



Heddlu
Gwent
Police

Quarter 3 Performance 2020/21

Produced by:
Analysis & Research Section
Continuous Improvement
Gwent Police Headquarters
Croesyceiliog
CWMBRAN
NP44 2XJ



1. Operational Assessment

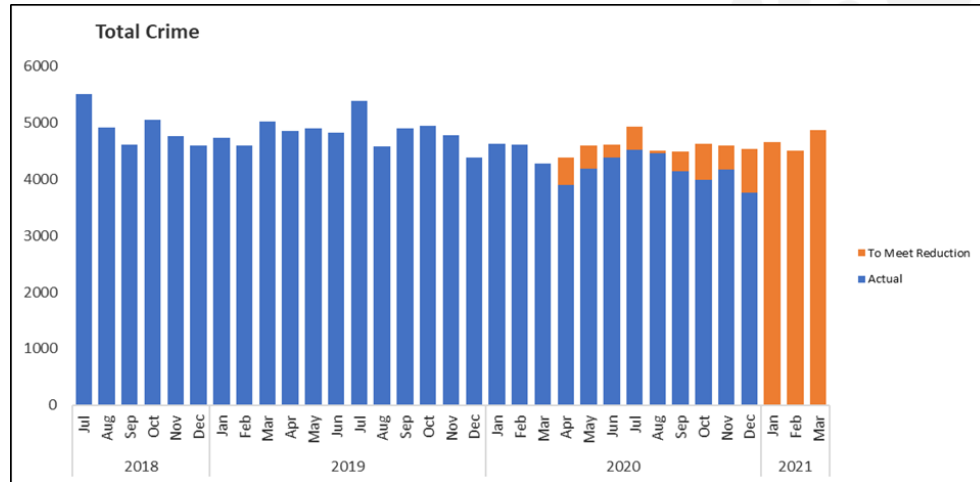
1. All Crime Trends
2. Residential burglary
3. Public Order
4. Serious violent crime
5. Most Serious Violence
6. Neighbourhood crime
7. Rape
8. Crime Victims
9. Modern Day Slavery
10. Hate Crime
11. Domestic Abuse
13. Operation Encompass
14. ASB
15. ASB victims
16. Missing Persons
17. Missing Persons by Risk
18. RUI
19. Arrest rates
20. Voluntary Attendance
21. Strategy Discussions



All Crime

All Crime

- All crime fell by 11.9% (6,889 fewer crimes) for the 12 months to December 2020 compared with the previous year
- It also reduced by 13.9% (6,066 fewer crimes) for the FYTD compared with the previous year
- Gwent has the 3rd biggest reduction (out of eight) in its Most Similar Groups of forces (MSG), and is 9th nationally* for crime reduction. Gwent is 5th in its MSG and 12th nationally for crimes per 1,000 of the population.



Improving

All Crime Solved Rates

- Positive outcomes increased by 4.7% (to 15.5%) for the 12 months to December 2020 compared with the previous year.
- The number of crimes solved also rose by 26.7% (1,670 additional solved outcomes to 7,918)
- Gwent has the 5th highest solved rate in its MSG and 21st nationally for solved rate, although for FYTD Gwent are 14th nationally.

Timeframe	% Solved	Median
12m to Dec 2019	10.8%	
12m to Dec 2020	15.5%	14%*
FYTD 2019	11.0%	
FYTD 2020	16.1%	14.4%*



Improving

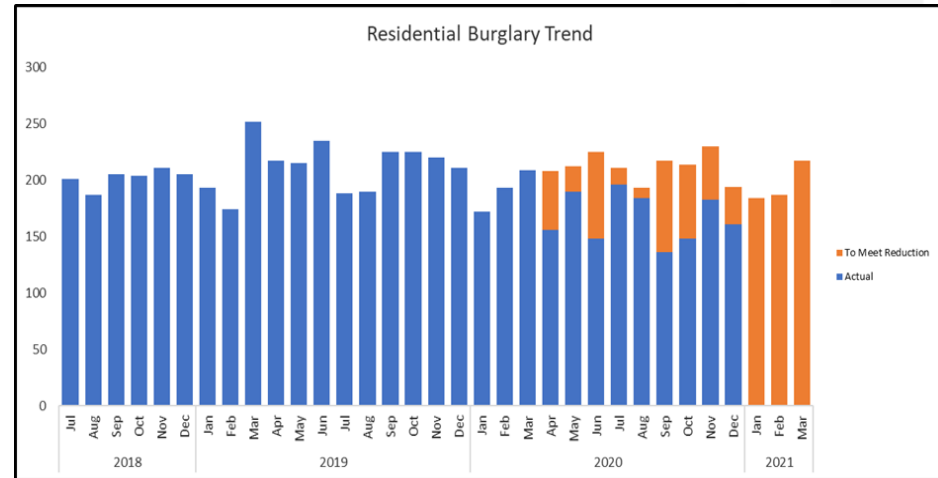
* Based on iQuanta data to October 2020



Residential Burglary

Residential Burglary

- Residential Burglary fell by 18.4% (468 fewer crimes) for the 12 months to December 2020 compared with the previous year.
- Gwent has the 6th largest reduction (out of 8) in its MSG, is 32nd nationally* for crime reduction. Gwent is 4th in its MSG and 13th nationally for crimes per 1,000 households.
- The forecast is that crime will continue to fall into the new year.



Improving

Residential Burglary Solved Rates

- Positive outcomes increased by 2.4% (to 6.5%) for the 12 months to December 2020 compared with the previous year
- Number of offences solved increased by 41.4% (+41)
- For the 12 months to December 20, Gwent are 20th nationally and 4th (out of 8) in its MSG.
- For the FYTD, Gwent are 17th nationally.

Timeframe	% Solved	Median
12m to Dec 2019	4.1%	
12m to Dec 2020	6.5%	6.4%*
FYTD 2019	4.3%	
FYTD 2020	7.4%	7.2%*



Improving

* Based on iQuanta data to October 2020



Plans and actions

All Crime

It is anticipated that with Covid restrictions ending in the near future, crime will start to rise. The new operating model will focus on crime reduction. This will include dedicated inspectors for response and neighbourhood policing, in addition with problem solving hubs.

Residential Burglary

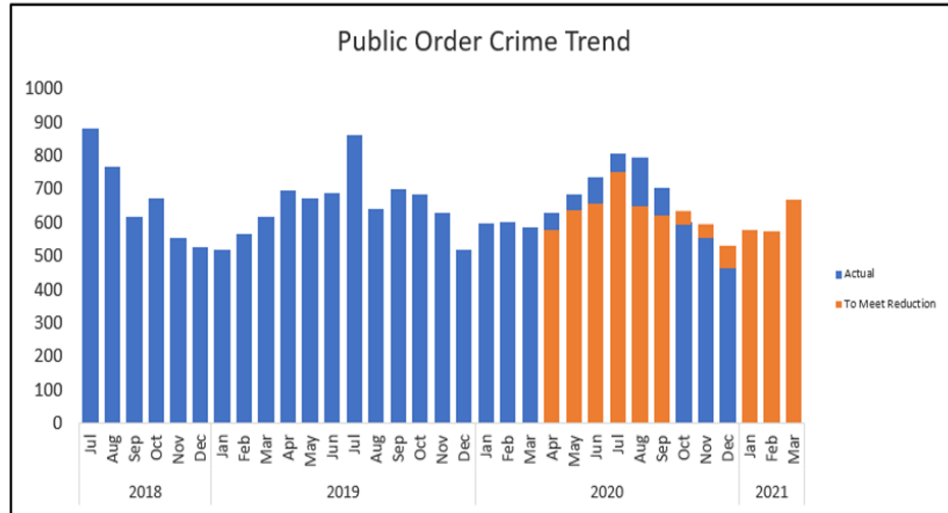
Improved CSI attendance and a refresh of allocation of officers to burglaries will mean that they are investigated robustly. This will be complimented by the Safer Streets bid and the 'We don't buy crime' initiative.



Public Order

Volume Crime

- Public Order increased by 0.2% (15 additional crimes) for the 12 months to December 2020 compared with the previous year.
- Gwent has the 6th largest increase (out of eight) in its MSG, and is 32nd nationally* for crime increase. Gwent is 1st in its MSG and 3rd nationally for crimes per 1,000 population.
- Increases seen in all 43 forces. The national increase was 6.8%.



Deteriorating

Public Order Solved Rates

- Positive outcomes increased by 5.3% for the 12 months to December 20 compared with the previous year.
- For Public Order Offences, Gwent are 7th in MSG and 31st nationally. For FYTD Gwent saw an increase of 6% and are positioned 26th nationally.

* Based on iQuanta data to October 2020

Timeframe	% Solved	Median
12m to Dec 2019	8.2%	
12m to Dec 2020	13.5%	14.1%*
FYTD 2019	8.1%	
FYTD 2020	14.1%	13.8%*



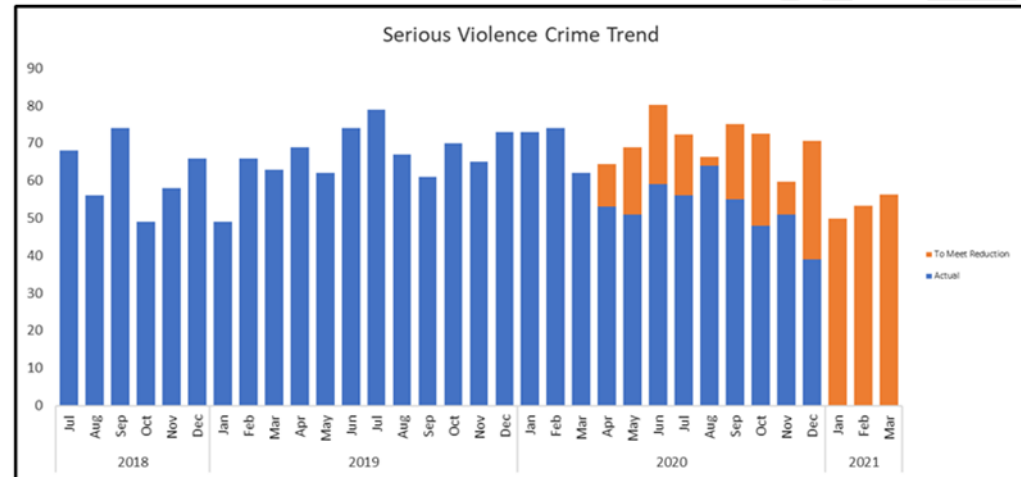
Improving



Serious Violence (S18, S20 and Personal Robbery)

Serious Violence

- Serious Violence fell by 16.5% (113 fewer crimes) for the 12 months to December 2020 compared with the previous year
- Serious Violence fell by 19.9% (96 fewer crimes) for the FYTD compared with the same period the previous year



Improving

Serious Violence Solved Rates

- Positive outcomes increased 3.2% for the 12 months to December 2020 compared with the previous year.
- The number of offences solved fell by 1.2% (2 fewer solved outcomes to 162)

Timeframe	% Solved	Median
12m to Dec 2019	20.2%	
12m to Dec 2020	23.4%	n/a
FYTD 2019	21.6%	
FYTD 2020	23.9%	n/a



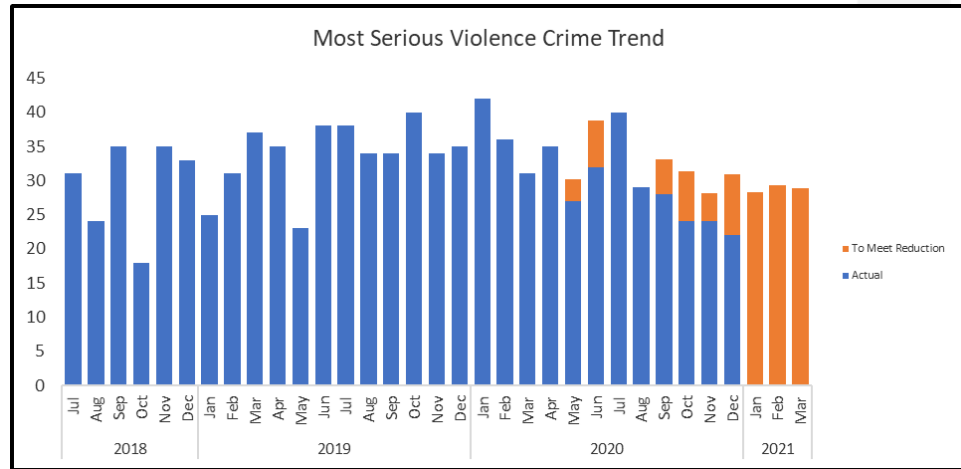
Improving



Most Serious Violence

Most Serious Violence

- Most Serious Violence decreased by 9.2% (34 fewer crimes) for the 12 months to December 2020 compared with the previous year
- 17 forces recorded an increase during this time with the national decrease being 3.3%.
- Gwent had the 4th largest reduction (out of eight) in its MSG, and is 21st nationally* for crime decrease.



Improving

Most Serious Violence Solved Rates

- Positive outcomes increased by 7.2% for the 12 months to December 2020 compared with the previous year.
- For the FYTD, Gwent are 17th nationally on solved rates.

Timeframe	% Solved
12m to Dec 2019	23.3%
12m to Dec 2020	30.5%
FYTD 2019	25.4%
FYTD 2020	30.2%



Improving

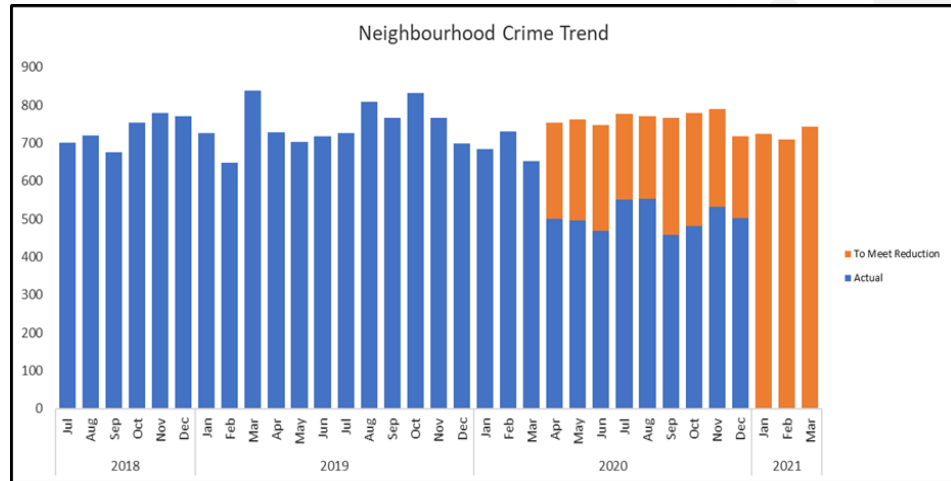
* Based on iQuanta data to October 2020



Neighbourhood Crime

Neighbourhood Crime

- Neighbourhood crime fell by 26.3% (2,354 fewer crimes) for the 12 months to December 2020 compared with the previous year.
- Offence levels fell by 33.6% (1,777 fewer crimes) for the FYTD compared with the same period the previous year.



Neighbourhood Crime Solved Rates

- Positive outcomes increased by 4% for the 12 months to December 2020 compared with the previous year.
- Gwent has the 3rd highest solved rate in its MSG and 17th nationally for solved rate, although for FYTD Gwent are 12th nationally.
- The number of offences solved also rose by 0.2% (2 additional solved outcomes to 1,174)

Timeframe	% Solved
12m to Dec 2019	11.9%
12m to Dec 2020	15.9%
FYTD 2019	12.1%
FYTD 2020	16.2%



* Based on iQuanta data to October 2020



Plans and actions

Public Order

GWP have turned a corner with this offence type. Recommendations from CI Booth have been implemented leading to training at FPOC and crime recording policies having rigorous scrutiny

Serious Violence

There is a continuation of the SOC work undertaken in schools with St Giles Trust and Crime stoppers. A Sergeant has also been attached to the Violence Prevention Unit

Most Serious Violence

MSV has an element of death caused by dangerous driving. CI Smith is leading on a Roads Policing Strategy which will be rolled out in the coming months

Neighbourhood Crime

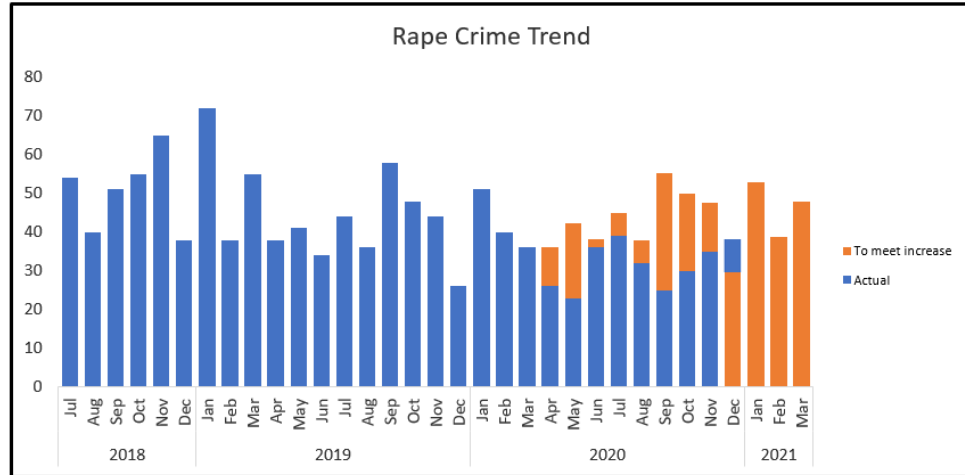
With the anticipated return to near normal crime levels post Covid, the new operating model will mitigate this threat along with Safer Streets project, We don't buy Crime initiative and Problem Solving Hubs



Rape

Rape

- Rape fell by 22.6% (120 fewer crimes) for the 12 months to December 2020 compared with the previous year
- Gwent has the biggest reduction (out of 8) in its MSG, and 2nd nationally* for crime decrease.
- Gwent is 8th in its MSG and 38th nationally for crimes per 1,000 of the population.
- Nationally there were 11 forces that saw increases. The national decrease was 5.2%.



Improving

Rape Solved Rates

- Positive outcomes increased by 4.7% for the 12 months to December 20 compared with the previous year.
- Gwent has the biggest reduction (out of 8) in its MSG, and 2nd nationally* for crime decrease.
- Gwent is 8th in its MSG and 38th nationally for crimes per 1,000 of the population.
- There were 11 forces with an increase. The national decrease was 5.2%.

Timeframe	% Solved	Median
12m to Dec 2019	5.8%	
12m to Dec 2020	9.5%	5.3%*
FYTD 2019	7.1%	
FYTD 2020	12.1%	5.5%*

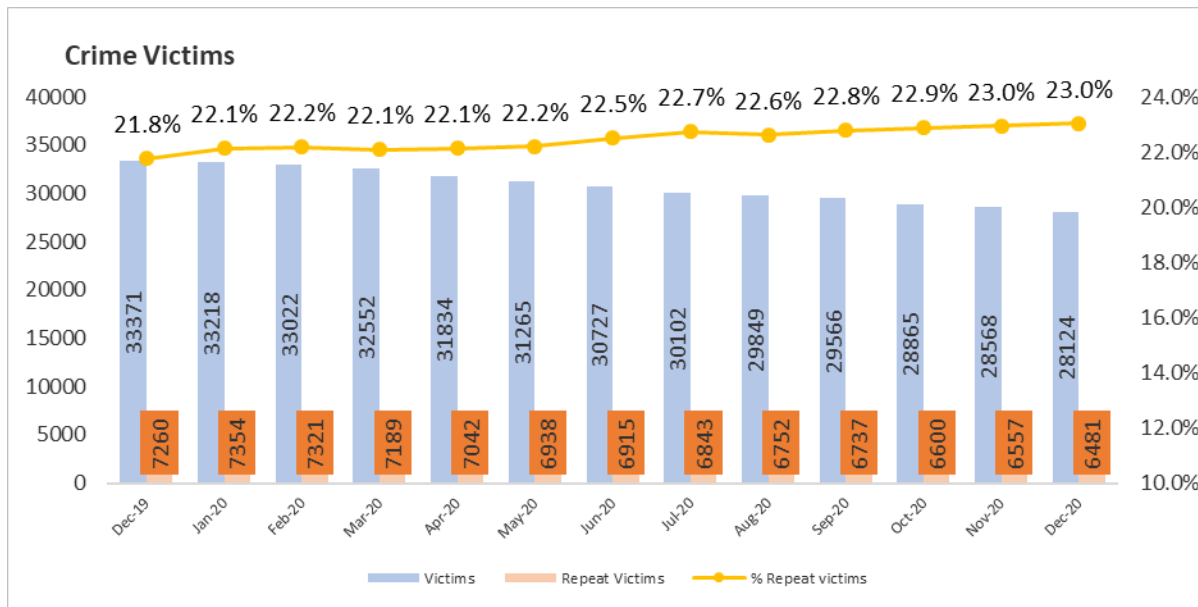


Improving

* Based on iQuanta data to October 2020



Crime Victims



Monitoring

The number of crime victims (single and repeat) show a downward trend during Quarter 3 when compared with Quarter 2 and last financial year. This has been mirrored by the overall crime trend which has also decreased.

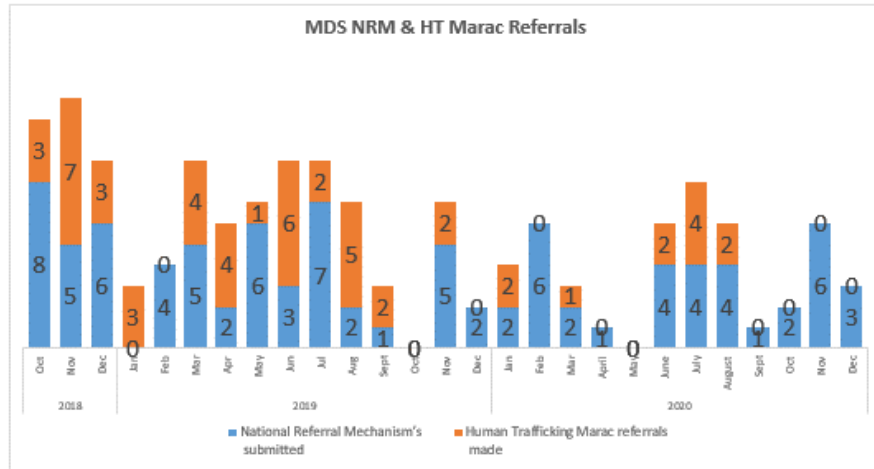
For the rolling 12 months to December 2020, total victims of crime have fallen by 11.7% when compared to the start of this financial year.

For the rolling 12 months to December 2020, repeat crime victims have fallen by 8% when compared to the start of this financial year.



MDS and Human Trafficking

MDS NRM & HT Marac Referrals



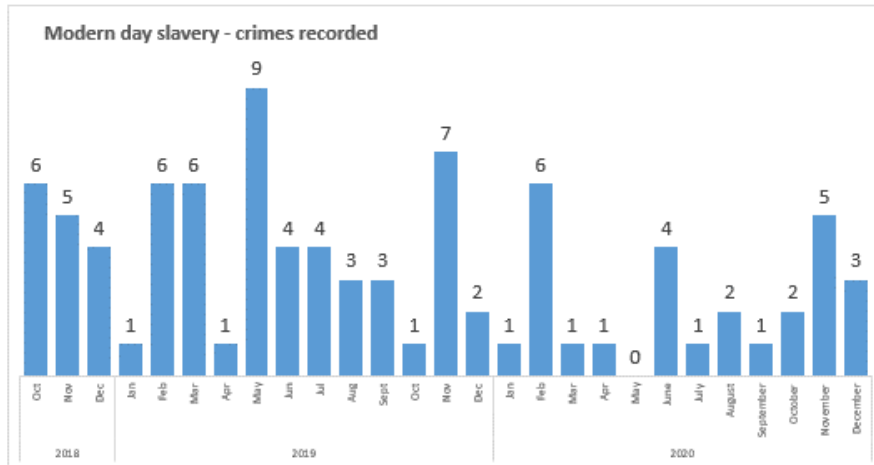
The number of NRM submitted for MDS and MARAC referrals were on a downward trend before peaking in November and reducing again in the current month.



Monitoring

There have been no NRM or MARAC submissions since August

Modern day slavery - crimes recorded



The number of MDS crimes recorded also spiked in November but has since fallen. Due to its hidden nature, producing an accurate picture of the true extent of MDS is difficult.

Greater awareness and improvements in recording were likely to be behind the increase in numbers in 2019, and it is uncertain whether or not the recent downturn is a true reflection of a reduction in this crime type, or due to it generally being underreported.

However, there can be little doubt that Covid 19 and the subsequent restrictions have had an impact on reports in this area of vulnerability.

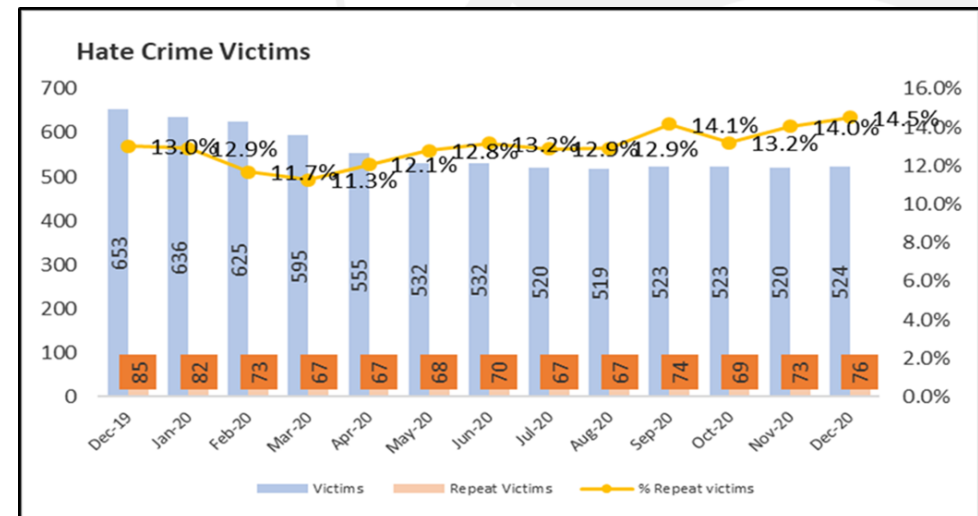
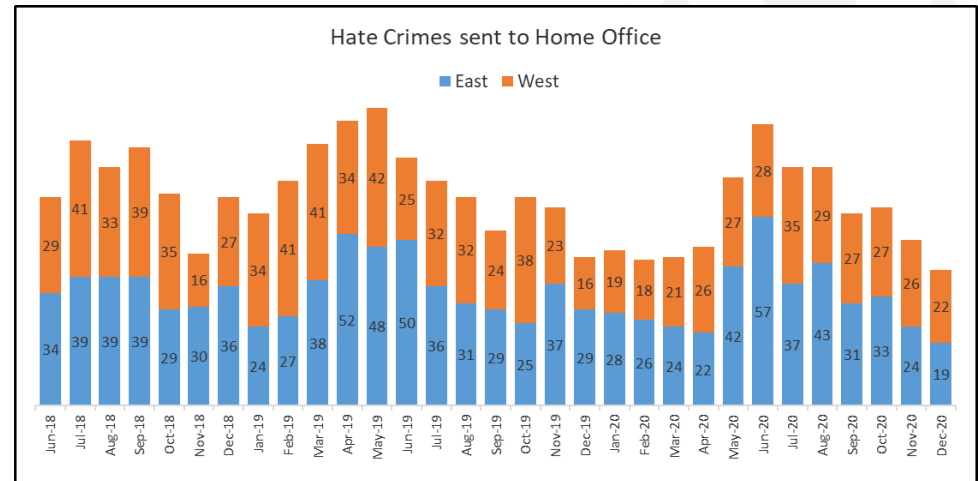


Hate Crime

- Hate crimes numbers in Quarter 3 have decreased significantly when compared to Quarter 2 (51 fewer crimes, -25.2%).
- Incident numbers have been steadily declining month on month since a peak in June (likely linked to the BLM campaign) and now stand at the lowest figure for over two years.
- The number of Hate Crime victims (single) have remained stable during Quarter 3 when compared with Quarter 2 and the last financial year. Hate Crime repeat victims have risen marginally when compared to previous quarters.



Monitoring





Plans and actions

Rape

The closure of licensed premises had no doubt impacted on levels of this offence. GWP are working with partners to increase levels of confidence with victims, such as enabling vaccination centres and pharmacies to take part in the Ask for ANI codeword scheme to help victims of rape and domestic abuse

Crime Victims

Monitoring arrangements in place across the LPA's and is regularly scrutinised in OPB

MDSHT

There is ongoing discussions with partners regarding the NRM process. Covid has had a major impact in this area with car washes and other business' potentially exploiting vulnerable persons being closed

Hate Crime

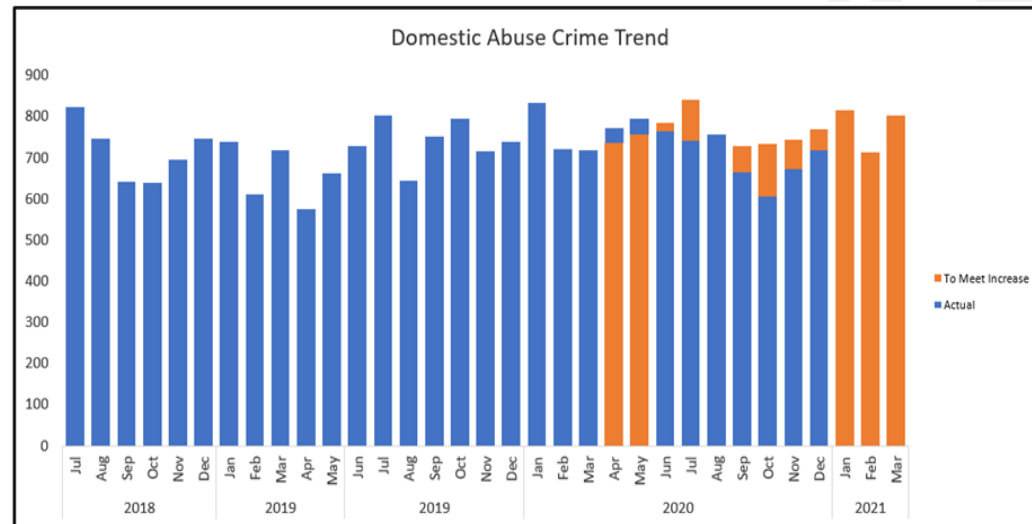
Improvements have been made with allocation of Hate Crime Support Officers. The new operating model means that each crime is reviewed by the duty inspector. The Hate Crime scrutiny panel was recently established and is scheduled to meet on a quarterly basis. Lessons learned from the panel will be captured in the organisational memory



Domestic Abuse Crime

Domestic Abuse Crime

- Domestic Abuse Crime increased by 3.3% (additional 279 crimes) for the 12 months to December 2020 compared with the previous year.
- Domestic Abuse Crime increased by 2.7% (additional 133 crimes) for the FYTD compared with the same period the previous year.
- 53.5% of all domestic incidents were crimed in December 2020.



Monitoring

Domestic Abuse Solved Rates

- Positive outcomes increased by 1.3% for the 12 months to December 2020 compared with the previous year.

Timeframe	% Solved
12m to Dec 2019	12.7%
12m to Dec 2020	14.0%
FYTD 2019	12.9%
FYTD 2020	14.2%



Improving



Operation Encompass

The table opposite shows Operation Encompass key indicators over the last 4 quarters.

Police officer compliance has gradually increased from 69% in quarter 1 2020/21 to 75.5% in quarter 3 2020/21



Monitoring

Operation Encompass Quarterly	1st Jan - 31st March 2020	April 1st 2020 - 30th June 2020	July 1st - 30th September 2020	1st October - 31st December 2020
DEMAND: Total No. of DA occurrences shared with schools*	1166	1413	1351	1284
CHILDREN: Total No. of children associated to the occurrences (3-under 18)	1656	1887	1983	1914
REPEAT: Children who experience more than one incident	242 (15%) children experiences more than 1 incident in this period)	378 (20%)	375 (18.9%)	314 (16.4%)
CHILD PRESENT: % of children who were present at the time of the incident **	63%	72%	69.7% (640/917 PPN with school name)	46% (871)
COMPLIANCE: % of police officer who added the name of the school to the PPN	72%	69%	67.90%	75.50%
Risk grading: <i>(However not all PPN with have a DASH completed*)</i>	1038 DASH*	1283 (91%) DASH Completed, of the total 1413 incidents	1189 (88%) DASH completed of the total 1351 incidents	1135
High (No. Children involved) No. of Repeat children	24 1	19 (54) 4 (9%) children who experienced high risk DA, experience this more than once	37 (84) 4 (5%) children who experienced high risk DA, experience this more than once.	47
Med (No. Children involved) No. of Repeat children	315 63	379 (599) 98 (16%) who experience med risk DA, experience this more than once.	346 (644) 126 (20%) who experienced med risk DA, experience this more than once.	344
Std (No. Children involved) No. of Repeat children	703	894 (1416) 217 (15%) who experienced std risk DA, experiences this more than once.	814 (1413) 181 (13%) children experiencing std risk DA, experiencing more than once.	764



Plans and actions

Domestic Abuse

As with Rape reports, GWP are working with partners to increase levels of confidence with victims, such as enabling vaccination centres and pharmacies to take part in the Ask for ANI codeword scheme to help victims of rape and domestic abuse

Work continues with raising awareness of the DVPO/DVPN process

Top 10 offenders and victims are reviewed on a regular basis with arrangements at LPA level to manage. Safeguarding plans are in place as per rape and serious sexual assaults

Operation Encompass

Weekly updates on School Name compliance is provided to inspectors which has seen improvements in this area



ASB (Non-Covid)

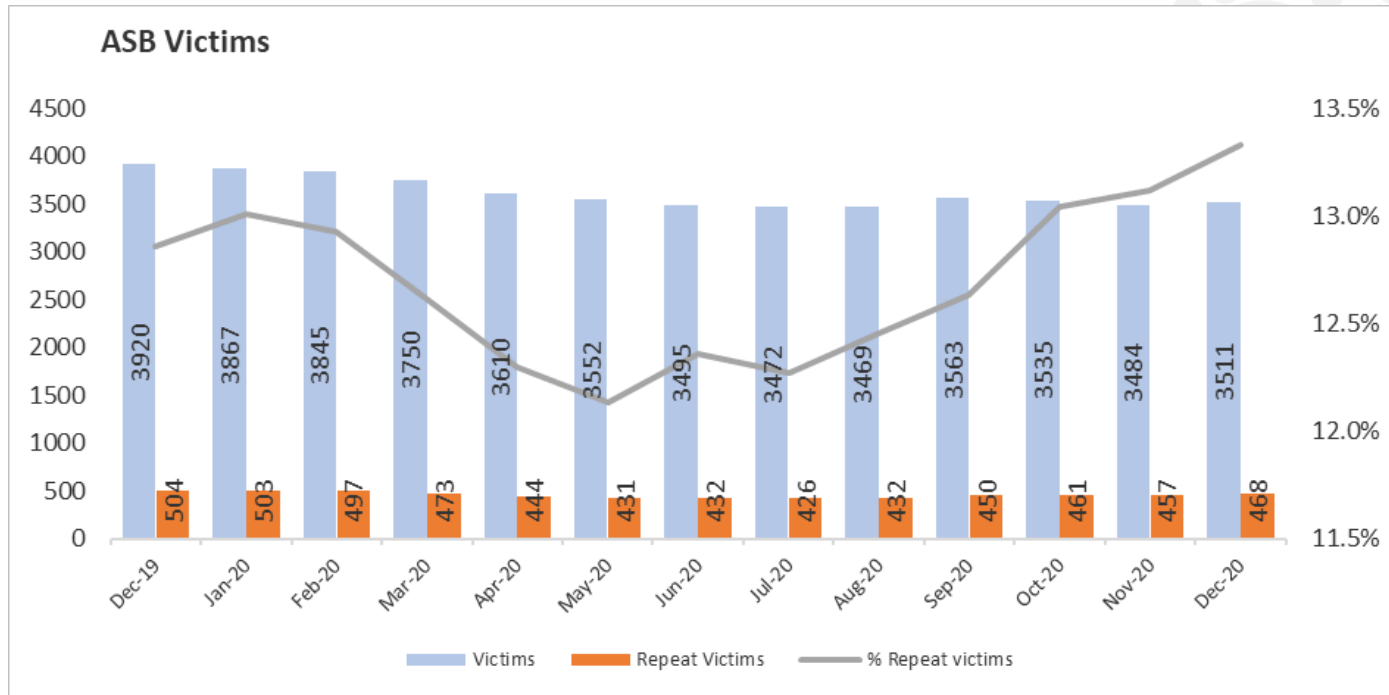
- Non Covid related ASB rose sharply from June onwards, maintaining monthly figures close to the upper control limit throughout the summer. This is highly likely to be associated with the easing of Covid 19 restrictions coupled with the commencement of the school summer holidays, which historically have always been associated with increased incident numbers.
- However, recent work undertaken by the A&R department indicate that a significant proportion of Non-Covid ASB incidents should actually have been flagged as Covid related, which also contributed to the well above average figures recorded in July to September.
- The reduction in numbers witnessed since October can be linked to tougher restrictions implemented relating to Covid 19. October is when the second lockdown came into force, which was followed by another full lockdown in December.



Monitoring



ASB Victims



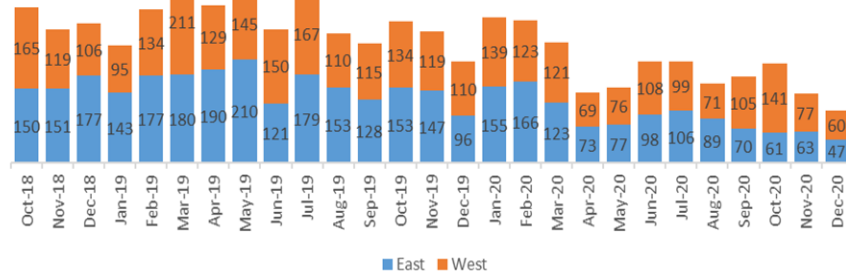
Improving

The table above provides details on the number of ASB victims by rolling 12 months. Quarter 2 saw a slight increase towards the end and this has continued into Quarter 3. November saw a slight decrease but December has risen again.

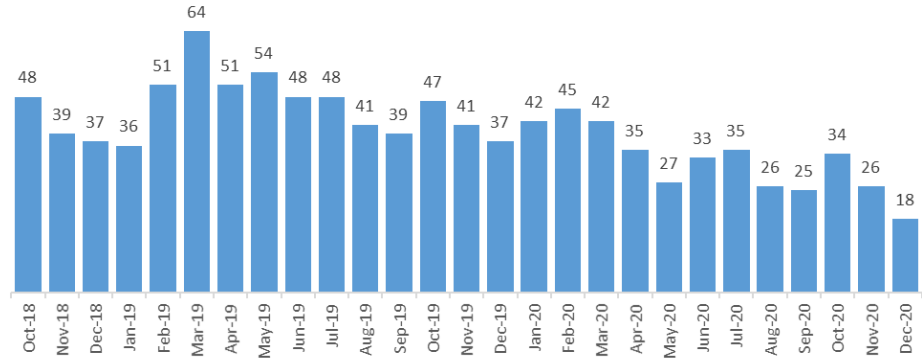


Missing Persons

Missing Children Occurrences



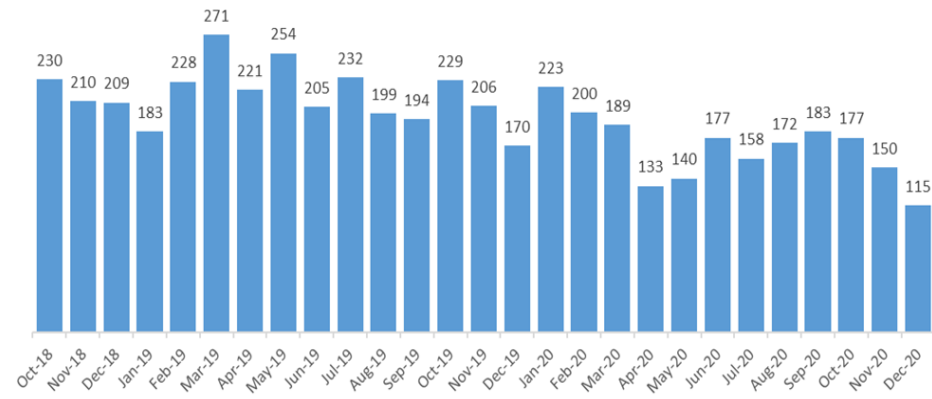
Repeat Missing Children



The number of missing persons being reported has been steadily falling since Covid 19 restrictions began at the end of March.

The number of missing children and missing child occurrences has also fallen. This is thought to be due to a number of reasons including a change in reporting practices at care homes and schools not being open for a prolonged number of months.

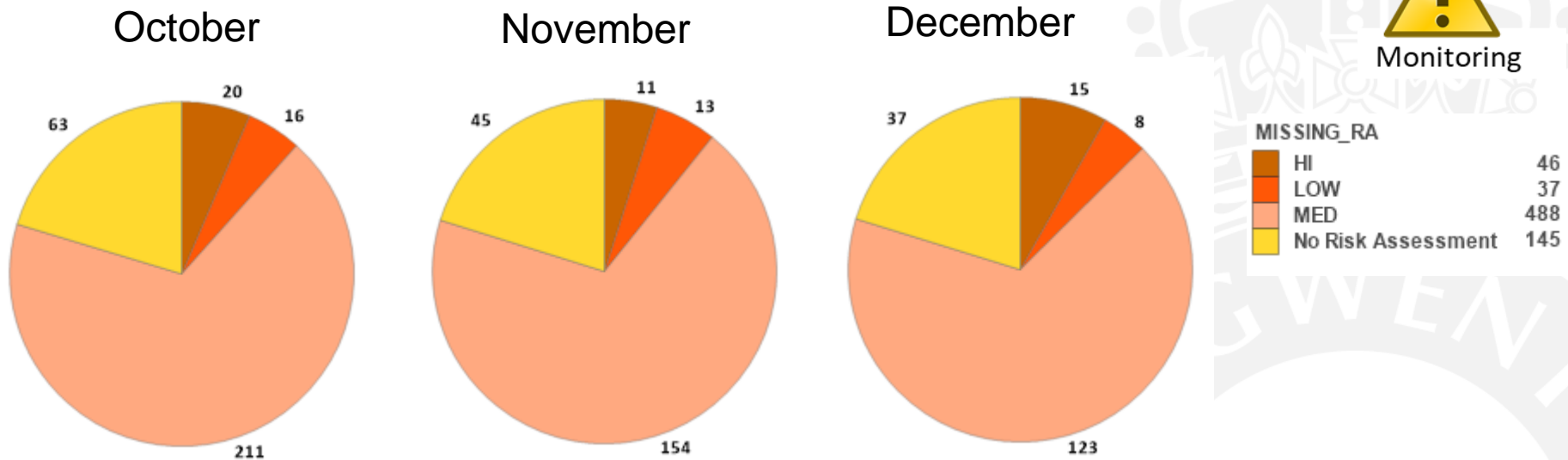
Missing persons



Improving



Missing Persons – by risk category



- The amount of High risk MISPERS has been above 10 for the last three months
- Medium Risk MISPERS were at their highest in October before reducing by 41.7% in December
- MISPERS with no risk assessment were at their lowest in December



Plans and actions

ASB

The anticipated rise post Covid will mean LPA commanders will link in with partners such as housing, local authorities, fire and rescue and youth offending as a means of prevention. Problem solving hubs will also review prevention plans on a regular basis. Community safety hubs have also done good work in identification and prevention.

Missing Persons

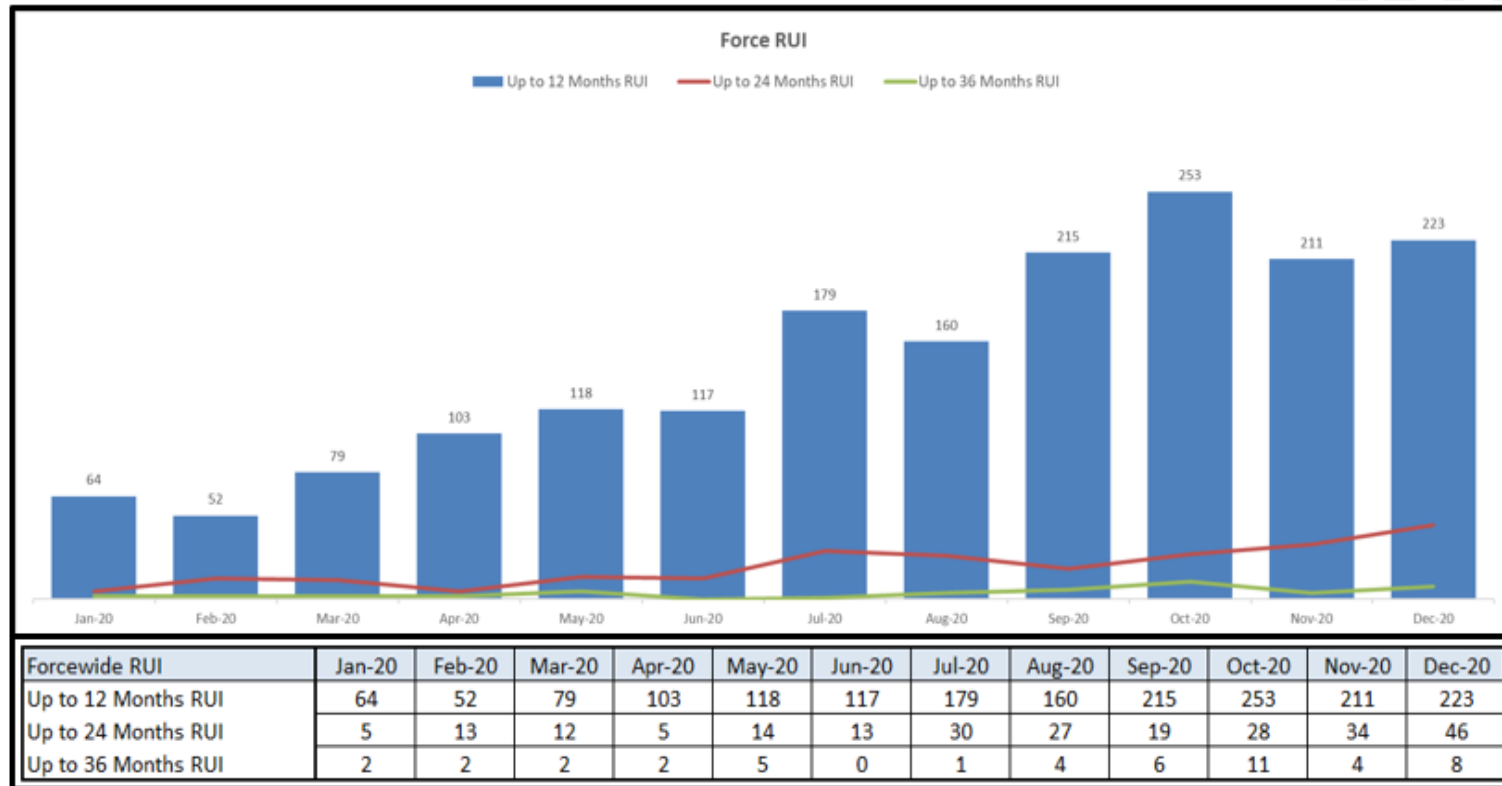
GWP have secured funding from Newport City Council for a debrief service

Missing Persons Risk

Persons with no risk assessment has fallen due to awareness of correct categorisation by officers



RUI



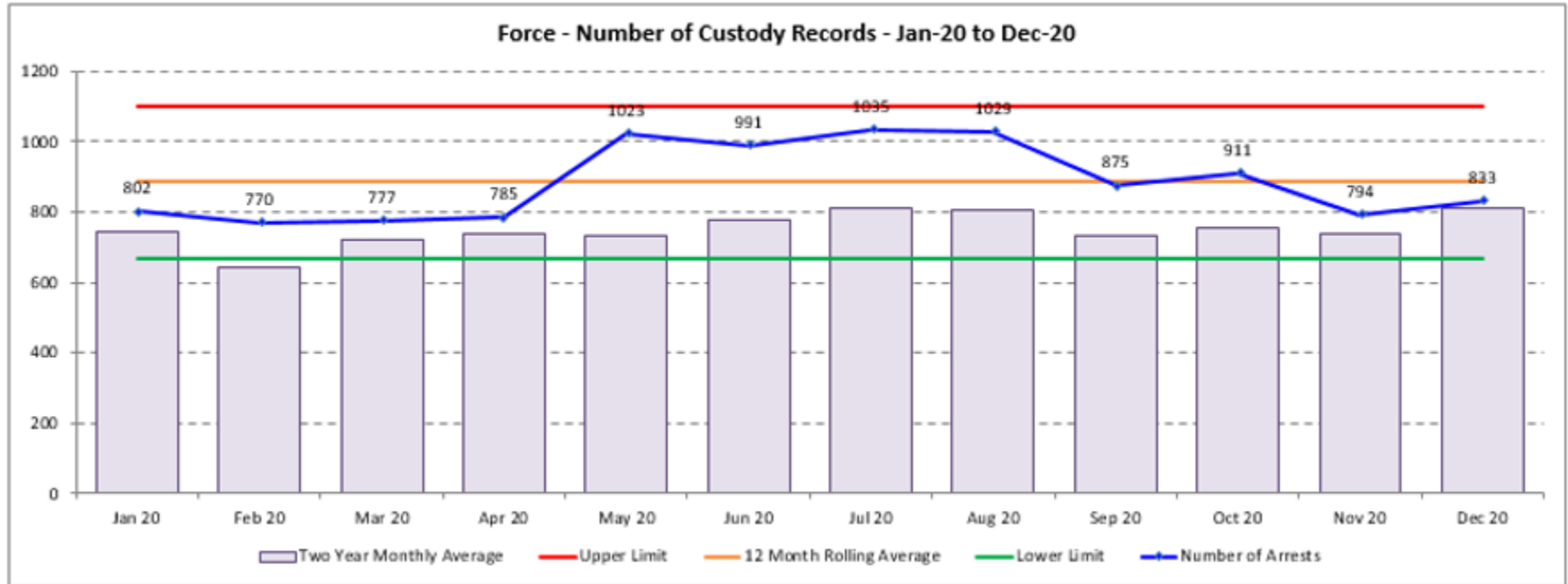
Monitoring

- There are currently 2,067 RUI's
- 1,774 are from the last 12 months
- 246 are from 12 months to 24 months
- 47 are from 24 months to 36 months

Staff on restricted duties due to Covid have reviewed the majority of RUI cases



Arrests



- Arrests in November and December dropped below the average levels for the first time since April. These months historically have lower arrest and crime rates than the summer period.



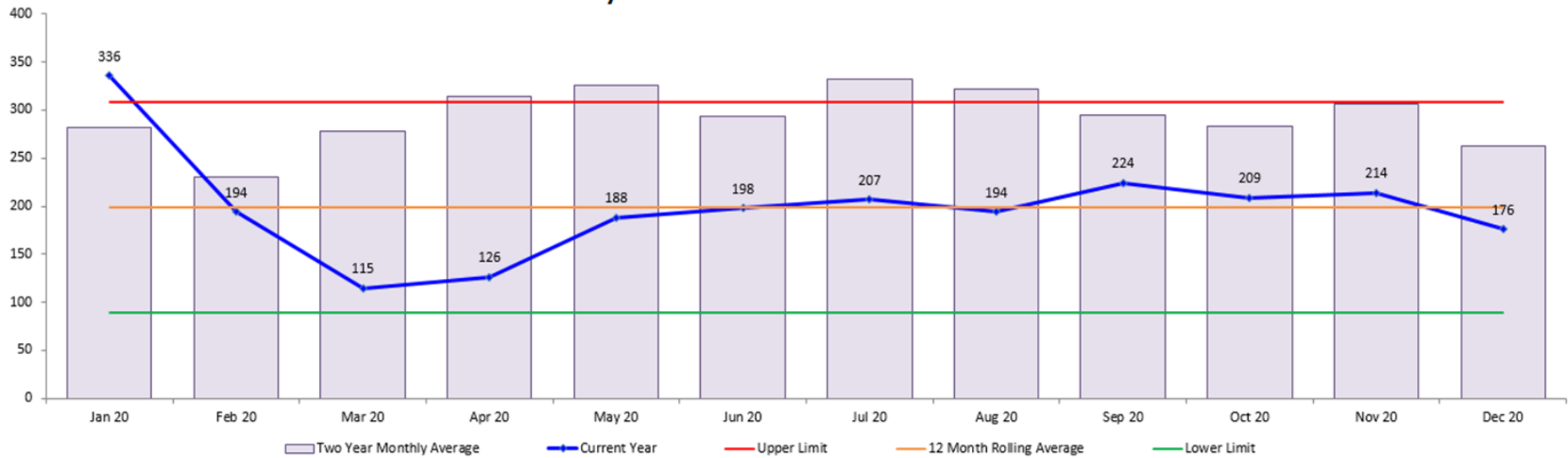
Improving



Voluntary Attendees

Sergeants start booking in VA

Gwent - Number of Voluntary Attendees - Jan 20 to Dec 20



- Numbers of Voluntary Attendees reduced significantly between January and March 2020
- The number of Voluntary Attendees rose above average levels in September and stayed above until the December.

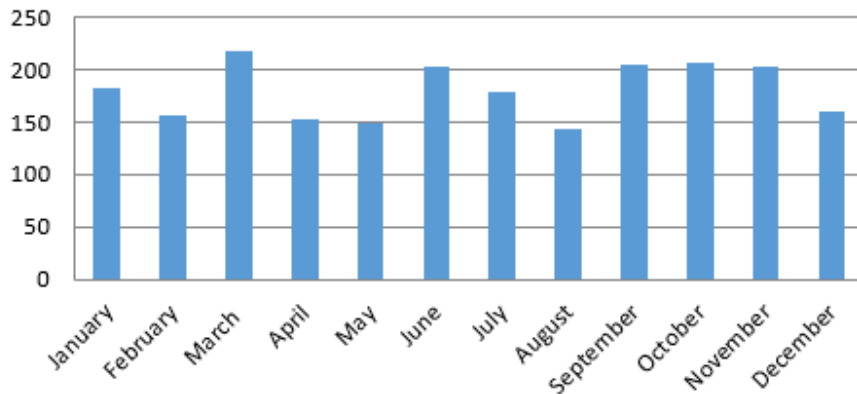


Improving

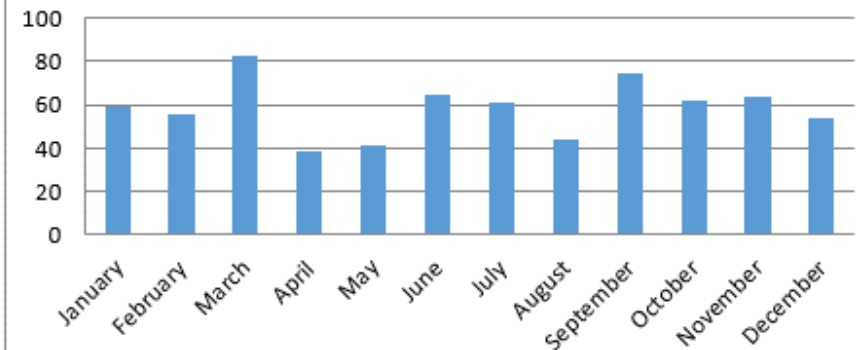


Strategy Discussions

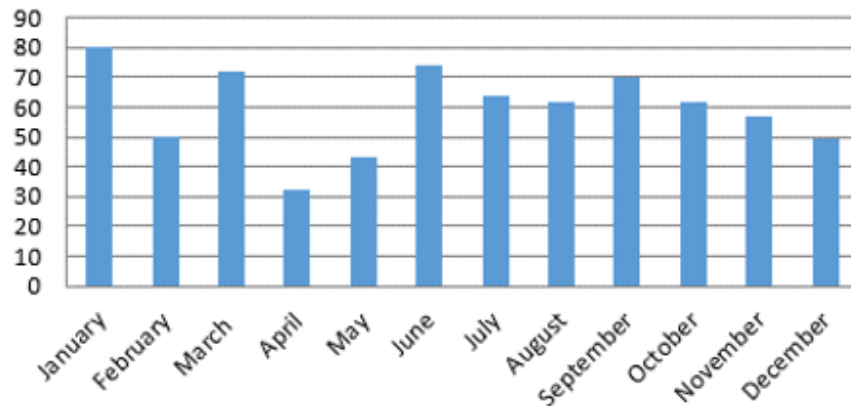
Child Protection Strategy Discussions:



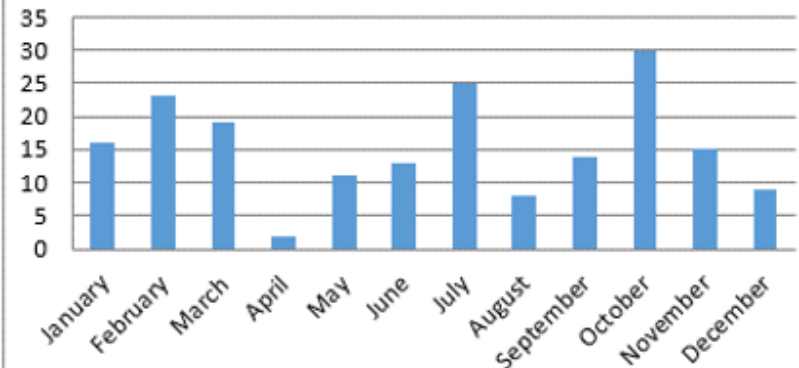
Child Protection Strategy Discussions: Joint Investigation



POVA Strategy Discussions



Adult Protection Strategy Discussions: Joint Investigation





Plans and actions

RUI

Inspector Evans has done a deep dive into RUI numbers. CI Jones has set up a RUI and Bail working group to go through recommendations and implement

Strategy discussions

There has been a push with partners to ensure face to face contact with victims is being maintained



2. Organisational Assessment

1. Representative workforce – ethnicity
2. Representative workforce - gender
3. Gender pay gap
4. Freedom of Information
5. Service Access Requests
6. General sickness – officers
7. General sickness – staff





Police Officer and Staff ethnicity

Rank	Feb-19	May-19	Sep-19	Dec-19
Chief Officers	0	0	0	0
Chief Superintendents	0	0	0	0
Superintendents	0	0	0	0
Chief Inspectors	0	0	0	0
Inspectors	0	0	0	0
Sergeants	0.55	0.55	0.59	0.52
Constables	2.72	2.75	2.85	2.88
All Officers	2.17	2.17	2.33	2.31

The table opposite shows the BAME representation by Rank by % in GWP. The highest proportion of BAME representation can be observed in Constables. There is no BAME representation at Inspector level or above



Minority Ethnic %	Minority Ethnic			White			Not Stated		
Category	Headcount	% Category Total	FTE	Headcount	% Category Total	FTE	Headcount	% Category Total	FTE
CSO	6	4.4%	6.00	123	94.9%	118.60	1	0.7%	1.00
Police & Crime Commissioner	0	0.0%	0.00	18	78.3%	16.97	5	21.7%	0.00
Police Officer	31	2.3%	30.90	1281	95.6%	1256.40	29	2.1%	23.82
Police Staff	11	1.5%	11.00	708	95.4%	662.01	23	3.2%	4.02
Special Constable	5	9.4%	0.00	45	90.6%	0.00	0	0.0%	0.00

BAME representation for Police Officers is currently 2.3%. This is below the BAME proportion of residents in Gwent which at the last Census was 3.9%

BAME representation for Staff is 1.5%.

Increased BAME representation can be observed in PCSO (4.4%) and Special Constables (9.4%)



Police Officer and Staff by Gender

Rank	Female	Male
Chief Officers	50	50
Chief Superintendents	11.1	88.9
Superintendents	30	70
Chief Inspectors	25.9	74.1
Inspectors	32.1	67.9
Sergeants	25	75
Contables	38.8	61.2
All Officers	36.1	63.9
PCSO	53.1	46.9
Police & Crime Commissioner	68	32
Police Staff	67	33



- The table above shows the gender representation by Rank and other workstream areas in GWP. For Police Officers, the highest proportion of female representation can be observed in Chief Officers.
- Overall, female representation is highest in OPCC and Police staff



Gender Pay Gap

Officers	Actual
Female	£34,943
Male	£36,776

Staff	Actual
Female	£22,972
Male	£25,155



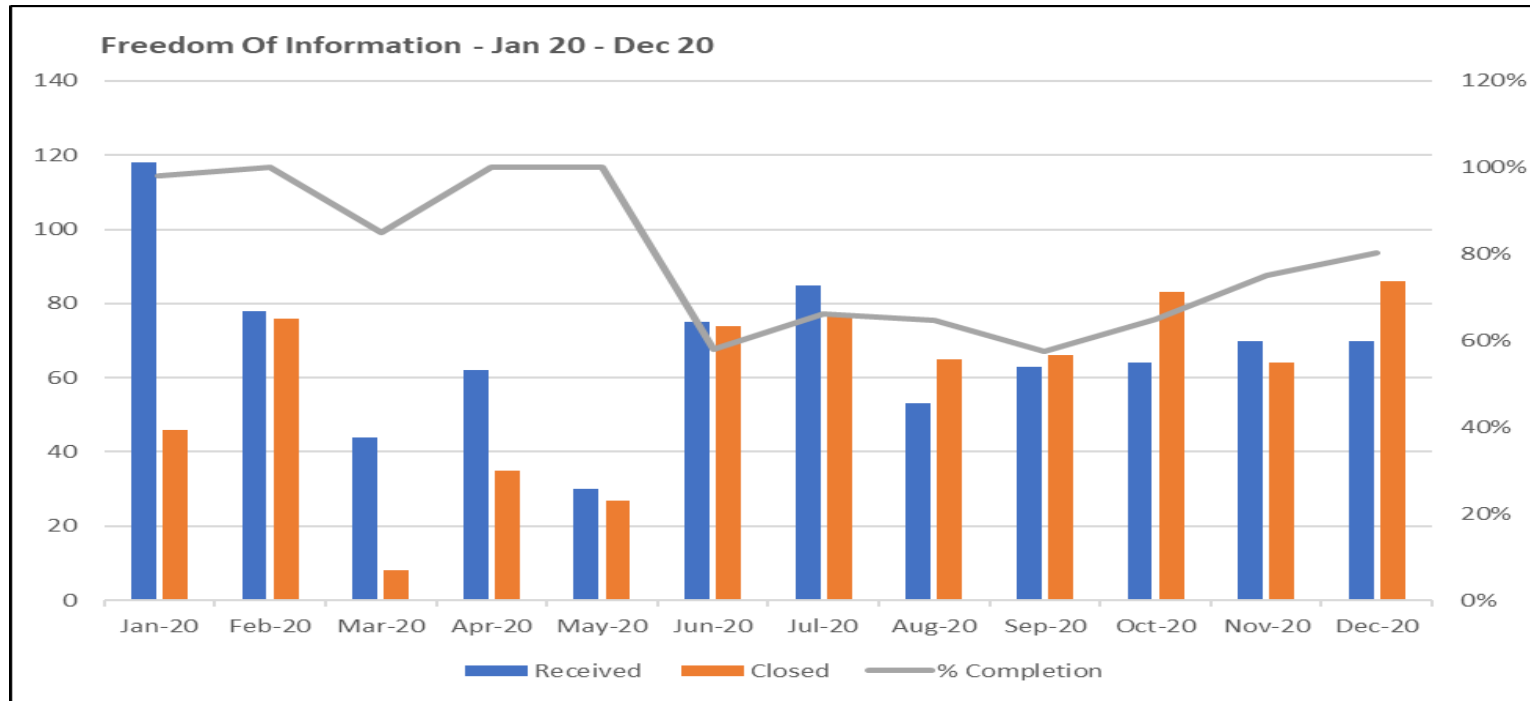
Monitoring

The table above shows the mean values of pay between genders for officers and staff. As can be seen there appears to be a gender pay gap in both categories. At mean values there is a pay gap of £1,833 for officers and £2,183 for staff.

For officers aged under 30 the pay gap reduces to £500. The ONS has also found the gender pay gap for full-time employees between the ages of 18 and 39 years was close to zero, but began to widen for people over the age of 40. When both full and part-time employees are included in the calculation, the gender pay gap widens after the age of 30.



Freedom of Information (FOI)



Improving

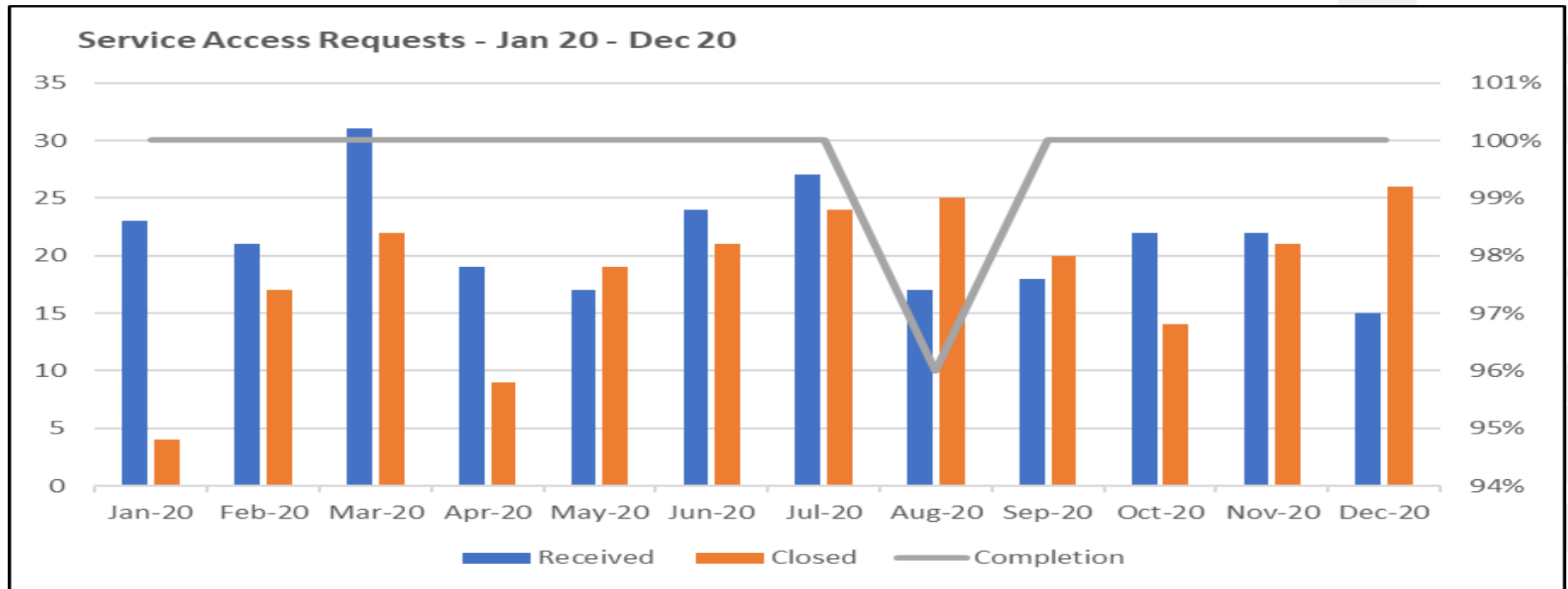
The above chart shows the number of FOI's received alongside the number of FOI's completed during 2020, including the percentage of requests completed on time.

The percentage of requests completed on time was at its lowest in September but has risen significantly during Q3 to 80% in December.

There are currently 9 open FOI requests that are overdue but zero open requests older than 6 months. In December the oldest open request was 23 days old. This is a reduction on November where the oldest open request was 43 days old.



Service Access Requests (SAR)



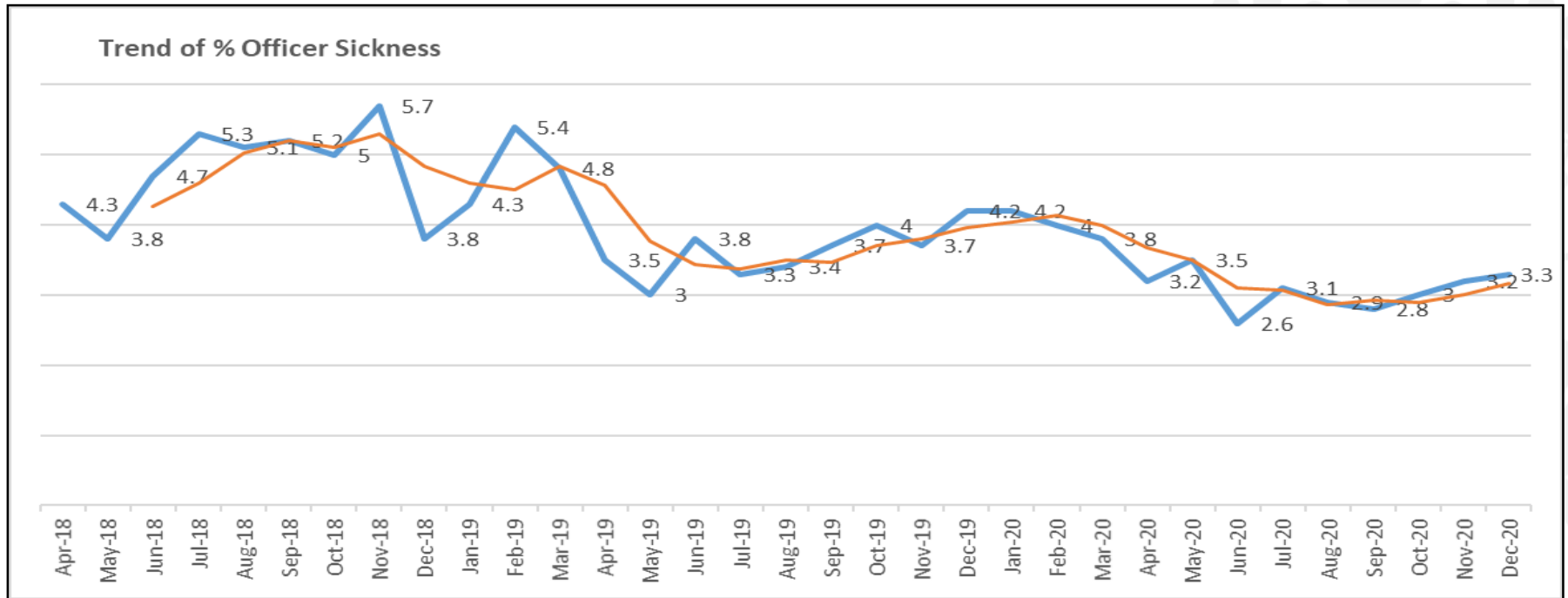
The above chart shows the number of Service Access Request's received alongside the number of SAR's completed during 2020, including the percentage of requests completed on time.

The percentage of completion is almost always 100% but reduced to 96% in August as an exception.

There are zero open overdue requests. Of the requests that are open the oldest request as of December is 28 days.



Sickness - Officer



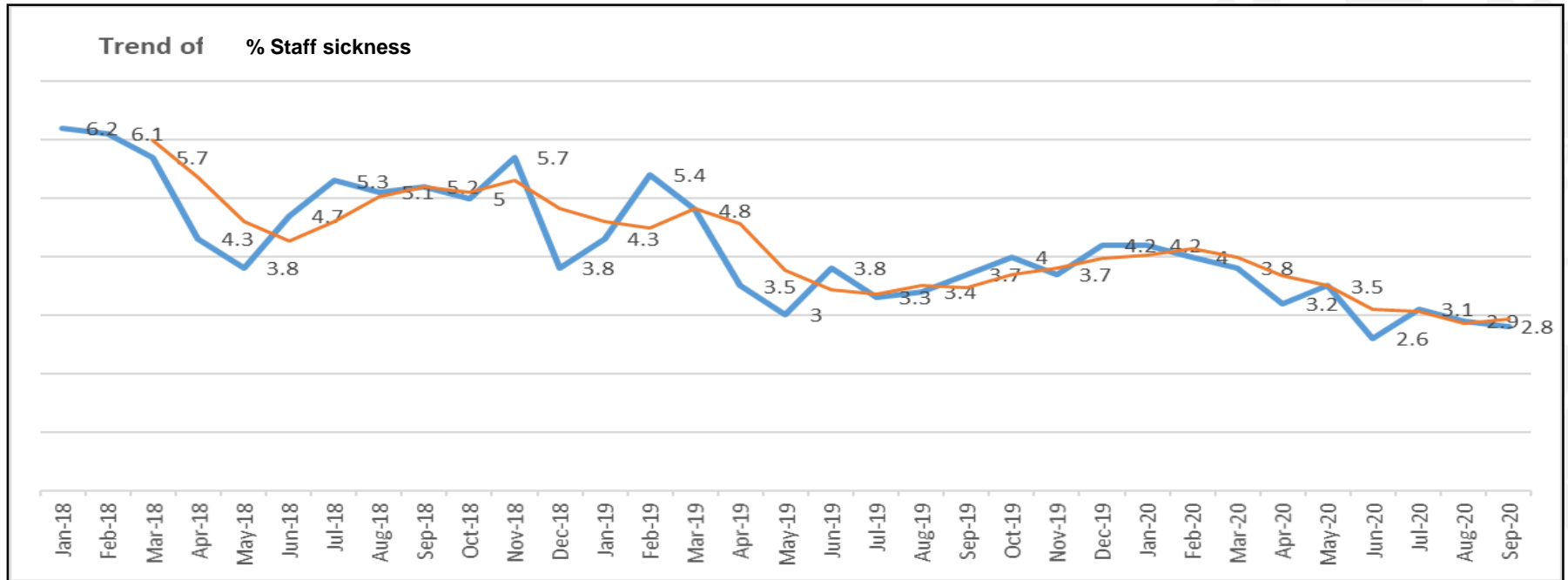
The chart above shows the % officer sickness every month since the start of the financial year 2018/19. The blue line is discrete monthly values whereas the orange line is a quarterly moving average. The graph shows a cyclical pattern but with an overall downward trend.



Improving



Sickness - Staff



The figure above shows the % staff sickness every month since the start of 2018. The blue line is discrete monthly values whereas the orange line is a quarterly moving average. The graph shows a general downward trend with staff absence consistently being half of what it was at the beginning of 2018.

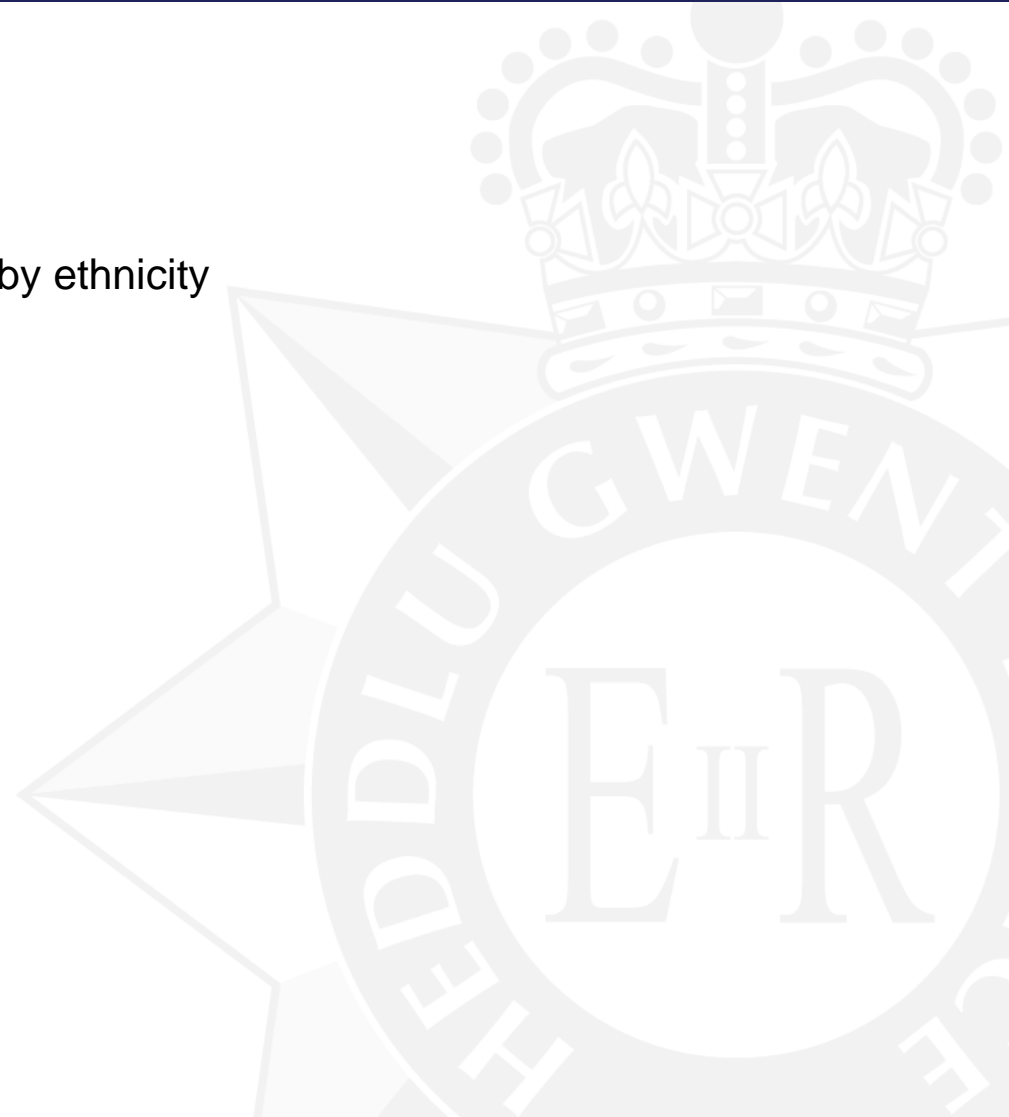


Improving



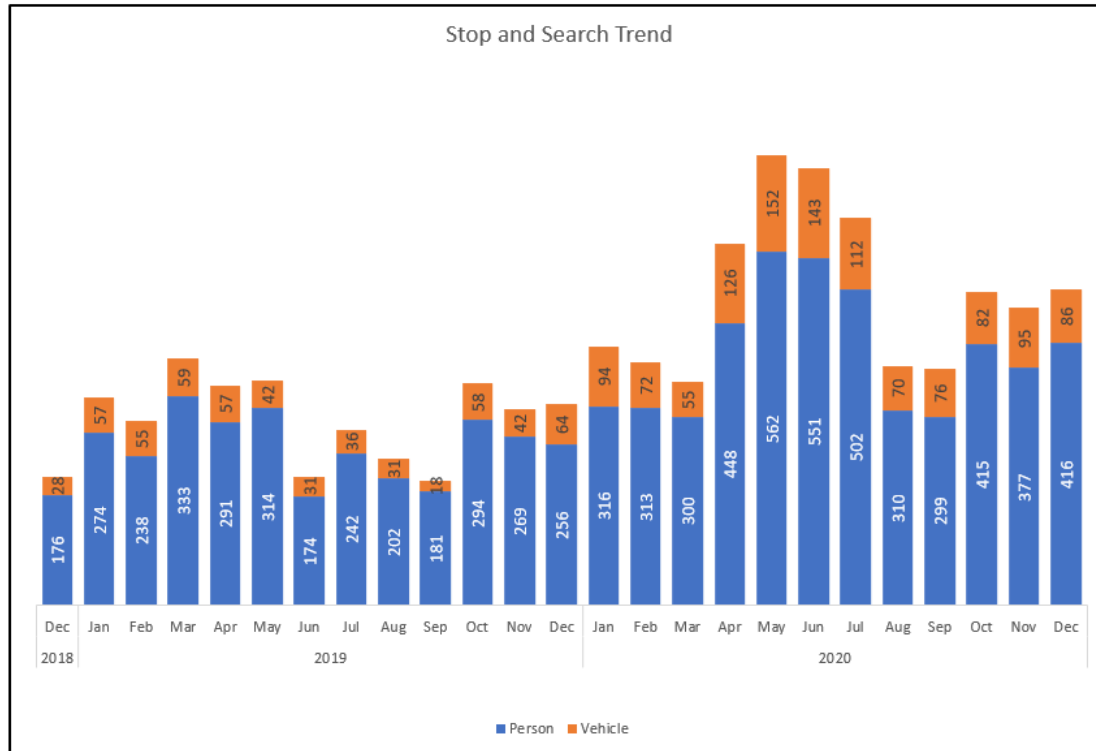
3. Service user assessment

1. Stop and Search numbers
2. Stop and Search find and arrest rates
3. Stop and Search by ethnicity
4. Stop and Search find and arrest rates by ethnicity
5. Victim satisfaction
6. PPN submissions
7. FCS 101
8. FCS 999





Stop and Search

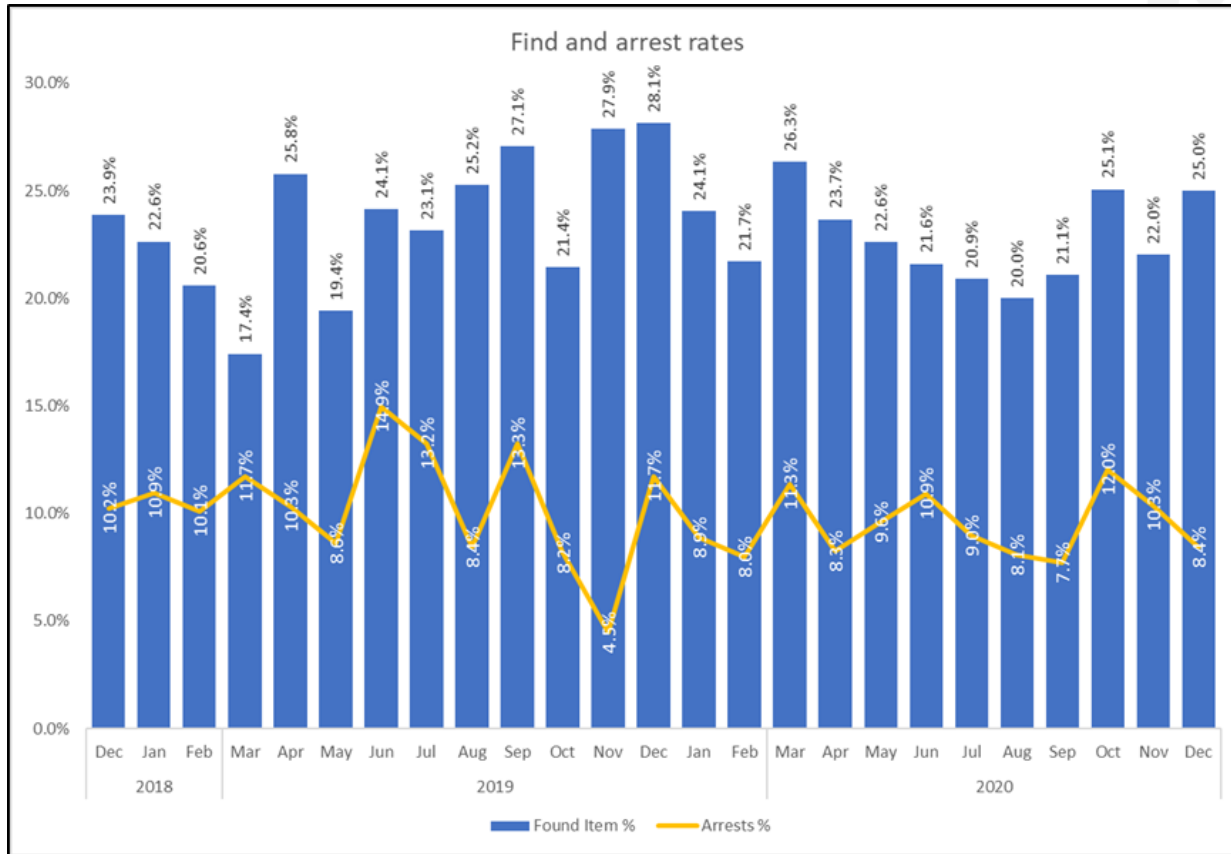


Improving

Quarter 3 has seen an increase on Quarter 2 Stop and Search activity. During Quarter 2, 1,369 persons were stopped, in Quarter 3, 1,471 persons were stopped, an increase of 7.5%. During the quarter there were 1020 Stops (68.4%) under S23 Drugs 1971 Act.



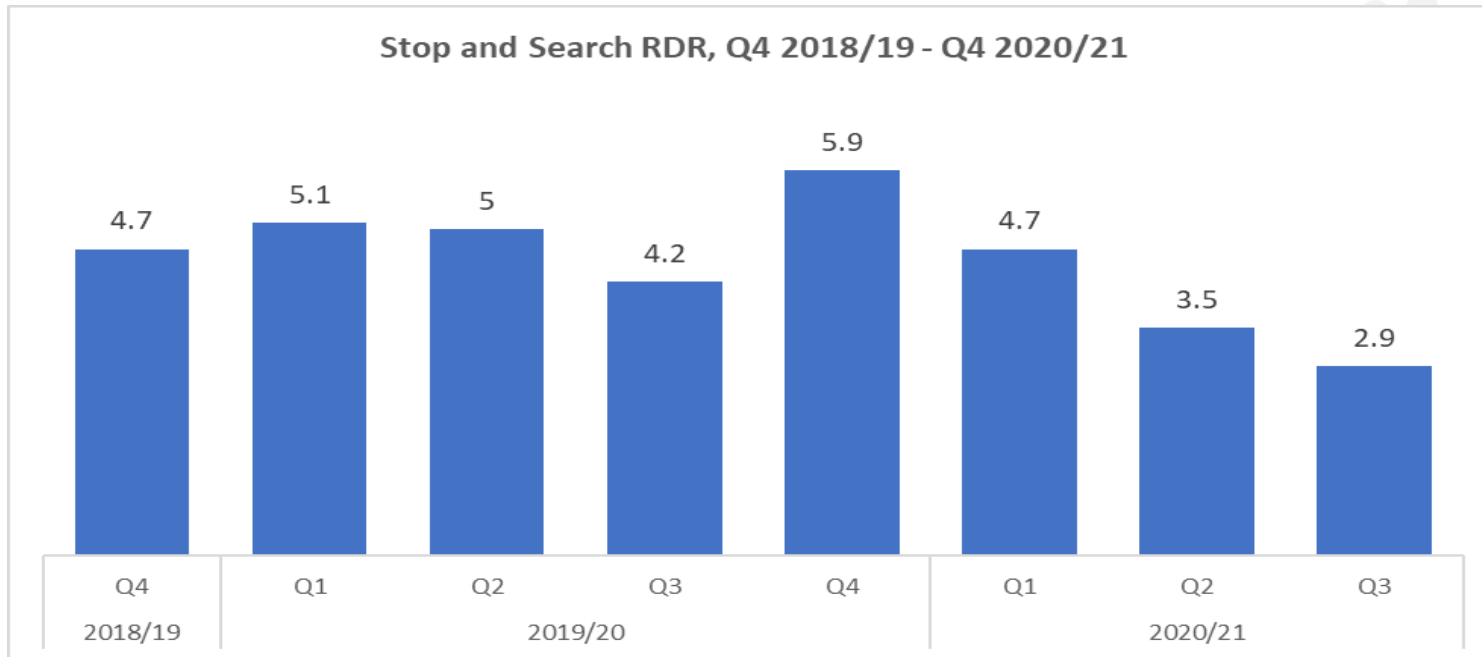
Stop and Search find and arrest rates



The arrest rate average for the past 12 months has been 9.4%. In December 35 persons were arrested providing an arrest rate of 8.4%. The national average is currently 13%.



Stop and Search - Ethnicity



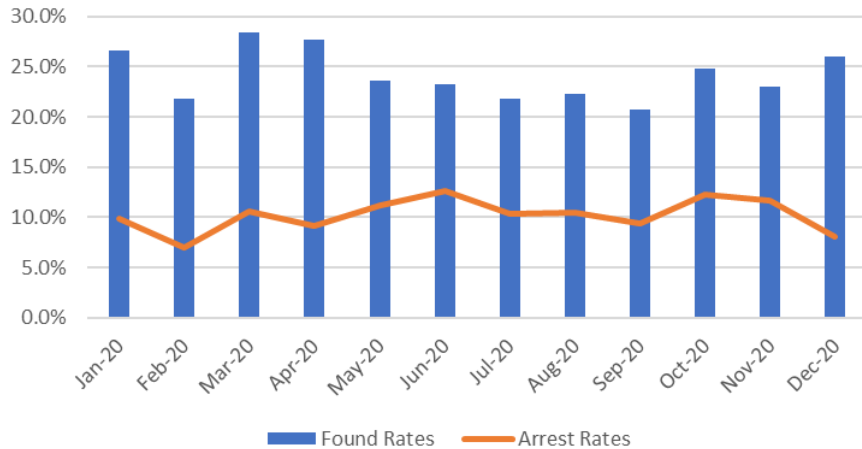
The Race Disproportionality Rate (RDR) describes the disproportional representation and disparate treatment across racial/ethnic groups for Stop and Search activity. A higher RDR will indicate increased levels of disproportionality. The RDR for Quarter 3 has fallen for the third quarter in a row.

A new coercive powers board has been set up to examine disproportionality on a quarterly basis to help improve transparency and protect GWP from allegations of race discrimination.

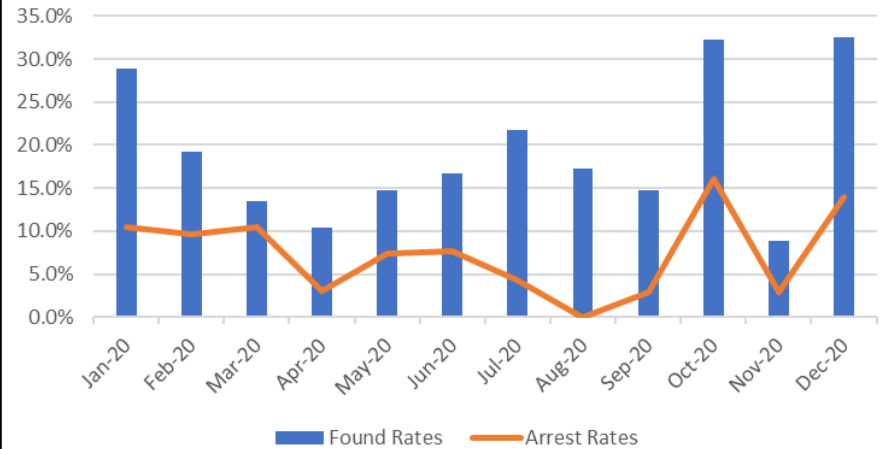


Stop and Search find rate by ethnicity

White subject find and arrest rates



BAME subject find and arrest rates



BAME find rates during Quarter 3 were 26.1%. 12 BAME arrests were made during Quarter 3 from a total of 108 BAME stops for an arrest rate of 9.8%.



Monitoring

White find rates during Quarter 3 were also 26.2%. There were 98 White arrests during Quarter 3 from a total of 928 White stops for an arrest rate of 10.2%.

For this quarter there does not appear to be any disproportionality in arrest rates between BAME and white individuals.



Plans and actions

Stop and Search

Excellent progress in this area with the RDR rate being amongst the best in the country. Body Worn Video compliance reached an all time high of 96% in December. Scrutiny is in place with a new Governance structure with quality assurance in place monitoring forms. HMIC are satisfied with progress being made

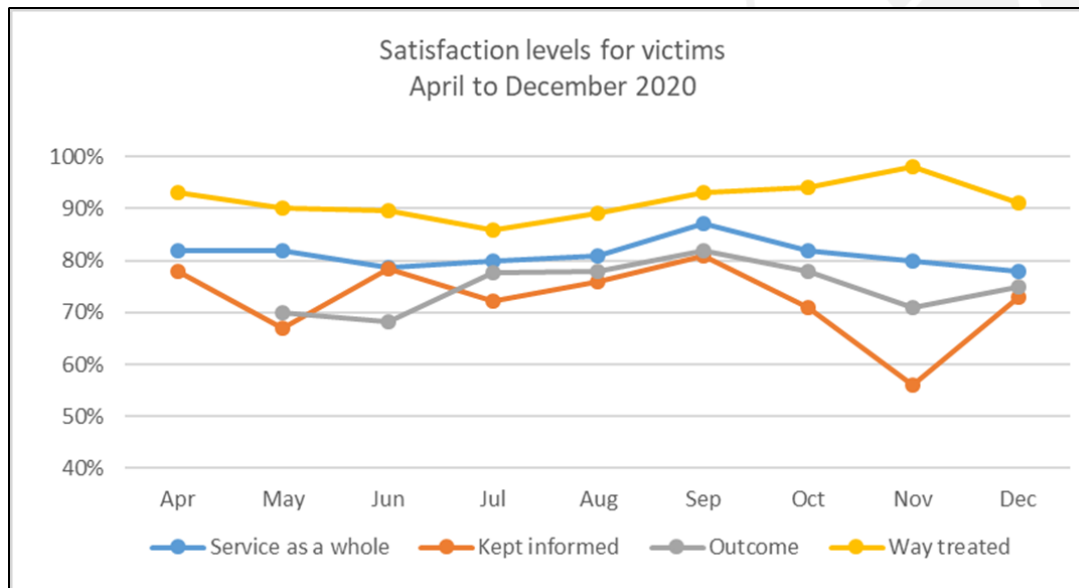


Victim satisfaction

- Victim satisfaction with the police is another measure of service delivery
- The victim survey has been redesigned and took on new emphasis since the start of this financial year.
- November saw a decline in most measures but this is related to the small volume of completed interviews

- Numbers surveyed are shown below:

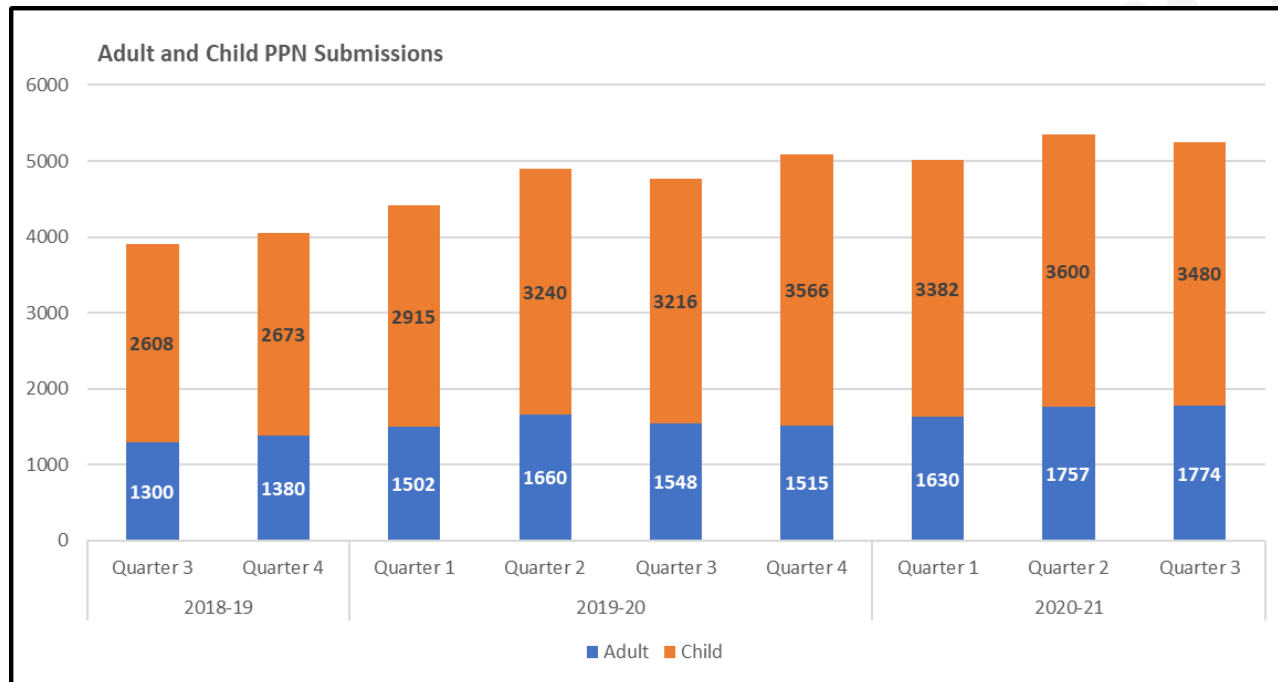
	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
	156	256	328	275	245	271	185	41	98



Improving



Adult and Child PPN



The number of Adult and Child PPNs has consistently shown an upward trend every quarter since 2018/19. Compared with the equivalent period last year, Adult PPNs have increased by 14.6% (n=226) and Child PPN's have increased by 8.2% (n= 264)



Improving



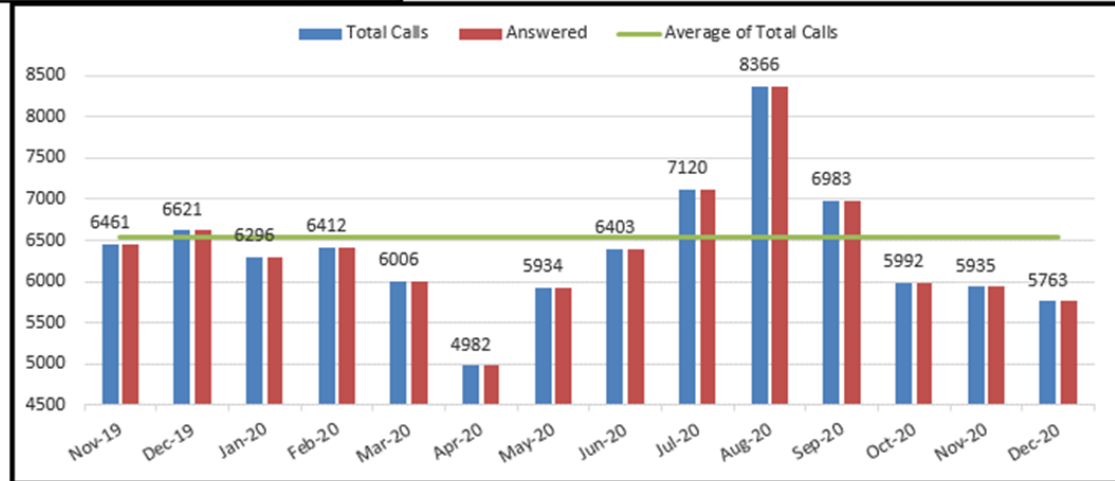
Force Control Suite - 999

- In Quarter 3, there were 17,690 999 calls; which equates to 192 calls per day and 8 calls per hour
- 999 demand was lower than the equivalent period last year, however this could be related to the changes in lifestyle due to Covid-19.
- On average 88% - 91% of calls were answered within 10 seconds in Quarter 3. The monthly figure has been increasing since September.

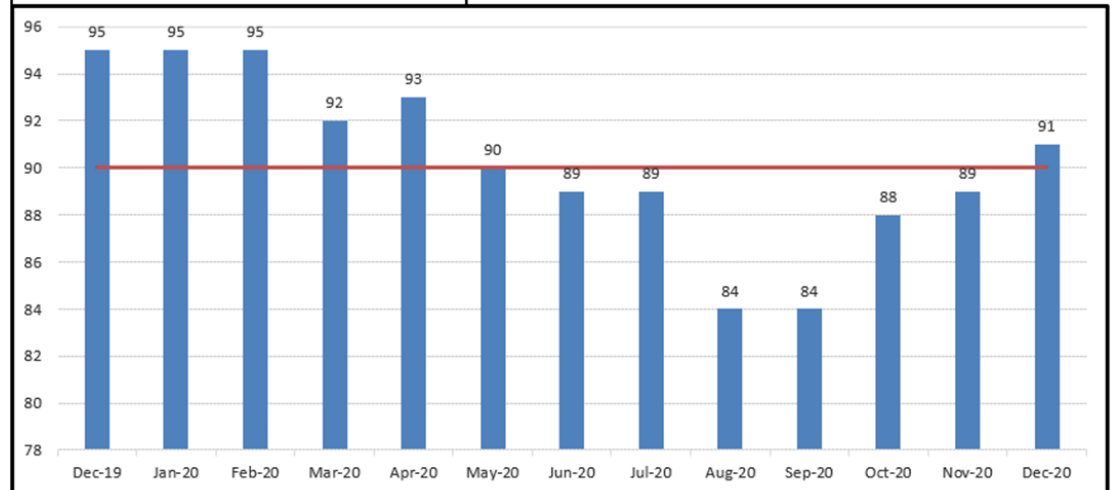


Monitoring

999 Total Calls/Answered by Month



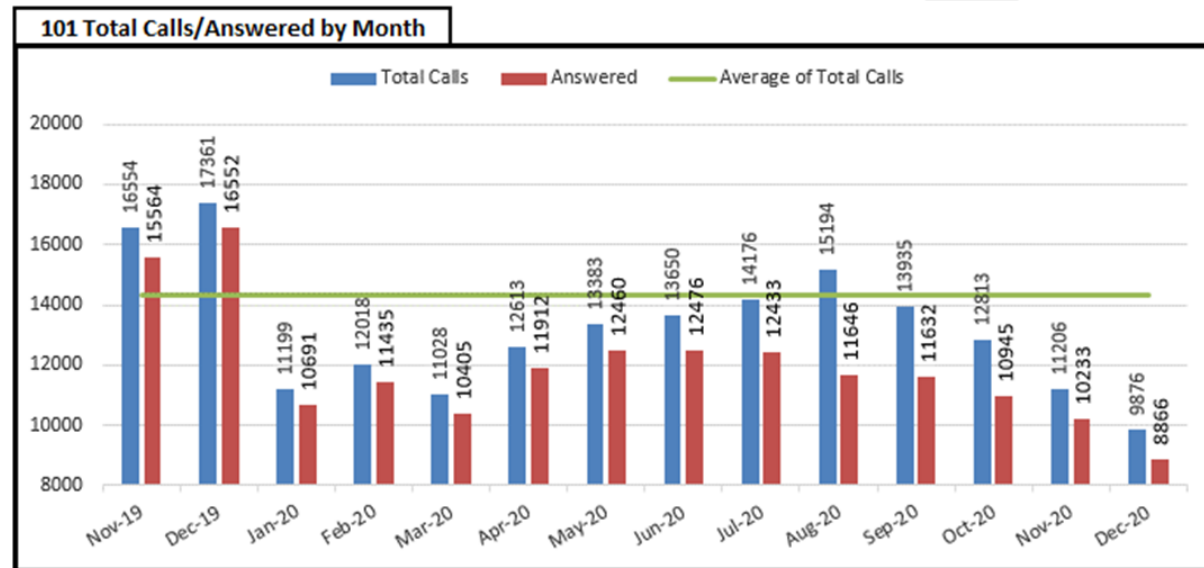
% of 999 Calls Answered Within 10 Seconds





Force Control Suite - 101

- In Quarter 3, there were 38,895 101 calls; which equates to 423 calls per day and 17.6 calls per hour
- 101 demand has fallen by 10.2% when compared to Quarter 2.
- 77% of calls were answered



Monthly	101 - Average Speed of Answer
Jun-20	00:01:26
Jul-20	00:02:00
Aug-20	00:04:15
Sep-20	00:03:40
Oct-20	00:02:06
Nov-20	00:01:57
Dec-20	00:02:21





Plans and actions

Victim Satisfaction

There will be a new focus on monitoring at LPA levels with data presented on a 6 month rolling basis. The Victim Contact unit is being set up in April. Case level detail is shared with LPA commanders.

Adult/Child PPN

All PPN submissions have supervisory oversight. The Early Action Together programme has improved the quality of forms. Business cases are going forward to employ more social work practitioners in the control room.

101

Call demand monitoring is done live time by supervisors and resources shifted accordingly. Average speed of answer is around 2 minutes with signposting on 101 having a positive impact. Dip sampling of priority calls taking over 4 hours is being undertaken