

Performance Profile

May 2011



Summary and index

Summary

2011/12 Reporting Year

This document contains a strategic overview of the Constabulary's performance. It has a variety of performance measures within it. The format of the profile has been aligned to the Policing Priorities identified by the Control Strategy. It provides information on our performance against Force targets. It also aims to provide supplementary information to assist in understanding reasons behind the performance in these areas. It has been designed as a headline document that will enable our customers, both internally and externally, to easily assess performance information for key domains. This year, as last, additional monitoring information within the six domains of the Policing Priorities will be published quarterly - a calendar of publication is located at the bottom of this page. If during a month an issue is identified which needs to be highlighted, this will be done through 'exception reporting'.

A matrix can be found at the front of the profile which reflects our year to date performance against our targets.

The Force is in the process of changing from geographic Operational Command Units (OCUs) to geographic Areas. Accordingly, data is shown for Areas where possible, remaining as OCU if not.

Where applicable, within the document, MSG (Most Similar Group) data is published along with the crime and detection data. MSGs are calculated by the Home Office based on a number of socio-demographic & geographic variables which are strongly linked to crime/incident levels and the fear of crime. These groups provide a benchmark for comparison of crime and detection rates. Below the applicable crime tables there are three rows relating to MSG data. The first provides the MSG position for the Force for that crime type. The second displays Actual, this is the number of offences per 1,000 population. The third row shows the MSG Average which is the total number of offences per 1,000 population divided by the number within the MSG. The same three rows are provided in relation to detection data, where data is provided in % figures rather than per 1,000 population. Due to geographic changes mentioned above, this data is currently only available at Force level.

Please note: iQuanta data is provisional. Within the profile, Hampshire data is published and compared against the MSG average. The other forces within Hampshire's MSG are: Avon and Somerset, Bedfordshire, Essex Hertfordshire, Kent, Sussex and Thames Valley. We are unable to provide figures from iQuanta for these forces, due to the provisional nature of this data.

This document is then taken forward by key stakeholders within the organisation to the Force Performance Review Group, where it is used to highlight areas of good performance and those for development.

This is an evolving document and as such, the contents of which may alter over time and any feedback would be welcomed by the Performance Review Team.

Calendar of Quarterly Reporting

April - Catching criminals & managing offenders and Protecting our communities
May - Making the most of our resources and Equipping our team to deliver
June - Providing an excellent service and An active presence in every neighbourhood
July - Catching criminals & managing offenders and Protecting our communities
August - Making the most of our resources and Equipping our team to deliver
September - Providing an excellent service and An active presence in every neighbourhood
October - Catching criminals & managing offenders and Protecting our communities
November - Making the most of our resources and Equipping our team to deliver
December - Providing an excellent service and An active presence in every neighbourhood
January - Catching criminals & managing offenders and Protecting our communities
February - Making the most of our resources and Equipping our team to deliver
March - The year end profile will have all six domain areas included

MSG Colour Key

Force
1-2
3-4
5-6
7-8

Summary and index

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4	Year to date targets matrix		
Providing an excellent service			
5	User satisfaction	Target	Consultation & Research team
5	Being kept informed		Consultation & Research team
5	MSG user satisfaction data		Consultation & Research team
5	Comparative satisfaction of minority ethnic groups		Consultation & Research team
An active presence in every neighbourhood			
6	Reduction in criminal damage	Target	Business Objects
Catching criminals and managing offenders and Protecting our communities			
7	Serious acquisitive crime (SAC) detection rate and reduction in SAC	Target	Business Objects
8	Breakdown: Robbery, dwelling burglary, vehicle crime		Business Objects
8	Breakdown: Theft of a motor vehicle, theft from a motor vehicle		Business Objects
9	Violence against the person with injury	Target	Business Objects
10	Serious violent crime	Target	Business Objects
10	Homicide		Business Objects
11	Assault with less serious injury		Business Objects
12	Serious sexual offences		Business Objects
12	Rape		Business Objects
Making the most of our resources			
13	BME workforce population	Target	HR
13-14	Specials scorecard (the target aspect is effective use of specials)	Target	Extended policy family team
14	Cost reductions	Target	Finance
14	Protecting the frontline	Target	HR
Making the most of our resources monitoring areas			
15	Minority ethnic recruitment		HR
15	Overdue PDRs		HR Intranet
15	Sickness		HR Intranet
15	Specials/volunteer recruitment		Extended policy family team
Equipping our staff to deliver monitoring areas			
16	Staff confidence in the organisation		Consultation & Research team
16	Training in relation to confidence		Learning and Development team

Year to date performance targets matrix

	Target	Actual	Western	Eastern	Northern
Providing an excellent service					
Overall user satisfaction	70.0%	69.0%	66.0%	69.0%	70.0%
An active presence in every neighbourhood					
Reduce criminal damage	<3958	4135	1378	1552	1205
	Area specific targets		1389	1523	1046
Catching criminals & managing offenders & Protecting our communities					
Serious acquisitive crime SD	>15%	13.1%	12.3%	8.3%	21.1%
Reduction in serious acquisitive crime	<2791	2992	1126	1094	772
	Area specific targets		1076	1010	706
Reduce violence against the person with injury	<2318	2443	854	994	595
	Area specific targets		795	997	526
Most serious violence SD	>50%	67.4%	73.9%	60.3%	70.3%
Making the most of our resources					
BME workforce population	>2%	2.1%	This is a Force measure		
Effective use of volunteers/specials	<550	257	This is a Force measure		
Cost reductions	maintain top quartile position	No data available	This is a Force measure		
Protect the frontline	<2224	2227	This is a Force measure		
Force Total - targets achieved		3	2	2	3

Notes to be read in conjunction with matrix

Overall user satisfaction data	Based on year to date rather than rolling months
SD	Sanction detections
BME	Black and minority ethnic
Area specific targets	Area specific targets are rounded to 0 decimal places; the actual figure may therefore seem the same but appear amber due to this rounding
Effective use of volunteers/specials	Based on the number of officers delivering on average 16 hours of duty time per month

Force target areas for providing an excellent service

	Target	Actual	Western	Eastern	Northern
Overall user satisfaction year to date	70.0%	69.0%	66.0%	69.0%	70.0%

User Satisfaction Survey results

Year to date by area (April and May)

Includes victims of burglary, vehicle crime and violent crime who said they were completely or very satisfied

Target 70% for overall satisfaction only	Western	Eastern	Northern	Force	No. Surveys
Overall satisfaction	66%	69%	70%	69%	826
Being kept Informed	53%	58%	57%	58%	818

Rolling 12 months data by OCU (June 2010 - May 2011)

Includes victims of burglary, vehicle crime, violent crime (and RTCs up to March only) who said they were completely or very satisfied

Target 70% for overall satisfaction only	Central	Isle of Wight	North & East	Portsmouth	Southampton	Western	Force	No. Surveys
Overall satisfaction	68%	70%	68%	67%	66%	72%	68%	7312
Being kept informed	56%	57%	56%	56%	54%	61%	57%	7187

MSG information for user satisfaction

Latest iQuanta data for MSG for the 12 months ending March 2011 (iQuanta calculate satisfaction % based on those responding that they are completely, very or fairly satisfied)

	Previous MSG position	Current MSG position	Change		Previous MSG position	Current MSG position	Change
Vehicle crime				Burglary			
Ease of contact	2/8	6/8	↓	Ease of contact	3/8	3/8	↔
Actions taken	4/8	5/8	↓	Actions taken	3/8	3/8	↔
Follow up	5/8	5/8	↔	Follow up	1/8	1/8	↔
Treatment	4/8	6/8	↓	Treatment	6/8	3/8	↑
Whole Experience	5/8	5/8	↔	Whole Experience	3/8	3/8	↔

Violent crime

Ease of contact	4/8	6/8	↓
Actions taken	4/8	4/8	↔
Follow up	7/8	6/8	↑
Treatment	6/8	6/8	↔
Whole Experience	6/8	6/8	↔

RTC (minor injury)

Ease of contact	1/8	1/8	↔
Actions taken	2/8	1/8	↑
Follow up	1/8	2/8	↓
Treatment	1/8	4/8	↓
Whole Experience	3/8	3/8	↔

All users (excluding racist incidents)

Ease of contact	2/8	3/8	↓
Actions taken	3/8	3/8	↔
Follow up	3/8	5/8	↓
Treatment	5/8	5/8	↔
Whole Experience	4/8	4/8	↔

Comparative satisfaction of minority ethnic groups

Rolling 12 months data by OCU (June 2010 - May 2011)

Includes victims of burglary, vehicle crime, violent crime and racist incidents who said they were completely or very satisfied with the 'whole experience'

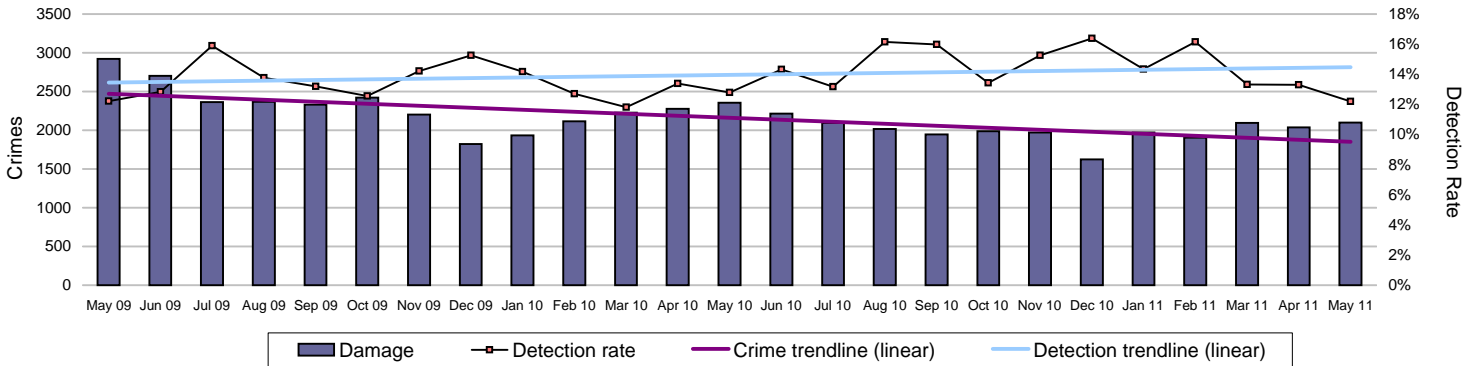
	Completely and very satisfied	Completely, very and fairly satisfied	No. Surveys
White	69.2%	84.4%	6909
Minority Ethnic	57.5%	78.4%	572
Satisfaction Gap	11.7%	6.3%	

NOTE: Although this measure is not a target, due to its importance, we will be reporting the figures on a monthly basis

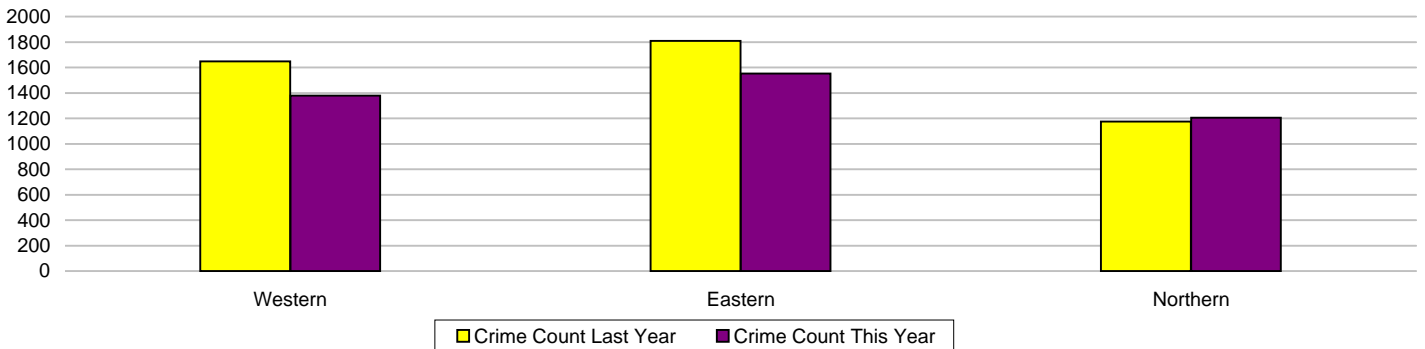
Force target areas for an active presence in every neighbourhood

	Target	Actual	Western	Eastern	Northern
Reduce criminal damage	3958	4135	1378	1552	1205
	Area specific targets		1389	1523	1046

Criminal damage

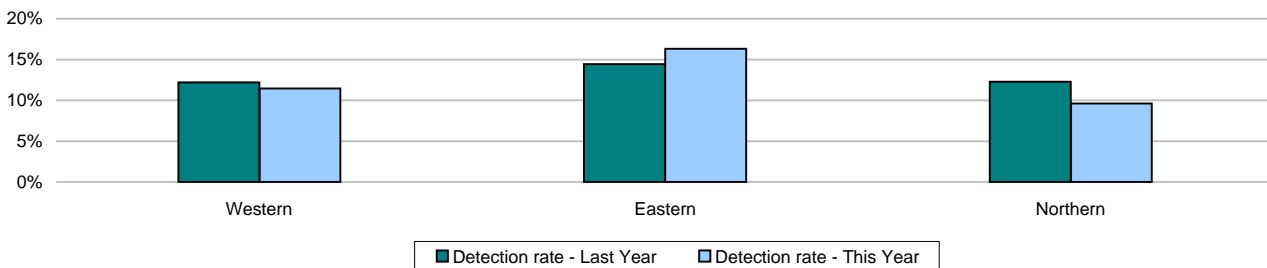


Crimes	Western	Eastern	Northern	Force
YTD Crimes	1378	1552	1205	4135
YTD Target	1389	1523	1046	3958
YTD 10/11 Crimes	1648	1810	1174	4632
This month	721	760	617	2098
% change from 10/11	-16.38%	-14.25%	2.64%	-10.73%
MSG position	MSG for areas cannot currently be displayed			8 of 8
MSG actual				3.248
MSG average				2.963



Detections	Western	Eastern	Northern	Force
YTD Detection Rate	11.47%	16.30%	9.63%	12.74%
This month	12.62%	14.21%	9.24%	12.20%
YTD 10/11 Detections	12.20%	14.42%	12.27%	13.08%
MSG position	MSG for areas cannot currently be displayed			5 of 8
MSG actual				14.40%
MSG average				14.10%

Note: Detections refer to Sanction Detections ONLY



Note: MSG data is always published a month in arrears.
For an explanation of this data, refer to the Summary on page 2

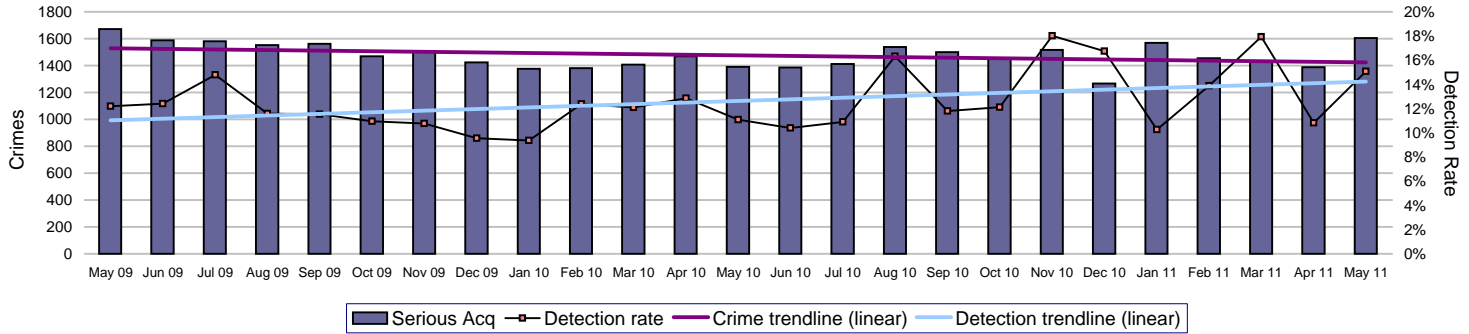
Force target areas for catching criminals and managing offenders

Force target areas for protecting our communities

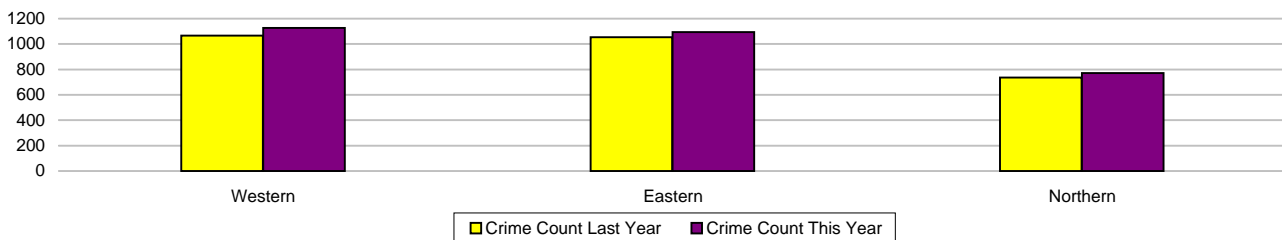
	Target	Actual	Western	Eastern	Northern
Reduce serious acquisitive crime	2791	2992	1126	1094	772
	Area specific targets		1076	1010	706
Serious acquisitive detection rate	15%	13.1%	12.3%	8.3%	21.1%

Serious acquisitive crime

Serious acquisitive crime consists of crimsec codes 28, 29, 34A, 34B, 37/2, 45 and 48

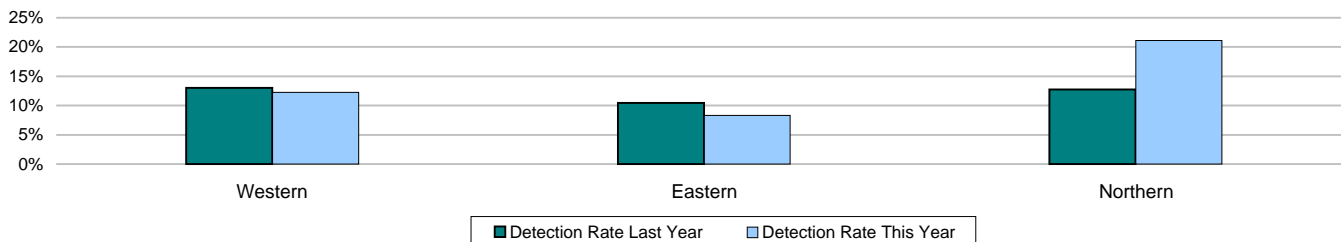


Crimes	Western	Eastern	Northern	Force
YTD Crimes	1126	1094	772	2992
Target	1076	1010	706	2791
YTD 10/11 Crimes	1067	1055	737	2859
This month	605	571	429	1605
% change from 10/11	5.53%	3.70%	4.75%	4.65%
MSG actual	MSG for areas cannot currently be displayed			2 of 8
MSG average				2.271
MSG average				2.655



Detections	Western	Eastern	Northern	Force
Target >15%				
YTD Detection Rate	12.26%	8.32%	21.11%	13.10%
This month	15.54%	10.51%	20.51%	15.08%
YTD 10/11 Detections	13.03%	10.43%	12.75%	12.00%
MSG position	MSG for areas cannot currently be displayed			4 of 8
MSG actual				13.29%
MSG average				14.92%

Note: Detections refer to Sanction Detections ONLY



Force target areas for catching criminals and managing offenders

Force target areas for protecting our communities

Serious acquisitive crime breakdown

Robbery

Year to date	Western	Eastern	Northern	Force
Crimes	96	53	29	178
Last year's crimes	78	58	40	176
% change from last year	23.08%	-8.62%	-27.50%	1.14%
MSG position				3 of 8

Detection rate	22.92%	26.42%	24.14%	24.16%
MSG position				7 of 8

May 2011	Western	Eastern	Northern	Force
Crimes	54	25	10	89
Detection rate	22.22%	52.00%	50.00%	33.71%

Dwelling burglary

Year to date	Western	Eastern	Northern	Force
Crimes	322	364	237	923
Last year's crimes	270	335	198	803
% change from last year	19.26%	8.66%	19.70%	14.94%
MSG position				2 of 8

Detection rate	18.32%	9.62%	13.92%	13.76%
MSG position				6 of 8

May 2011	Western	Eastern	Northern	Force
Crimes	169	180	133	482
Detection rate	21.89%	14.44%	18.80%	18.26%

Vehicle crime

Year to date	Western	Eastern	Northern	Force
Crimes	708	677	506	1891
Last year's crimes	719	662	499	1880
% change from last year	-1.53%	2.27%	1.40%	0.59%
MSG position				2 of 8

Detection rate	8.05%	6.20%	24.31%	11.74%
MSG position				3 of 8

May 2011	Western	Eastern	Northern	Force
Crimes	382	366	286	1034
Detection rate	11.78%	5.74%	20.28%	11.99%
Detection numbers	45	21	58	124

Theft of a motor vehicle

Year to date	Western	Eastern	Northern	Force
Crimes	176	167	127	470
MSG position				2 of 8
Detection rate	9.09%	12.57%	16.54%	12.34%
MSG position				3 of 8

May 2011	Western	Eastern	Northern	Force
Crimes	92	83	76	251
Detection rate	14.13%	10.84%	15.79%	13.55%
Detection numbers	13	9	12	34

Theft from a motor vehicle

Year to date	Western	Eastern	Northern	Force
Crimes	532	510	379	1421
MSG position				3 of 8
Detection rate	7.71%	4.12%	26.91%	11.54%
MSG position				3 of 8

May 2011	Western	Eastern	Northern	Force
Crimes	290	283	210	783
Detection rate	11.03%	4.24%	21.90%	11.49%
Detection numbers	32	12	46	90

Robbery, dwelling burglary and vehicle crime are the component parts of serious acquisitive crime. These individual crime types do not have targets.

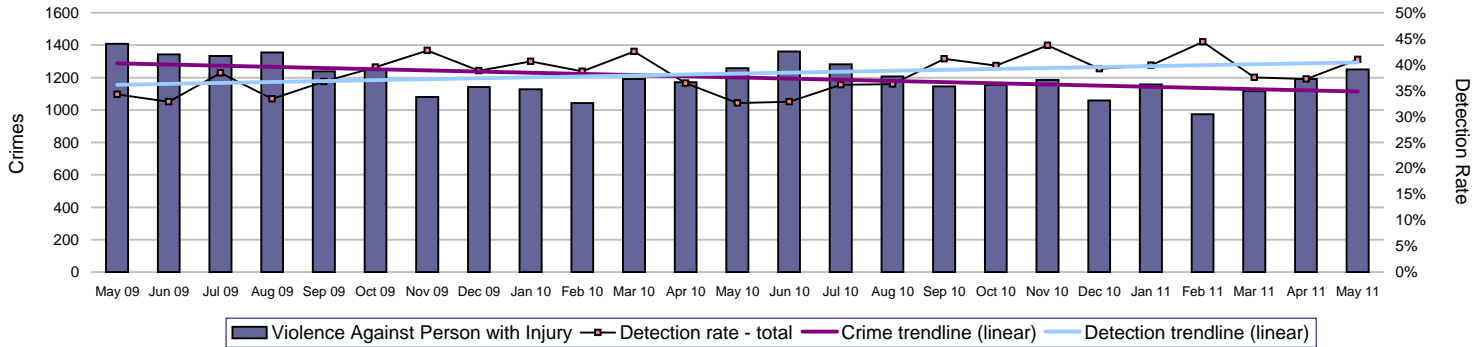
Force target areas for catching criminals and managing offenders

Force target areas for protecting our communities

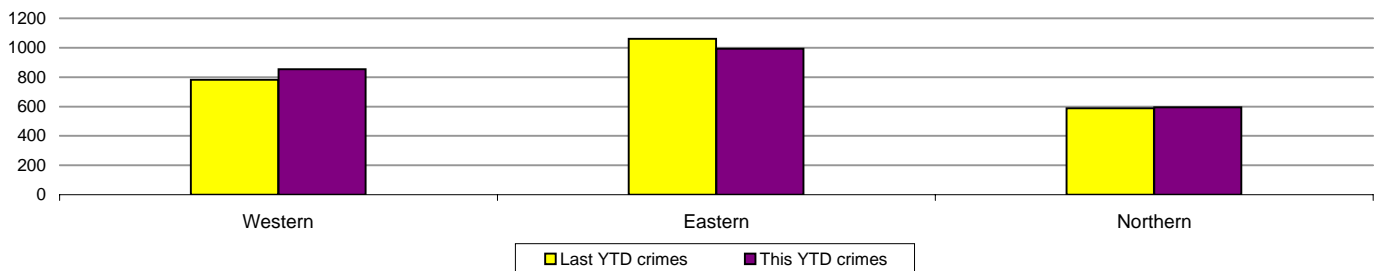
	Target	Actual	Western	Eastern	Northern
Reduction of VAP with injury	2318	2443	854	994	595
	Area specific targets		795	997	526
Serious violence detection rate	50.0%	67.4%	73.9%	60.3%	70.3%

Violence against the person (VAP) with injury

VAP with injury crimsec codes 1, 2, 4.1-4.4, 4.6-4.10, 5A, 5B, 5C, 8F, 8G, 8H, 8J, 8K and 37.1

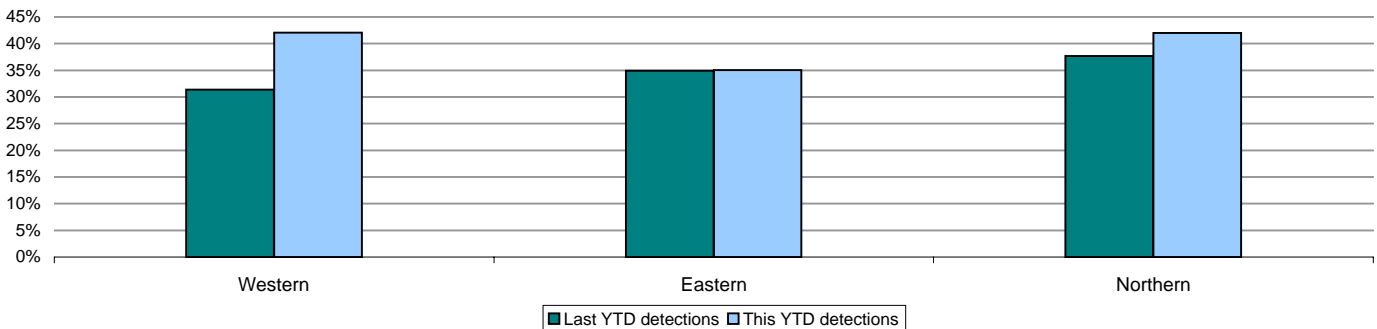


Crimes	Western	Eastern	Northern	Force
YTD Crimes	854	994	595	2443
YTD Target	795	997	526	2318
YTD 10/11 Crimes	781	1060	589	2430
This month	443	510	298	1251
% change from 10/11	9.35%	-6.23%	1.02%	0.53%
MSG position	MSG for areas cannot currently be displayed			7 of 8
MSG actual				1.77
MSG average				1.37



Detections	Western	Eastern	Northern	Force
YTD Detection Rate	42.04%	35.01%	42.02%	39.17%
This month	42.66%	37.84%	43.96%	41.01%
YTD 10/11 Detections	31.37%	34.91%	37.69%	34.44%
MSG position	MSG for areas cannot currently be displayed			6 of 8
MSG actual				37.98%
MSG average				41.13%

Note: Detections refer to Sanction Detections ONLY



Force target areas for catching criminals and managing offenders

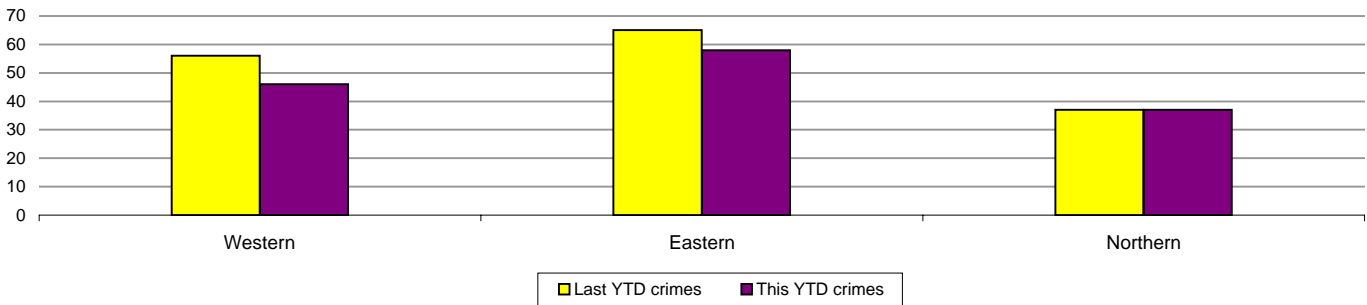
Force target areas for protecting our communities

Serious violent crime

Serious violent crime consists of crimsec codes 1, 2, 4.1-4.4, 4.6, 4.8, 5A, 5B, 5C, 8F, 8H and 37.1

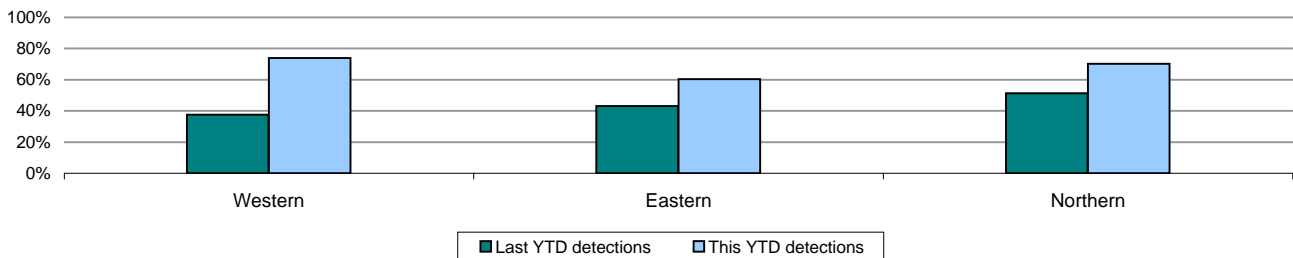


Crimes	Western	Eastern	Northern	Force
YTD Crimes	46	58	37	141
YTD 10/11 Crimes	56	65	37	158
This month	25	30	20	75
% change from 10/11	-17.86%	-10.77%	0.00%	-10.76%
MSG position	MSG for areas cannot currently be displayed			4 of 8
MSG actual				0.095
MSG average				0.091



Detections	Western	Eastern	Northern	Force
Target >50%				
YTD Detection Rate	73.91%	60.34%	70.27%	67.38%
This month	76.00%	73.33%	100.00%	81.33%
YTD 10/11 Detections	37.50%	43.08%	51.35%	43.04%
MSG position	MSG for areas cannot currently be displayed			4 of 8
MSG actual				49.16%
MSG average				49.68%

Note: Detections refer to Sanction Detections ONLY



Homicide

	Western	Eastern	Northern	Force
YTD May 2011 - total	2	0	0	2
YTD Domestic Homicides 2011/2012	1	0	0	1
YTD May 2010 - total	1	0	0	1
YTD Domestic Homicides 2010/2011	0	0	0	0

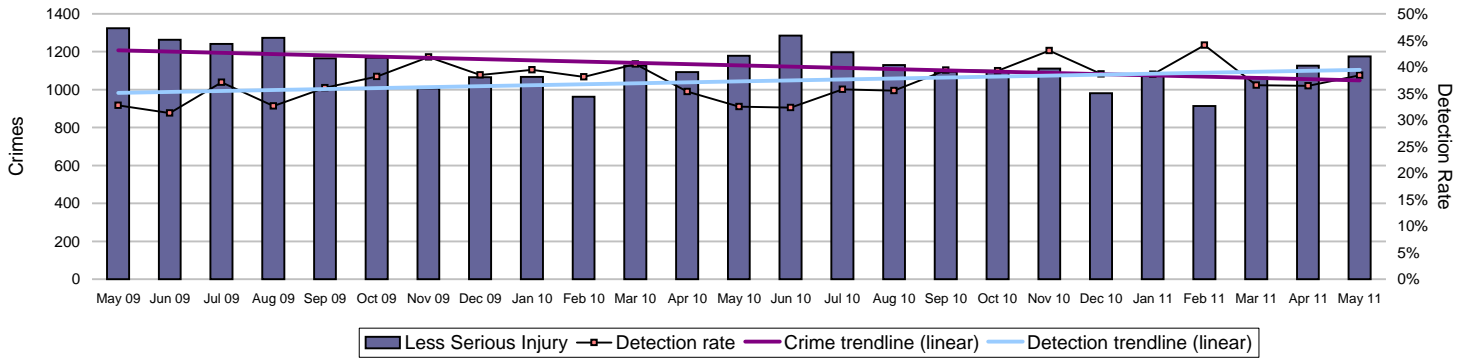
Note: A domestic homicide is where the relationship between victim and suspect was either: spouse, common-law spouse or cohabiting partner, boyfriend/girlfriend, ex-boyfriend/girlfriend or adulterous relationship

Force target areas for catching criminals and managing offenders

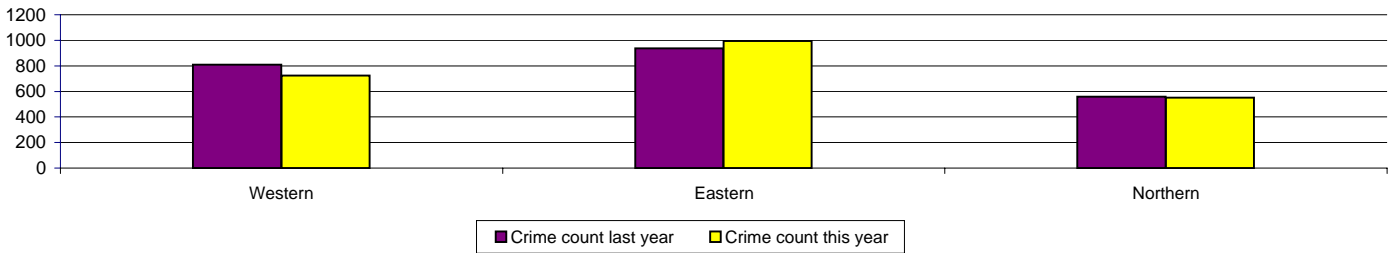
Force target areas for protecting our communities

Assault with less serious injury

Assault with less serious injury consists of crimsec codes 8G and 8J

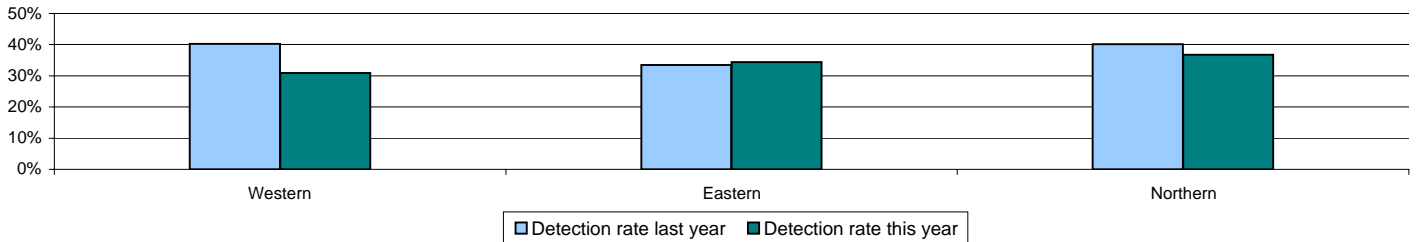


Crimes	Western	Eastern	Northern	Force
YTD Crimes	808	936	558	2302
YTD 10/11 Crimes	725	994	552	2271
This month	418	480	278	1176
% change from 10/11	11.45%	-5.84%	1.09%	1.37%
MSG position	MSG for areas cannot currently be displayed			7 of 8
MSG actual				1.672
MSG average				1.280



Detections	Western	Eastern	Northern	Force
YTD Detection Rate	40.22%	33.44%	40.14%	37.45%
This month	40.67%	35.63%	39.93%	38.44%
YTD 10/11 Detections	30.90%	34.41%	36.78%	33.86%
MSG position	MSG for areas cannot currently be displayed			6 of 8
MSG actual				37.28%
MSG average				40.60%

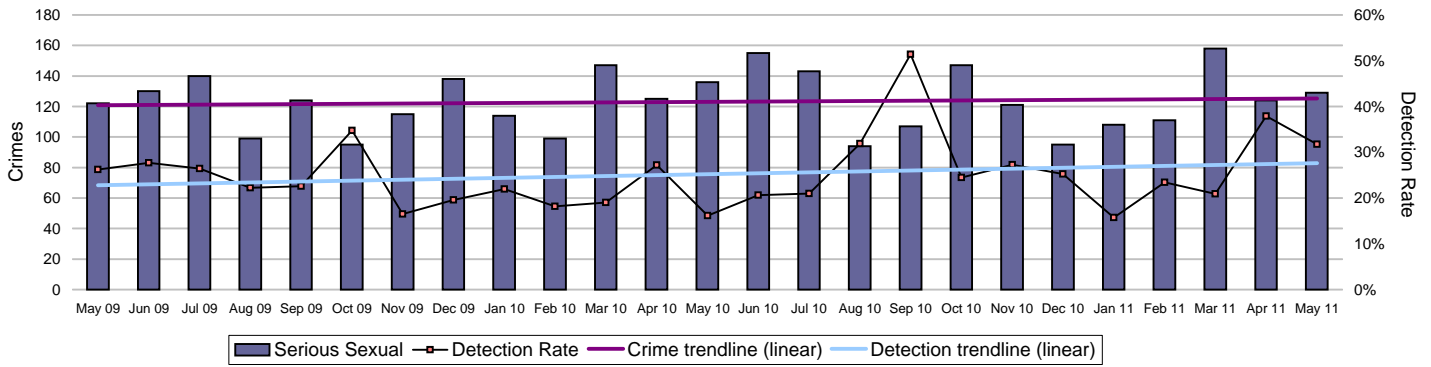
Note: Detections refer to Sanction Detections ONLY



Force target areas for catching criminals and managing offenders

Force target areas for protecting our communities

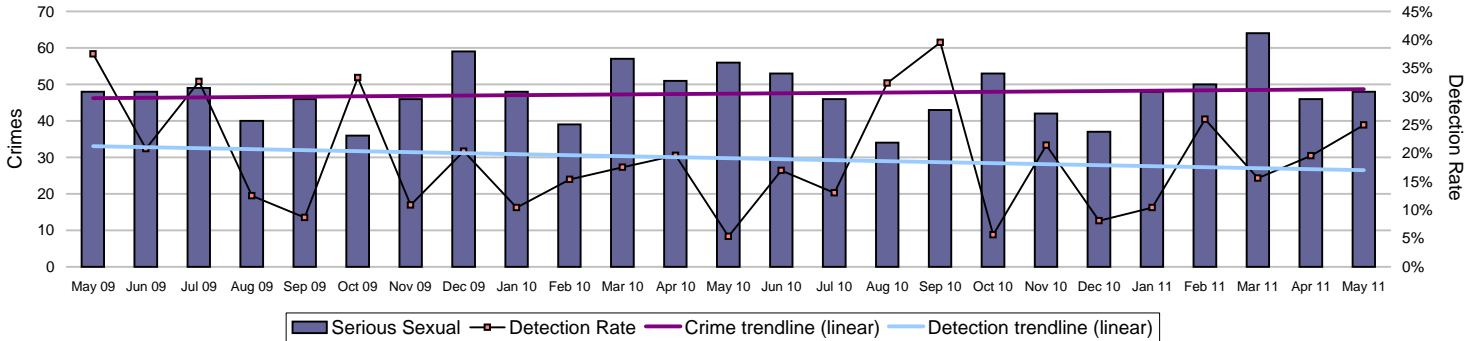
Serious sexual offences



	Western	Eastern	Northern	Force
YTD Crimes	88	106	59	253
YTD 10/11 Crimes	95	104	62	261
This month	48	47	34	129
% change from 10/11	-7.37%	1.92%	-4.84%	-3.07%

	Western	Eastern	Northern	Force
YTD Detection Rate	37.50%	33.02%	33.90%	34.78%
This month	41.67%	17.02%	38.24%	31.78%
YTD 10/11 Detections	25.26%	21.15%	16.13%	21.46%

Rape



	Western	Eastern	Northern	Force
YTD Crimes	33	41	20	94
YTD 10/11 Crimes	41	35	31	107
This month	18	17	13	48
% change from 10/11	-19.51%	17.14%	-35.48%	-12.15%

	Western	Eastern	Northern	Force
YTD Detection Rate	12.12%	21.95%	40.00%	22.34%
This month	16.67%	17.65%	46.15%	25.00%
YTD 10/11 Detections	12.20%	20.00%	3.23%	12.15%

Note: MSG data is always published a month in arrears.
For an explanation of this data, refer to the Summary on page 2

Force target areas making the most of our resources

	Target	Actual
BME Workforce population	2%	2.12%
Effective use of specials (completion of 16 hours or more of duty per month)	550	257
Cost reductions	Maintain top quartile position	No data
Protecting the frontline	2224	2227

Note: The first figures for this financial year will be calculated at the end of May and made available for mid-June

BME workforce population

The 2011/2012 target is to retain 2% of all officers and staff as BME

BME Retention	All staff	Minority ethnic staff	Percentage
YTD May 2011	6017.8	127.4	2.12%

Police officer	Police officers	Minority ethnic police officers	Percentage
YTD May 2011	3609	83.4	2.31%

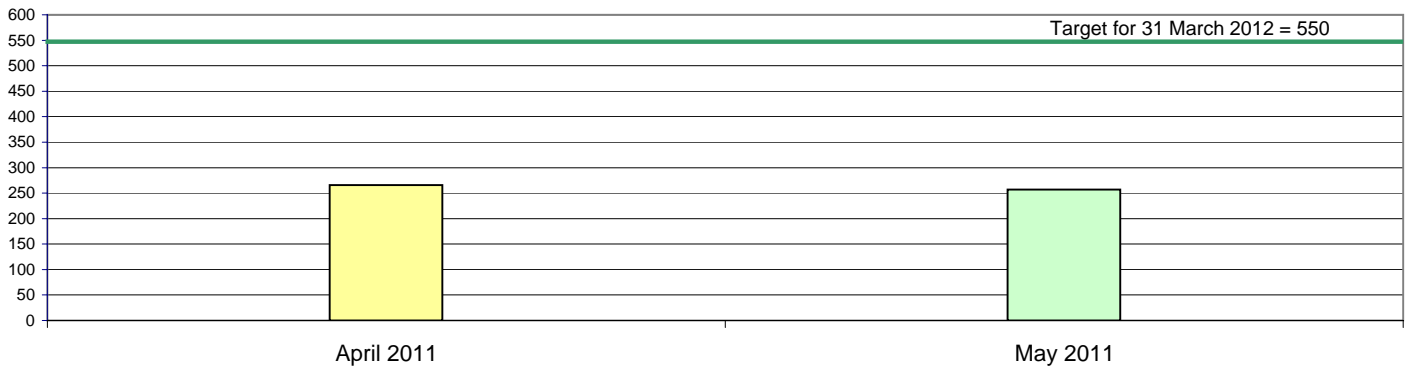
Police staff (incl PCSOs)	Police staff	Minority ethnic police staff	Percentage
YTD May 2011	2408.83	43.98	1.83%

Effective use of specials/volunteers

	Target	Force
May 2011	550	257

This target shows the number of special constables who are completing 16 hours or more of duty per month

Monthly comparison of Specials completing 16 or more hours duty



Special Constable Balanced Scorecard

	Western	Eastern	Northern	RPU	CS/CQ	Force
Total number of officers	140	169	138	6	7	460
Number of officers on leave of absence	8	7	8	0	0	23
Total number of operational hours	2336	4108	3355	106	129	10034
Number of operational hours per 1000 population	4.4	6.4	5.5	N/A	N/A	5.6
Average number of operational hours per officer	17.7	25.4	25.8	17.6	18.5	22.7
Leavers joining regular service or transferring to another Force	0	0	1	0	0	1
Leavers not joining regular service or transferring to another Force	2	3	1	0	0	6
Number of officers completing 16 hours or more of duty per month	78	102	78	3	4	257
% of Officers completing 16 or more hours duty per month	56%	60%	57%	50%	57%	56%

Force target areas making the most of our resources

Special Constable Balanced Scorecard (continued)

Gender	Western	Eastern	Northern	RPU	CS/CQ	Force
Male	100	117	102	6	6	331
Female	40	52	36	0	1	129

Ethnicity	Western	Eastern	Northern	RPU	CS/CQ	Force
White	136	166	135	6	7	450
Mixed	0	2	0	0	0	2
Black or black British	2	0	2	0	0	4
Asian or asian British	1	1	1	0	0	3
Chinese or other	1	0	0	0	0	1

Age	Western	Eastern	Northern	RPU	CS/CQ	Force
25 and under	56	86	40	0	0	182
26 to 40	67	54	61	2	2	186
41 to 55	16	24	27	3	2	72
Over 55	1	6	9	1	3	20

Length of service	Western	Eastern	Northern	RPU	CS/CQ	Force
up to 1 year	50	66	37	0	0	153
1yr to 5 years	72	79	61	0	1	213
5 to 10 years	13	9	17	1	0	40
10 to 15 years	0	7	14	3	2	26
15 to 20 years	3	3	8	2	2	18
20 to 25 years	1	2	0	0	0	3
25 years and over	1	3	1	0	2	7
Number of joiners	1	1	0	N/A	N/A	2

Note: RPU - Roads Policing Unit CS/CQ - Central Support Departments

Protecting the frontline

The number of full time equivalents (FTE) undertaking response policing, neighbourhood policing and local crime investigation will be protected at a minimum of 2224 on average per month throughout 2011-2012

	Target	Average
Frontline Staff	2224	2227

Monitoring areas for making the most of our resources

Minority ethnic recruitment

Total	All recruits	Minority ethnic recruits	Percentage
YTD May 2011	28	0	0.0%

Police officer	All recruits	Minority ethnic recruits	Percentage
YTD May 2011	20	0	0.0%

Police staff (incl PCSOs)	All recruits	Minority ethnic recruits	Percentage
YTD May 2011	8	0	0.0%

Overdue PDRs

Year to date - April	Police Officers			Police Staff			PCSOs		
	Headcount	Overdue PDRs	%	Headcount	Overdue PDRs	%	Headcount	Overdue PDRs	%
Central OCU	594	55	9%	142	16	11%	75	4	5%
Isle of Wight OCU	215	6	3%	61	11	18%	29	1	3%
North and East OCU	547	78	14%	115	18	16%	67	4	6%
Portsmouth OCU	402	47	12%	104	18	17%	48	5	10%
Southampton OCU	491	13	3%	123	11	9%	63	3	5%
Western OCU	511	79	15%	98	11	11%	64	11	17%
Crime OCU	379	39	10%	358	34	9%	0	0	-
Operations OCU	369	17	5%	76	9	12%	0	0	-
Chief Constables portfolio	8	0	0%	3	1	33%	0	0	-
DCCs portfolio	33	6	18%	184	29	16%	0	0	-
ACC Crime and CJ portfolio	10	4	40%	309	109	35%	0	0	-
ACC HR and Ops portfolio	71	18	25%	162	23	14%	0	0	-
ACC TO portfolio	47	9	19%	431	50	12%	0	0	-
Director of Finance portfolio	0	0	-	137	56	41%	0	0	-
Force Total	3688	371	10%	2303	396	17%	346	28	8%

Note: Chief Superintendents and above are counted against the relevant ACPO Portfolio holder rather than their Area or Department

Sickness data

Year to date - April	Police Officers			Police Staff			PCSOs		
	Average Headcount	Duty Days Lost	Average days sickness per officer	Average Headcount	Duty Days Lost	Average days sickness per staff member	Average Headcount	Duty Days Lost	Average days sickness per PCSO
Central OCU	596.5	546	0.92	144.0	143	0.99	75.5	35	0.46
Isle of Wight OCU	216.5	190	0.88	61.0	27	0.44	29	29	1.00
North and East OCU	551	346	0.63	116.0	84	0.72	67	30	0.45
Portsmouth OCU	406	154	0.38	106.5	82	0.77	48	52	1.08
Southampton OCU	493	367	0.74	123.5	108	0.87	63	35	0.56
Western OCU	512	426	0.83	101.5	48	0.47	64	28	0.44
Crime OCU	376	336	0.89	358.5	163	0.45	0	0	-
Operations OCU	363.5	271	0.75	77.0	79	1.03	0	0	-
Chief Constables portfolio	4	0	0.00	2.0	0	0.00	0	0	-
DCCs portfolio	32.5	0	0.00	184.5	63	0.34	0	0	-
ACC Crime and CJ portfolio	13	0	0.00	308.5	208	0.67	0	0	-
ACC HR and Ops portfolio	73	70	0.96	162.0	62	0.38	0	0	-
ACC TO portfolio	51.5	131	2.54	426.0	350	0.82	0	0	-
Director of Finance portfolio	0	0	-	138.0	57	0.41	0	0	-
Force Total	3688.5	2837	0.77	2309	1474	0.64	346.5	209	0.60

Special/volunteer recruitment

YTD May 2011	Specials		Volunteers		Officers		Staff (incl PCSOs)	
	Recruited	Total staff	Recruited	Total staff	Recruited	Total staff	Recruited	Total staff
YTD May 2011	157	460	134	242	20	3609	8	2408.83

Monitoring areas for equipping our staff to deliver

Staff confidence in the organisation

This is based on the results of the 2010 staff survey. The monitored question is: "Taking everything into consideration I am satisfied with my job". The results of the 2010 survey showed 59% of those who responded to the survey agreed or strongly agreed with this statement. It was therefore agreed that the Force should aim to achieve at least 61% in the 2011 staff survey.

The 2011 survey has now closed and is currently being analysed.

Training in relation to confidence

Provision of Customer Care Satisfaction training

	Apr 10 - Mar 11		May 2011	
	Courses Planned	Numbers to be trained	Courses Held	Numbers trained
New recruits as part Initial Police Learning & Development Programme (IPLDP)	5	90	4	20
New recruits as part of PCSO Initial Course	6	66	0	0
New recruits as part of Specials Initial Course	8	144	0	0
Established Police Officers as part of Day 3 Frontline Training Session *	64	1600	0	0
Modular courses to specific teams on request	As required		0	

* Note: Subject to requirement to deliver Crime Investigation Training as part of Force change plan