Agenda item 2, Appendix A 2012-13 Performance Dashboard, Q2

N/A : not applicable	2012-13 Q2 performance compared with Q1:	↑ : improving
n/av: not available		↓ : not as good
YTD: year to date		← : similar

	2012-13 Policing Plan targets	
	No. of targets	Achieving
National	11	8
Local	31	27

	2008-09	2009-10	2010-11	2011-12	2011-12 Quarter 2	2012-13 Quarter 1	2012-13 Quarter 2	Direction	2012-13 Annual Target	2012-13 YTD target	2012-13 YTD Performance
Reduce crime - help make the railway safer											
Notifiable Crime excluding police generated offences (Recorded)	60,340	55,599	55,680	50,925	13,793	12,381	13,172	↓	50,924	25,532	**25,553**
Notifiable Crime excluding police generated offences (Detection Rate)	25%	28%	27%	27%	25%	25%	29%	↑	N/A	N/A	**28%**
ASB Incidents (excluding police generated)	21,315	18,385	18,593	17,165	4,652	4,393	4,123	↓	N/A	N/A	**8,516**
Reduce disruption - helping to keep the railway running											
Reported live cable offences (code J29 only)	1076	781	1369	1120	368	177	138	↑	1,107	555	**315**
NWR Lost Minutes (police related), 36 locations	212,699	251,452	221,683	316,677	90,791	50,664	31,860	↑	316,601	158,738	**82,524**
NWR Lost Minutes (police related), all locations	1,411,230	1,294,770	1,406,625	1,580,474	435,893	315,249	263,016	↑	N/A	N/A	**578,265**
Non-suspicious fatality clearance times (mins)	75	81	81	76	78	78	72	↑	90	90	**75**
Increase confidence											
Victim of Crime Satisfaction	80%	87%	86%	84%	83%	85%	85%	←	N/A	N/A	**85%**
The proportion of immediate incidents responded to within 20 minutes	n/av	n/av	91%	91%	91%	91%	93%	↑	N/A	N/A	**92%**
Staff assaults	*2,932*	*2,770*	*2,682*	2,547	664	630	614	↑	N/A	N/A	**1,244**
Detection rate for staff assaults, robbery, serious violence offences and sexual offences.	48%	51%	48%	52%	50%	49%	56%	↑	52%	52%	**53%**
Hours worked by Special Constables	n/av	n/av	n/av	69,429	17,797	18,805	15,571	↓	76,372	36,829	**34,376**
Increase visibility 8pm-1am	n/av	n/av	14%	17%	18%	18%	18%	←	17%	17%	**18%**
Deliver value for money											
Sickness absence (days per employee)	7.4	7.7	7.7	7.4	1.8	1.6	2.0	↓	7.3	3.7	**3.6**
Reduction in back office costs	n/av	n/av	n/av	n/av	n/av	£510,000	-	↓	£500,000	£500,000	**£510,000**
Manually produced reports	n/av	n/av	n/av	311	n/av	57	22	↑	249	128	**79**
Other											
Project / programmes progress: number on status green at end of period	n/a	n/a	9 out of 17	4 out of 13	7 out of 15	6 out of 14	9 out of 15	↑	N/A	N/A	9 out of 15
Employee turnover (excl. Special Constables) for the 12 months ending on last date of the period	11.4%	8.5%	9.1%	9.3%	8.3%	9.0%	8.4%	↑	N/A	N/A	**8.4%**