

WEST YORKSHIRE
POLICE



Performance Report 2011/12

Prepared by Performance Review
Corporate Support Department

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|---|---|-------|-------|-------|--------------------|--------------|-----------|--|------|
| Source | Indicator | 08/9 | 09/10 | 10/11 | 11/12 | Latest Trend | On target | MSG Comparison | Misc |
| Vision – Increase public confidence and satisfaction | | | | | | | | | |
| KPI | Improve the proportion of residents who believe the police do an excellent or good job in their local area to 52.6% | 41.8% | 49.9% | 52.3% | 54.2% | ↑ | | 4 th in the MSG ¹ which ranges 66.5% - 51.2% (58.9% WY) | |
| KPI | Increase the overall satisfaction of service users (victims of burglary, vehicle and violent crime) to 83.6% | 83.6% | 81.1% | 83.0% | 85.3% | ↑ | | 7 th in the MSG with satisfaction ranging 92.9% - 83.5% ² (84.6% WY) | |
| KPI | Improve the overall satisfaction for BME service users (victims of burglary, vehicle and violent crime and racist incidents) to 79.8% | 74.8% | 76.0% | 78.4% | 79.7% | ↑ | | 6 th in the MSG which ranges 89.0% - 75.0% ² (79.1% WY) | |
| KPI | Improve the overall satisfaction for white service users (victims of burglary, vehicle and violent crime and racist incidents) to 84.6% | 82.6% | 83.1% | 84.0% | 86.3% | ↑ | | 5 th in the MSG which ranges 93.7% - 82.5% ² (85.0% WY) | |
| Diagnostic Indicator | Percentage of 999 calls answered within 10 seconds | 89.1% | 90.5% | 94.3% | 93.5% ³ | ↔ | NA | NA | |
| Diagnostic Indicator | Percentage of emergency response incidents arrived at within 15 minutes | 92.7% | 87.6% | 90.5% | 92.1% | ↑ | NA | NA | |
| Diagnostic Indicator | User satisfaction with 'being kept informed' | 69.8% | 70.1% | 68.8% | 73.8% | ↑ | NA | 8 th in the MSG with satisfaction ranging 91.4% - 72.4% ² (72.4% WY) | |
| Diagnostic Indicator | Public confidence for BME residents | 41.6% | 43.2% | 42.3% | 44.8% | ↑ | NA | NA | |

¹ Based on an equivalent question in the BCS and data for 12 months to the 30th June 2011

² Comparisons of user satisfaction across the MSG is based on 12 months data to the 30th September 2011

³ Based on data for 12 months to the 31st of December 2011, but with missing data for August and September (due to system failure)

| Source | Indicator | 08/9 | 09/10 | 10/11 | 11/12 | Latest Trend | On target | MSG Comparison | Misc |
|--|--|---------|---------|---------|---------|--------------|-----------|--|------|
| Diagnostic Indicator | Public confidence for white residents | 41.9% | 50.6% | 53.6% | 55.5% | ↑ | NA | NA | |
| Priority – Local policing | | | | | | | | | |
| KPI | Continue to tackle the level of acquisitive crime (house burglary, robbery and vehicle crime), target = 46,391 or less | 52,365 | 47,990 | 46,391 | 44,254 | ↑ | | 8 th in the MSG ⁴ which ranges 7.4 – 19.8 per 1000 popn (19.8 WY) | |
| KPI | Continue to tackle ASB to impact on the proportion of residents who believe that ASB has increased in their local area, target = 14.6% or less | 18.7% | 15.8% | 14.6% | 14.2% | ↑ | | NA | |
| Diagnostic Indicator | Assault with injury offences recorded | 16,621 | 15,053 | 14,008 | 12,762 | ↑ | NA | 5 th in the MSG ⁴ which ranges 4.3 – 6.9 per 1000 popn (5.7 West Yorks) | |
| Diagnostic Indicator | House burglary recorded | 20,900 | 21,573 | 20,508 | 19,278 | ↑ | NA | 8 th in the MSG ⁴ which ranges 6.0 – 21.0 per 1000 h/holds (21.0 West Yorks) | |
| Diagnostic Indicator | Total crime recorded | 217,228 | 197,553 | 189,818 | 187,670 | ↑ | NA | 8 th in the MSG ⁴ which ranges 54.1 – 82.9 (82.9 WY) | |
| Diagnostic Indicator | ASB Repeat Locations | NA | NA | 12.0% | 11.6% | ↔ | NA | NA | |
| Priority – Protection of the public from serious harm | | | | | | | | | |
| KPI | Continue to tackle the level of serious violent crime, target = at 1,309 or less | 1,580 | 1,441 | 1,309 | 1,259 | ↑ | | 3 rd in the MSG ⁴ which ranges 0.2 – 0.7 per 1000 popn (0.4 | |

⁴ Recorded crime and detection comparisons in iQuanta are based on 12 months data to the 30th November 2011

| Source | Indicator | 08/9 | 09/10 | 10/11 | 11/12 | Latest Trend | On target | MSG Comparison | Misc |
|---|--|-------|-------|-------|-----------------------------|--------------|-----------|---|------|
| | | | | | | | | West Yorks) | |
| KPI | Stabilise the sanction detection rate for domestic violence at 54.9% | 51.1% | 50.1% | 54.9% | 54.2% | ↔ | | NA | |
| KPI | Stabilise the sanction detection rate for serious sexual offences at 28.0% | 22.8% | 23.9% | 28.0% | 28.3% | ↔ | | 6 th in the MSG ⁴ which ranges 41.4% - 28.4% (29.1% WY) | |
| Diagnostic Indicator | Proportion of organised crime groups that have been disrupted | NA | NA | NA | 81.9% | NA | NA | NA | |
| Diagnostic Indicator | ⁵ Domestic violence attrition | NA | NA | 32.1% | 32.0% | ↔ | NA | NA | |
| Priority – Transforming the organisation | | | | | | | | | |
| KPI | Maintain the proportion of the resources allocated to public facing functions at 77% | NA | NA | 77.1% | 77.6% | ↔ | | NA | |
| Diagnostic Indicator | Proportion of working hours lost to sickness | 3.89% | 3.53% | 2.76% | 2.60% | ↑ | NA | Below national averages ⁶ for police officers and police staff | |
| Diagnostic Indicator | Proportion of resources allocated to visible policing functions | NA | NA | 48.3% | 49.1% | ↔ | NA | NA | |
| Diagnostic Indicator | BME representation in the workforce | 4.14% | 4.18% | 4.32% | 4.43% | ↔ | NA | NA | |
| Diagnostic Indicator | Proportion of employees identified as 'engaged' with the organisation | NA | NA | NA | 80% C ⁷ 74% S | NA | NA | NA | |




⁵ The percentage of cases finalised at Court (Mags and Crown Court) that are unsuccessful (latest figures 12 months to November 2011)

⁶ Based on data for 12 months to the end of September 2010

⁷ The 2011 Employee survey identified that 80% of the workforce were committed to the organisation and 74% were satisfied with the role

| Source | Indicator | 08/9 | 09/10 | 10/11 | 11/12 | Latest Trend | On target | MSG Comparison | Misc |
|----------------------|---|-------|-------|-------|-------|--------------|-----------|----------------|------|
| Diagnostic Indicator | Proportion of divisions and departments that meet their budget savings requirement | NA | NA | NA | NYA | NA | NA | NA | |
| Diagnostic Indicator | % of police officers at the rank of Inspector and above and police staff at grade SO1 and above that are female | 30.4% | 31.8% | 32.7% | 35.2% | ↑ | NA | NA | |

Divisional/District Level Assessment Against Target

| | |
|---|---|
| Key: | |
|  | Better than trajectory to achieve the year-end target |
|  | Within trajectory to achieve the year-end target |
|  | Off trajectory to achieve the year-end target |

| Objective/Target | North West Leeds | North East Leeds | City & Holbeck | Leeds | Wakefield | Kirklees | Calderdale | Bradford South | Airedale & North Bradford | Bradford District | West Yorkshire |
|--|------------------|------------------|----------------|-------|-----------|----------|------------|----------------|---------------------------|-------------------|----------------|
| Improve the proportion of residents who believe the police do an excellent or good job to 52.6% | | | | | | | | | | | |
| Improve the overall satisfaction rate of service users to 83.6% | | | | | | | | | | | |
| Improve the overall satisfaction rate for BME Service Users to 79.8% | | | | | | | | | | | |
| Improve the overall satisfaction rate for White Service Users to 84.6% | | | | | | | | | | | |
| Continue to tackle the level of acquisitive crime (46391 or less) | | | | | | | | | | | |
| Reduce to 14.6% or less the proportion of residents who believe that ASB has increased in their local area | | | | | | | | | | | |
| Continue to tackle the level of serious violent crime (1309 or less) | | | | | | | | | | | |
| Stabilise the sanction detection rate for domestic violence (54.9%) | | | | | | | | | | | |
| Stabilise the sanction detection rate for serious sexual offences (28.0%) | | | | | | | | | | | |
| Maintain the proportion of resources allocated to public facing functions (77.1%) | | | | | | | | | | | |

This District level assessment distinguishes between performance that is better than the trajectory to achieve the year-end target, that which is largely on trajectory (within a small margin) and that which is off trajectory. This style of presentation allows the reader to distinguish between performance that is close to trajectory and that which is some distance from trajectory, providing focus on those divisions/districts furthest away from the target.