

Performance Profile November 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.

Solved crime rates are now included. Solved crime relates to sanction detections, community resolution and other non-sanction detection types.

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. Alongside 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

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5	Being kept informed		Consultation & Research team
5	Comparative satisfaction of minority ethnic groups		Consultation & Research team
5	MSG user satisfaction data		Consultation & Research team

An active presence in every neighbourhood

6	Reduction in criminal damage	Target	Business Objects
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Catching criminals and managing offenders and Protecting our communities

7	Serious acquisitive crime (SAC) solved crime, 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
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Making the most of our resources

14	BME workforce population	Target	HR
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16	Cost reductions and savings	Target	Finance
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Making the most of our resources monitoring areas

17	Minority ethnic recruitment		HR
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17	Sickness		HR Intranet
17	Specials/volunteer recruitment		Extended police family team

Equipping our staff to deliver monitoring areas

18	Training in relation to customer care satisfaction		Learning and Development team
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Year to date performance targets matrix

	Target	Actual	Western	Eastern	Northern
Providing an excellent service					
Overall user satisfaction	>70%	65%	66%	65%	64%
An active presence in every neighbourhood					
Reduce criminal damage	<15831	15417	5166	5996	4255
	Area specific targets		5554	6092	4185
Catching criminals & managing offenders & Protecting our communities					
Serious acquisitive solved crime	>15%	15.64%	13.89%	14.70%	19.55%
Reduction in serious acquisitive crime	<11164	11278	4320	4042	2916
	Area specific targets		4302	4039	2823
Reduce violence against the person with injury	<9273	9704	3271	4113	2320
	Area specific targets		3178	3989	2105
Most serious violence sanction detections	>50%	57.89%	63.64%	49.60%	64.34%
Making the most of our resources					
BME workforce population	>2%	2.16%	This is a Force measure		
Total number of specials officers	>550	519	This is a Force measure		
Effective use of volunteers/specials	>67%	50%	This is a Force measure		
Cost reductions and savings	Maintain top quartile position	6 of 41	This is a Force measure		
Protect the frontline	>2224	2220	This is a Force measure		
Force Total - targets achieved	5		2	1	2

Notes to be read in conjunction with matrix

Overall user satisfaction data	Based on year to date rather than rolling months
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 a minimum of 16 hours of duty time per month
Protect the frontline	This figure is the average number of officers conducting frontline duties

Force target areas for providing an excellent service

	Target	Actual	Western	Eastern	Northern
Overall user satisfaction year to date	70%	65%	66%	65%	64%

User Satisfaction Survey results

Year to Date by Area (April 2011 - November 2011)

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

Target > 70%	Western	Eastern	Northern	Force	No. Surveys
Overall Satisfaction	66%	65%	64%	65%	3244
Being Kept Informed	53%	54%	51%	53%	3215

Rolling 3 months by Area (September 2011 - November 2011)

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

Target > 70%	Western	Eastern	Northern	Force	No. Surveys
Overall Satisfaction	68%	62%	61%	63%	1199
Being Kept Informed	54%	52%	51%	52%	1186

Rolling 12 months data by OCU (December 2010 - November 2011)

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

Target > 70%	Central	Isle of Wight	North & East	Portsmouth	Southampton	Western	Force	No. Surveys
Overall Satisfaction	67%	71%	66%	66%	66%	71%	67%	5903
Being Kept Informed	56%	56%	53%	53%	54%	57%	55%	5833

Comparative satisfaction of minority ethnic groups

Rolling 12 months data (December 2010 - November 2011)

Includes victims of burglary, vehicle crime, violent crime and racist incidents (and RTCs up to March only) who said they were completely or very satisfied with the 'Whole experience'

	Completely and very satisfied	Completely, very and fairly satisfied	No. Surveys
White	68.5%	82.1%	5586
Minority Ethnic	55.0%	75.1%	493
Satisfaction Gap	13.5%	7.0%	

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

MSG information for user satisfaction

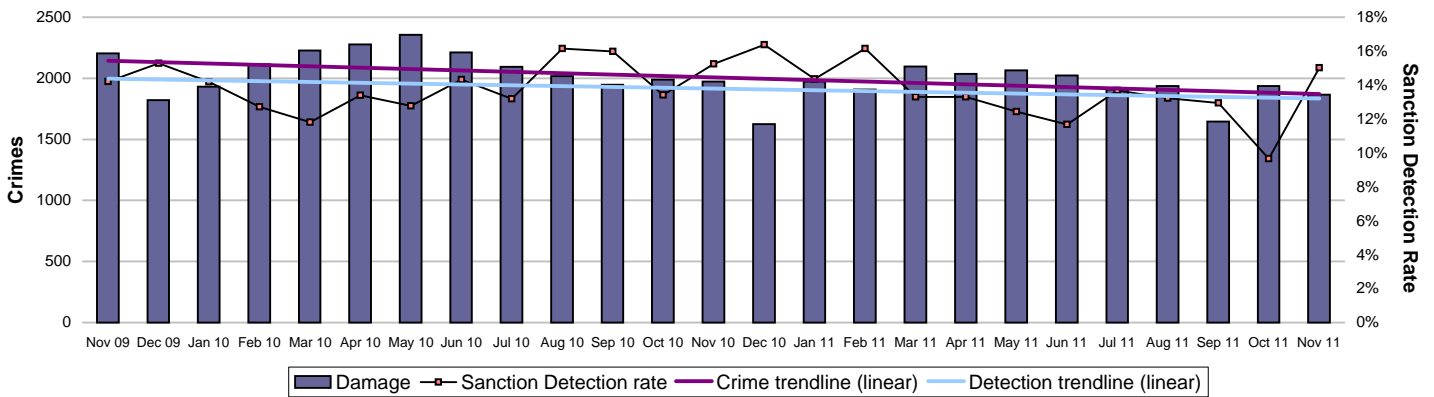
Latest iQuanta data for MSG for the 12 months ending June 2011 (iQuanta calculate satisfaction % based on those responding that they are completely, very or fairly satisfied)

	Previous MSG position	Current MSG position	Change		Previous MSG position	Current MSG position	Change
Vehicle crime				Burglary			
Ease of contact	6/8	5/8	↑	Ease of contact	3/8	3/8	↔
Actions taken	5/8	5/8	↔	Actions taken	3/8	7/8	↓
Follow up	5/8	6/8	↓	Follow up	1/8	3/8	↓
Treatment	6/8	6/8	↔	Treatment	3/8	4/8	↓
Whole Experience	5/8	6/8	↓	Whole Experience	3/8	3/8	↔
Violent crime				All users (excluding racist incidents)			
Ease of contact	6/8	4/8	↑	Ease of contact	3/8	5/8	↓
Actions taken	4/8	6/8	↓	Actions taken	3/8	6/8	↓
Follow up	6/8	7/8	↓	Follow up	5/8	6/8	↓
Treatment	6/8	6/8	↔	Treatment	5/8	5/8	↔
Whole Experience	6/8	6/8	↔	Whole Experience	4/8	6/8	↓

Force target areas for an active presence in every neighbourhood

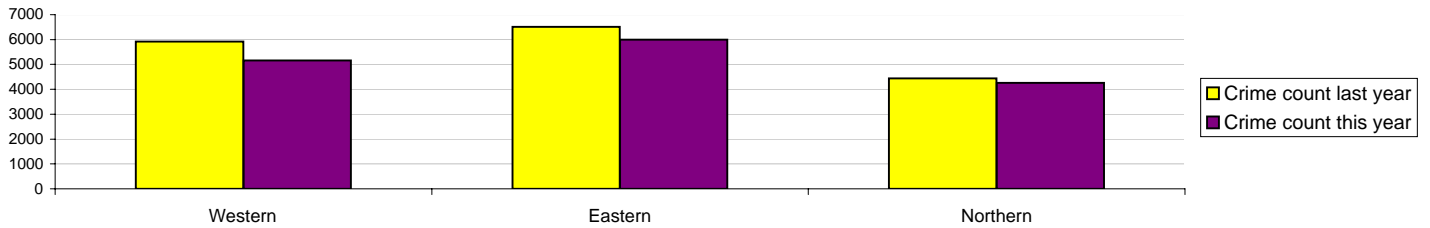
	Target	Actual	Western	Eastern	Northern
Reduce criminal damage	15831	15417	5166	5996	4255
	Area specific targets		5554	6092	4185

Criminal damage

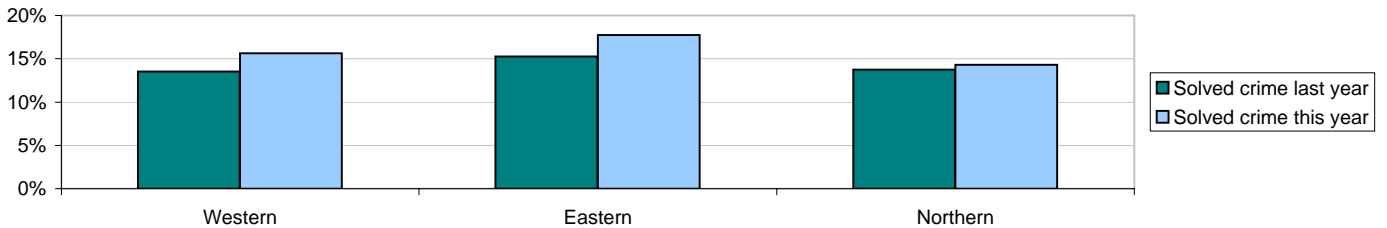


Crimes	Western	Eastern	Northern	Force
YTD Crimes	5166	5996	4255	15417
YTD Target	5554	6092	4185	15831
YTD 10/11 Crimes	5924	6514	4434	16872
This month	581	754	448	1783
% change from 10/11	-12.80%	-7.95%	-4.04%	-8.62%

	Force
MSG position	7 of 8
MSG actual	2.912
MSG average	2.868



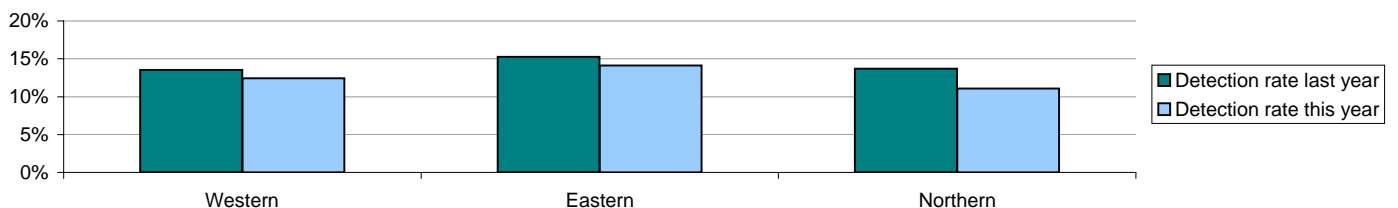
Solved crime	Western	Eastern	Northern	Force
YTD Solved crime	15.64%	17.73%	14.31%	16.09%
This month	18.42%	18.97%	15.85%	18.00%
YTD 10/11 Solved	13.52%	15.27%	13.76%	14.26%



Sanction detections	Western	Eastern	Northern	Force
YTD Detection rate	12.43%	14.13%	11.09%	12.72%
This month	15.49%	15.78%	12.50%	14.86%
YTD 10/11 Detections	13.52%	15.27%	13.71%	14.25%

	Force
MSG position	5 of 8
MSG actual	13.44%
MSG average	13.97%

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

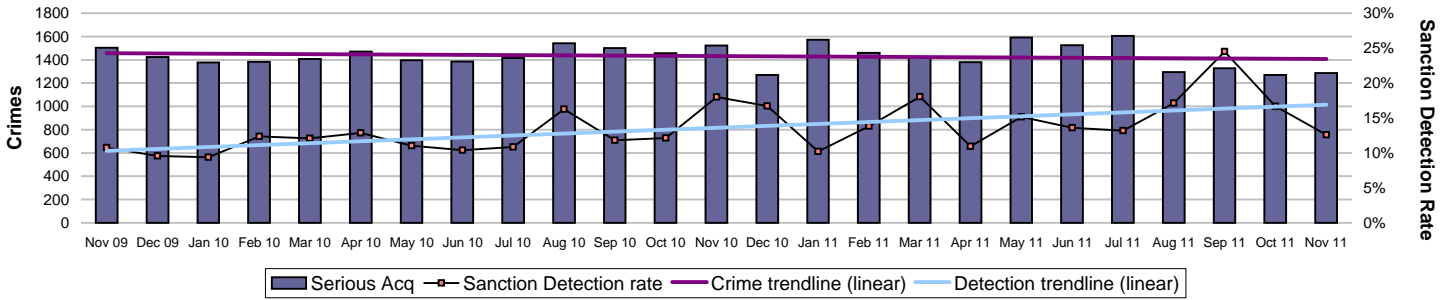
Force target areas for protecting our communities

	Target	Actual	Western	Eastern	Northern
Reduce serious acquisitive crime	11164	11278	4320	4042	2916
	Area specific targets		4302	4039	2823
Serious acquisitive solved crime rate	15%	15.6%	13.9%	14.7%	19.6%

Note: In June this year, Hampshire Police Authority agreed this target should be changed to "solved crime rate". This month the solved crime rate is included. Solved crime relates to sanction detections, community resolutions and other non-sanction detection types.

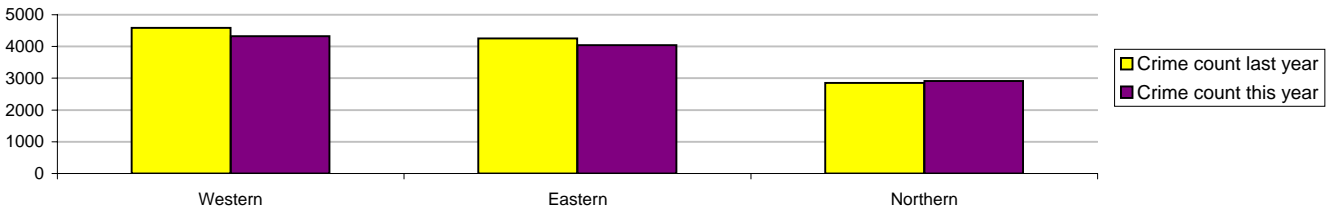
Serious acquisitive crime

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



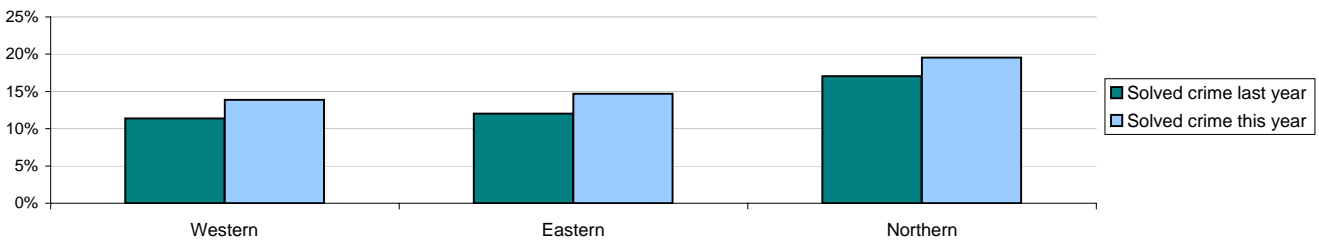
Crimes	Western	Eastern	Northern	Force
YTD Crimes	4320	4042	2916	11278
Target	4302	4039	2823	11164
YTD 10/11 Crimes	4587	4250	2851	11688
This month	499	457	329	1285
% change from 10/11	-5.82%	-4.89%	2.28%	-3.51%

	Force
MSG position	2 of 8
MSG actual	2.05
MSG average	2.45



Solved crime

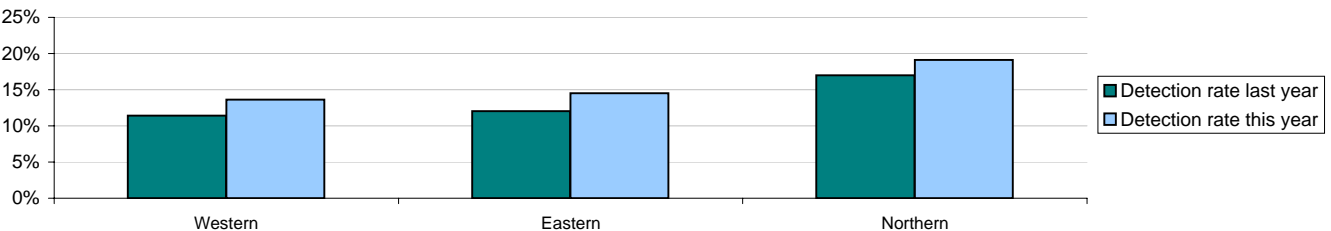
Target >15%	Western	Eastern	Northern	Force
YTD Solved Crime	13.89%	14.70%	19.55%	15.64%
This month	12.22%	13.35%	13.68%	13.00%
YTD 10/11 Solved	11.40%	12.05%	17.05%	13.01%



Sanction detections	Western	Eastern	Northern	Force
YTD Detection Rate	13.61%	14.52%	19.10%	15.36%
This month	12.02%	13.13%	12.77%	12.61%
YTD 10/11 Detections	11.40%	12.05%	17.01%	13.00%

	Force
MSG position	4 of 8
MSG actual	15.55%
MSG average	16.85%

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

Serious acquisitive crime breakdown

Robbery

Year to date	Western	Eastern	Northern	Force
Crimes	350	218	147	715
Last year's crimes	334	241	167	742
% change from last year	4.79%	-9.54%	-11.98%	-3.64%

Force MSG Position	2 of 8
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Solved crime rate	27.71%	22.94%	36.05%	27.97%
Sanction detection rate	26.86%	22.94%	36.05%	27.55%

Force MSG Position	4 of 8
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November 2011	Western	Eastern	Northern	Force
Crimes	47	21	25	93
Solved crime rate	14.89%	19.05%	28.00%	19.35%
Sanction detection rate	12.77%	19.05%	28.00%	18.28%

Dwelling burglary

Year to date	Western	Eastern	Northern	Force
Crimes	1328	1313	934	3575
Last year's crimes	1308	1252	752	3312
% change from last year	1.53%	4.87%	24.20%	7.94%

Force MSG Position	2 of 8
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Solved crime rate	19.20%	24.30%	24.95%	22.57%
Sanction detection rate	18.98%	24.14%	24.73%	22.38%

Force MSG Position	4 of 8
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November 2011	Western	Eastern	Northern	Force
Crimes	183	157	132	472
Solved crime rate	21.86%	11.46%	21.21%	18.22%
Sanction detection rate	21.86%	11.46%	20.45%	18.01%

Vehicle crime

Year to date	Western	Eastern	Northern	Force
Crimes	2642	2511	1835	6988
Last year's crimes	2945	2757	1932	7634
% change from last year	-10.29%	-8.92%	-5.02%	-8.46%

Force MSG Position	1 of 8
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Solved crime rate	9.39%	8.96%	15.48%	10.83%
Sanction detection rate	9.16%	8.76%	14.88%	10.52%

Force MSG Position	5 of 8
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November 2011	Western	Eastern	Northern	Force
Crimes	269	279	172	720
Solved crime rate	5.20%	13.98%	5.81%	8.75%
Solved crime numbers	14	39	10	63
Sanction detection rate	5.20%	13.62%	4.65%	8.33%

Theft of a motor vehicle

Year to date	Western	Eastern	Northern	Force
Crimes	607	512	433	1552
Solved crime rate	14.50%	21.48%	23.79%	19.39%
Sanction detection rate	14.33%	20.90%	23.33%	19.01%

Force MSG Position	2 of 8
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November 2011	Western	Eastern	Northern	Force
Crimes	63	57	43	163
Solved crime rate	9.52%	22.81%	11.63%	14.72%
Solved crime numbers	6	13	5	24
Sanction detection rate	9.52%	21.05%	11.63%	14.11%

Force MSG Position	3 of 8
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Theft from a motor vehicle

Year to date	Western	Eastern	Northern	Force
Crimes	2035	1999	1402	5436
Solved crime rate	7.86%	5.75%	12.91%	8.39%
Sanction detection rate	7.62%	5.65%	12.27%	8.09%

Force MSG Position	3 of 8
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November 2011	Western	Eastern	Northern	Force
Crimes	206	222	129	557
Solved crime rate	3.88%	11.71%	3.88%	7.00%
Solved crime numbers	8	26	5	39
Sanction detection rate	3.88%	11.71%	2.33%	6.64%

Force MSG Position	5 of 8
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Note: Robbery, dwelling burglary and vehicle crime are the component parts of serious acquisitive crime. These individual crime types do not have targets

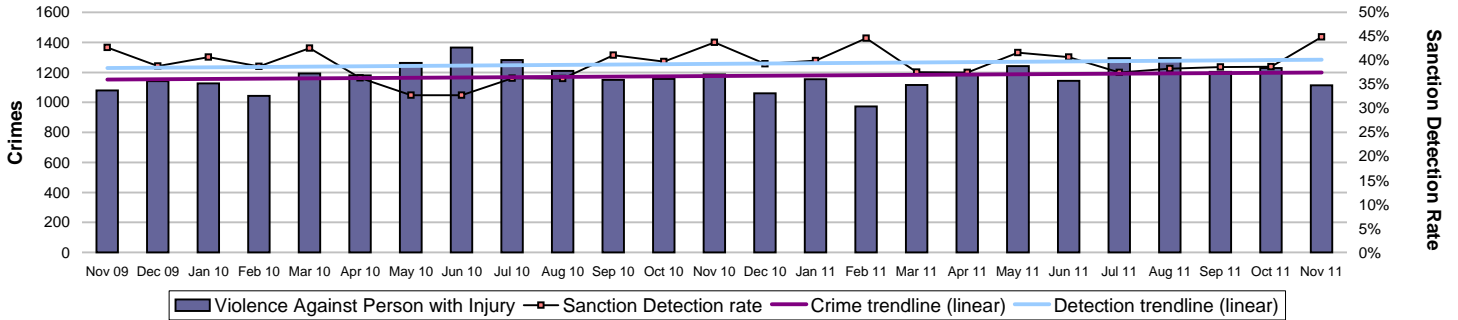
Force target areas for catching criminals and managing offenders

Force target areas for protecting our communities

	Target	Actual	Western	Eastern	Northern
Reduction of VAP with injury	9273	9704	3271	4113	2320
	Area specific targets		3178	3989	2105
Serious violent sanction detections	50.0%	57.9%	63.6%	49.6%	64.3%

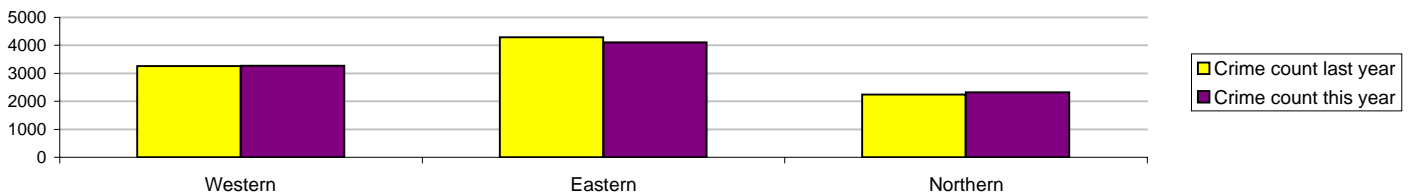
Violence against the person (VAP) with injury

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

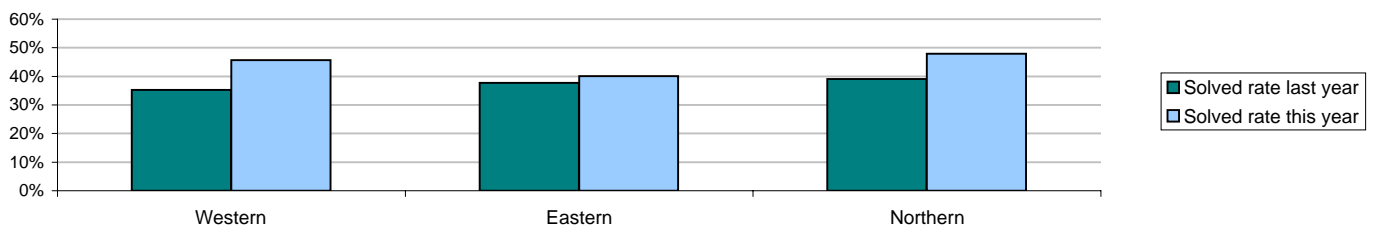


Crimes	Western	Eastern	Northern	Force
YTD Crimes	3271	4113	2320	9704
YTD Target	3178	3989	2105	9273
YTD 10/11 Crimes	3261	4294	2238	9793
This month	373	480	261	1114
% change from 10/11	0.31%	-4.22%	3.66%	-0.91%

	Force
MSG position	8 of 8
MSG actual	1.97
MSG average	1.40



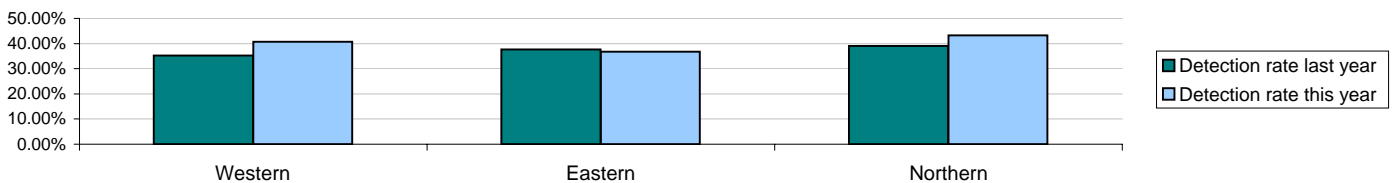
Solved crime	Western	Eastern	Northern	Force
YTD Solved Crime	45.70%	40.12%	47.93%	43.87%
This month	47.45%	50.00%	50.57%	49.28%
YTD 10/11 Solved	35.27%	37.73%	39.10%	37.22%



Sanction detections	Western	Eastern	Northern	Force
YTD Detection rate	40.72%	36.74%	43.23%	39.63%
This month	43.43%	46.04%	44.83%	44.88%
YTD 10/11 Detections	35.23%	37.70%	39.10%	37.20%

	Force
MSG position	7 of 8
MSG actual	39.46%
MSG average	41.90%

Note: Detections refer to Sanction Detections ONLY

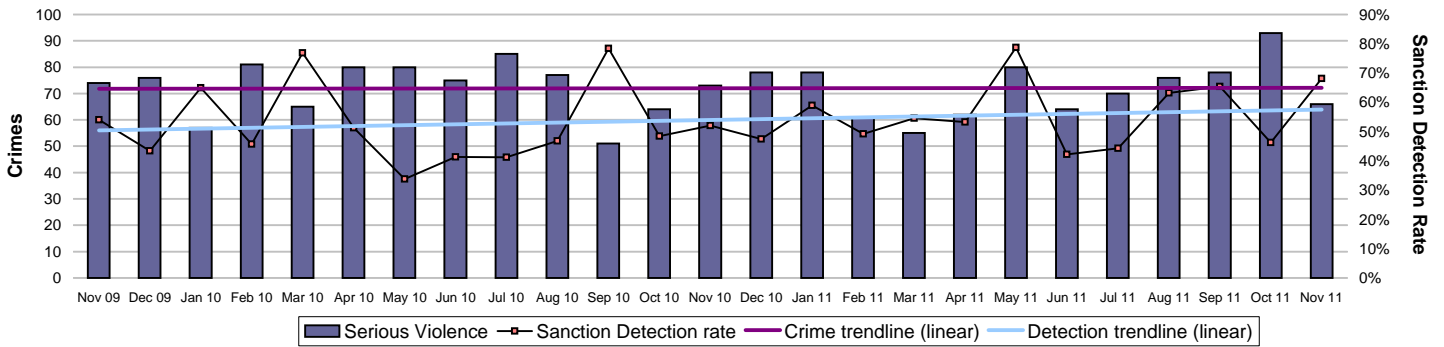


Force target areas for catching criminals and managing offenders

Force target areas for protecting our communities

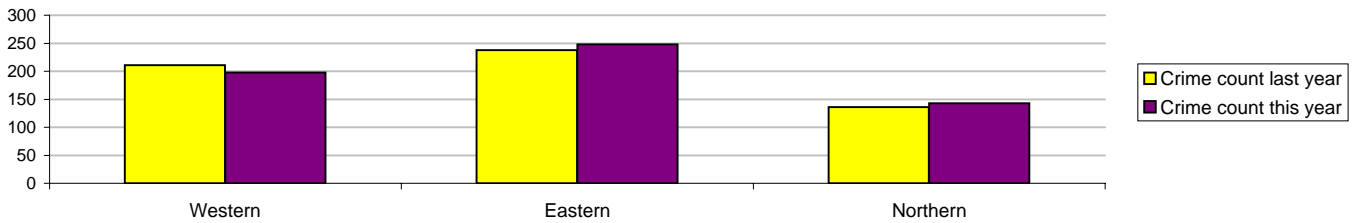
Serious violent crime

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

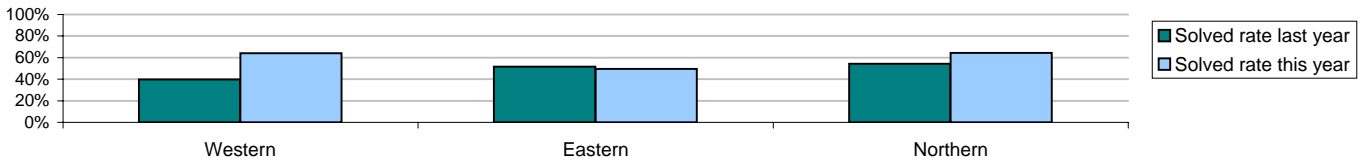


Crimes	Western	Eastern	Northern	Force
YTD Crimes	198	248	143	589
YTD 10/11 Crimes	211	238	136	585
This month	24	22	20	66
% change from 10/11	-6.16%	4.20%	5.15%	0.68%

	Force
MSG position	8 of 8
MSG actual	0.132
MSG average	0.095



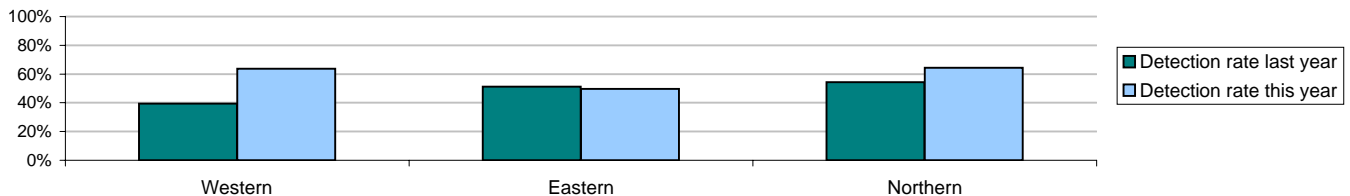
Solved crime	Western	Eastern	Northern	Force
YTD Solved Crime	64.14%	49.60%	64.34%	58.06%
This month	95.83%	68.18%	35.00%	68.18%
YTD 10/11 Solved	39.81%	51.68%	54.41%	48.03%



Sanction detections	Western	Eastern	Northern	Force
Target >50%				
YTD Detection Rate	63.64%	49.60%	64.34%	57.89%
This month	95.83%	68.18%	35.00%	68.18%
YTD 10/11 Detections	39.34%	51.26%	54.41%	47.69%

	Force
MSG position	3 of 8
MSG actual	54.26%
MSG average	53.05%

Note: Detections refer to Sanction Detections ONLY



Homicide

	Western	Eastern	Northern	Force
YTD November 2011 - total	2	0	2	4
YTD Domestic Homicides 2011/2012	1	0	2	3
YTD November 2010 - total	5	1	2	8
YTD Domestic Homicides 2010/2011	2	1	0	3

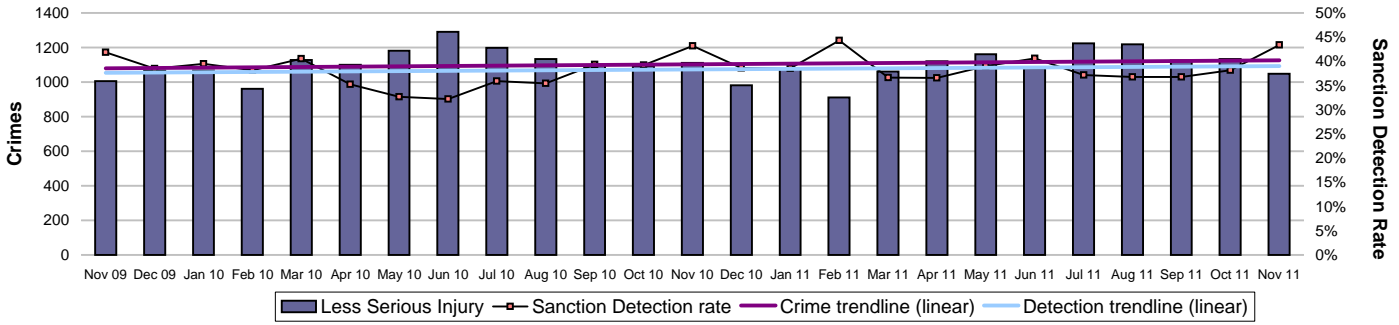
Note: A domestic homicide is where the relationship between victim and suspect was either: spouse, common-law spouse or cohabiting partner, boyfriend/girlfriend, ex-boyfriend/girlfriend or adulterous relationship

Force target areas for catching criminals and managing offenders

Force target areas for protecting our communities

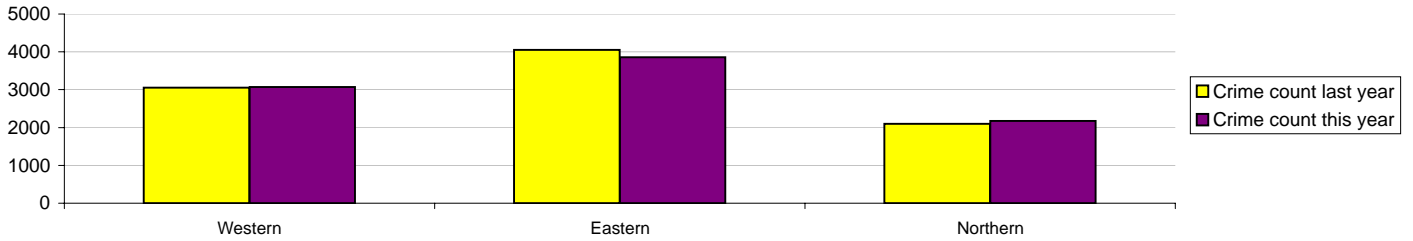
Assault with less serious injury

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

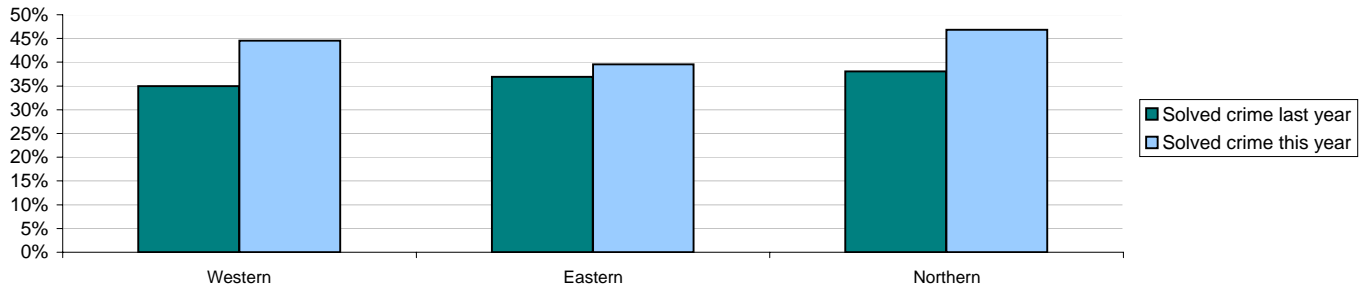


Crimes	Western	Eastern	Northern	Force
YTD Crimes	3072	3862	2177	9111
YTD 10/11 Crimes	3050	4055	2101	9206
This month	349	458	241	1048
% change from 10/11	0.72%	-4.76%	3.62%	-1.03%

	Force
MSG position	8 of 8
MSG actual	1.841
MSG average	1.303



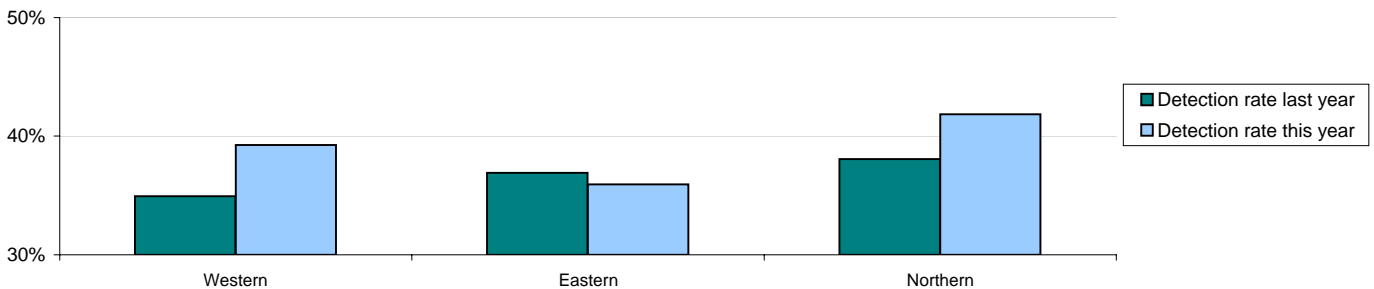
Solved Crime	Western	Eastern	Northern	Force
YTD Solved Crime	44.53%	39.54%	46.85%	42.97%
This month	44.13%	49.13%	51.87%	48.09%
YTD 10/11 Solved	34.95%	36.92%	38.08%	36.53%



Sanction detections	Western	Eastern	Northern	Force
YTD Detection Rate	39.26%	35.94%	41.85%	38.47%
This month	39.83%	44.98%	45.64%	43.42%
YTD 10/11 Detections	34.95%	36.92%	38.08%	36.53%

	Force
MSG position	7 of 8
MSG actual	38.50%
MSG average	41.12%

Note: Detections refer to Sanction Detections ONLY



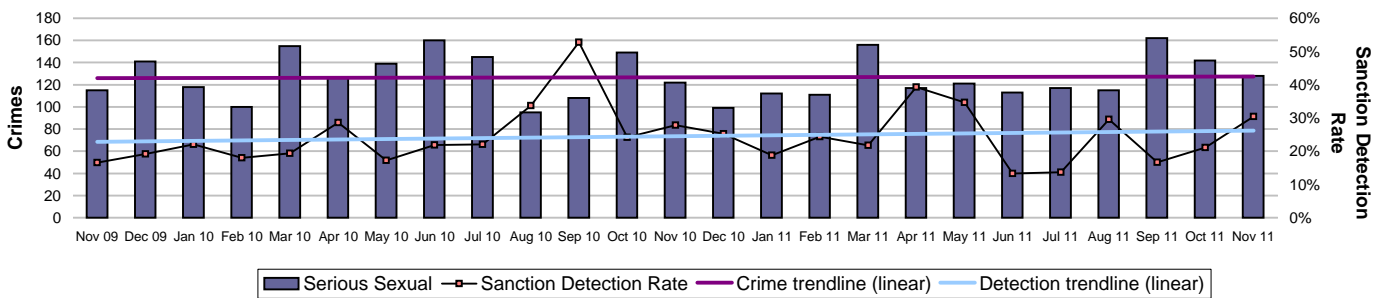
Note: MSG data is always published a month in arrears.
For an explanation of this data, refer to the Summary on page 2

Force target areas for catching criminals and managing offenders

Force target areas for protecting our communities

Serious sexual offences

Serious sexual offences consist of crimsec codes 19A-H, 21, 17A, 17B, 20A, 20B, 22A, 70, 71 and 72

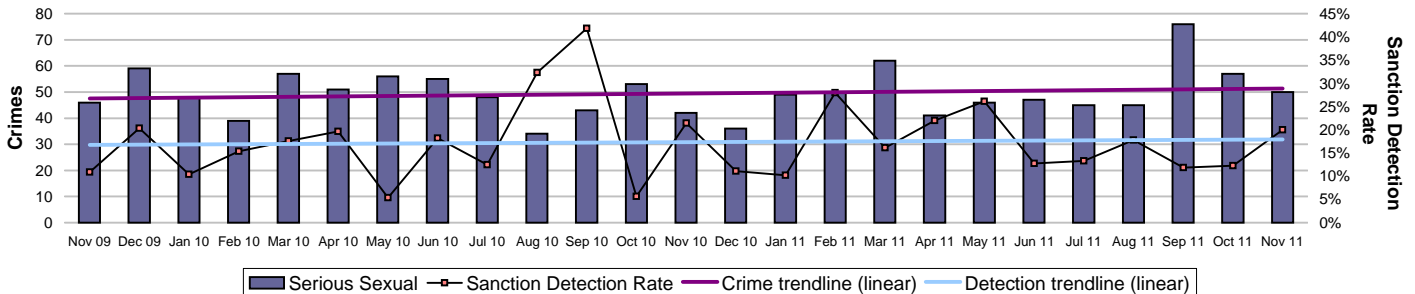


Crimes	Western	Eastern	Northern	Force
YTD Crimes	345	406	264	1015
YTD 10/11 Crimes	365	419	260	1044
This month	39	48	41	128
% change from 10/11	-5.48%	-3.10%	1.54%	-2.78%

Solved Crime	Western	Eastern	Northern	Force
YTD Solved crime	30.43%	21.18%	23.86%	25.02%
This month	28.21%	29.17%	36.59%	31.25%
YTD 10/11 Solved crime	26.58%	25.78%	32.69%	27.78%

Sanction detections	Western	Eastern	Northern	Force
YTD Detections	29.86%	20.69%	23.48%	24.53%
This month	28.21%	27.08%	36.59%	30.47%
YTD 10/11 Detections	26.03%	25.54%	32.31%	27.39%

Rape



Crimes	Western	Eastern	Northern	Force
YTD Crimes	146	165	96	407
YTD 10/11 Crimes	139	142	101	382
This month	17	18	15	50
% change from 10/11	5.04%	16.20%	-4.95%	6.54%

Solved Crime	Western	Eastern	Northern	Force
YTD Solved crime	17.81%	15.76%	17.71%	16.95%
This month	5.88%	33.33%	26.67%	22.00%
YTD 10/11 Solved crime	19.42%	19.01%	17.82%	18.85%

Sanction detections	Western	Eastern	Northern	Force
YTD Detection rate	17.81%	14.55%	17.71%	16.46%
This month	5.88%	27.78%	26.67%	20.00%
YTD 10/11 Detection rate	18.71%	18.31%	17.82%	18.32%

Outstanding suspects - suspects that are shown on RMS for offences up to and including 1 November 2011

	Western	Eastern	Northern	Force
Crime count	282	336	272	890
Total suspects	316	380	317	1013

Note: Previously, outstanding suspects related to those crimes over 90 days old; data now relates to crimes over 30 days old

Force target areas for catching criminals and managing offenders

Force target areas for protecting our communities

Forensic identifications

This data shows the forensic identifications along with the Area and District percentage conversion rate

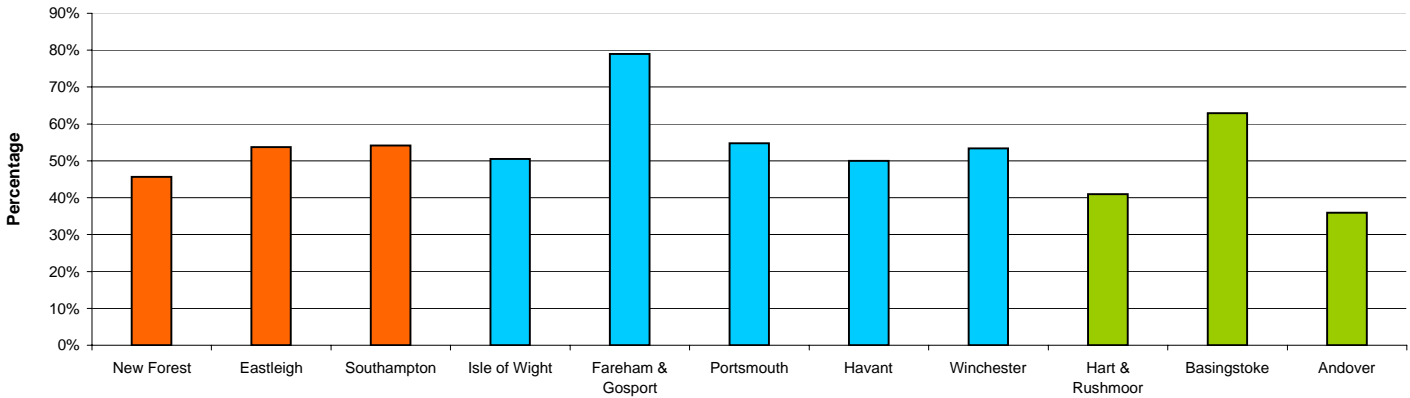
May 2011 - October 2011

All identifications and primary detections

Area	District	Identifications	Detections	District % conversion	Area % conversion
Western	New Forest	103	47	45.6%	52.5%
	Eastleigh	93	50	53.8%	
	Southampton	362	196	54.1%	
Eastern	Isle of Wight	103	52	50.5%	56.9%
	Fareham & Gosport	100	79	79.0%	
	Portsmouth	347	190	54.8%	
	Havant	118	59	50.0%	
Northern	Winchester	90	48	53.3%	49.9%
	Hart & Rushmoor	144	59	41.0%	
	Basingstoke	116	73	62.9%	
	Andover	39	14	35.9%	

	Total
Force identifications	1615
Force Detections	716
Force %	51%

Identification/detection conversion rate by District



Force target areas making the most of our resources

	Target	Actual
BME Workforce population	2%	2.16%
Total number of specials officers	550	519
Effective use of specials	67%	50%
Cost reductions and savings	To maintain top quartile position	6 of 41
Protecting the frontline	2224	2220

BME workforce population

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

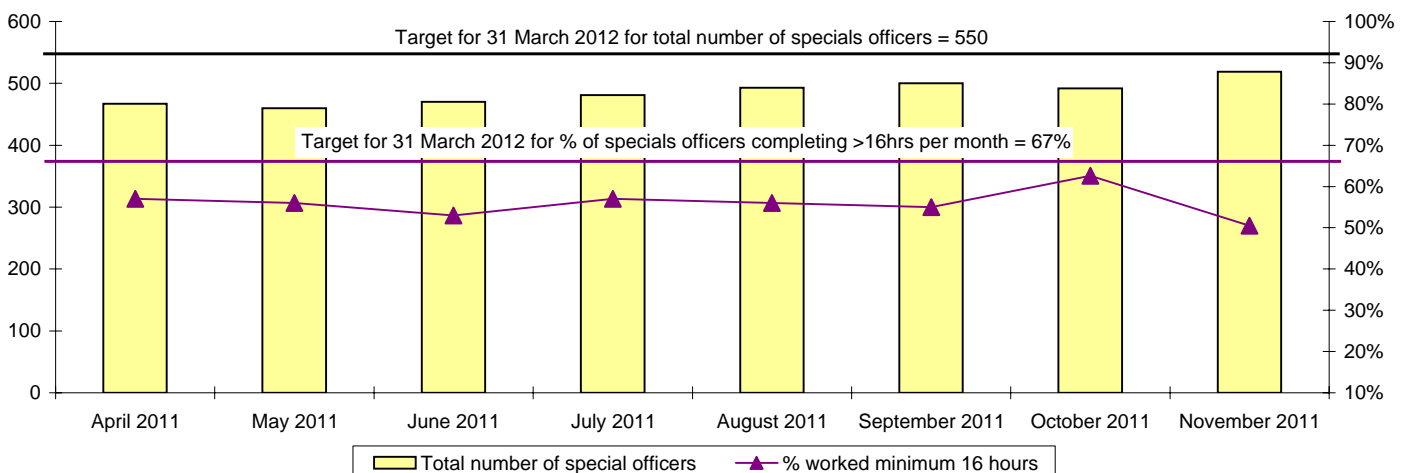
BME retention	All staff	Minority ethnic staff	Percentage
YTD November 2011	5824.46	125.74	2.16%

Police officer	Police officers	Minority ethnic police officers	Percentage
YTD November 2011	3516.84	83.9	2.39%

Police staff (incl PCSOs)	Police staff	Minority ethnic police staff	Percentage
YTD November 2011	2307.63	41.84	1.81%

Effective use of specials/volunteers

Target: 550 officers Target: 67% completing >16hrs per month	Total number of specials officers	Number of Specials completing >16hrs per month	% minimum 16 hours duty per month
April 2011	467	266	57%
May 2011	460	257	56%
June 2011	470	249	53%
July 2011	481	272	57%
August 2011	493	276	56%
September 2011	500	274	55%
October 2011	492	308	63%
November 2011	519	262	50%
December 2011			
January 2012			
February 2012			
March 2012			



Force target areas making the most of our resources

Special Constable Balanced Scorecard

YTD November 2011	Western	Eastern	Northern	RPU	CS/CQ	Force
Total number of officers	159	197	152	6	5	519
Number of officers on leave of absence	3	0	5	0	0	8
Total number of operational hours	2559	4347	3045	83	163	10197
Number of operational hours per 1000 population	4.8	6.8	5.0	N/A	N/A	5.75
Average number of operational hours per officer	16.4	22.1	20.7	13.9	32.7	20
Leavers joining regular service or transferring to another Force	0	0	0	0	0	0
Leavers not joining regular service or transferring to another Force	2	2	2	0	0	6
Number of officers completing 16 hours or more of duty per month	73	102	79	3	5	262
% of Officers completing 16 or more hours duty per month	46%	52%	52%	50%	100%	50%

Gender	Western	Eastern	Northern	RPU	CS/CQ	Force
Male	117	136	110	6	5	374
Female	42	61	42	0	0	145

Ethnicity	Western	Eastern	Northern	RPU	CS/CQ	Force
White	148	192	146	6	5	497
White Irish / Other	4	0	1	0	0	5
Mixed	1	3	0	0	0	4
Black or black British	2	0	2	0	0	4
Asian or asian British	1	1	2	0	0	4
Chinese or other	2	1	1	0	0	4
Undeclared	1	0	0	0	0	1

Age	Western	Eastern	Northern	RPU	CS/CQ	Force
25 and under	75	105	47	0	0	227
26 to 40	72	61	68	2	2	205
41 to 55	12	24	27	3	1	67
Over 55	1	7	9	1	2	20

Length of service	Western	Eastern	Northern	RPU	CS/CQ	Force
up to 1 year	62	62	50	0	0	174
1yr to 5 years	75	104	59	0	1	239
5 to 10 years	18	18	22	1	0	59
10 to 15 years	0	6	10	3	1	20
15 to 20 years	0	2	10	2	1	15
20 to 25 years	3	3	0	0	1	7
25 years and over	1	2	1	0	1	5
Number of joiners	17	9	8	N/A	N/A	34

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

Force target areas making the most of our resources

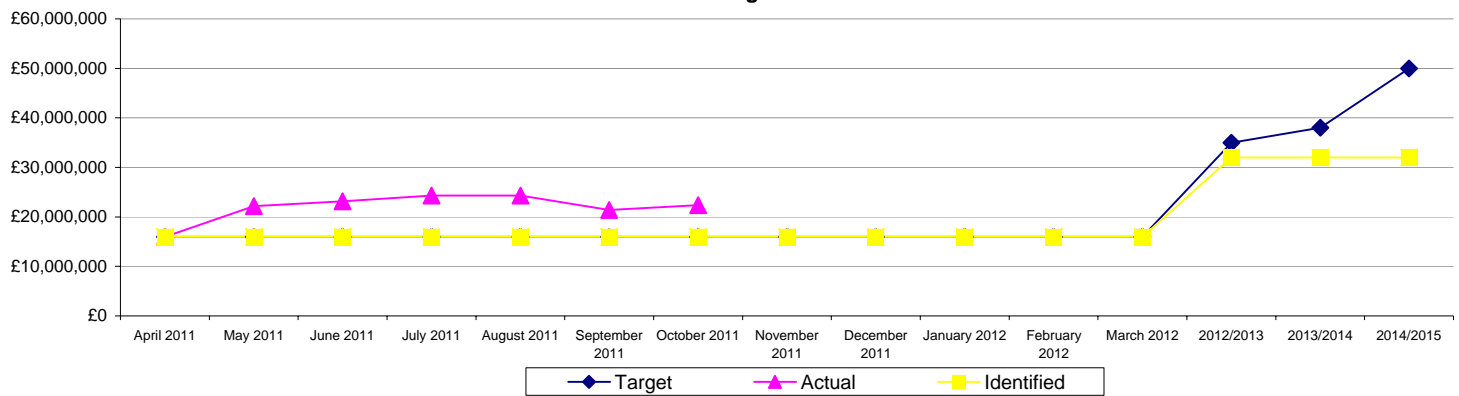
Finance

	Savings		
	Target	Actual	Identified
April 2011	£16,000,000	£16,000,000	£16,000,000
May 2011	£16,000,000	£22,155,000	£16,000,000
June 2011	£16,000,000	£23,164,000	£16,000,000
July 2011	£16,000,000	£24,309,000	£16,000,000
August 2011	£16,000,000	£24,337,000	£16,000,000
September 2011	£16,000,000	£21,424,000	£16,000,000
October 2011	£16,000,000	£22,369,000	£16,000,000
November 2011	£16,000,000		£16,000,000
December 2011	£16,000,000		£16,000,000
January 2012	£16,000,000		£16,000,000
February 2012	£16,000,000		£16,000,000
March 2012	£16,000,000		£16,000,000
2012/2013	£35,000,000		£32,000,000
2013/2014	£38,000,000		£32,000,000
2014/2015	£50,000,000		£32,000,000
Total	£50,000,000		£44,500,000

National position for value for money
6 of 41

Note: National position excludes Metropolitan Police and City of London Police

Savings



The savings chart shows:

Savings target - across all four years i.e. cumulatively this is £16m, £35m, £38m, £50m

Savings actual - this is the base budget reduction +/- the in year projected over/underspend

Savings identified - this is helpful to see the value of savings identified

The combination of data shows how much savings have been identified against the savings targets. It also shows how much is being saved against target

Note:

If the pink line (actual) is above the blue line (target) then we are underspending in year (saving more than the savings target)

The yellow line (savings identified) needs to reach the blue line (target) in order to identify sufficient savings to meet the target

On 12 September 2011, the Finance Committee approved £3.777m of contributions to reserves which reduces actual savings from September

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

Frontline Staff	Target	Average
November 2011	2224	2220

Monitoring areas for making the most of our resources

Minority ethnic recruitment

Total	All recruits	Minority ethnic recruits	Percentage
YTD November 2011	61	1	1.6%

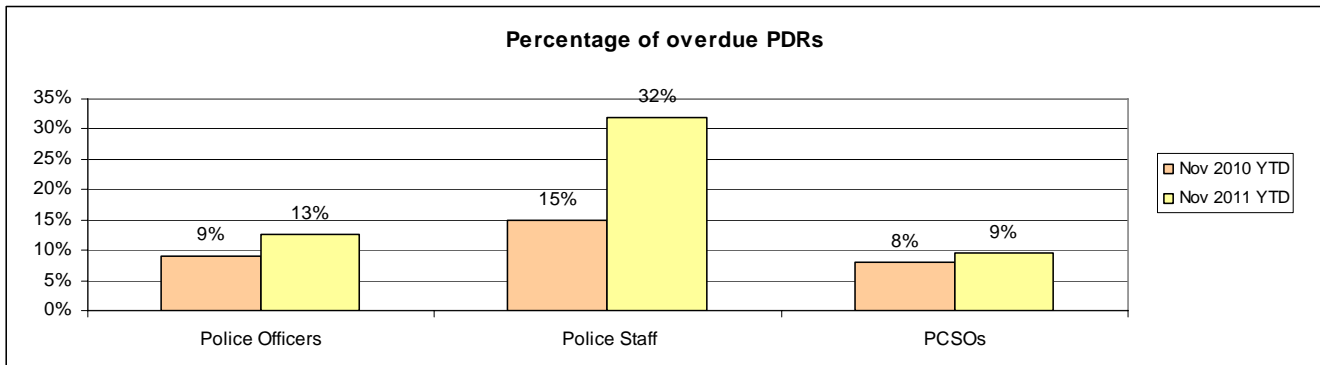
Police officer	All recruits	Minority ethnic recruits	Percentage
YTD November 2011	20	0	0.0%

Police staff (incl PCSOs)	All recruits	Minority ethnic recruits	Percentage
YTD November 2011	41	1	2.4%

Overdue PDRs

	Police Officers			Police Staff			PCSOs		
	Headcount	Overdue PDRs	%	Headcount	Overdue PDRs	%	Headcount	Overdue PDRs	%
Year to date - November 2010	3700	336	9%	2603	380	15%	345	27	8%
Year to date - January 2011	3708	399	11%	2410	402	17%	337	22	7%
Year to date - April 2011	3688	371	10%	2303	396	17%	346	28	8%
Year to date - August 2011	3657	436	12%	2250	534	24%	342	17	5%
Year to date - November 2011	3594	455	13%	2166	692	32%	340	32	9%

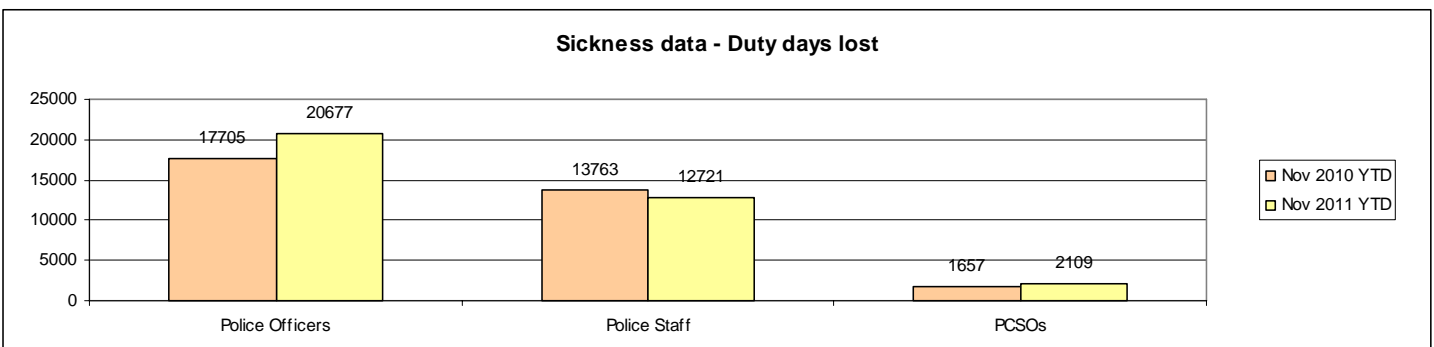
A full breakdown for November was unavailable at the time of publishing the profile but will shortly be available on the HR intranet page



Sickness data

	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
Year to date - November 2010	3737.5	17705	4.74	2620	13763	5.25	348	1657	4.76
Year to date - January 2011	3741.5	26160	6.99	2524	20045	7.94	344	2518	7.32
Year to date - April 2011	3688.5	2837	0.77	2309	1474	0.64	346.5	209	0.60
Year to date - August 2011	3681	11968	3.25	2284	7271	3.18	342	1110	3.25
Year to date - November 2011	3642	20677	5.68	2229	12721	5.70	343	2109	6.15

A full breakdown for November was unavailable at the time of publishing the profile but will shortly be available on the HR intranet page



Special/volunteer recruitment

	Specials		Volunteers		Officers		Staff (incl PCSOs)	
	Recruited	Total Staff	Recruited	Total Staff	Recruited	Total Staff	Recruited	Total Staff
Year to date - November 2011	102	558	Data not supplied					

Monitoring areas for equipping our staff to deliver

Training in relation to confidence

Provision of Customer Care Satisfaction training	Apr 11 - Mar 12		Apr 11 - Nov 11	
	Courses Planned	Numbers to be trained	Courses Held	Numbers trained
New recruits as part Initial Police Learning & Development Programme (IPLDP)*	5	90	1	20
New recruits as part of PCSO Initial Course	6	66	2	29
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	54	1249

* No further courses planned at present due to recruitment situation.