



## FORCE PERFORMANCE TO TARGETS April 2009 to March 2010

Target	Current Performance	Trend
To exceed an 86% level of victims who are satisfied with the overall service provided by the police (April 2009 to March 2010)	84.0%	↑
To exceed an 86% level of victims of racist incidents who are satisfied with the overall service provided by the police (April 2009 to March 2010)	85.0%	↑
To exceed an 80% level of victims of Anti-Social Behaviour incidents who are satisfied with the overall service provided by the police. (April 2009 to March 2010)	80.3%	↑
To exceed a 94% level of victims who are satisfied with the ease of contacting someone who could assist (April 2009 to March 2010)	95.3%	↑
To exceed an 84% level of people who when asked agree that ' <i>the police and local council are dealing with anti-social behaviour and crime that matter in this area</i> ' (April 2009 to March 2010)	77.6%	↓
To achieve a reduction of at least 2% in Serious Acquisitive Crime.	-16.4%	↑
To achieve a reduction of at least 15% in Serious Violent Crime.	44.3%	↓
To deliver a positive outcome in at least 33% of all offences with an expectation that 30% of all crimes will be brought to justice.	35.4%	NA

<sup>1</sup> Current iQuanta Data (1 = best performing; MSG 8 or National 43 = poorest performing)

↑	<i>Target achieved and improving</i>	↑	<i>Target not achieved but improving</i>
↔	<i>Target achieved and stable</i>	↔	<i>Target not achieved and stable</i>
↓	<i>Target achieved but deteriorating</i>	↓	<i>Target not achieved and deteriorating</i>
<b>MSG</b>	<i>Ranking in the Most Similar Group</i>	<b>Nat</b>	<i>Ranking Nationally</i>