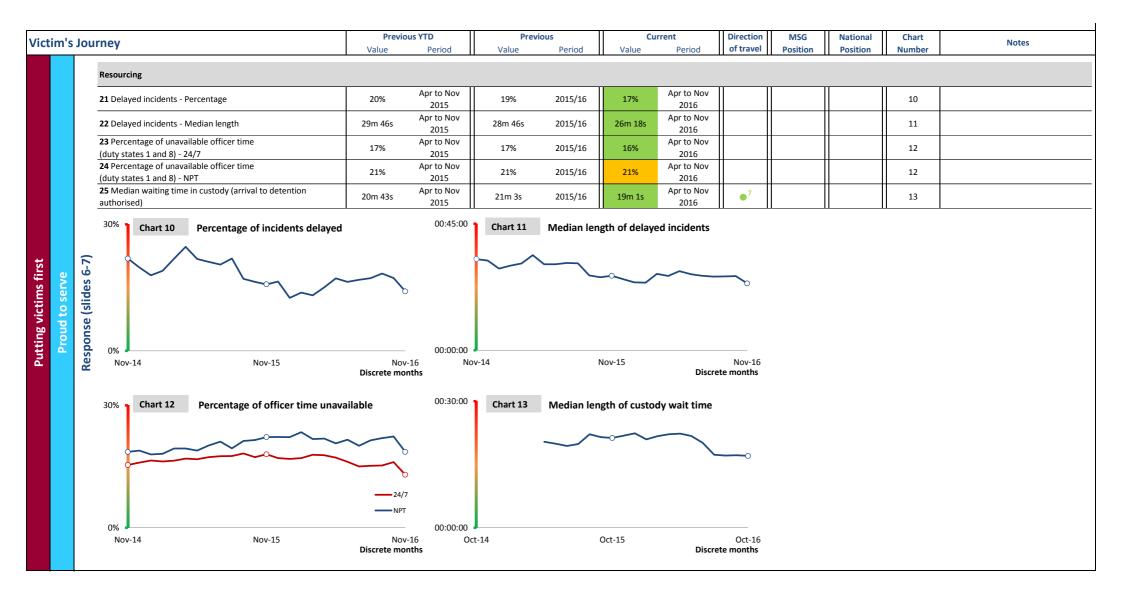
Mathematic	La company	Previous YTD	Pre	evious	Cu	irrent	Direction	MSG	National	Chart	
Victim's	Journey	Value Peri	od Value	Period	Value	Period	of travel	Position	Position	Number	Notes
	Call management (slides 3-5)										
	1 Average time to answer 999 calls	0m 12s Apr to 201		2015/16	0m 11s	Apr to Nov 2016				1	
	2 Average time to answer 101 calls	1m 20s Apr to 201	1m 4s	2015/16	1m 2s	Apr to Nov 2016	•1			1	
	3 Percentage of calls answered - 999	98% Apr to 201	48%	2015/16	98%	Apr to Nov 2016				2	
	4 Percentage of calls answered - 101	77% Apr to 201	/9%	2015/16	84%	Apr to Nov 2016				2	
	5 Percentage of calls dealt with in a professional manner										
	5a Correct greeting and overall politeness				93%	Apr to May 2016					The next THRIVE assessment is planned for February 2017.
	5b An explanation of response was given				46%	Apr to May 2016					The next THRIVE assessment is planned for February 2017.
irst	Sc All information was recoded				78%	Apr to May 2016					The next THRIVE assessment is planned for February 2017.
ictims fii <mark>to serve</mark>	5 5d Contact handler reassured the caller				76%	Apr to May 2016					The next THRIVE assessment is planned for February 2017.
victi 1 to s					78%	Apr to May 2016					The next THRIVE assessment is planned for February 2017.
Putting victims first Proud to serve	5e Contact handler related with the caller 5f Contact handler resolved the caller's request				88%	Apr to May 2016					The next THRIVE assessment is planned for February 2017.
B	02:00 Chart 1 Average answer time 00:00 Nov-14 Nov-15	Nov-16 Discrete months	Chart 2	Percentage of	Nov-15		Nov-16				
	Assessment of vulnerability					Ansta Mari	11 1				The post TUDI//F according to the
	6 Percentage of calls correctly assessed for vulnerability, threat, risk and harm				94%	Apr to May 2016					The next THRIVE assessment is planned for February 2017.

		Previo	us YTD	Prev	vious	Cu	irrent	Direction	MSG	National	Chart	
Victim	's Journey	Value	Period	Value	Period	Value	Period	of travel	Position	Position	Number	Notes
	Decision making and standards											
	7 Percentage of incidents allocated the most appropriate response					80%	Apr to May 2016					The next THRIVE assessment is planned for February 2017.
	8 Compliance with National Crime Recording Standards	84%	Apr to Nov 2015	90%	2015/16	92%	Apr to Nov 2016	•4			3	
	9 Percentage of crimes recorded within 24 hours	75%	Apr to Nov 2015	74%	2015/16	69%	Apr to Nov 2016				4	
	10 Percentage of sexual offences recorded within 24 hours			78%	2015/16	75%	Apr to Nov 2016					Includes those crimes where it is reasonable to record after 24 hours
	11 Percentage of rape offences recorded within 24 hours	95%	Apr to Nov 2015	95%	2015/16	86%	Apr to Nov 2016					
	12 Compliance with National Standards for Incident Recording											
	100% Chart 3 National crime recording standard	ds	100%	Chart 4	Crimes record	ed within 24	hours					
Putting victims first Proud to serve	75% Nov-14 Satisfaction	- /	40%			0	$\searrow$	$\sim$				
itting vid Proud t	Nov-14 Nov-15	Nov- Discrete mor	-16 Nov-1	.4	No	v-15	Discre	Nov-16 te months				
P	Satisfaction											
	13 Percentage of victims satisfied with ease of contact - Crime			98%	12mths to Nov 2015	98%	12mths to Nov 2016		1st	2nd	5	User satisfaction survey - Crime
	14 Percentage of victims satisfied with ease of contact - ASB			97%	12mths to Nov 2015	95%	12mths to Nov 2016	•13			5	ASB survey
	15 Percentage of callers satisfied where their call did not result in the creation of an incident log											
I	100% Chart 5 Victim satisfaction - ease of conta	ict	)									
	90% Nov-14 Nov-15	Nov 12 month ro										

Victim's J	ourney	Previous YTD	<b>Previous</b> Value Period	Current Value Period	Direction MSG of travel Position	National Chart Position Number	Notes
	Response (slide 7)	Value Period	Value Period	Value Periou	of traver Position	Position Number	1
		Apr to Nov	2 24 2045/46	Apr to Nov			
	16 90th percentile allocation rate - Priority 1	3m 33s 2015 2 52 Apr to Nov	3m 34s 2015/16	3m 29s 2016 Apr to Nov	<b>11</b>	6	
	16a Vulnerable victim	3m 53s 2015 24m 53c Apr to Nov	3m 54s 2015/16	3m 37s 2016 25m 10s Apr to Nov	•	6	
	17 90th percentile allocation rate - Priority 2	2015	35m 12s 2015/16	2016		7	
	17a Vulnerable victim	46m 39s 2015	49m 23s 2015/16	45m 24s 2016	•6	7	
	18 90th percentile response rate - Priority 1 (Urban)	13m 15s 2015	13m 29s 2015/16	13m 40s 2016		8	
	18a Vulnerable victim	14m 22s Apr to Nov 2015	14m 36s 2015/16	14m 56s Apr to Nov 2016		8	
	19 90th percentile response rate - Priority 1 (Rural)	22m 17s Apr to Nov 2015	22m 48s 2015/16	23m 18s Apr to Nov 2016		8	
	<b>19a</b> Vulnerable victim	23m 36s Apr to Nov 2015	23m 48s 2015/16	23m 12s Apr to Nov 2016		8	
	20 90th percentile response rate - Priority 2	1h0m 52s Apr to Nov 2015	1 h 2m 6s 2015/16	1 h 2m 41sApr to Nov 2016		9	
	20a Vulnerable victim	1h22m 5s Apr to Nov 2015	1 h 27m 27s 2015/16	1 h 19m 45s         Apr to Nov           2016	•8	9	
Putting victims first Proud to serve		Priority 1 Vulnerable victim 00:00:00 Nov-16 Discrete months (Priority 1) 02:00:00	v-14 Chart 9 90th perce	Priority 2 Priority 2 Vulnerabl	victim Nov-16 ete months ity 2)		

<sup>9</sup> - Direction of travel and the number of months



Victim's Journey	Previou	IS YTD	Previ	ious	Cur	rent	Direction	MSG	National	Chart	Notos
victim's Journey	Value	Period	Value	Period	Value	Period	of travel	Position	Position	Number	Notes

	Value	Period	Value	Period	Value	Period	0	rosition	Position	Number	
Assessment of vulnerability											
26 VCOP: Percentage of victims with a satisfactory needs assessment	88%	Apr to Nov 2015	87%	2015/16	86%	April to Nov 2016				14	Measure supports Victims' Code Practice
27 VCOP: Percentage of needs assessment completed within 24 hours.	81%	Apr to Nov 2015	82%	2015/16	93%	April to Nov 2016					Measure supports Victims' Code Practice
28 VCOP: Percentage of victims of sexual offences and domestic abuse with a victims needs assessment.	88%	Apr to Nov 2015	87%	2015/16	93%	April to Nov 2016					Measure supports Victims' Code Practice
<sup>100%</sup> Chart 14 Victims with a satisfactory needs	s assessment										
75% Nov-14 Nov-15 Satisfaction 29 Percentage of victims satisfied with time of arrival - Crime	Nov- Discrete mon										
Satisfaction			0.001	12mths to	0404	12mths to Nov	•24			45	
29 Percentage of victims satisfied with time of arrival - Crime			93%	Nov 2015 12mths to	91%	2016 12mths to Nov	•			15	User satisfaction survey - Crime
<b>30</b> Percentage of victims satisfied with time of arrival - ASB			93%	Nov 2015	93%	2016				15	ASB survey
4000/	rival										
<sup>100%</sup> Chart 15 Victims satisfied with time of ar											
100% Chart 15 Victims satisfied with time of ar	Crime										

Putting victims first

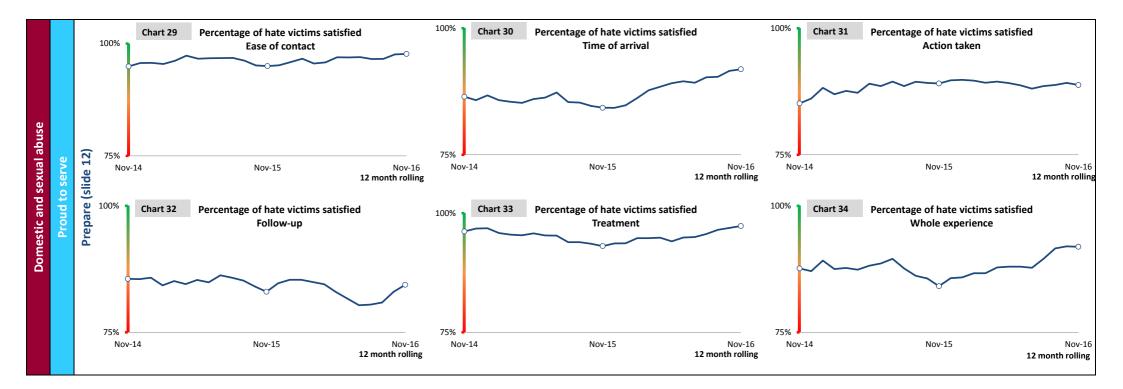
Victim's Jo	burney	Previous YTD Value Period	Previous Value Period	CurrentDirectionValuePeriodof travel	MSG National Position Position	Chart Notes Number
	Standards of investigation					
	<b>31</b> Proportionate investigation - Percentage of volume crimes finalised within 14 days	51% Apr to Nov 2015	53% 2015/16	63% Apr to Nov 2016		16
	32 Proportionate investigation - Percentage of crimes with no suspect identified finalised on the same day	4% Apr to Oct 2015	5% 2015/16	20% Apr to Oct 2016		17
	<b>33</b> Assessment of the quality of investigative standards (volume crime)		vehicle crime (27), harassment a	nd assault (42), criminal damage (48) and sho		ime investigations; burglary OTD and other theft (49),
	34 File quality - number of pre-charge failures		104 per month Jan to Mar 2016	58 perApr to Sepmonth2016		18
	<b>35</b> File quality - number of post-charge failures			84 per Jul to Nov 2016 month		18
	<b>36</b> VCOP: Post charge files where the requirement for special measures was incorrectly recorded.			6 per month Jul to Nov 2016		
	<b>37</b> VCOP: Post charge files where the victim personal statement was incorrectly recorded.			4 per month Jul to Nov 2016		
	<b>38</b> VCOP: Post charge files where the delivery method of the victim personal statement was incorrectly recorded.			10 per Jul to Nov 2016		
	39 Re-bail rate	33% Apr to Nov 2015	31% 2015/16	30% Apr to Nov 2016		19
st	<b>40</b> Percentage of bails concluded in more than 28 days	64% Apr to Nov 2015	62% 2015/16	63% Apr to Nov 2016		20
s firs	41 Percentage of bails granted with conditions					
Putting victims first Proud to serve	41 Percentage of bails granted with conditions 100% Chart 16 Volume crimes finalised within 1 0%		(no su	lised on the same day spect identified)	Number of Number of	e quality pre-charge failures post-charge failures
	Nov-14 Nov-15	Nov-16 Nov-3 Discrete months	14 Nc	v-15 Nov-16 Discrete months	Nov-14	Nov-15 Nov-16 Discrete months
	60% Chart 19 Re-bail rate		Chart 20 Bails conclude	d in more than 28 days		
	Nov-14 Nov-15	Nov-16 Nov-2 Discrete months	14 Nc	v-15 Nov-16 Discrete months		

im's Jo	Journey	Previous Value	YTD Period	Pr Value	evious Period	Cu Value	urrent Period	Direction of travel	MSG Position	National Position	Chart Number	Notes
	Offender management	, and a	T CHICU	Value	T CHOU	- Turke	T CHOU	1				
	42 IOM re-offending rate.											
	Satisfaction (slide 9)											
	43 Percentage of victims satisfied with action taken - Crime			87%	12mths to Nov 2015	88%	12mths to Nov 2016		1st	2nd	21	User satisfaction survey - Crime
10	6     44 Percentage of victims satisfied with action taken - ASB			89%	12mths to Nov 2015	86%	12mths to Nov 2016	•9			21	ASB survey
e e	60         45 Percentage of victims satisfied with action taken - RWD			92%	Feb to Mar 2016	94%	Apr to Nov 2016				21	RWD survey
serve	45 Percentage of victims satisfied with action taken - RWD 46 Percentage of victims satisfied with follow-up - Crime			85%	12mths to Nov 2015	84%	12mths to Nov 2016	•18	1st	3rd	22	User satisfaction survey - Crime
tion	47 Percentage of victims satisfied with follow-up - ASB			88%	12mths to Nov 2015	86%	12mths to Nov 2016	• <sup>12</sup>			22	ASB survey
Proud	47 Percentage of victims satisfied with follow-up - ASB 100% Chart 21 Victims satisfied with action taken		100%	Chart 22	Victims satisfie	ed with foll	ow-up					
evel evel		0										
		0	8			0						
						0		>>>				
				Crime ASB								
	75% J	 Nov-10	75%	14	No	v-15		Nov-16				
		12 month rollin		14	NO	V-13	12 moi	nth rolling				

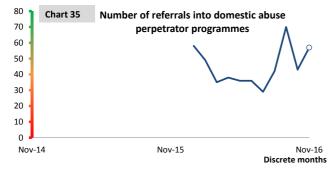
riod of travel	Position Position	Number	Notes
to Oct 016		23	
to Oct D16		24	
to Oct D16			
to Oct D16			
ourt			
$\sim \sim \sim \circ$			
Sep-16 Discrete months			
016 to 0 016 to 0 016 to 0 016	6 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	6 0ct	6 23 Oct 6 24 Oct 6 24 Oct 6 6 Oct 6 7 Oct 6 7 Oct C Oct 7 Oct Oct Oct Oct Oct Oct Oct Oct

		Previous YTD	Pi	revious	С	urrent	Direction	MSG	National	Chart	
Victim's	's Journey		riod Value	Period	Value	Period	of travel	Position	Position	Number	Notes
	Satisfaction										
	53 Percentage of victims satisfied with treatment - Crime		96%	12mths to Nov 2015	97%	12mths to Nov 2016		1st	1st	25	User satisfaction survey - Crime
	54 Percentage of victims satisfied with treatment - ASB		97%	12mths to Nov 2015	96%	12mths to Nov 2016				25	ASB survey
	55 Percentage of victims who thought their incident was taken seriously - RWD		92%	February to March 2016	91%	April to Nov 2016				26	RWD survey
	56 Percentage of victims satisfied with whole experience - Crime		91%	12mths to Nov 2015	90%	12mths to Nov 2016		1st	1st	27	User satisfaction survey - Crime
	57 Percentage of victims satisfied with whole experience - ASB		87%	12mths to Nov 2015	85%	12mths to Nov 2016	•24			27	ASB survey
	58 Percentage of victims satisfied with whole experience - RWD		90%	February to March 2016	89%	April to Nov 2016				27	RWD survey
	<b>59</b> Percentage of ASB victims who are confident to report further incidents to the police again		97%	12mths to Nov 2015	96%	12mths to Nov 2016	•12			28	ASB survey
Putting victims first Proud to serve	P00 P00 75% Nov-14 Nov-15	Crime ASB Nov-16 12 month rolling	80% - Nov-14	Nov	- /-15	12 mor	Nov-16				
	100% Chart 27 Victims satisfied with whole expension	rience 1	100% Chart 28	ASB victims cor	nfident to r	eport more inc	idents				
		0 Nov-16	75%	No	<i>v-</i> 15		 Nov-16				
		12 month rolling				12 moi	nth rolling				

afeguard	ling the Vulnerable	Previo			vious		urrent	Direction	MSG	National	Chart	Notes
lieguaru		Value	Period	Value	Period	Value	Period	of travel	Position	Position	Number	Notes
	Resourcing											
	60 Assessment of whether capacity and capability match projected demand											
	Satisfaction											
	61 Percentage of domestic abuse victims satisfied											
	61a Ease of contact					96%	May to Nov 2016					Domestic Abuse survey
	61b Time of arrival					91%	May to Nov 2016					Domestic Abuse survey
Proud to serve	61c Action taken					88%	May to Nov 2016					Domestic Abuse survey
Proud to serve	61d Follow-up					88%	May to Nov 2016					Domestic Abuse survey
ud to	e 61e Treatment					94%	May to Nov 2016					Domestic Abuse survey
Pro	61e Treatment 61f Whole experience					94%	May to Nov 2016					Domestic Abuse survey
ſ	62 Percentage of hate victims satisfied											
	62a Ease of contact			95%	12mths to Nov 2015	98%	12mths to Nov 2016	•7	1st	5th	29	User satisfaction survey - Crime
	62b Time of arrival			84%	12mths to Nov 2015	92%	12mths to Nov 2016	•11			30	User satisfaction survey - Crime
	62c Action taken			89%	12mths to Nov 2015	89%	12mths to Nov 2016		1st	3rd	31	User satisfaction survey - Crime
	62d Follow-up			83%	12mths to Nov 2015	84%	12mths to Nov 2016		2nd	7th	32	User satisfaction survey - Crime
	62e Treatment			93%	12mths to Nov 2015	97%	12mths to Nov 2016	•12	1st	2nd	33	User satisfaction survey - Crime
	62f Whole experience			84%	12mths to Nov 2015	92%	12mths to Nov 2016	•12	1st	1st	34	User satisfaction survey - Crime



Safagua	rdin	g the Vulnerable	Previous	S YTD	Previo	us	Cu	rrent	Direction	MSG	National	Chart	Notes
Salegua	Tuili		Value	Period	Value	Period	Value	Period	of travel	Position	Position	Number	Notes
		Evaluation of initiatives											
		<b>63</b> 'Number of referrals into domestic abuse perpetrator programmes			442 referrals	2015/16	351 referrals	Apr to Nov 2016				35	
		63a 'Sunderland BIG programme			135	2015/16	108	Apr to Nov 2016					
		63b 'South Tyneside programme			86	2015/16	60	Apr to Nov 2016					
buse		63c 'Newcastle programme			63	2015/16	49	Apr to Nov 2016					
erve	de 13)	63d 'Northumberland BIPP programme			39	2015/16	50	Apr to Nov 2016					
and ud t	ent (sli	63e 'Gateshead DETER programme			119	2015/16	55	Apr to Nov 2016					Gateshead DETER re-introduced in September 2016
nestio Pro	Prev	63f 'North Tyneside programme			-	2015/16	29	Apr to Nov 2016					
ic and sexua roud to serv	revent (slide	63c 'Newcastle programme 63d 'Northumberland BIPP programme 63e 'Gateshead DETER programme			63 39 119	2015/16 2015/16 2015/16	49 50 55	Apr to Nov 2016 Apr to Nov 2016 Apr to Nov 2016 Apr to Nov					



Do

Safegu	arding the Vulneral	ble	Previou		Previo			rrent	Direction	MSG	National	Chart	Notes
	Management of or		Value	Period	Value	Period	Value	Period	of travel	Position	Position	Number	<u> </u>
	64 Number of DVPC	D applications to court	21 per month	Apr to Nov 2015	19 per month	2015/16	12 per month	Apr to Nov 2016				36	April to November 2016 - 96 DVPO applications. Force 1.8 DVPO applications per 100 domestic abuse flagged offences compared to 1.0 in England and Wales (12 months to June 2016)
	65 Percentage subs	tantiated	80%	Apr to Nov 2015	79%	2015/16	91%	Apr to Nov 2016				37	Force 1.5 DVPOs granted per 100 domestic abuse flagged offences compared to 0.9 in England and Wales (12 months to June 2016)
	66 Number of arres	ts for breached DVPOs	4 per month	Apr to Nov 2015	4 per month	2015/16	3 per month	Apr to Nov 2016				38	April to November 2016 - 24 arrests for breached DVPOs
	67 Percentage of br court	reached DVPOs charged or escorted to	94%	Apr to Nov 2015	96%	2015/16	88%	Apr to Nov 2016				39	13 x charge, 8 x escort to court, 3 x NFA
		al Harm Prevention Orders (SHPOs) issued											
puse	Risk Orders (SROs)	cations to magistrates courts for Sexual											
ual al	(CAWNs)	reached Child Abduction Warning Notices											
Domestic and sexual abuse Proud to serve	70 Percentage of br (CAWNs) 30 Chart 36	Number of DVPO applications to	$\sim \wedge$		Chart 37		substantiated		0				
	0 Nov-14	Nov-15	Nov- Discrete mon		14	No	ov-15	Rolling	Nov-16 <b>12 months</b>				
I	<sup>5</sup> Chart 38	8 Average arrests for breached DV	POs per month		Chart 39 Br	eached DVP	Os charged o	r escorted to	court				
	0	Nov-15	Nov-: Rolling 12 mon		14	No	ov-15	Rolling	Nov-16 12 months				

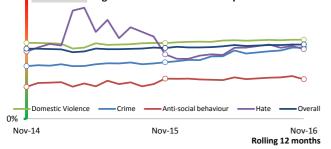
<sup>9</sup> - Direction of travel and the number of months

Safeguard	guarding the Vulnerable		ous YTD		vious		irrent	Direction	MSG	National	Chart	Notes
Surcguard		Value	Period	Value	Period	Value	Period	of travel	Position	Position	Number	
	Management of offenders											
	71 Percentage of subjects through MATAC who have reduced offending					68%	Dec 2015 to Nov 2016					189 people are being or have been managed through the MATAC process. Offending rate based upon RFG scoring.
	72 Track a defined MAPPA cohort to monitor rehabilitation/ offending rates											
Domestic and sexual abuse Proud to serve	73 Disrupting and targeting offenders ensuring investigative opportunities Assessment of vulnerability 74 Parcentage of victims pat referred to VEN when they ought			To date, 19 per Operation Borr There have ber Bluebell, Opera Disruption wor	rsons have been co der. en 624 potential co ation Fossil and sta	onvicted for O omplainants ide and-alone inves	peration Themis a entified from Ope tigations. within the taxi co	and 24 persons ration Shelter, pommunity (Ope	for Operation Operation Sh	n Mars. 4 persor	ns have been c Jupiter, Operat	en convicted (16 North, 5 South). harged for Operation Caspian and 5 for tion Wren, Operation Optic, Operation to human trafficking and modern
Pro	Assessment of vulnerability		Arres Nev	n		n	A an ta Navi	n n		ri	r	
<b>E</b>	74 Percentage of victims not referred to VFN when they ought to have been	6%	Apr to Nov 2015	5%	2015/16	7%	Apr to Nov 2016				40	Not statistically significant
	Chart 40 Victims not referred to VFN when the second secon	0 ) /-16 /nths										

Cofeenandia a the Mala analyle	Previo	us YTD	Previous		Cur	rrent	Direction	MSG	National	Chart	
Safeguarding the Vulnerable	Value	Period	Value	Period	Value	Period	of travel	Position	Position	Number	Notes

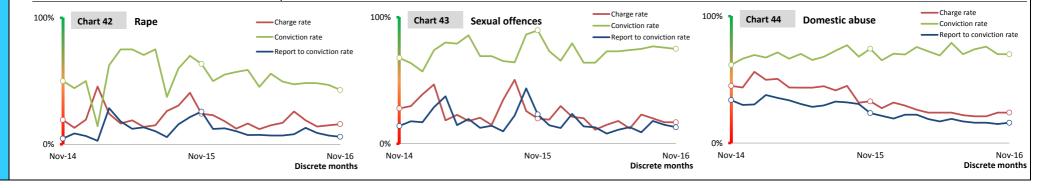
							1	rosition				
Safeguarding			T									
<b>75</b> Assessment of the effectiveness of harm reduction plans for vulnerable victims				duction plans wer crime (11 out of 1		-	-		l on a review of	50 harm reduc	tion plans in July 2016; domestic abuse	
<b>76</b> Assessment of the quality of investigations into missing and absent children.			of cases. All RV timely manner.	VD risk assessmer	nts were deem a thorough TH	ed to be of an exc RIVE risk assessm	ellent standa	rd. Where risk	levels were eso	calated (11 case	resource allocation was correct for 929 ss), they were done so correctly and in dium risk missing person reports	
<b>77</b> Assessment of the quality of investigations into hate crime.				were reviewed in ome, even when						tions with a str	uctured supervisory plan ultimately led	
78 Measures to be determined (MARAC)												
79 Measures to be determined (MSET)												
			2 2015/16 2 Apr to Nov 2016 In FY15/16 1% (2 persons) of those detained under Sec136 were taken to a police station as a place of safety, compared to 7% nationally.									
80 Section 136 detentions taken to custody	1	Apr to Nov 2015	2	2015/16	2	•				ander See150 we		
80 Section 136 detentions taken to custody Confidence in reporting	1		2	2015/16	2	•						
Confidence in reporting 81 Percentage of domestic abuse victims who are confident to report further abuse to the police again	1		2	2015/16	2 95.6%	•					Domestic Abuse survey	
Confidence in reporting 81 Percentage of domestic abuse victims who are confident to report further abuse to the police again	1		2	2015/16	н п	2016 May to Nov						
Confidence in reporting 81 Percentage of domestic abuse victims who are confident to report further abuse to the police again Repeat victimisation	1		2	2015/16	н п	2016 May to Nov						
Confidence in reporting 81 Percentage of domestic abuse victims who are confident to report further abuse to the police again Repeat victimisation	1		2	2015/16	н п	2016 May to Nov				41		
Confidence in reporting         81 Percentage of domestic abuse victims who are confident to report further abuse to the police again         Repeat victimisation         82 Percentage of high or medium risk victims who have suffered a subsequent incident of any category:	1			12mths to	95.6%	2016 May to Nov 2016 12mths to Nov						
Confidence in reporting         81 Percentage of domestic abuse victims who are confident to report further abuse to the police again         Repeat victimisation         82 Percentage of high or medium risk victims who have suffered a subsequent incident of any category:         82a Domestic Violence			48%	12mths to Nov 2015 12mths to	95.6%	2016 May to Nov 2016 12mths to Nov 2016 12mths to Nov				41		
Confidence in reporting         81 Percentage of domestic abuse victims who are confident to report further abuse to the police again         Repeat victimisation         82 Percentage of high or medium risk victims who have suffered a subsequent incident of any category:         82a Domestic Violence         82b Crime			48%	12mths to Nov 2015 12mths to Nov 2015 12mths to	95.6% 50% 45%	2016 May to Nov 2016 12mths to Nov 2016 12mths to Nov 2016 12mths to Nov				41	r r	

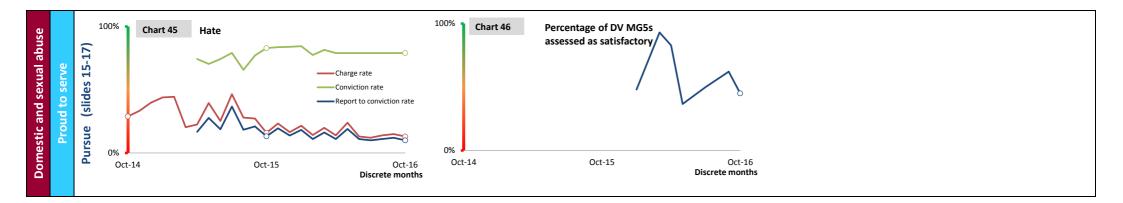
80% Chart 41 High or medium risk victims repeat rate



Saforus	ardi	ng the Vulnerable	Previ	ous YTD	Prev	vious	Cu	rrent	Direction	MSG	National	Chart	Notes
Jalegua			Value	Period	Value	Period	Value	Period	of travel	Position	Position	Number	Notes
		Criminal Justice (slide 16)											
		83a Charge rate - Rape	23%	Apr to Nov 2015	21%	2015/16	17%	Apr to Nov 2016		2nd	9th	42	National/MSG positions based upon 12 months to October 2016
		83b Conviction rate - Rape	65%	Apr to Oct 2015	58%	2015/16	49%	Apr to Oct 2016		5th	32nd	42	National rape conviction rate (2015/16) - 57.9%
		83c Report to conviction rate - Rape	15%	YTD	12%	2015/16	8%	YTD		2nd	7th	42	National rape report to conviction rate (2015/16) - 9%
		84a Charge rate - Sexual offences	25%	Apr to Nov 2015	24%	2015/16	17%	Apr to Nov 2016		2nd	5th	43	National/MSG positions based upon 12 months to October 2016
		84b Conviction rate - Sexual offences	76%	Apr to Oct 2015	72%	2015/16	75%	Apr to Oct 2016		8th	39th	43	National sexual offences conviction rate (2015/16) - 78.0%
		84c Report to conviction rate - Sexual offences	17%	YTD	19%	2015/16	13%	YTD		1st	6th	43	National rape report to conviction rate (2015/16) - 13%
		<b>85a</b> Charge rate - Domestic abuse	40%	Apr to Nov 2015	35%	2015/16	23%	Apr to Nov 2016	•22	1st	2nd	44	National domestic abuse charge rate (2015/16) - 25% (Data sourced via a benchmarking request to all forces).
Domestic and sexual abuse Proud to serve	٦ ا	85b Conviction rate - Domestic abuse	71%	Apr to Oct 2015	71%	2015/16	73%	Apr to Oct 2016	• <sup>25</sup>	8th	41st	44	National domestic abuse conviction rate (2015/16) - 74.5%
ual a	15-1	85c Report to conviction rate - Domestic abuse	29%	YTD	25%	2015/16	17%	YTD	•22	1st	2nd	44	National domestic abuse report to conviction rate (2015/16) - 19%
d sex	ides	86a Charge rate - Hate	27%	Apr to Nov 2015	24%	2015/16	15%	Apr to Nov 2016		4th	15th	45	National hate crime charge rate (2015/16) - 24%
c and t	(slide		75%	Apr to Oct 2015	78%	2015/16	79%	Apr to Oct 2016		8th	39th	45	National hate crime conviction rate (2015/16) - 83%
estid	Irsue	<b>86c</b> Report to conviction rate - Hate	21%	YTD	19%	2015/16	12%	YTD		5th	22nd	45	National hate crime report to conviction rate (2015/16) - 22%
Dom	Pu	87 Percentage of DV MG5s assessed as satisfactory			74%	Jan to Mar 2016	53%	Apr to Oct 2016	•1			46	
		88 Increase the conviction rate for domestic abuse to 75% of cases charged	71%	Apr to Oct 2015	71%	2015/16	73%	Apr to Oct 2016	• <sup>25</sup>	8th	41st	44	National domestic abuse conviction rate (2015/16) - 74.5%
		89 Assessment of the quality and standards of file preparation	A review of 14	8 investigations ha	s been completed	d in July 2016 for	hate crime (54	, sexual offences	s (36) and don	nestic abuse (58	3). 76% (112) w	ere assessed as	s a good or outstanding quality; hate

**89** Assessment of the quality and standards of file preparation and investigation of serious offences (36) and domestic abuse (58). 76% (112) were assessed as (47), sexual offences (35) and domestic abuse (30).





Comm	ommunity confidence		Previo Value	<b>us YTD</b> Period	P Value	r <b>evious</b> Period	Cu Value	u <b>rrent</b> Period	Direction of travel	MSG Position	National Position	Chart Number	Notes	
		Officer visibility		Value	Period	Value	Period	value	Penod	ortraver	Position	Position	Number	
		<b>90</b> Percentage of time ne police station in their ne	eighbourhood officers spend outside a ighbourhood	47%	Apr to Sept 2015	48%	2015/16	49%	Apr to Sept 2016				47	
		<b>91</b> See Police or Commu week	nity Support Officers at least once a			21%	12mths to Nov 2015	15%	12mths to Nov 2016	•19			48	Safer community survey
			ce or Community Support Officers ghbourhood is about right			61%	12mths to Nov 2015	59%	12mths to Nov 2016	•16			49	Safer community survey
	_	when needed	ourhood can be relied on to be there			91%	12mths to Nov 2015	90%	12mths to Nov 2016				50	Safer community survey
onfidence lead	understanding (slide 19)		Percentage of time neighbourh officers spend outside a police st in their neighbourhood		100%	Chart 48	See Police or Co Officers at le							
Community confidence Proud to lead	8	0%	Sep-15	Sep- Discrete mor		14	No	v-15	12 mor	Nov-16				
	Engagement	0%	Number of times Police or Com Support Officers seen on foot in neighbourhood is about rig	n their	100%	Chart 50	Police in can be relied o	their neight n to be ther 		<b>د</b> ص				
		Nov-14	Nov-15	Nov 12 month rol	16 Nov-	14	No	<i>v</i> -15	12 mor	Nov-16 nth rolling				

			Previous	YTD	Р	revious	Cu	urrent	Direction	MSG	National	Chart	
Comm	unity	/ confidence	Value	Period	Value	Period	Value	Period	of travel	Position	Position	Number	Notes
		Volunteering											
		94 Measures to be determined											
	_	Engagement and awareness											
	de 19)				63%	12mths to Nov 2015	61%	12mths to Nov 2016				51	Safer community survey
e,	(slide												
denc	ding				42%	12mths to Nov 2015	42%	12mths to Nov 2016				52	Safer community survey
nunity confid	understandin	<b>98</b> Police in this area understand the issues that affect this community			75%	12mths to Jun 2015	77%	12mths to Jun 2016		1st	8th	53	Crime survey for England and Wales Next update due 19 January 2017
Community confidence	త	Chart 51	וס	100%	Chart 52	Police & Crime ( understand th		er talks to peo local communi	•	<sup>100%</sup> Cha	ort E2		ea understand the ct this community
Ŭ	Engagement	~	0									(	0
	Enga			•			0		0				
		0% Nov-14 Nov-15	Nov-16 12 month rolling		14	No	v-15	12 mor	Nov-16 hth rolling	0% Jun-14		Jun	-15 Jun-16 12 month rolling

		Previou	IS YTD	Prev	ious	Cu	rrent	Direction	MSG	National	Chart	
Commu	nity confidence	Value	Period	Value	Period	Value	Period	of travel	Position	Position	Number	Notes
	Crime and ASB		·							·	•	
	99 Total crime	240 per day	1 Apr to 7 Dec 2015	256 per day	2015/16	332 per day	1 Apr to 7 Dec 2016	•22	6th	38th	54	+29% increase (+29% reported last month)
	100 Signal crimes - Burglary dwelling	9 per day	1 Apr to 7 Dec 2015	9 per day	2015/16	9 per day	1 Apr to 7 Dec 2016		1st	14th	55	+3% increase (+3% reported last month)
	101 ASB	200 per day	1 Apr to 7 Dec 2015	184 per day	2015/16	174 per day	1 Apr to 7 Dec 2016				56	-5% reduction (-3% last month)
	102 Measures in support of the Force control strategy											
	<b>103</b> Percentage of victims of long term ASB who experienced no further incidents since their original report			51%	May 2015 to Mar 2016	58%	Apr to Nov 2016				57	Long term ASB survey
	<b>104</b> The estimated percentage risk of an adult being a victim once or more in <b>12</b> months - Personal crime			4%	12mths to Jun 2015	3%	12mths to Jun 2016	•7	2nd	3rd	58	Crime survey for England and Wales Next update due 19 January 2017
g	<b>105</b> The estimated percentage risk of a household being a victim once or more in 12 months - Household crime			11%	12mths to Jun 2015	9%	12mths to Jun 2016	• 24	1st	10th	58	Crime survey for England and Wales Next update due 19 January 2017
Community confidence Proud to lead	400 Chart 54 Total crimes per day	~~~~				~~~~	$\sim$			$\wedge$	کر	
	0 Nov-14 Nov-15	Nov- Discrete mon		4	No	v-15	Discre	Nov-16 te months	0 Nov-14		Nov-	15 Nov-16 Discrete months
	100% Chart 57 Percentage of victims of long term who experienced no further incid since their original report		14%	Chart 58	Risk of	crime		ousehold rsonal				
	0% . Nov-14 Nov-15	Nov- Discrete mon		4	Jui	ı-15	12 mo	Jun-16 nth rolling				

Community	y confidence	Previou	is YTD	Pre	/ious	Cu	urrent	Direction	MSG	National	Chart	Notes
Johnnunit	y confidence	Value	Period	Value	Period	Value	Period	of travel	Position	Position	Number	Notes
	Public perceptions											
	<b>106</b> Crime is a very or fairly big problem in their neighbourhood			8%	12mths to Nov 2015	7%	12mths to Nov 2016	•24			59	Safer community survey
8	<b>107</b> ASB is a very or fairly big problem in their neighbourhood			12%	12mths to Nov 2015	12%	12mths to Nov 2016	•24			59	Safer community survey
(confidence to lead	20% Chart 59 Very or fairly big problem in their neighbourhood	ASB Crin										
		0										
Community Proud 1		0										
	0% Nov-14 Nov-15	Nov-: 12 month roll										

Commun	nity confidence	Previous YTD	Previou	-		irrent	Direction	MSG	National	Chart	Notes
commu	ity confidence	Value Period	Value	Period	Value	Period	of travel	Position	Position	Number	notes
	Use of powers										
	<b>108</b> Percentage of Stop & Searches resulting in an arrest / outcome other than NFA		24%	Jan to Mar 2016	26%	Jul to Oct 2016					
	109 Percentage of Stop & Searches with sufficient grounds recorded		68%	Jan to Mar 2016	72%	Jul to Oct 2016					
	Conduct and standards										
	110 Measures to be determined										
nce	Public perceptions										
/ confide to lead	111 Police in their neighbourhood treat everyone fairly,         regardless of who they are		96%	12mths to Oct 2015	96%	12mths to Nov 2016				60	Safer community survey Statistically significant
inity co oud to l	112 Police in this area would treat you with respect if you had contact with them for any reason		87%	12mths to Jun 2015	90%	12mths to Jun 2016		1st	6th	61	Crime survey for England and Wales Next update due 19 January 2017
Community confidence Proud to lead	100% Chart 60 Police in their neighbourh treat everyone fairly, regardless of					reat you with hem for any re	eason				
	Nov-14 Nov-15	Nov-16 Jun-1 12 month rolling	.4	Jun-:	15	12 mon	Jun-16 n <b>th rolling</b>				

munity confidence		us YTD	Previo	ous	Cu	rrent	Direction	MSG	National	Chart	Notes
connachee	Value	Period	Value	Period	Value	Period	of travel	Position	Position	Number	
Management of complaints (slide 23)											
<b>113</b> Finalise 50% of complaint cases within 50 days	73%	Apr to Nov 2015	69%	2015/16	65%	Apr to Nov 2016				62	
<b>114</b> Number of allegations relating to incivility, impoliteness or intolerance	18 per month	Apr to Nov 2015	19 per month	2015/16	19 per month	Apr to Nov 2016				63	
115 Number of allegations relating to breach of Code C PACE	10 per month	Apr to Nov 2015	9 per month	2015/16	7 per month	Apr to Nov 2016				64	
<b>116</b> Ensure 100% of cases, the Investigating Officer makes contact with the complainant within 24 hours of registration of a complaint	100%	Apr to Nov 2015	100%	2015/16	100%	Apr to Nov 2016					
117 Number of live complaints being managed	106	As at 30th Nov 2015	170	As at 31st Mar 2016	187	As at 30th Nov 2016				65	
118 Percentage of complainants who are satisfied with the way their complaint was dealt with											
119 Percentage of appeals made	18%	Apr to Nov 2015	18%	2015/16	13%	Apr to Nov 2016				66	
120 Percentage of appeals upheld - Overall	29%	Apr to Nov 2015	30%	2015/16	21%	Apr to Nov 2016				67	
121 Percentage of appeals upheld - Force investigated	17%	Apr to Nov 2015	16%	2015/16	17%	Apr to Nov 2016				67	
122 Percentage of appeals upheld - Force locally resolved	5%	Apr to Nov 2015	6%	2015/16	0%	Apr to Nov 2016				67	
123 Percentage of appeals upheld - IPCC investigated	48%	Apr to Nov 2015	53%	2015/16	36%	Apr to Nov 2016	•3			67	
124 Percentage of appeals upheld - IPCC non-recording	40%	Apr to Nov 2015	41%	2015/16	15%	Apr to Nov 2016	•17			67	
	Management of complaints (slide 23)         113 Finalise 50% of complaint cases within 50 days         114 Number of allegations relating to incivility, impoliteness or intolerance         115 Number of allegations relating to breach of Code C PACE         116 Ensure 100% of cases, the Investigating Officer makes contact with the complainant within 24 hours of registration of a complaint         117 Number of live complaints being managed         118 Percentage of complainants who are satisfied with the way their complain was dealt with         119 Percentage of appeals made         120 Percentage of appeals upheld - Overall         121 Percentage of appeals upheld - Force investigated         122 Percentage of appeals upheld - Force locally resolved         123 Percentage of appeals upheld - IPCC investigated	Management of complaints (slide 23)         113 Finalise 50% of complaint cases within 50 days       73%         114 Number of allegations relating to incivility, impoliteness or intolerance       18 per month         115 Number of allegations relating to breach of Code C PACE       10 per month         116 Ensure 100% of cases, the Investigating Officer makes contact with the complainant within 24 hours of registration of a complaint       100%         117 Number of live complaints being managed       106         118 Percentage of complaints who are satisfied with the way their complaint was dealt with       18%         120 Percentage of appeals upheld - Overall       29%         121 Percentage of appeals upheld - Force investigated       17%         122 Percentage of appeals upheld - Force locally resolved       5%         123 Percentage of appeals upheld - IPCC investigated       48%	Management of complaints (slide 23)         113 Finalise 50% of complaint cases within 50 days       73%       Apr to Nov 2015         114 Number of allegations relating to incivility, impoliteness or intolerance       18 per month       Apr to Nov 2015         115 Number of allegations relating to breach of Code C PACE       10 per month       Apr to Nov 2015         116 Ensure 100% of cases, the Investigating Officer makes contact with the complainant within 24 hours of registration of a complaint       100%       Apr to Nov 2015         117 Number of live complainants being managed       106       As at 30th Nov 2015         118 Percentage of complainants who are satisfied with the way their complaint was dealt with       2015         120 Percentage of appeals made       18%       Apr to Nov 2015         121 Percentage of appeals upheld - Overall       29%       29%         122 Percentage of appeals upheld - Force investigated       17%       Apr to Nov 2015         122 Percentage of appeals upheld - Force locally resolved       5%       Apr to Nov 2015         123 Percentage of appeals upheld - IPCC investigated       48%       Apr to Nov 2015         124 Percentage of appeals upheld - IPCC investigated       40%       Apr to Nov	Management of complaints (slide 23)         113 Finalise 50% of complaint cases within 50 days       73%       Apr to Nov 2015       69%         114 Number of allegations relating to incivility, impoliteness or intolerance       18 per month       Apr to Nov 2015       19 per month         115 Number of allegations relating to breach of Code C PACE       10 per month       Apr to Nov 2015       9 per month         116 Ensure 100% of cases, the Investigating Officer makes contact with the complainant within 24 hours of registration of a complaint       100%       Apr to Nov 2015       100%         117 Number of live complaints being managed       106       As at 30th Nov 2015       170       118 Percentage of complainants who are satisfied with the way their complaint was dealt with         119 Percentage of appeals made       18%       Apr to Nov 2015       18%         120 Percentage of appeals upheld - Overall       29%       Apr to Nov 2015       30%         121 Percentage of appeals upheld - Force investigated       17%       2015       16%         122 Percentage of appeals upheld - Force locally resolved       5%       Apr to Nov 2015       6%         123 Percentage of appeals upheld - IPCC investigated       48%       Apr to Nov 2015       53%         124 Percentage of appeals upheld - IPCC investigated       49%       Apr to Nov 2015       53%	Management of complaints (slide 23)113 Finalise 50% of complaint cases within 50 days73%Apr to Nov 201569%2015/16114 Number of allegations relating to incivility, impoliteness or intolerance18 per monthApr to Nov 201519 per month2015/16115 Number of allegations relating to breach of Code C PACE10 per monthApr to Nov 20159 per month2015/16116 Ensure 100% of cases, the Investigating Officer makes contact with the complainant within 24 hours of registration of a complaint100%Apr to Nov 20152015/16117 Number of live complaints being managed106As at 30th Nov 2015170As at 31st Mar 2016119 Percentage of complainants who are satisfied with the way their complaint was dealt with18%Apr to Nov 20152015/16120 Percentage of appeals upheld - Overall29%Apr to Nov 201530%2015/16121 Percentage of appeals upheld - Force investigated17% 2015Apr to Nov 20152015/16122 Percentage of appeals upheld - Force locally resolved5% 2015Apr to Nov 20152015/16123 Percentage of appeals upheld - Force locally resolved5% 2015Apr to Nov 201553% 2015/16124 Percentage of appeals upheld - IPCC investigated48% 49r to Nov 201553% 2015/162015/16124 Percentage of appeals upheld - IPCC investigated48% 49r to Nov 201541% 2015/162015/16	Management of complaints (slide 23)113 Finalise 50% of complaint cases within 50 days73%Apr to Nov 201569%2015/1665%114 Number of allegations relating to incivility, impoliteness or intolerance18 per monthApr to Nov 201519 per month2015/1619 per month115 Number of allegations relating to breach of Code C PACE10 per monthApr to Nov 20159 per month2015/167 per month116 Ensure 100% of cases, the Investigating Officer makes contact with the complainant within 24 hours of registration of a complaint100%Apr to Nov 20152015/16100%117 Number of live complaints being managed106As at 30th Nov 2015170As at 31st Mar 2016187118 Percentage of complaints who are satisfied with the way their complaint was dealt with118%Apr to Nov 20152015/1613%120 Percentage of appeals upheld - Overall29%Apr to Nov 201530%2015/1621%121 Percentage of appeals upheld - Force locally resolved5% 2015201516%2015/1617%122 Percentage of appeals upheld - Force locally resolved5% 2015201553%2015/1617%123 Percentage of appeals upheld - Force locally resolved5% 201553%2015/1636%124 Percentage of appeals upheld - IPCC investigated40% 40%Apr to Nov 201541% 20152015/1636%122 Percentage of appeals upheld - IPCC investigated40% 40%Apr to Nov 201553% 2015/16 <td>Management of complaints (slide 23)         113 Finalise 50% of complaint cases within 50 days       73%       Apr to Nov 2015       69%       2015/16       65%       Apr to Nov 2016         114 Number of allegations relating to incivility, impoliteness or intolerance       18 per month       Apr to Nov 2015       19 per month       2015/16       7 per month       2016         115 Number of allegations relating to breach of Code C PACE       10 per month       Apr to Nov 2015       9 per month       2015/16       7 per month       Apr to Nov 2016         116 Ensure 100% of cases, the Investigating Officer makes contact with the complainant within 24 hours of registration of a complaint       100%       Apr to Nov 2015       100%       2015/16       100%       Apr to Nov 2016         117 Number of live complaints being managed       106       As at 30th Nov 2015       170       As at 31st Mar 2016       Apr to Nov 2016         119 Percentage of complaints who are satisfied with the way their complaint was dealt with       18%       Apr to Nov 2015       18%       2015/16       13%       Apr to Nov 2016         120 Percentage of appeals upheld - Overall       29%       Apr to Nov 2015       18%       2015/16       13%       Apr to Nov 2016         121 Percentage of appeals upheld - Force investigated       17%       Apr to Nov 2015       16%       2015/16       17%</td> <td>CONTIGENCEValuePeriodValuePeriodValuePeriodof travelManagement of complaints (slide 23)113 Finalise 50% of complaint cases within 50 days73%Apr to Nov 201569%2015/1665% 80%Apr to Nov 201619 per month2015/1665%Apr to Nov 201619 per MaprApr to Nov 201519 per month2015/1619 per MaprApr to Nov 201619 per monthApr to Nov 20152015/1619 per MaprApr to Nov 20162015/1610 per monthApr to Nov 20162015/16100%Apr to Nov 201620152016100%2</td> <td>CONTIGENCEValuePeriodValuePeriodValuePeriodof travelPositionManagement of complaints (slide 23)113 Finalise 50% of complaint cases within 50 days73%Apr to Nov 201569%2015/1665%Apr to Nov 20162016114 Number of allegations relating to incivility, impoliteness or intolerance18 per month 201519 per month 20152015/1619 per monthApr to Nov 2016<!--</td--><td>CONTIGENCEValuePeriodValuePeriodValuePeriodof travelPositionManagement of complaints (slide 23)113 Finalise 50% of complaint cases within 50 days73%Apr to Nov 201569%2015/1665% 2016Apr to Nov 201619 per monthApr to Nov 201619 per monthApr to Nov 201619 per monthApr to Nov 201619 per monthApr to Nov 201610 per month19 per month2015/1610 per monthApr to Nov 201610 per 201610 per 201610 per 201610 per 201610 per 201610 per 201610 per 2016100% 2016Apr to Nov 2016100% 2016Apr to Nov 2016100% 2016Apr to Nov 2016100% 2016Apr to Nov 2016100% 2016Apr to Nov 2016100% 2016Apr to Nov 2016100% 2016Apr to Nov 2016100% 2016Apr to Nov 2016100% 2016100% 2016100% 2016Apr to Nov 2016100% 201610</br></br></br></br></br></br></br></br></br></td><td>COTTIGENCEValuePeriodValuePeriodValuePeriodof travelPositionNumberManagement of complaints(slide 23)113 Finalise 50% of complaint cases within 50 days73%Apr to Nov 201569%2015/1665%Apr to Nov 201619 per monthApr to Nov 201519 per month2015/1619 per monthApr to Nov 201663114 Number of allegations relating to incivility, impoliteness or intolerance18 per monthApr to Nov 201519 per month2015/1619 per monthApr to Nov 201664116 Ensure 100% of cases, the investigating Officer makes contract with the complainant within 24 hours of registration of a complaint.100%Apr to Nov 20152015/16100%Apr to Nov 2016201665117 Number of live complainants who are satisfied with the way their complainant wath are satisfied with the way their complaint was dealt with18% 2015Apr to Nov 20152015/1613% 2015/16Apr to Nov 201666120 Percentage of appeals upheld - Overall29% 29% 20152015/1613% 2015/16Apr to Nov 201666121 Percentage of appeals upheld - Orecall29% 29% 201516% 20152015/1613% 2015/16Apr to Nov 201666121 Percentage of appeals upheld - Overall29% 29% 201516% 20152015/1613% 2016201667121 Percentage of appeals upheld - Force locally resolved5% 2015Apr to Nov 2015<td< td=""></td<></td></td>	Management of complaints (slide 23)         113 Finalise 50% of complaint cases within 50 days       73%       Apr to Nov 2015       69%       2015/16       65%       Apr to Nov 2016         114 Number of allegations relating to incivility, impoliteness or intolerance       18 per month       Apr to Nov 2015       19 per month       2015/16       7 per month       2016         115 Number of allegations relating to breach of Code C PACE       10 per month       Apr to Nov 2015       9 per month       2015/16       7 per month       Apr to Nov 2016         116 Ensure 100% of cases, the Investigating Officer makes contact with the complainant within 24 hours of registration of a complaint       100%       Apr to Nov 2015       100%       2015/16       100%       Apr to Nov 2016         117 Number of live complaints being managed       106       As at 30th Nov 2015       170       As at 31st Mar 2016       Apr to Nov 2016         119 Percentage of complaints who are satisfied with the way their complaint was dealt with       18%       Apr to Nov 2015       18%       2015/16       13%       Apr to Nov 2016         120 Percentage of appeals upheld - Overall       29%       Apr to Nov 2015       18%       2015/16       13%       Apr to Nov 2016         121 Percentage of appeals upheld - Force investigated       17%       Apr to Nov 2015       16%       2015/16       17%	CONTIGENCEValuePeriodValuePeriodValuePeriodof travelManagement of complaints (slide 23)113 Finalise 50% of complaint cases within 50 days73%Apr to Nov 201569%2015/1665% 80%Apr to Nov 201619 per month2015/1665%Apr to Nov 201619 per MaprApr to Nov 201519 per month2015/1619 per MaprApr to Nov 201619 per monthApr to Nov 20152015/1619 per MaprApr to Nov 20162015/1610 per monthApr to Nov 20162015/16100%Apr to Nov 201620152016100%2	CONTIGENCEValuePeriodValuePeriodValuePeriodof travelPositionManagement of complaints (slide 23)113 Finalise 50% of complaint cases within 50 days73%Apr to Nov 201569%2015/1665%Apr to Nov 20162016114 Number of allegations relating to incivility, impoliteness or intolerance18 per month 201519 per month 20152015/1619 per monthApr to Nov 2016 </td <td>CONTIGENCEValuePeriodValuePeriodValuePeriodof travelPositionManagement of complaints (slide 23)113 Finalise 50% of complaint cases within 50 days73%Apr to Nov 201569%2015/1665% 2016Apr to Nov 201619 per monthApr to Nov 201619 per monthApr to Nov 201619 per monthApr to Nov 201619 per monthApr to Nov 201610 per month19 per month2015/1610 per monthApr to Nov 201610 per 201610 per 201610 per 201610 per 201610 per 201610 per 201610 per 2016100% 2016Apr to Nov 2016100% 2016Apr to Nov 2016100% 2016Apr to Nov 2016100% 2016Apr to Nov 2016100% 2016Apr to Nov 2016100% 2016Apr to Nov 2016100% 2016Apr to Nov 2016100% 2016Apr to Nov 2016100% 2016100% 2016100% 2016Apr to Nov 2016100% 201610</br></br></br></br></br></br></br></br></br></td> <td>COTTIGENCEValuePeriodValuePeriodValuePeriodof travelPositionNumberManagement of complaints(slide 23)113 Finalise 50% of complaint cases within 50 days73%Apr to Nov 201569%2015/1665%Apr to Nov 201619 per monthApr to Nov 201519 per month2015/1619 per monthApr to Nov 201663114 Number of allegations relating to incivility, impoliteness or intolerance18 per monthApr to Nov 201519 per month2015/1619 per monthApr to Nov 201664116 Ensure 100% of cases, the investigating Officer makes contract with the complainant within 24 hours of registration of a complaint.100%Apr to Nov 20152015/16100%Apr to Nov 2016201665117 Number of live complainants who are satisfied with the way their complainant wath are satisfied with the way their complaint was dealt with18% 2015Apr to Nov 20152015/1613% 2015/16Apr to Nov 201666120 Percentage of appeals upheld - 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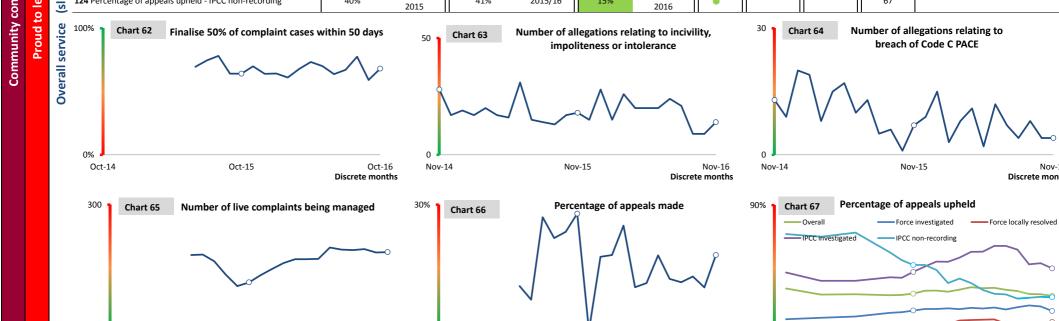


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Nov-14

n of travel and the number of months

Nov-15



0% 0% Nov-14 Nov-15 Nov-16 Nov-16 Nov-14 Nov-15 Nov-16 **Discrete months** Discrete months 12 month rolling

Nov-16

Discrete months

Commu	nity confi	idence		Previous Y			evious		Current	Direction	MSG	National	Chart	Notes
		perceptions	I	Value	Period	Value	Period	Value	Period	of travel	Position	Position	Number	<u> </u>
	<b>125</b> Pc	olice do a good or	excellent job in their neighbourhood			85%	12mths to Nov 2015	85%	12mths to Nov 2016				68	Safer community survey
	<b>126</b> Fe	eel very or fairly sa	fe living in their neighbourhood			98%	12mths to Nov 2015	98%	12mths to Nov 2016				69	Safer community survey
ence	issues	blice and local cou that matter in the	ncil are dealing with the ASB and crime eir area			75%	12mths to Nov 2015	71%	12mths to Nov 2016	• <sup>10</sup>			70	Safer community survey
/ confidence to lead	100%	Chart 68	Police do a good or excellent job in their neighbourhood		100%	Chart 69	Feel very or living in their n		od		<sup>100%</sup> Ch			cal council are dealing with issues that matter in their area
Community Proud	service				Î			0						
Com	Overall s		· · · · · · · · · · · · · · · · · · ·	0										<b></b>
	<b>б</b> 80%				80%						60%			
		ov-14	Nov-15	Nov-16 12 month rolling	Nov-	14	Nc	ov-15	12 mo	Nov-16 nth rolling	Nov-14		No	v-15 Nov-16 12 month rolling