

Force Priority Three: To earn your trust and confidence					
Measure		Objective / Target	Performance		Insight
3.1	Percentage of victims of crime that are completely, very or fairly satisfied with the service they have received from the police	90% of victims completely, very or fairly satisfied	85.4%	●	Performance has seen deterioration over the last year, and the most recent figure, covering satisfaction for incidents reported in the 12 months to April, contrasts with 87.1% for the same period last year. Vehicle crime, particularly theft from vehicle, continues to be the driving influence. There remains a significant difference between the divisions in terms of the headline figure (City 83.6%, County 86.7%), and vehicle crime satisfaction is the differentiating factor.
3.2	Percentage of victims and witnesses satisfied with the services provided in Court	An increase in the %age of victims and witnesses satisfied compared to 2014-15	96.8%	●	Current performance covers the year to March 2015. Around 98% of victims and witnesses responding were satisfied or very satisfied with the services provided in Court in March. Figures for the 12 months to March show that more than nine in every ten respondents were satisfied in comparison with the 2013/14 level of 95.7% (April 2013 - March 2014).
3.3	Percentage of people who agree that the police and local councils are dealing with Anti-Social Behaviour and other crime issues	60% agreement by 2015-16	61.3%	●	Current performance covers interviews in the year to December 2014. The Force is 1.3 percentage-points above the 60 percent target. Performance has seen improvement over the last year with positive movement since the previous quarter.
3.4	Percentage reduction of people that been repeat victims within the previous 12 months	a) A reduction in the number of repeat victims of domestic violence compared to 2013-14	+21.6%	●	Numbers of repeat victims of domestic violence increased by 117 offences year-to-date, with a 25.2% increase in the County, and a 16.7% increase in the City.
		b) A reduction in the number of repeat victims of hate crime compared to 2013-14	+78.6%	●	There were 11 additional repeat hate crimes recorded year-to-date, 6 of which occurred in the City.
		c) To monitor repeat victims of ASB	-5.1%		Numbers of repeat victims of ASB appear to align with the overall decrease in reporting of ASB, and this is mirrored across the two divisions, with City recording a 2.8% increase and County 13.3% less.

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		d) To monitor the number of domestic abuse incidents and crimes and the proportion of which are repeats	+1.0%	Taken together, the numbers of domestic abuse incidents and crimes appear to have increased by 1.0% or 47 offences; however, due to a tagging issue with incidents this should be viewed with caution, as crimes are showing a 29.0% increase.
			38.9%	The proportion of domestic abuse incidents and crimes has reduced when compared to 40.6% in the previous year, although actual numbers have increased from 619 to 761 repeat offences. The proportion falls to 23.7% when incidents are removed, suggesting that the Force is dealing proactively prior to an incident becoming a crime.
3.5	Public confidence in reporting offences to the police	a) To monitor the number of Sexual Offences as a whole	+52.0%	There were 206 additional Sexual Offences recorded year-to-date and this has been attributed to better recording practices, increased numbers of historic sexual offences being reported, and direct recording of other agency referrals. Broken down there have been similar sized percentage increases in serious sexual offences (63.0%), with a 73.0% increase in rape and a 42.0% increase in other sexual offences (serious).
		b) To monitor satisfaction levels of victims of Domestic Abuse through the force victim surveys	90.4%	Results of the Domestic Abuse Victim Satisfaction Survey for incidents reported in the 12-months to the end of April 2015 demonstrate that around nine in every ten victims are satisfied with the whole experience (507 out of 561 respondents). Satisfaction with the whole experience remains broadly stable. For incidents reported in the 12-months to April 2014 the rate was 91.1% and the difference is not statistically significant.
		c) To monitor the number of Hate Crimes and the proportion of which are repeats	+49.0%	There were 97 additional hate crimes recorded year-to-date, with a relatively even split between Public Order offences (138 offences ytd) and Victim-Based offences (156 offences ytd) across the two divisions (City 136 offences ytd; County 158 offences ytd).
			9.3%	The proportion of Hate Crimes which are repeats fell slightly from 9.5% last year to 9.3% this year. 8.0% of Hate Crimes in the City were repeats, whilst only 10.9% were repeats in the County.