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**Report to:** Performance Review Committee (PRC)  
**Agenda item:** 3  
**Date:** 22 July 2013  
**Subject:** 2013-14 Performance Report, Quarter 1  
**Sponsor:** Deputy Chief Constable  
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## **1. PURPOSE OF PAPER**

- 1.1 This paper informs the PRC's review of BTP's performance against its Policing Plan targets during the first quarter (Q1) of 2013-14.
- 1.2 The performance review covers BTP's nine national targets and selected local targets. It also addresses specific questions raised by the BTPA Executive, including Theft of Passenger Property (ToPP), Violence Against the Person (VAP), non-notifiable offences, sickness rates, Scottish (SC) Area's performance against its targets and London Underground (LU) Area's target to reduce lost customer hours.

## **2. BACKGROUND AND SUPPORTING DOCUMENTS**

- 2.1 Unless otherwise stated, performance data in this paper is for the first quarter of the 2013-14 policing year, 1 April 2013 to 30 June 2013.
- 2.2 The paper has five appendices, attached as separate documents:
- Appendix A 2013-14 Q1 Performance Dashboard
  - Appendix B 2013-14 Policing Plan Executive Summary, to 30 June 2013
  - Appendix C Force Crime Group data for 1 April 2013 to 30 June 2013.
  - Appendix D FHQ Key Performance Indicators for April-May 2013
  - Appendix E Criminal Justice data pack for March-May 2013

### 3. ACHIEVEMENT OF TARGETS

3.1 Table 1 shows the number of National and Local Policing Plan Targets BTP and each of its Areas are currently achieving. Q1 performance data is available for all of BTP's targets except Target N5, to spend at least 58% of the 2013-14 budget on frontline resources. The financial data for this target will not be available until the end of July.

3.2 BTP is currently achieving six of the eight targets for which data is available. The two it is not currently achieving are N8, visibility between 7pm and 3am, and N9, the detection rate for notifiable public order offences. Section 4 has further details of BTP's performance against each of its National Targets.

3.3 BTP Areas are currently achieving 24 of the 42 Local Targets. Section 5 has further details of Areas' performance against key Local Targets.

**Table 1 Number of 2013-14 Policing Plan Targets achieved**

	National Targets		Local Targets		National and Local	
	Number of Targets	No. being Achieved	Number of Targets	No. being Achieved	Number of Targets	No. being Achieved
London North	7	4	7	7	14	11
London South	7	6	6	5	13	11
London Underground	6	5	6	5	12	10
North Eastern	7	3	5	2	12	5
North Western	7	2	6	2	13	4
Scottish	7	1	6	2	13	3
Wales & Western	7	3	6	1	13	4
FHQ	2	1			2	1
<b>BTP</b>	<b>9</b>	<b>6</b>	<b>42</b>	<b>24</b>	<b>51</b>	<b>30</b>

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## **4. PERFORMANCE AGAINST NATIONAL TARGETS**

### **N1 Reduce the number of police related lost minutes**

4.1 BTP's 2012-13 disruption target was to reduce Network Rail (NWR) Lost Minutes (LMs) attributed to police-related categories<sup>1</sup> at 36 selected locations. In 2013-14, BTP's target is to achieve a further 3% reduction, and the target has been extended to all locations.

4.2 To date NWR has recorded 276,000 police related LMs, 7,000 (3%) fewer than BTP's year to date (YTD) target.

4.3 Until late June BTP was achieving its disruption target by a much wider, 11%, margin, but national performance was then adversely affected by three major incidents in WW Area:

- 21 June: a fatality between Rugeley and Lichfield (5,057 LMs)
- 27 June: an assault and trespass (into the tunnel) at Birmingham New St (5,882 LMs)
- 28 June: a fatality with a badly disrupted body near Rugby (6,888 LMs)

NWR recorded 5,800 police related disruption incidents between April and June 2013. The majority, including most of the largest group, trespass, only led to a few LMs. Others, such as the examples above, have a disproportionate effect on disruption to the railway and can cause sharp daily fluctuations in BTP's performance against its target.

4.4 LS, NE and NW Areas are currently achieving their YTD disruption targets. LN Area is over target by the narrowest of margins, just 83 LMs (0.1%). WW Area's 63,000 LMs to date are 2,000 (3%) more than its YTD target, largely as a result of the three incidents listed in paragraph 4.3. Despite having the lowest number of LMs to date (15,000), SC Area is currently exceeding its target by the largest margin: 4,300 LMs (41%). SC's target reflects its good performance in 2012-13 when its LMs were less than 4% of the national total. This year it has not experienced any incidents causing over 1,000 LMs, but has had 23 causing over 100, including two over 500: a trespasser in North Tunnel, Edinburgh on 3 April (720 LMs) and vandalism to the infrastructure near Barrhead on 11 June (671).

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<sup>1</sup> Vandalism / theft, Cable vandalism / theft, Level crossing incidents, Level crossing misuse, Trespass, Fatalities / injuries (either on or off platform), Disorder / drunks.

4.5 The principle reason for the continuing reduction in LMs is the success of BTP led initiatives to combat metal theft. Both cable theft offences and the LMs attributed to them fell sharply during 2012-13, and have continued to fall in 2013-14. NWR attributed 66,000 LMs to cable incidents during April - June 2012, but only 13,000 in 2013.

BTP's Fusion Intelligence Unit (FIU) has continued to co-ordinate the national effort to combat metal theft by, for example:

- working closely with other Forces, both in the UK and, where appropriate, overseas;
- co-ordinating the intelligence and activities of participating agencies, including NWR, Train Operating Companies (TOCs), Environment Agency, HMRC, BT Openreach;
- organising National Days of Action. The most recent, on 15 May, involved 28 Forces, 1,304 officers and 254 visits to scrap metal dealers (SMDs). It led to 113 arrests, the seizure of 90 vehicles and the recovery of 7 tonnes of cable, a tractor, an Ivor Novello music award and three bicycles;
- enforcing compliance with relevant recent legislation: The Legal Aid, Sentencing and Punishment of Offenders Act, which received Royal Assent on 1 May 2012, and the Scrap Metal Dealers Act 2013, which received Royal Assent on 28 February 2013.

As a result of these and other initiatives, live cable offences recorded by BTP fell by 56% in 2012-13, and a further 55% during the first quarter of 2013-14, from 184 to 83.

## **N2 Average fatality clearance times to be less than 90 minutes**

4.6 Another contributory factor to the reduction in LMs is BTP's improved management of fatalities. LMs attributed to persons being hit by a train fell by 21% in 2012-13, and have fallen by a further 9%, to 81,000, during the first quarter of 2013-14.

4.7 In previous years BTP's 90 minute fatality clearance target has only applied to fatalities initially classified as non-suspicious. In 2013-14 it has been extended to include unexplained fatalities which, historically, have average clearance times of about 140 mins.

4.8 Despite this extended scope, BTP achieved an average clearance time of 74 minutes during Q1, an improvement on the 78 minutes achieved during the same period last year.



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- 4.9 All Areas are achieving the 90 minute target except SC Area. SC Area had five fatalities during the quarter. Two were not cleared within 90 minutes:
- Irvine, 16 April. A remote location and the body was spread over 300m: 133 mins.
  - Markinch, 2 June. A remote location: 98 mins.
- 4.10 The driver for these improvements was last year's development and implementation of a revised Fatality Guidance Manual. The manual was produced following a comprehensive review of fatality management procedures; it clarifies roles, responsibilities, procedures and the required liaison with HM Coroners, the Procurator Fiscal, Home Office Pathologists and NWR. BTP continues to review the Manual to ensure its recommended practices reflect lessons learnt from operational experience.
- 4.11 BTP is also continuing to work closely with NWR and the Samaritans on the National Suicide Prevention Steering Group which is aiming to achieve a 20% reduction in suicides on the railway between 2009 and 2014. Actions already initiated by the Suicide Prevention and Mental Health team (SPMH) team include:
- research and analysis to identify and target high risk locations;
  - all officers are encouraged to complete the Mental Ill Health e-learning course, and several officers have already attended courses on managing suicidal contact developed with the Samaritans;
  - production, with the University of Oxford, of an aide memoire to assist officers dealing with persons suspected to be at risk of suicide;
  - active participation on NHS commissioning forums to introduce and maintain awareness of suicide and mental health issues with health and social care providers.
- 4.12 In December 2013 a new pan-London policy in regards to Section 136(1) of the Mental Health Act 1983 will come into effect, leading to more coordinated, efficient practices throughout London between BTP, Mental Health Trusts, the Metropolitan Police and the London Ambulance Service.
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**N3 Reduce notifiable crime (excluding police generated)**

**Table 2: Recorded offences per day for notifiable crime groups for selected periods**

	Full years				2012-13, by Quarter				2013-14
	09-10	10-11	11-12	12-13	Q1	Q2	Q3	Q4	Q1
VAP	22.9	22.4	21.6	<b>22.3</b>	21.4	23.5	21.7	22.4	<b>22.2</b>
Sexual	2.5	2.6	2.8	<b>2.5</b>	2.6	2.6	2.6	2.4	<b>2.6</b>
Criminal Damage	15.7	13.7	10.7	<b>9.5</b>	10.1	8.9	9.5	9.3	<b>8.9</b>
Serious Line of Route	4.7	4.1	3.8	<b>3.3</b>	3.5	4.2	2.8	2.6	<b>4.2</b>
ToPP	44.4	45.6	40.5	<b>47.4</b>	42.4	45.7	52.5	48.9	<b>42.0</b>
Vehicle / cycle crime	22.0	22.1	23.8	<b>20.4</b>	20.1	27.5	19.4	14.3	<b>20.1</b>
Robbery	1.9	1.9	1.8	<b>1.5</b>	1.7	1.4	1.6	1.1	<b>1.4</b>
Theft Rly/Comm Prop.	16.2	18.7	16.3	<b>13.2</b>	14.2	13.1	12.8	12.9	<b>12.5</b>
Ser. Public Disorder	18.7	17.6	13.8	<b>13.1</b>	13.2	14.5	12.0	12.5	<b>13.5</b>
Serious Fraud	2.5	2.7	2.4	<b>2.5</b>	2.4	2.6	2.5	2.6	<b>2.0</b>
Drug offences	16.3	11.8	10.0	<b>9.5</b>	8.9	10.4	8.3	10.4	<b>11.3</b>
Other Notifiable	2.3	2.3	2.3	<b>2.6</b>	2.5	2.9	2.6	2.4	<b>2.7</b>
<b>Total Notifiable</b>	<b>170.2</b>	<b>165.6</b>	<b>149.9</b>	<b>147.6</b>	<b>143.0</b>	<b>157.4</b>	<b>148.1</b>	<b>141.9</b>	<b>143.3</b>
<b>Selected subsets</b>									
<b>Notifiable, excl.PG</b>	<b>152.2</b>	<b>152.5</b>	<b>139.1</b>	<b>137.2</b>	<b>133.3</b>	<b>145.9</b>	<b>139.1</b>	<b>130.4</b>	<b>131.1</b>
Live cable (J29 only)	2.4	3.8	3.1	<b>1.3</b>	2.0	1.4	1.1	0.8	<b>0.9</b>
Non-live cable (J30)	2.8	3.7	3.4	<b>2.1</b>	2.3	2.2	1.7	2.1	<b>1.7</b>
Cycle crime	14.5	16.0	18.4	<b>15.8</b>	15.7	22.4	14.9	10.2	<b>15.8</b>
Motor crime	7.4	6.1	5.4	<b>4.5</b>	4.4	5.1	4.5	4.1	<b>4.2</b>

4.13 In 2012-13 BTP achieved a 2% reduction in recorded notifiable offences (excluding police generated), the ninth consecutive annual reduction. BTP's 2013-14 target is to achieve a further reduction of 3%.

4.14 In Q1 BTP narrowly achieved its target, recording 11,930 offences, 184 (2%) fewer than its YTD target.

4.15 LS, LU and WW Areas are achieving their YTD targets; LN, NE and NW are within 5% of theirs. SC Area's 444 offences to date are 59 (15%) more than its YTD target. Its increase in offences since last year is spread across the crime groups: the largest increases are for ToPP (up by 15 offences to 96), serious fraud (up 11 to 19) and serious line of route (up 11 to 44). SC Area's 2013-14 target is based on its notifiable offences in 2012-13, when it reduced offences by 16%, significantly more than the 2% national average. As SC Area is the smallest Area, with just 3% of BTP's notifiable offences, its offence numbers tend to fluctuate more than the other Areas.

**Table 3 Theft of Passenger Property, April - June, by Area**

Area	Q1 2012	Q1 2013	Change	% change
LN	703	805	+ 102	+ 15%
LS	671	670	- 1	- 0%
LU	1,672	1,434	- 238	- 14%
NE	219	263	+ 44	+ 20%
NW	192	220	+ 28	+ 15%
SC	81	96	+ 15	+ 19%
WW	321	336	+ 15	+ 5%
<b>BTP</b>	<b>3,859</b>	<b>3,824</b>	<b>- 35</b>	<b>- 1%</b>

4.16 The daily crime rates for each notifiable crime group, annually since 2009-10 and quarterly during 2012-13 and 2013-14, are listed in Table 2.

4.17 Table 2 shows that offence rates for most crime groups fell in the first quarter of 2013-14:

- The fall in cable theft rates, affecting both live and non-live offences, has already been covered in paragraph 4.5;
- Crime rates for Criminal Damage, Serious Fraud and Motor Crime, all low in 2012-13, have continued to fall in 2013-14.

4.18 Table 2 also shows that ToPP fell to 42 offences per day during the first quarter of 2013-14. This is 20% lower than the peak in Autumn 2012, and 11% lower than 2012-13 as a whole, but it remains above the 40.5 daily rate achieved in 2011-12. Also, as Table 3 shows, the national reduction between Q1 2012 and Q1 2013 is entirely due to LU Area; the number of offences has increased in all the other Areas except LS. The reduction in LU is due to Operation Magnum, a Pan-London, anti-theft operation, led by LU Area and launched in March 2013. Since the end of Q1, Operation Magnum has been launched nationally: as a result theft rates are likely to fall across BTP over the coming months.

4.19 Despite the overall reduction in notifiable crime, a few crime rates have risen slightly during the first quarter:

- The rate of VAP is 4% higher than during the same period last year. This is partly because the rate in Q1 2012 was comparatively low; the Q1 2013 rate is lower than the full year rate for 2012-13 (see Table 2).

- Serious Line of Route (LoR) offences also rose during the first quarter, by 57 since the same period last year, to 379. The number of these offences is not large, but the rise affected all Areas. The rate of LoR offences normally increases in Spring and Summer (see Table 2) but this year's rise seems to have peaked earlier than usual.
- BTP will continue to monitor VAP and LoR rates and, if they remain high, will identify causes and key locations and take appropriate action.

#### **N4 Notifiable Crime Detection Rate**

4.20 BTP achieved a 33% detection rate for notifiable offences in Q1, slightly better than its 31% target and the 30% it achieved during the same period last year.

4.21 The improvement was spread across all crime groups, with the largest improvements for crimes with comparatively small numbers: Sexual Offences (detection rate up from 31% to 38%), Robbery (44% to 50%) and Criminal Damage (17% to 22%). The detection rate for ToPP, critical to achievement of the target because it accounts for over 30% of notifiable offences, improved from 6% to 7%.

4.22 The London Areas and WW Area are achieving their notifiable detection rate targets. NE and NW Areas are within two percentage points of their target. SC Area is achieving 37% against a target of 40%, the second highest. SC would be achieving its target with an additional 13 detections and expects to be achieving it before the end of the year.

#### **N5 Expenditure on Frontline Resources**

4.23 BTP is targeted to spend at least 58% of its 2013-14 budget on Frontline Resources. Progress towards this target will be calculated quarterly; the financial data to calculate Q1 progress will be available late in July.

#### **N6 Sickness**

4.24 BTP's overall sickness rate during Q1 was 1.74 days per person, slightly below BTP's YTD target (1.83), but slightly higher than for the same period last year (1.63).



- 4.25 The employee group with the lowest sickness rate (1.65 days per person) is police officers. However, there is a wide variation between the rates for the London Areas plus FHQ (which average 1.21) and the non-London Areas (2.46). The difference is entirely due to long-term sickness, 0.79 days per officer in the London Areas, 2.15 outside London.
- 4.26 Staff sickness would be comfortably within target but for high rates at LS Area (3.73) and WW Area (2.29). These rates are also due to long-term sickness: 3.33 days per person at LS, 2.15 at WW.
- 4.27 The only employee group not currently achieving the target is PCSOs. There is a sharp contrast between LU and NE Areas, with rates of less than one day per PCSO, and the other Areas, whose rates are all higher than two days per PCSO. Long-term sickness is again the principle reason for these differences.

#### **N7 TDR Employees**

- 4.28 In 2013-14, BTP is targeted to have 90% of employees who have had a Temporary Duty Restriction (TDR) back on full-time working within four weeks.
- 4.29 To date, 100 BTP employees have been on TDR duties; 95 of them returned to full time working in less than four weeks.

#### **N8 Visibility between 7pm and 3am**

- 4.30 In 2013-14 BTP's visibility target is to maintain the number of hours worked between 7pm and 3am by officers and PCSOs on its neighbourhood policing teams (NPTs) and response teams.
- 4.31 In Q1 officers and PCSOs worked 250,000 hours that met the above visibility criteria. This was 8,000 (3%) hours short of BTP's YTD target.

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4.32 SC, LN and LS Areas achieved their Q1 targets; LU and NE are not currently achieving theirs, but by a narrow margin. The largest shortfalls are at WW Area (by 5,000 hours, 17% of its YTD target) and NW Area (4,300 hours, 12%).

#### **N9 Detection Rate for Notifiable Public Order Offences**

4.33 BTP achieved a 56% detection rate for notifiable Public Order offences in Q1, three percentage points short of its 59% target, but slightly better than the 54% it achieved during Q1 last year.

4.34 At present LU and NE are the only Areas achieving their public order detection rate targets, although LN Area is just two percentage points short. The other Areas are all at least nine percentage points short of their targets.

4.35 BTP's detection rates normally improve during the year; its month by month detection rate for notifiable public order offences has already improved from 51% in April, to 57% in May and 60% in June. Further improvement is expected as Areas increase their focus on public order detections.

### **5. PERFORMANCE AGAINST LOCAL TARGETS**

5.1 Areas are currently achieving 24 of the 42 Local Targets.

5.2 LN Area is achieving all seven of its Local Targets. It continues to improve its management of fatalities on multi-track lines: in Q1 its average time for partial re-opening of the tracks was 27 minutes, against a target of 45 minutes, thereby reducing disruption to the railway. LN's targets for staff assaults, ToPP and its rail staff abuse detection rate are all being achieved by a narrow margin; the Area will need to maintain its focus on these Areas to ensure it continues to achieve these targets.

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5.3 LS Area is achieving five of its six targets. The only target it is not achieving is its staff assault detection rate: it has recorded 305 offences to date and detected 125. A further 24 detections are needed to reach its 52% target. LS has reduced disruption by targeting the partial re-opening of multi-track lines after fatalities: its current average time is 29 minutes (target: 50).

5.4 LU Area is achieving five of its six targets. A notable success is ToPP: LU's 1,434 offences to date are 110 (7%) fewer than its YTD target. LU is failing its lost customer hours target by 202,000 hours (67%) because of several serious incidents during the rush hour. In April six suicides each lost over 10,000 customer hours, including three at:

- Stratford on 9 April which caused 67,000 lost customer hours
- Leyton on 5 April which caused 63,000 lost customer hours
- Euston on 17 April which caused 40,000 lost customer hours

LU comfortably achieved its target in May, but experienced two more serious rush hour incidents during June:

- a trespasser at Wembley Park on 19 June caused 40,000 lost customer hours
- a suicide at Warren St on 27 June caused 40,000 lost customer hours.

5.5 NE Area is currently achieving two of its five Local Targets. NE Area's 263 ToPP offences to date are eight more than its YTD target; helped by the national launch of Operation Magnum, the Area expects to be achieving this target by the end of Q2. NE was achieving its disruption target until it experienced two serious incidents in June:

- cut cable near Durham on 14 June: 3,528 LMs
- a suicidal trespass on 24 June: 1,921 LMs

5.6 NW Area is currently achieving two of its six Local Targets. The four targets NW area is not achieving are all recoverable; it is:

- one staff assault over its YTD target;
- 26 ToPP offences over its YTD target;
- four violent offences over its YTD target;
- three joint operations short of its YTD target.



5.7 SC Area is currently achieving two of its six Local Targets. The Area expects to convert non-staff costs to frontline costs, and increase level crossing detections, later in the year. However, its LMs are currently double its YTD target (also see paragraph 4.4) and its officer sickness rate is 70% higher than the national average. Recovering these two targets will be challenging.

5.8 WW Area is currently achieving one of its six Local Targets. All of the other five targets are recoverable:

- WW's 191 aggression towards staff offences are just 12 more than its YTD target;
- WW's 304 ToPP offences are just 15 more than its YTD target;
- football offender detections will increase after the season starts in August;
- ASB offender detections will increase as ASB initiatives take effect;
- WW has recorded 18 staff assaults in the Welsh Sector, achieving 11 detections. With one more detection it would have been achieving its 65% detection rate target.

## 6. NON-NOTIFIABLE OFFENCES

6.1 Although the number of notifiable offences recorded by BTP continued to fall during the first quarter of 2013-14, the number of less serious non-notifiable offences recorded rose by 2,528 (27%), from 9,469 offences to 11,997.

6.2 The increase is primarily due to police generated offences. Detections rose by a similar amount, from 4,544 to 6,892, indicating a detection rate of nearly 100%, which is to be expected with police generated offences. The largest increases were for:

- **RTA and vehicle offences:** up 921 (78%) from 1,179 to 2,100. The largest increases were in LS (up 381), NW (286), NE (118) and SC (60). These increases are primarily related to increased use of Enforcement Vans at level crossing. A few vehicle offences are a side effect of the metal theft Days of Action.



- **Travel Fraud offences:** up 1,247 (36%) from 2,244 to 3,491. The largest increases were in LU (up 636), LS (382) and NW (106). The majority of these offences are at ticket barriers and are related to TOCs’ revenue protection initiatives.
- **Less serious public order offences:** up 301 (10%) from 2,785 to 3,086. The largest increases were in LS (up 135), LU (115) and SC (111).

**7. FHQ KEY PERFORMANCE INDICATORS**

Force Headquarters has 66 Key Performance Indicators (KPIs), covering 15 different departments, that are reviewed monthly at Service Excellence Board (SEB).

At the latest review, covering April-May 2013, performance figures for 57 KPIs were available; 36 (63%) were being achieved.

Appendix D, attached as a separate document, lists each of the 66 KPIs together with the performance data for April-May.

**Table 4 Number of 2013-14 KPIs each department is achieving**

Department	No. of KPIs	April-May No. Achieving	April-May % Achieving
Central Operations	2	2	100%
Finance and Procurement	2	2	100%
Information Management	4	4	100%
Justice Directorate	5	4	80%
Strategic Development	5	4	80%
Media and Marketing	4	3	75%
Technology	4	3	75%
Analysis and Performance	3	2	67%
Territorial Policing and Crime	5	3	60%
Contact	4	2	50%
Corporate Services	2	1	50%
Scientific Support Unit (SSU)	4	2	50%
People and Development	6	2	33%
Professional Standards Department	3	1	33%
Counter Terrorism	4	1	25%

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## **7.1 Departments meeting or exceeding performance targets**

The Central Operations department are required to review 100% of Business Impact Analysis documents and Business Continuity Plans and conduct year tests of these plans. All necessary reviews and tests for April and May were carried out.

Finance and Procurement are required to produce a pack for Financial Review within 8 working days from each financial period-end closure. After the end of period 2, the pack was produced in 8 working days.

Three of Information Management's KPIs are to respond to 100% of Data Protection Act requests, Freedom of Information Act requests and Environmental Information Regulation requests within the agreed timescales. All requests received a response on time including the 22 FOI requests received in both April and May.

The Justice Directorate have been tasked with achieving 95% attendance in court of all warned witnesses and for attendance to be no less than the national average. In both April and May, BTP saw 100% attendance of warned witnesses which was 12% higher than the national average which remained at 88%.

## **7.2 Further improvement required**

Counter Terrorism has a KPI to attend 90% of Specialist Response Unit related calls within the M25 within 20 minutes and another KPI to clear 90% of these calls within 30 minutes. April and May figures show that only 75% of calls were attended and 89% were cleared within the timescales set. However the calls that took longer to deal were due to uncontrollable issues regarding extended travelling distance and a volume of items having to be assessed.

The Professional Standards Department have a target to conduct 90% of investigation in fewer than 90 days however over the April-May period, only 68% of investigations met the stated timescale.

People and Development (P&D) have a target whereby to reduce staff sickness to less than 7.3 days per person during 2013-14. As of the end of May, the year-to-date target was 1.22 days however days lost per person stood at 1.67. Another KPI monitored by P&D is to

reduce the number of posts where first time recruitment is unsuccessful to less than 5%. Over the April-May period 20% of recruitment was unsuccessful first time round with a peak of 26% seen in May alone.

One of Territorial Policing and Crime's KPIs is for the Major Investigative Unit's detection rate to be greater than 76%. The detection rate for the April-May period was 30% with three detections out of 10 offences.

## **8. CRIMINAL JUSTICE**

The Criminal Justice (CJ) performance measures were implemented to improve the efficiency and effectiveness of the force Criminal Justice System (CJS) by identifying impediments in order to resolve. There is a need to correlate the pre-charge performance data with the post-charge prosecution success to ensure BTP has confidence in the 'right first time' process.

CJ performance data is split into two sections (Pre-Charge & Post-Charge) with four fundamental measures for each section as detailed below:

### **Pre-Charge**

#### **Bail**

The purpose of this measure is to determine bail culture internally and externally and to identify any potential blockers in the process in terms of evidential delivery, local HO force service etc. The number of detainees bailed and re-bailed using CRIME and internal Custody records are measured against charge figures. The number of bails issued should be no more than 50% of total charge and bail combined.



Table 1 Bail ratios at BTP Custody suites have remained at below 50% in the last three months.

<b>Table 1 - Number of Persons 'Charged and Bailed'</b>			
<b>Month</b>	<b>Charge &amp; Bail</b>	<b>BTP</b>	
<b>Mar-13</b>	BTP Charge & Bail	545	
	BTP Bail (Re-bail)	226 (3)	41%
<b>Apr-13</b>	BTP Charge & Bail	534	
	BTP Bail (Re-bail)	224 (6)	42%
<b>May-13</b>	BTP Charge & Bail	499	
	BTP Bail (Re-bail)	197 (6)	39%

**Return to Officers (RTO)**

This measure monitors the number of case-files (Charge, Summons and Diversion) files returned to officers by the Justice Units for rework, to address quality or evidentiary issues. Charge files returned by the Justice Units should be kept to a minimal. The number of files returned should not be any more than 15%.

Table 2 - The number of case-files returned has fallen by 61% (57 to 22) since March across BTP whilst percentage rates of case-files returned have remained minimal, with no areas returning more than 15% of cases received.

<b>Table 2 - Return to Officer Case-files by File Type</b>				
<b>Month</b>	<b>Area</b>	<b>BTP</b>		
	<b>Case Type</b>	<b>No. Cases Received</b>	<b>No. Returned</b>	<b>% Returned</b>
<b>Mar-13</b>	Charge	561	3	1%
	Summons	455	51	11%
	Diversions	798	3	0%
	Cases without a disposal	347	0	0%
	<b>Total</b>	<b>2161</b>	<b>57</b>	<b>3%</b>
<b>Apr-13</b>	Charge	598	0	0%
	Summons	421	51	12%
	Diversions	578	0	0%
	Cases without a disposal	393	0	0%
	<b>Total</b>	<b>1990</b>	<b>51</b>	<b>3%</b>
<b>May-13</b>	Charge	643	0	0%
	Summons	416	19	5%
	Diversions	696	3	0%
	Cases without a disposal	214	0	0%
	<b>Total</b>	<b>1969</b>	<b>22</b>	<b>1%</b>





### Disposal Types

The number of disposals by Force Crime Group is measured to determine the levels of Charge, Summons and Out of Court disposals are issued against offence type to identify opportunities to improve disposal decisions.

### Victim Care

To ensure compliance with the Victims Code of Practice (VCoP), this indicator measures the timeliness of OIC updates to victims against the time-frames outlined in the VCoP. VCoP requires OICs to update victims with the progress of an investigation, if a case is closed, an offender arrested, bailed or charged or has been dealt with by an out of court disposal.

Table 3 - The number of OS victims has risen in the last quarter, with 85% (35 of 41) OS victims pertaining from LN (17) and WW (18). The number of vulnerable victims has also risen albeit slightly.

Table 3 - Victim Care - Outstanding Notifications				
Area	BTP			
	Date (As of)	No of Outstanding Victims	Vulnerable /Intimated Victims	
Mar-13 (11/04/13)	14		1	
Apr-13 (02/05/13)	25		3	
May-13 (31/05/13)	41		5	

## Post-Charge

### Witness Care

This measures the post-charge service given to victims and witnesses by Justice Units highlighting the level of Witness Care provided by BTP. It monitors witness attendance at court of which the attendance target for warned witnesses is 95% and no less than the national target. The number of Full Needs Assessments (FNAs) and Referrals offered to by each Witness Care unit is also monitored of which there is a 90% target.

Table 4 - BTP have maintained an excellent victim and witness attendance rate, with a 100% attendance rate in the last two months. BTP have remained consistently higher than the national average which has remained at 88% over the last quarter.

<b>Table 4 - Victim and Witness Attendance</b>			
<b>Month</b>	<b>Victim/Witness Attendance</b>	<b>BTP</b>	<b>National</b>
<b>Mar-13</b>	Warned	704	18287
	De-warned	173	N/A
	Attended	527	16167
	Non-attendance	4	2120
	% Attendance Rate	<b>99%</b>	<b>88%</b>
<b>Apr-13</b>	Warned	611	17207
	De-warned	173	N/A
	Attended	437	15146
	Non-attendance	1	2061
	% Attendance Rate	<b>100%</b>	<b>88%</b>
<b>May-13</b>	Warned	673	17750
	De-warned	252	N/A
	Attended	421	15619
	Non-attendance	0	2131
	% Attendance Rate	<b>100%</b>	<b>88%</b>

Table 5 - BTP Justice Units achieved their target of 90% in offering Full Needs Assessments to fully bound public witnesses in two months out of three in the last quarter, whilst in April they did not achieve their target by 1%.



<b>Table 5 - Victim and Witness Support to fully bound public witnesses</b>					
<b>Month</b>	<b>Full Needs Assessments (FNA) and Referrals</b>	<b>BTP</b>			
		<b>FNA</b>		<b>Referrals</b>	
<b>Mar-13</b>	Administered	313	91%	300	87%
	Not Administered	2	0%	4	0%
	Exemptions	28	8%	39	11%
	Fully bound public witnesses	343			
<b>Apr-13</b>	Administered	253	89%	236	83%
	Not Administered	1	0%	1	0%
	Exemptions	30	11%	46	16%
	Fully bound public witnesses	284			
<b>May-13</b>	Administered	310	92%	289	86%
	Not Administered	0	0%	0	0%
	Exemptions	28	8%	49	14%
	Fully bound public witnesses	338			

**Warrant Management**

This measure monitors the effective management of warrants by showing the number of warrants issued, executed and outstanding. The number of executed warrants should be higher than those issued; to keep the number of outstanding warrants at a manageable level.

Table 6 - In the last quarter, BTP have had more warrants issued than executed, which has resulted in the total number of outstanding warrants across the force to increase. This may be an issue of where warrants have been unable to be executed due to suspects either not being in this country or where old warrants have require court approval for it to be withdrawn.

<b>Table 6 - Warrant Management - No of Warrants issued; executed and outstanding by Area</b>				
<b>Area</b>		<b>BTP</b>		
<b>Month</b>	<b>Warrant Type</b>	<b>Issued</b>	<b>Executed</b>	<b>Outstanding</b>
<b>Mar-13</b>	Category A	2	3	11
	Category B	74	59	336
	Category C	80	80	150
	<b>Total</b>	<b>156</b>	<b>142</b>	<b>497</b>
<b>Apr-</b>	Category A	3	2	12



13	Category B	73	63	346
	Category C	78	84	157
	<b>Total</b>	<b>154</b>	<b>149</b>	<b>515</b>
May-13	Category A	1	18	11
	Category B	70	53	358
	Category C	76	59	161
	<b>Total</b>	<b>147</b>	<b>130</b>	<b>530</b>

**PNC Performance**

This measures the timeliness of court results onto PNC, after receipt at the Justice Unit. There is a national 7 working day target of updating offences on PNC with an internal target of 3 working days for Justice Units.

Table 7 - BTP have resulted 99% of all cases within 3 days; well within the national working target of 7 days. Just 12 cases have been resulted out of time in the last quarter, which highlights the good work of each Justice Unit.

<b>Table 7 - PNC Results at Justice Units and PNC Bureau</b>				
<b>Area</b>			<b>BTP</b>	
<b>Month</b>	<b>Source</b>	<b>Result Within</b>	<b>No</b>	<b>%</b>
Mar-13	Justice Units	Within 3 Days	1269	100%
		Within 7 Days	5	0%
		Out of Time (More than 7 days)	0	0%
		<b>Total Resulted</b>	<b>1274</b>	<b>100%</b>
Apr-13	Justice Units	Within 3 Days	1296	100%
		Within 7 Days	0	0%
		Out of Time (More than 7 days)	5	0%
		<b>Total Resulted</b>	<b>1301</b>	<b>100%</b>
May-13	Justice Units	Within 3 Days	1249	98%
		Within 7 Days	16	1%
		Out of Time (More than 7 days)	7	1%
		<b>Total Resulted</b>	<b>1272</b>	<b>100%</b>

### CPS Charging Performance

This measure is a measurement of CPS prosecution data, detailing successful outcomes versus unsuccessful outcomes. Unsuccessful outcome rates for both Magistrate and Crown Courts should be no less than 5% points greater than the national average, highlighting BTPs case success through the courts.

Table 8 - BTPs successful outcome rate at Magistrates Courts has continuously been over 90% in the last quarter only failing to less than 5 percentage points greater than the national average in April. The outcome rate has risen consistently each month in this quarter.

In terms of outcome rates at Crown Courts, BTP have performed less favorably especially in March where the outcome rate was 69%, 12 percentage points lower than the national average. However in April and May, BTPs outcome rate has risen although still slightly under the national average.

<b>Table 8 - Successful and Unsuccessful Outcomes at Magistrate and Crown Courts</b>											
<b>Area</b>		<b>BTP</b>						<b>National</b>			
<b>Month</b>	<b>Outcome</b>	<b>MC</b>		<b>CC</b>		<b>MC</b>		<b>CC</b>			
<b>Mar-13</b>	Unsuccessful Outcomes	83	10%	↓	29	31%	↑	7853	15%	1558	19%
	Successful Outcomes	734	90%		65	69%		44802	85%	6707	81%
	<b>Defendant Cases</b>	<b>817</b>	<b>100%</b>		<b>94</b>	<b>100%</b>		<b>52655</b>	<b>100%</b>	<b>8265</b>	<b>100%</b>
<b>Apr-13</b>	Unsuccessful Outcomes	85	9%	↑	17	14%	↑	7580	13%	1398	18%
	Successful Outcomes	908	91%		105	86%		49054	87%	6311	82%
	<b>Defendant Cases</b>	<b>993</b>	<b>100%</b>		<b>122</b>	<b>100%</b>		<b>56634</b>	<b>100%</b>	<b>7709</b>	<b>100%</b>
<b>May-13</b>	Unsuccessful Outcomes	55	6%	↑	19	20%	↓	7913	14%	1493	18%
	Successful Outcomes	885	94%		74	80%		47774	86%	6642	82%
	<b>Defendant Cases</b>	<b>940</b>	<b>100%</b>		<b>93</b>	<b>100%</b>		<b>55687</b>	<b>100%</b>	<b>8135</b>	<b>100%</b>

## Agenda item 3, Appendix A 2013-14 Performance Dashboard, Q1

N/A : not applicable	2013-14 Q1 performance	↑ : improving
n/av: not available	compared with 2012-13	↓ : not as good
YTD: year to date	Q4 :	← : similar

	2013-14 Policing Plan targets	
	No. of targets	Achieving
National *	8	6
Local	41	24

\* Figures exclude Target N5 (Frontline resource budget) because Q1 performance data will not be available until late July.

	2009-10	2010-11	2011-12	2012-13	2012-13 Quarter 1	2012-13 Quarter 4	2013-14 Quarter 1	Direction	2013-14 Annual Target	2013-14 YTD target	2013-14 YTD performance
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### Disruption: Reducing disruption to help keep the railway running

NWR Lost Minutes (police related), all locations	1,294,770	1,406,625	1,580,474	1,171,730	315,611	254,417	277,220	↓	1,136,575	283,366	277,220
Reported live cable offences (code J29 only)	781	1369	1120	491	184	71	83	↓	N/A	N/A	83
Average time to clear non-suspicious/unexplained fatalities, mins. (Until 2012-13 non-suspicious only)	81	81	76	76	78	75	74	↑	90	90	74

### Protect: Reducing crime to make the railway safer & more secure

Recorded notifiable offences, <b>excluding</b> police generated	55,599	55,680	50,925	50,081	12,129	11,928	11,930	←	48,578	12,112	11,930
Detection rate for notifiable offences <b>including</b> police generated	35%	32%	32%	31%	30%	33%	33%	←	31%	31%	33%
Recorded Theft of Passenger Property offences	16,224	16,648	14,841	17,292	3,859	4,399	3,824	↑	N/A	N/A	3,824
Recorded Cycle Crime	5,305	5,854	6,746	5,779	1,425	921	1,440	↓	N/A	N/A	1,440
Detection rate for notifiable public order offences	63%	62%	61%	58%	54%	62%	56%	↓	59%	59%	56%
Conviction Rate, Crown Courts	n/av	81%	82%	79%	80%	76%	83% **	↑	N/A	N/A	77% **
Conviction Rate, Magistrates Courts	n/av	84%	84%	87%	84%	89%	93% **	↑	N/A	N/A	87% **

\*\* June CPS data not yet available. Figures are for April - May.

### Serve: Promoting confidence in the use of the railway

Visibility hours, 7pm-3am	n/av	n/av	n/av	1,036,260	242,206	261,205	250,251	←	1,036,267	258,357	250,251
Victim of Crime Survey, Overall Satisfaction rating	87%	86%	84%	85%	85%	87%	85%	↓	N/A	N/A	85%
NPS: % giving "Good" or "Satisfied" rating for personal security on stations	64%	65%	67%	69%	NPS surveys are six monthly, in Spring and Autumn. Results are normally released in June and January.						
NPS: % giving "Good" or "Satisfied" rating for personal security on board trains	74%	76%	77%	78%							

### Finance: delivering value for money

% of budget spent on Frontline resources	n/av	n/av	n/av	57%	n/av	n/av	n/av ***	←	58%	58%	n/av ***
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\*\*\* Q1 figures will be available at the end of July.

### People

Sickness absence (days per employee)	7.7	7.7	7.4	7.5	1.6	2.0	1.7	↑	7.3	1.8	1.7
% of employees on P/T TDR (Temporary Duty Restriction) back on full time hours within 4 weeks	n/av	n/av	n/av	n/av	n/av	89%	95%	↑	90%	90%	95%
Employee turnover (excl. Special Constables) for the 12 months ending on last date of the period	8.5%	9.1%	9.3%	9.8%	9.0%	9.8%	10.3%	↓	N/A	N/A	10.3%

**Appendix B1 2013-14 POLICING PLAN: NATIONAL TARGETS**
**Updated to: 30 Jun 2013**
**Targets N1, N3 & N4 are updated to: 30 Jun 2013 (Last month to: 30 May 2013 )**  
**Other Targets are updated to: 30 Jun 2013 (Last month to: 31 May 2013 )**

<b>GREEN</b>	<b>Achieving target</b>
<b>AMBER</b>	<b>Failing target by &lt; 5%</b>
<b>RED</b>	<b>Failing target by ≥ 5%</b>

	London North	London South	London Underground	North Eastern	North Western	Scottish	Wales & Western	FHQ	BTP Total
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**Number of National Targets being achieved**

Number of National Targets	7	7	6	7	7	7	7	1 *	8 *
Number being achieved now	4	6	5	3	2	1	3	1	6
Number last month	4	5	5	5	3	0	3	1	6

\* excludes Target N5, to be reported quarterly. Q1 data will be available in late July.

**Number of Local Targets being achieved**

Number of Local Targets	7	6	6	5	6	6	6		42
Number being achieved	7	5	5	2	2	2	1		24
Number last month	5	5	3	3	3	1	3		23

**N1 Reduce police related NWR lost minutes**

YTD Performance	64,505	61,968		46,017	26,034	14,833	62,818		276,174
YTD Target	64,422	73,305		46,146	28,193	10,527	60,776		283,369
Last month performance	35,402	43,660		29,044	16,080	7,921	27,663		159,770
Last month target	42,476	48,333		30,426	18,589	6,941	40,072		186,835
Better / worse	↓	↑		↓	↓	↓	↓		↓
Same period last year	75,163	71,690		47,788	23,408	12,411	85,152		315,611

**N2 Average clearance time for non-suspicious and unexplained fatalities to be less than 90 minutes**

YTD Performance	82	67	56	74	69	92	85		74
YTD Target	90	90	90	90	90	90	90		90
Last month performance	79	61	60	74	66	111	86		71
Last month target	90	90	90	90	90	90	90		90
Better / worse	↓	↓	↑	←	↓	↑	↑		↓
Same period last year	86	68	60	75	69	86	83		78

**N3 Reduce the number of recorded notifiable offences (excluding police generated)**

YTD Performance	2,684	2,840	2,624	1,080	1,012	444	1,246		11,930
YTD Target	2,628	2,874	2,943	1,055	966	385	1,263		12,114
Last month performance	1,768	1,836	1,796	718	663	292	778		7,851
Last month target	1,733	1,895	1,941	696	637	254	833		7,989
Better/worse	↓	↓	↑	↑	↓	↓	↓		↓
Same period last year	2,503	2,945	2,899	1,052	1,047	417	1,266		12,129

**N4 Maintain the notifiable crime detection rate**

YTD Performance	28%	33%	30%	39%	45%	37%	32%		33%
YTD Target	27%	32%	23%	39%	47%	40%	32%		31%
Last month performance	25%	33%	26%	40%	45%	34%	30%		31%
Last month target	27%	32%	23%	39%	47%	40%	32%		31%
Better/worse (Linear)	↑	↓	↑	↓	↑	↑	↑		↑
Same period last year	24%	34%	22%	35%	45%	31%	30%		30%

**N5 Spend 58% of budget on Frontline resources**

YTD Performance	
YTD Target	

**To be reported quarterly; the first data is expected to be available in late July.**

n.a.	n.a.
58%	58%

**Appendix B2 2013-14 POLICING PLAN: NATIONAL TARGETS (continued)**

Target N9 is updated to: **30 Jun 2013** (Last month to: **30 May 2013** )  
 Other targets are updated to: **30 Jun 2013** (Last month to: **31 May 2013** )

Key:

GREEN	Achieving target
AMBER	Failing target by < 5%
RED	Failing target by ≥ 5%

	London North	London South	London Underground	North Eastern	North Western	Scottish	Wales & Western	FHQ	BTP Total
<b>N6 Overall sickness to be less than 7.3 days per employee</b>									
YTD Performance	1.51	1.61	1.48	2.02	1.86	2.58	2.45	1.59	1.74
YTD Target	1.83	1.83	1.83	1.83	1.83	1.83	1.83	1.83	1.83
Last month performance	1.06	1.10	1.03	1.37	1.09	1.69	1.61	1.15	1.19
Last month target	1.22	1.22	1.22	1.22	1.22	1.22	1.22	1.22	1.22
Better/worse	↑	↑	↑	↑	↓	↓	↓	↑	↑
Same period last year	1.66	1.31	1.17	1.47	1.65	2.38	1.84	1.92	1.63
<b>N6a Police officer sickness to be less than 7.3 days per officer</b>									
YTD Performance	1.10	1.09	1.51	2.46	2.20	2.80	2.42	0.92	1.65
YTD Target	1.83	1.83	1.83	1.83	1.83	1.83	1.83	1.83	1.83
Last month performance	0.79	0.80	1.05	1.64	1.26	1.82	1.63	0.62	1.11
Last month target	1.22	1.22	1.22	1.22	1.22	1.22	1.22	1.22	1.22
Better/worse	↑	↑	↑	←	↓	↓	↑	↑	↑
Same period last year	2.03	1.21	1.19	1.31	1.45	2.02	1.97	1.24	1.56
<b>N6b PCSO sickness to be less than 7.3 days per PCSO</b>									
YTD Performance	3.36	2.16	0.86	0.06	2.11		2.74		2.10
YTD Target	1.83	1.83	1.83	1.83	1.83		1.83		1.83
Last month performance	2.57	2.27	0.50	0.00	1.48		1.85		1.47
Last month target	1.22	1.22	1.22	1.22	1.22		1.22		1.22
Better/worse	↑	↑	↓	↓	↑		↑		↑
Same period last year	0.75	3.40	0.90	3.63	2.57		2.22		1.74
<b>N6c Police staff sickness to be less than 7.3 days per staff employee</b>									
YTD Performance	1.48	3.73	1.69	0.83	0.33	1.59	2.29	1.86	1.82
YTD Target	1.83	1.83	1.83	1.83	1.83	1.83	1.83	1.83	1.83
Last month performance	0.72	2.36	1.24	0.72	0.17	1.07	1.32	1.36	1.27
Last month target	1.22	1.22	1.22	1.22	1.22	1.22	1.22	1.22	1.22
Better/worse	↓	↓	↑	↑	↓	↑	↓	↑	↑
Same period last year	0.91	0.57	1.22	1.48	1.90	0.18	1.07	2.24	1.75
<b>N7 % of TDR employees working full hours within four weeks</b>									
<b>Note: N7 is a target at national level only. The Area breakdown is shown for information.</b>									
YTD Performance	80%	94%	95%	80%	100%	90%	100%	100%	95%
YTD Target									90%
Last month performance	86%	100%	95%	80%	100%	100%	100%	100%	96%
Last month target									90%
Better/worse	↓	↓	←	←	←	↓	←	←	↓
Same period last year	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
<b>N8 Increase the hours worked by NPT and Response Teams between 7pm and 3am</b>									
YTD Performance	45,697	35,758	65,160	26,657	29,996	22,021	24,962		250,251
YTD Target	43,022	34,658	67,750	27,128	34,252	21,638	29,913		258,361
Last month performance	30,978	23,229	43,412	18,298	20,250	14,310	19,354		169,831
Last month target	28,839	23,233	45,415	18,185	22,961	14,505	20,051		173,189
Better/worse	↓	↑	↑	↓	↓	↑	↓		↓
Same period last year	41,834	34,749	66,128	26,010	28,629	19,856	25,000		242,206
<b>N9 Improve the detection rate for notifiable public order offences</b>									
YTD Performance	57%	42%	53%	87%	60%	50%	60%		56%
YTD Target	59%	54%	47%	72%	69%	84%	69%		59%
Last month performance	49%	42%	50%	93%	63%	25%	61%		55%
Last month target	59%	54%	47%	72%	69%	84%	69%		59%
Better/worse	↑	↑	↑	↓	↓	↑	↓		↑
Same period last year	48%	55%	43%	64%	69%	60%	57%		54%



## Appendix B3 2013-14 POLICING PLAN: LOCAL TARGETS, LONDON AREAS

Targets LN3-5, LS1-5, LU1-3 & LU5 are updated to: 30 Jun 2013 (Last month: 30 May 2013 )  
 Other Local, London Area Targets are updated to: 30 Jun 2013 (Last month: 31 May 2013 )

Key:

<b>GREEN</b>
<b>AMBER</b>
<b>RED</b>

**Achieving target**  
**Failing target by < 5%**  
**Failing target by ≥ 5%**

London North	4 track fatalities, partial re-opening	Visibility ops, 7pm - 3am	Reduce staff assaults	Reduce ToPP by 5%	Rail staff abuse detection rate	Escorted football trains	Banning orders, % of no. charged
	LN1	LN2	LN3	LN4	LN5	LN6	LN7
YTD Performance	<b>27</b>	<b>85</b>	<b>146</b>	<b>805</b>	<b>65%</b>	<b>76</b>	<b>100%</b>
YTD Target	<b>45</b>	<b>30</b>	<b>149</b>	<b>808</b>	<b>65%</b>	<b>38</b>	<b>80%</b>
Last month performance	20	57	94	551	61%	69	82%
Last month target	45	20	98	533	65%	25	80%
Better/worse (Linear)	↓	↓	↓	↑	↑	↓	↑
Same period last year	38	n.a.	132	703	50%	53	n.a.

London South	Cycle crime detection rate	Staff assaults detection rate	Reduce ToPP by 5%	Graffiti detection rate	Level crossing detections	4 track fatalities, partial re-opening
	LS1	LS2	LS3	LS4	LS5	LS6
YTD Performance	<b>28%</b>	<b>41%</b>	<b>670</b>	<b>27%</b>	<b>439</b>	<b>29</b>
YTD Target	<b>25%</b>	<b>52%</b>	<b>719</b>	<b>25%</b>	<b>350</b>	<b>50</b>
Last month performance	40%	46%	455	32%	327	41
Last month target	25%	52%	474	25%	231	50
Better/worse (Linear)	↓	↓	↑	↓	↓	↑
Same period last year	31%	51%	671	9%	312	n.a.

London Underground	Reduce ToPP by 15%	Sexual assault detections	Reduce staff assaults	Reduce lost customer hours	Racially aggravated detections	DLR joint operations
	LU1	LU2	LU3	LU4	LU5	LU6
YTD Performance	<b>1434</b>	<b>25</b>	<b>122</b>	<b>503,851</b>	<b>73</b>	<b>23</b>
YTD Target	<b>1544</b>	<b>20</b>	<b>124</b>	<b>301,882</b>	<b>66</b>	<b>22</b>
Last month performance	1036	17	79	345,990	43	18
Last month target	1018	14	82	202,361	45	15
Better/worse (Linear)	↑	↑	↓	↑	↑	↓
Same period last year	1,672	14	130	n.a.	47	n.a.

## Appendix B4 2013-14 POLICING PLAN: LOCAL TARGETS, NON-LONDON AREAS

Targets NE1-3, NW1-3, NW5-6, SC1-2, SC5, WW1-5 are updated to: 30 Jun 2013 (Last month: 30 May 2013 )  
 Other Local, non-London Area Targets are updated to: 30 Jun 2013 (Last month: 31 May 2013 )

Key:

GREEN
AMBER
RED

Achieving target  
 Failing target by < 5%  
 Failing target by ≥ 5%

North Eastern	Violence and staff assaults	Football-related offences: det rate	Reduce ToPP by 5%	Cable & trespass lost minutes	Joint ops for ASB & public disorder
	NE1	NE2	NE3	NE4	NE5
YTD Performance	160	107%	263	23,788	5
YTD Target	152	73%	251	20,927	3
Last month performance	115	90%	170	13,945	3
Last month target	100	73%	165	14,028	2
Better/worse (Linear)	↑	↑	↓	↓	↑
Same period last year	150	100%	219	26,884	n.a.

North Western	Lost Minutes on 6 selected routes	Reduce staff assaults	Reduce ToPP by 5%	Joint Ops for alcohol related	Football related Detection rate	Violent offences
	NW1	NW2	NW3	NW4	NW5	NW6
YTD Performance	5,363	62	220	0	96%	34
YTD Target	6,268	61	194	3	83%	30
Last month performance	2,029	42	161	0	85%	15
Last month target	3,884	40	128	2	83%	20
Better/worse (Linear)	↓	↑	↑	←	↑	↓
Same period last year	n.a.	62	192	n.a.	97%	23

	YTD target breakdown	YTD Perf.	Last month
Edgehill to Huyton	439	843	812
Euxton to Wigan	901	333	281
Stoke to Stone	1,411	53	48
Hunts Cross to Widnes	1,499	110	98
Stockport to Slade Lane	1,341	2,874	316
Salford Cres to Bolton	677	1,150	474
<b>NW Totals</b>	<b>6,268</b>	<b>5,363</b>	<b>2,029</b>

Scottish	ASB offenders detected 3pm-1am	Lost minutes on 6 key routes	Officers' sickness	Convert non-staff costs to frontline	Level crossing detections	Quality of Service
	SC1	SC2	SC3	SC4	SC5	SC6
YTD Performance	267	2,327	2.80	0%	61	94%
YTD Target	197	1,101	1.65	2.5%	68	90%
Last month performance	179	1,424	1.82	Monitored	47	89%
Last month target	131	724	1.11	quarterly	45	90%
Better/worse (Linear)	↓	↓	↓		↓	↑
Same period last year	150	887	2.02	n.a.	32	94%

	YTD target breakdown	YTD Perf.	Last month	Last Year
Hyndland/Hyndland loop	9	115	4	3
Newton - Rutherglen E.	43	133	111	43
Glasgow Central	164	242	162	159
Edinburgh	88	117	73	13
Shields - Paisley Gil'r St.	242	798	289	480
Edinburgh, Haymarket	555	922	785	189
<b>SC Totals</b>	<b>1,101</b>	<b>2,327</b>	<b>1,424</b>	<b>887</b>

Wales & Western	Aggression towards staff	ASB offenders detected	Football offenders detected	Reduce ToPP by 5%	Staff assault det. rate, Welsh Sector	Delayed trains, Welsh Sector
	WW1	WW2	WW3	WW4	WW5	WW6
YTD Performance	191	304	9	336	61%	249
YTD Target	179	352	29	321	65%	388
Last month performance	125	196	7	208	70%	112
Last month target	118	232	19	212	65%	256
Better/worse (Linear)	↓	↑	↓	↓	↓	↓
Same period last year	177	246	19	321	37%	439

**Appendix C Force Crime Group Data, April - June 2013**

01A Violence against the Person									
Area	Rec 12/13	Rec 13/14	% Diff	Det 12/13	Det 13/14	% Diff	Det Rate 12/13	Det Rate 13/14	Diff
LN	396	395	-0%	177	204	15%	45%	52%	7%
LS	489	483	-1%	207	188	-9%	42%	39%	-3%
LU	436	506	16%	188	217	15%	43%	43%	-0%
NE	155	170	10%	86	105	22%	55%	62%	6%
NW	200	177	-12%	100	89	-11%	50%	50%	0%
SC	78	88	13%	44	52	18%	56%	59%	3%
WW	191	198	4%	99	91	-8%	52%	46%	-6%
<b>BTP</b>	<b>1945</b>	<b>2017</b>	<b>4%</b>	<b>901</b>	<b>946</b>	<b>5%</b>	<b>46%</b>	<b>47%</b>	<b>1%</b>

02A Sexual Offences									
Area	Rec 12/13	Rec 13/14	% Diff	Det 12/13	Det 13/14	% Diff	Det Rate 12/13	Det Rate 13/14	Diff
LN	27	40	48%	6	16	167%	22%	40%	18%
LS	58	54	-7%	13	15	15%	22%	28%	5%
LU	83	82	-1%	23	32	39%	28%	39%	11%
NE	22	21	-5%	14	11	-21%	64%	52%	-11%
NW	12	14	17%	4	2	-50%	33%	14%	-19%
SC	10	14	40%	8	10	25%	80%	71%	-9%
WW	21	15	-29%	5	5	0%	24%	33%	10%
<b>BTP</b>	<b>233</b>	<b>240</b>	<b>3%</b>	<b>73</b>	<b>91</b>	<b>25%</b>	<b>31%</b>	<b>38%</b>	<b>7%</b>

03A Criminal Damage/ Malicious Mischief									
Area	Rec 12/13	Rec 13/14	% Diff	Det 12/13	Det 13/14	% Diff	Det Rate 12/13	Det Rate 13/14	Diff
LN	159	141	-11%	42	23	-45%	26%	16%	-10%
LS	239	199	-17%	34	47	38%	14%	24%	9%
LU	187	147	-21%	34	43	26%	18%	29%	11%
NE	91	83	-9%	21	11	-48%	23%	13%	-10%
NW	77	80	4%	9	15	67%	12%	19%	7%
SC	70	54	-23%	9	27	200%	13%	50%	37%
WW	99	108	9%	12	15	25%	12%	14%	2%
<b>BTP</b>	<b>922</b>	<b>812</b>	<b>-12%</b>	<b>161</b>	<b>181</b>	<b>12%</b>	<b>17%</b>	<b>22%</b>	<b>5%</b>

04A Serious Line Of Route Offences									
Area	Rec 12/13	Rec 13/14	% Diff	Det 12/13	Det 13/14	% Diff	Det Rate 12/13	Det Rate 13/14	Diff
LN	33	34	3%	7	15	114%	21%	44%	23%
LS	52	56	8%	11	5	-55%	21%	9%	-12%
LU	19	20	5%	2	5	150%	11%	25%	14%
NE	70	74	6%	23	22	-4%	33%	30%	-3%
NW	52	70	35%	5	12	140%	10%	17%	8%
SC	33	44	33%	1	1	0%	3%	2%	-1%
WW	63	81	29%	8	14	75%	13%	17%	5%
<b>BTP</b>	<b>322</b>	<b>379</b>	<b>18%</b>	<b>57</b>	<b>74</b>	<b>30%</b>	<b>18%</b>	<b>20%</b>	<b>2%</b>

04B Less Serious Line Of Route Offences									
Area	Rec 12/13	Rec 13/14	% Diff	Det 12/13	Det 13/14	% Diff	Det Rate 12/13	Det Rate 13/14	Diff
LN	417	350	-16%	59	87	47%	14%	25%	11%
LS	420	486	16%	128	177	38%	30%	36%	6%
LU	55	81	47%	29	31	7%	53%	38%	-14%
NE	593	492	-17%	117	129	10%	20%	26%	6%
NW	427	490	15%	97	103	6%	23%	21%	-2%
SC	374	431	15%	52	85	63%	14%	20%	6%
WW	547	514	-6%	89	103	16%	16%	20%	4%
<b>BTP</b>	<b>2833</b>	<b>2844</b>	<b>0%</b>	<b>571</b>	<b>715</b>	<b>25%</b>	<b>20%</b>	<b>25%</b>	<b>5%</b>

05A Theft of Passenger Property									
Area	Rec 12/13	Rec 13/14	% Diff	Det 12/13	Det 13/14	% Diff	Det Rate 12/13	Det Rate 13/14	Diff
LN	703	805	15%	27	38	41%	4%	5%	1%
LS	671	670	-0%	44	40	-9%	7%	6%	-1%
LU	1672	1434	-14%	100	106	6%	6%	7%	1%
NE	219	263	20%	15	26	73%	7%	10%	3%
NW	192	220	15%	20	11	-45%	10%	5%	-5%
SC	81	96	19%	12	16	33%	15%	17%	2%
WW	321	336	5%	14	14	0%	4%	4%	-0%
<b>BTP</b>	<b>3859</b>	<b>3824</b>	<b>-1%</b>	<b>232</b>	<b>251</b>	<b>8%</b>	<b>6%</b>	<b>7%</b>	<b>1%</b>

06A Motor Vehicle/ Cycle Offences									
Area	Rec 12/13	Rec 13/14	% Diff	Det 12/13	Det 13/14	% Diff	Det Rate 12/13	Det Rate 13/14	Diff
LN	587	624	6%	30	36	20%	5%	6%	1%
LS	692	685	-1%	192	191	-1%	28%	28%	0%
LU	96	71	-26%	9	4	-56%	9%	6%	-4%
NE	122	132	8%	13	19	46%	11%	14%	3%
NW	101	88	-13%	13	21	62%	13%	24%	11%
SC	28	36	29%	1	2	100%	4%	6%	2%
WW	201	189	-6%	11	36	227%	5%	19%	14%
<b>BTP</b>	<b>1827</b>	<b>1825</b>	<b>-0%</b>	<b>269</b>	<b>309</b>	<b>15%</b>	<b>15%</b>	<b>17%</b>	<b>2%</b>

07A Robbery Offences									
Area	Rec 12/13	Rec 13/14	% Diff	Det 12/13	Det 13/14	% Diff	Det Rate 12/13	Det Rate 13/14	Diff
LN	46	31	-33%	7	19	171%	15%	61%	46%
LS	52	60	15%	40	29	-28%	77%	48%	-29%
LU	22	16	-27%	8	7	-13%	36%	44%	7%
NE	4	1	-75%	1	1	0%	25%	100%	75%
NW	3	1	-67%			-100%	0	0	0
SC	2	4	100%	2	4	100%	100%	100%	0%
WW	22	11	-50%	9	2	-78%	41%	18%	-23%
<b>BTP</b>	<b>151</b>	<b>124</b>	<b>-18%</b>	<b>67</b>	<b>62</b>	<b>-7%</b>	<b>44%</b>	<b>50%</b>	<b>6%</b>

08A Theft of Railway/ Commercial Property and Burglary Offences									
Area	Rec 12/13	Rec 13/14	% Diff	Det 12/13	Det 13/14	% Diff	Det Rate 12/13	Det Rate 13/14	Diff
LN	238	273	15%	99	110	11%	42%	40%	-1%
LS	318	259	-19%	141	109	-23%	44%	42%	-2%
LU	92	55	-40%	40	36	-10%	43%	65%	22%
NE	188	175	-7%	51	67	31%	27%	38%	11%
NW	199	179	-10%	76	85	12%	38%	47%	9%
SC	92	73	-21%	28	24	-14%	30%	33%	2%
WW	164	122	-26%	51	47	-8%	31%	39%	7%
<b>BTP</b>	<b>1291</b>	<b>1136</b>	<b>-12%</b>	<b>486</b>	<b>478</b>	<b>-2%</b>	<b>38%</b>	<b>42%</b>	<b>4%</b>

09A Serious Public Disorder Offences									
Area	Rec 12/13	Rec 13/14	% Diff	Det 12/13	Det 13/14	% Diff	Det Rate 12/13	Det Rate 13/14	Diff
LN	213	246	15%	112	156	39%	53%	63%	11%
LS	282	311	10%	159	146	-8%	56%	47%	-9%
LU	242	223	-8%	107	123	15%	44%	55%	11%
NE	130	124	-5%	95	110	16%	73%	89%	16%
NW	176	154	-13%	132	98	-26%	75%	64%	-11%
SC	3		-100%	3		-100%	100%	0	-100%
WW	156	167	7%	89	109	22%	57%	65%	8%
<b>BTP</b>	<b>1202</b>	<b>1225</b>	<b>2%</b>	<b>697</b>	<b>742</b>	<b>6%</b>	<b>58%</b>	<b>61%</b>	<b>3%</b>

09B Less Serious Public Disorder Offences									
Area	Rec 12/13	Rec 13/14	% Diff	Det 12/13	Det 13/14	% Diff	Det Rate 12/13	Det Rate 13/14	Diff
LN	316	339	7%	153	192	25%	48%	57%	8%
LS	391	526	35%	212	268	26%	54%	51%	-3%
LU	418	533	28%	246	378	54%	59%	71%	12%
NE	580	524	-10%	370	364	-2%	64%	69%	6%
NW	438	431	-2%	172	252	47%	39%	58%	19%
SC	284	395	39%	144	288	100%	51%	73%	22%
WW	358	338	-6%	108	164	52%	30%	49%	18%
<b>BTP</b>	<b>2785</b>	<b>3086</b>	<b>11%</b>	<b>1405</b>	<b>1906</b>	<b>36%</b>	<b>50%</b>	<b>62%</b>	<b>11%</b>

10A Serious Fraud Offences									
Area	Rec 12/13	Rec 13/14	% Diff	Det 12/13	Det 13/14	% Diff	Det Rate 12/13	Det Rate 13/14	Diff
LN	62	50	-19%	36	27	-25%	58%	54%	-4%
LS	57	27	-53%	19	16	-16%	33%	59%	26%
LU	39	58	49%	16	30	88%	41%	52%	11%
NE	20	11	-45%	10	6	-40%	50%	55%	5%
NW	26	7	-73%	20	8	-60%	77%	114%	37%
SC	8	19	138%	5	8	60%	63%	42%	-20%
WW	10	6	-40%	11	7	-36%	110%	117%	7%
<b>BTP</b>	<b>222</b>	<b>178</b>	<b>-20%</b>	<b>117</b>	<b>102</b>	<b>-13%</b>	<b>53%</b>	<b>57%</b>	<b>5%</b>

10B Less Serious Fraud Offences									
Area	Rec 12/13	Rec 13/14	% Diff	Det 12/13	Det 13/14	% Diff	Det Rate 12/13	Det Rate 13/14	Diff
LN	175	238	36%	82	152	85%	47%	64%	17%
LS	856	1238	45%	848	1033	22%	99%	83%	-16%
LU	320	956	199%	213	795	273%	67%	83%	17%
NE	162	171	6%	72	96	33%	44%	56%	12%
NW	492	598	22%	361	494	37%	73%	83%	9%
SC	29	59	103%	16	41	156%	55%	69%	14%
WW	210	231	10%	82	106	29%	39%	46%	7%
<b>BTP</b>	<b>2244</b>	<b>3491</b>	<b>56%</b>	<b>1674</b>	<b>2717</b>	<b>62%</b>	<b>75%</b>	<b>78%</b>	<b>3%</b>

11A Drug Offences									
Area	Rec 12/13	Rec 13/14	% Diff	Det 12/13	Det 13/14	% Diff	Det Rate 12/13	Det Rate 13/14	Diff
LN	97	153	58%	73	130	78%	75%	85%	10%
LS	237	230	-3%	214	207	-3%	90%	90%	-0%
LU	128	281	120%	137	237	73%	107%	84%	-23%
NE	65	80	23%	49	63	29%	75%	79%	3%
NW	185	172	-7%	175	178	2%	95%	103%	9%
SC	12	14	17%	14	12	-14%	117%	86%	-31%
WW	83	97	17%	76	89	17%	92%	92%	0%
<b>BTP</b>	<b>807</b>	<b>1027</b>	<b>27%</b>	<b>738</b>	<b>916</b>	<b>24%</b>	<b>91%</b>	<b>89%</b>	<b>-2%</b>

12A Other Serious Offences									
Area	Rec 12/13	Rec 13/14	% Diff	Det 12/13	Det 13/14	% Diff	Det Rate 12/13	Det Rate 13/14	Diff
LN	59	58	-2%	24	25	4%	41%	43%	2%
LS	53	57	8%	20	24	20%	38%	42%	4%
LU	19	35	84%	17	24	41%	89%	69%	-21%
NE	34	33	-3%	11	13	18%	32%	39%	7%
NW	24	27	13%	10	17	70%	42%	63%	21%
SC	15	18	20%	8	13	63%	53%	72%	19%
WW	24	21	-13%	20	10	-50%	83%	48	

Agenda item 3, Appendix D FHQ KPIs, April-May performance

Ref.	Department	Task / Objective	Target / Measure	Performance YTD
CH1	Contact	% Emergency Calls answered within 10 seconds.	≥90%	91%
CH2	Contact	Customer experience to meet the agreed standards for Non-Emergency calls (% compliance).	≥90%	95%
CH3	Contact	% Resources assigned to immediate calls within 3 minutes.	>57%	53%
CH4	Contact	% Resources assigned to priority calls within 6 minutes.	>70%	69%
CH5	Contact	% Sufficient information obtained by Control Rooms in dealing with immediate and priority incidents, evidenced by quality audits.	≥85% compliance	Data not yet available
TP1	Territorial Policing and Crime	Reduce disruption: TPSD to review and provide feedback to Areas on fatalities specified by the daily 8:30 conference call within 48 hours (% fatalities)	100% of fatalities	100%
TP2	Territorial Policing and Crime	Reduce disruption: Providing workshops and events on disruption (including fatality management), stop and search, and complementary policing.	≥50 workshops	13
CRI1	Territorial Policing and Crime	% Intelligence profiles produced by Fusion Unit & FIB with a positive outcome.	94	93%
CRI2	Territorial Policing and Crime	Increase the MIU detection rate (%).	>76%	30%
CRI3	Territorial Policing and Crime	% MIU & CIU resources deployed in relation to Policing Plan targets in support of Areas.	≥90%	93%
EPCU1	Central Operations	Average operational deployments per officer each month.	≥ 1 deployment per officer per month (average)	1.9
EPCU2	Central Operations	% of Business Impact Analysis documents & Business Continuity Plan documents reviewed and yearly tests of Business Continuity Plans carried out.	100% of plans	100%
CT1	Counter Terrorism	% SRU related-calls attended within M25 within 20 minutes.	≥90%	75%
CT2	Counter Terrorism	% SRU-related calls cleared within 30 minutes.	≥90%	89%
CT3	Counter Terrorism	Patrol time for ESD, GPD, SRU and Counter Terrorism Proactive Unit to reflect London Area priorities (duty days).	≥90%	80%
CT4	Counter Terrorism	% Counter Terrorism Proactive Unit Authorised Firearms Officers available for armed deployment from 0700 to 2300.	At least 75% of duty days	93%

Agenda item 3, Appendix D FHQ KPIs, April-May performance

Ref.	Department	Task / Objective	Target / Measure	Performance YTD
PD1	People and Development	% Mandatory training delivery.	100%	98%
PD2	People and Development	% Proportion of staff on TDR on full contractual hours after four weeks.	90%	n/a - quarterly measure
PD3	People and Development	Reduce staff sickness (days).	< 7.3 days	1.67
PD4	People and Development	% Supervisory training is provided to officers within 3 months of promotion board.	≥98%	n/a - quarterly measure
PD5	People and Development	% Supervisory training is provided to police staff within 3 months of promotion.	≥98%	n/a - quarterly measure
PD6	People and Development	% Occupational Health services delivered within SLA	≥90%	95%
PD7	People and Development	Police Staff - Average time to recruit (weeks)	< 9 weeks	8.5
PD8	People and Development	PCs, PCSOs and SPCs - Average time to recruit (weeks)	< 18 weeks	n/a - no recruitment to date.
PD9	People and Development	Transferees - Average time to recruit (weeks)	< 18 weeks	n/a - no recruitment to date.
PD10	People and Development	Reduce % of posts where first-time recruitment is unsuccessful.	<5%	20%
PD11	People and Development	Average officer abstraction due to non-mandatory training (%).	< 1%	1.4%
CS1	Corporate Services	Reduced days Vehicle Off Road (VOR).	< 4.7 days	4.21
CS2	Corporate Services	Premises statutory compliance e.g. asbestos (%)	100%	97%
T1	Technology	Network availability (%).	≥99.9%	99.7%
T2	Technology	C&C availability (%).	≥99.9%	100%
T3	Technology	Critical Application Availability (%) P1 critical applications are: Command & Control, PNC, CRIME, FIS, Briefing System, Mobile Data System (PDA Link), Microsoft Exchange, Data Warehouse, CuCase	≥99%	100%
T4	Technology	Incidents resolved within SLAs (%)	≥90%	97%

Agenda item 3, Appendix D FHQ KPIs, April-May performance

Ref.	Department	Task / Objective	Target / Measure	Performance YTD
FP1	Finance and Procurement	Period reporting: Reduce the cycle time in working days from period-end closure to production of financial reports.	≤8 working days	8 days
FP2	Finance and Procurement	Budget accuracy: That all significant variances outside the +/- 5% tolerance on each individual income and expenditure account are analysed and explained.	No variances unexplained	0
FP3	Finance and Procurement	Budget accuracy: Reduce % variation between forecast outturn at period 9 and outturn at period 13.	+/-10%	Data not yet available
FP4	Finance and Procurement	% Budget and third party spend managed by financial and contract awareness trained staff.	≥95%	Data not yet available
IM1	Information Management	Maintain a rolling 4 week average turn around time of 12 days or less.	≤12 working days	6 days
IM2	Information Management	% requests under the Data Protection Act responded to within 40 calendar days.	100%	100%
IM3	Information Management	% requests under the Freedom of Information Act responded to within 20 working days.	100%	100%
IM4	Information Management	% requests under the Environmental Information Regulations within 20 working days.	100%	100%
JD1	Justice Directorate	Cancellation rate of PNDs by Central Ticket Office to be no more than 3% of total PNDs issued.	≤3% of total PNDs	1
JD2	Justice Directorate	Court attrition rate for magistrates court outcomes to be no more than 5% points greater than the national average (% variance on national average)	≤5% points greater than the national average	0.0%
JD3	Justice Directorate	Court attrition rate for crown court outcomes to be no more than 5% points greater than the national average (% variance on national average).	≤5% points greater than the national average	9.0%
JD4	Justice Directorate	% attendance of all warned witnesses.	95% attendance	100%
JD5	Justice Directorate	Attendance of all warned witnesses to be no less than national average (%variance on national average)	≥national average	12%
AP1	Analysis and Performance	% products supporting a Policing Plan priority (National or Area Policing Plan targets) or an emerging threat identified via Level 2 tasking.	≥90%	94%
AP2	Analysis and Performance	% analytical and performance products having a positive outcome.	≥80%	95%
AP3	Analysis and Performance	% of automated, regular performance reports.	≥50%	24%

Agenda item 3, Appendix D FHQ KPIs, April-May performance

Ref.	Department	Task / Objective	Target / Measure	Performance YTD
MM1	Media and Marketing	% Departments projects provided with communications support and plans where appropriate.	100% of departments	Data not yet available
MM2	Media and Marketing	Increase number of followers of BTP twitter account on 2012-13 outturn.	26639	30,303
MM3	Media and Marketing	Increase number of BTP staff with Twitter accounts.	>20	20
MM4	Media and Marketing	Increase the number of page views recorded on BTP's Internet site.	149,830	220,264
MM5	Media and Marketing	% Witness appeals assisting with investigations turned around within 10 working days.	100%	100%
SDD1	Strategic Development	% of incidents rated as 'good' (those identified and classified under Home Office Counting Rules and the National Crime Recording Standards as Crime Related Incidents).	≥ 90% rated as 'good'	54%
SDD2	Strategic Development	% delivery of completed feasibility and initial concept assignments, reports and projects in line with terms of reference and standard agreed by sponsor.	100%	100%
SDD3	Strategic Development	Delivery of all Quality of Service (QoS) data products to Area contacts within 10 working days of the start of each month (days).	≤10 days	7 days
SDD4	Strategic Development	Timely development of all corporate policy from commissioning to publication (average number of months)	≤3 months	1.8 months
SDD5	Strategic Development	Minimise litigation referral rate (%) on all open claims.	<8%	6.2%
PSD1	PSD	% investigations (including adjudication time) by PSD conducted in under 90 days	≥90%	68%
PSD2	PSD	Average working days to complete basic vetting checks.	< 10 days	7 days
PSD3	PSD	Average working days for Complaints handled by Areas	< 40 days	40 days
SSU1	SSU	% Priority 1 fingerprint submissions (murder to armed robbery) processed within 24 hours	≥99%	100%
SSU2	SSU	% Priority 2 fingerprint submissions (cable theft to graffiti) processed within 4 days	≥92%	88%
SSU3	SSU	% Priority 3 fingerprint submissions (all other cases) processed within 28 days	≥87%	94%
SSU4	SSU	% attendance of CSEs to suspicious and unexplained fatalities within 60 mins	≥60%	0%

Data: **March - May 2013**

## Introduction

The Criminal Justice Review in 2012 focused on change recommendations to improve the efficiency and effectiveness of the force Criminal Justice System (CJS).

The force Criminal Justice performance data is in two sections:

Section 1 - Pre-charge	Description
<b>BTP Bail and Re-bail</b>	Number of Detainees bailed and re-bailed using CRIME and internal Custody records measured against Charge figures to determine bail culture internally and externally and to identify any potential blockers in the process. Bails issued ratio should be no more than 50% .
<b>Return to Officers (RTO) Case-files</b>	The number of case-files (Charge, Summons and Diversions) returned to officers by the Justice Units due to issues with file build in accordance with quality, evidence and CPS requirements. Number of Charge files returned should be minimal. Number of files returned should be no more than 15%.
<b>Disposals</b>	The number of Arrest disposals by Force Crime Group to determine the levels of Charge, Summons and Out of Court disposals against offence type to identify opportunities to improve disposal decisions.
<b>Victims Code</b>	Timeliness of OIC updates to victims against the time-frames outlined in the Victims Code of Practice. To ensure compliance with the Victims Code of Practice (VCoP), officers are to update victims with the progress of an investigation every 28 days and 5 days (1 day if the victim is deemed vulnerable/intimidated) if a case is closed, an offender arrested, bailed or charged or has been dealt with by an out of court disposal.
Section 2 - Post-charge	Description
<b>Witness Care</b>	The level of post-charge service given to victims and witnesses by Justice Units. Attendance target for warned witnesses is 95% and should be no less than the national target, highlighting the level of Witness Care provided by BTP. There is a 90% target for the number of Full Needs Assessments (FNAs) and Referrals offered by each Witness Care unit.
<b>Warrant Management</b>	The effective management of warrants by showing the number of warrants issued, executed and outstanding. The number of executed warrants should be higher than those issued; to keep the number of outstanding warrants at a manageable level.
<b>PNC Performance</b>	The timeliness of updating PNC with court results after receipt at the Justice Unit. There is a national 7 working day target of updating offences on PNC with an internal target of 3 working days for Justice Units.
<b>CPS Charging Performance</b>	Measurement of CPS prosecution data, detailing successful outcomes versus unsuccessful outcomes. Unsuccessful rates for both Magistrate and Crown Courts should be less than 5% points greater than the national average, highlighting BTP's case success through the courts.

Contributors: Analysis and Performance  
Justice Directorate  
Justice Units



<b>Table 1 - Number of Persons 'Charged and Bailed'</b>															
Month	Area	LN (Brewery Road)		LS (Ebury Bridge)		LU (CLPS & Hammersmith)		NE		NW (Manchester & Liverpool)		WW		BTP	
	Charge & Bail														
Mar-13	Total Area Charge & Bail	282		329		336		186		110		102		1345	
	Total Area Bail (Re-bail)	131 (0)	46%	197 (0)	60%	148 (0)	44%	85 (0)	46%	47 (0)	43%	47 (0)	46%	655 (0)	49%
	BTP Charge & Bail	140		134		258		0		13		0		545	
	BTP Bail (Re-bail)	48 (3)	34%	75 (0)	56%	98 (0)	38%	0 (0)	0%	5 (0)	38%	0	0%	226 (3)	41%
	HO Charge & Bail	142		195		78		186		97		102		800	
	HO Bail (Re-bail)	83 (0)	58%	122 (0)	63%	50 (0)	64%	85 (0)	46%	42 (0)	43%	47 (0)	46%	429 (0)	54%
Apr-13	Total Area Charge & Bail	242		448		265		133		93		143		1324	
	Total Area Bail (Re-bail)	131 (0)	54%	142 (0)	32%	74 (0)	28%	60 (0)	45%	46 (0)	49%	41 (0)	29%	494 (0)	37%
	BTP Charge & Bail	187		108		232		0		7		0		534	
	BTP Bail (Re-bail)	97 (5)	52%	51 (0)	47%	74 (1)	32%	0 (0)	0%	2 (0)	29%	0 (0)	0%	224 (6)	42%
	HO Charge & Bail	55		340		33		133		86		143		790	
	HO Bail (Re-bail)	34 (0)	62%	91 (0)	27%	0 (0)	0%	60 (0)	45%	44 (0)	51%	41 (0)	29%	270 (0)	34%
May-13	Total Area Charge & Bail	287		278		245		133		98		71		1112	
	Total Area Bail (Re-bail)	127 (0)	44%	168 (0)	60%	86 (0)	35%	67 (0)	50%	43 (0)	44%	25 (0)	35%	516 (0)	46%
	BTP Charge & Bail	165		137		184		0		13		0		499	
	BTP Bail (Re-bail)	64 (3)	39%	66 (1)	48%	58 (2)	32%	0 (0)	0%	9 (0)	69%	0 (0)	0%	197 (6)	39%
	HO Charge & Bail	122		141		61		133		85		71		613	
	HO Bail (Re-bail)	63 (0)	52%	102 (0)	72%	28 (0)	46%	67 (0)	50%	34 (0)	40%	25 (0)	35%	319 (0)	52%

**Notes**

- The data table indicates the number of persons 'charged and bailed' through Custody suites (BTP and HO) in order to determine the bail culture internally and externally and manage the bail as a realistic ratio.
- The figures do not include out of court disposals administered in Custody suites as this data is only available internally and does not enable a 'like for like' comparison across all Areas.
- LU Area has two further Custody suites: 1) Wembley Park - used on an ad hoc basis for events/operations and a business continuity site. 2) Hammersmith - closed for over 12 months for refurbishment. (Hammersmith opened on 22/04/2013; West Ham closed on 21/04/2013 until further notice).

# Return to Officer (RTO) Case-files

**Table 1 - Return to Officer Case-files by File Type and Area**

Month	Area	No. Cases Received	LN No. Returned	LS No. Returned	LU No. Returned	London		NE			NW			WW			BTP		
	Case Type					No. Returned	% Returned	No. Cases Received	No. Returned	% Returned	No. Cases Received	No. Returned	% Returned	No. Cases Received	No. Returned	% Returned	No. Cases Received	No. Returned	% Returned
Mar-13	Charge	376	0	1	0	1	0%	92	0	0%	47	0	0%	46	2	4%	561	3	1%
	Summons	175	2	2	17	21	12%	106	9	8%	147	15	10%	27	6	22%	455	51	11%
	Diversions	337	0	0	1	1	0%	133	1	1%	110	0	0%	218	1	0%	798	3	0%
	Cases without a disposal	347	0	0	0	0	0%	0	0	0%	0	0	0%	0	0	0%	347	0	0%
	<b>Total</b>	<b>1235</b>	<b>2</b>	<b>3</b>	<b>18</b>	<b>23</b>	<b>2%</b>	<b>331</b>	<b>10</b>	<b>3%</b>	<b>304</b>	<b>15</b>	<b>5%</b>	<b>291</b>	<b>9</b>	<b>3%</b>	<b>2161</b>	<b>57</b>	<b>3%</b>
Apr-13	Charge	424	0	0	0	0	0%	47	0	0%	64	0	0%	63	0	0%	598	0	0%
	Summons	174	3	4	23	30	17%	51	6	12%	168	9	5%	28	6	21%	421	51	12%
	Diversions	326	0	0	0	0	0%	95	0	0%	95	0	0%	62	0	0%	578	0	0%
	Cases without a disposal	368	0	0	0	0	0%	11	0	0%	0	0	0%	14	0	0%	393	0	0%
	<b>Total</b>	<b>1292</b>	<b>3</b>	<b>4</b>	<b>23</b>	<b>30</b>	<b>2%</b>	<b>204</b>	<b>6</b>	<b>3%</b>	<b>327</b>	<b>9</b>	<b>3%</b>	<b>167</b>	<b>6</b>	<b>4%</b>	<b>1990</b>	<b>51</b>	<b>3%</b>
May-13	Charge	454	0	0	0	0	0%	69	0	0%	69	0	0%	51	0	0%	643	0	0%
	Summons	151	3	2	0	5	3%	103	4	4%	134	5	4%	28	5	18%	416	19	5%
	Diversions	389	0	2	0	2	1%	145	0	0%	89	0	0%	73	1	1%	696	3	0%
	Cases without a disposal	212	0	0	0	0	0%	0	0	0%	0	0	0%	2	0	0%	214	0	0%
	<b>Total</b>	<b>1206</b>	<b>3</b>	<b>4</b>	<b>0</b>	<b>7</b>	<b>1%</b>	<b>317</b>	<b>4</b>	<b>1%</b>	<b>292</b>	<b>5</b>	<b>2%</b>	<b>154</b>	<b>6</b>	<b>4%</b>	<b>1969</b>	<b>22</b>	<b>1%</b>

## Notes

- The above data is extracted from the Justice Administration System (JAS) to identify the number of case-files that are returned to officer (RTO) by the Justice Units; due to issues with the file build in accordance with quality, evidence and CPS requirements.
- Cases are broken down into 4 categories: 1) Charge - Charge decision made 2) Summons - offender reported for process, 3) Diversions - out of court disposal; and 4) Cases with no disposal - open cases with an identified offender.
- Cases with no disposals are cases that have been created with an offender and offence present but without a disposal. This is normally the case when the Justice Unit has yet to receive full case file papers.
- London RTO figures have been separated into its three areas using OIC details and their location as recorded on the Origin Discoverer system.

Disposals - Based on Arrests

**Table 1 - Number of Disposals based on Arrest Count**

Area		LN			LS			LU			NE			NW			WW			BTP																
Month	Disposal	Notifiable	Non-	Total	Notifiable	Non-	Total	Notifiable	Non-	Total	Notifiable	Non-	Total	Notifiable	Non-	Total	Notifiable	Non-	Total	Notifiable	Non-	Total														
Mar-13	Arrested and Charged	154	65%	49	32%	203	122	44%	54	10%	176	148	56%	93	29%	241	73	49%	36	14%	109	55	26%	21	6%	76	44	34%	22	13%	66	596	47%	275	15%	871
	Caution	39	17%	43	28%	82	59	21%	119	21%	178	53	20%	77	24%	130	34	23%	32	13%	66	37	18%	33	9%	70	16	13%	36	22%	52	238	19%	340	19%	578
	Conditional Caution	1	0%	0	0%	1	0	0%	1	0%	1	0	0%	0	0%	0	0	0%	0	0%	0	0	0%	1	0%	1	0	0%	0	0%	0	1	0%	2	0%	3
	Cleared by other means	0	0%	6	4%	6	0	0%	88	16%	88	0	0%	17	5%	17	0	0%	55	22%	55	0	0%	33	9%	33	0	0%	28	17%	28	0	0%	227	13%	227
	Community Resolution Scheme	0	0%	2	1%	2	0	0%	162	29%	162	0	0%	70	22%	70	0	0%	15	6%	15	0	0%	36	10%	36	1	1%	6	4%	7	1	0%	291	16%	292
	Driving Awareness Course	0	0%	8	5%	8	0	0%	15	3%	15	0	0%	0	0%	0	0	0%	8	3%	8	0	0%	0	0%	0	0	0%	0	0%	0	0	0%	31	2%	31
	Drugs Warning	11	5%	0	0%	11	26	9%	0	0%	26	29	11%	0	0%	29	3	2%	0	0%	3	36	17%	0	0%	36	9	7%	0	0%	9	114	9%	0	0%	114
	Fixed Penalty Notice	0	0%	2	1%	2	1	0%	11	2%	12	0	0%	0	0%	0	0	0%	16	6%	16	1	0%	99	28%	100	0	0%	2	1%	2	2	0%	130	7%	132
	Final Warning	0	0%	0	0%	0	3	1%	7	1%	10	2	1%	0	0%	2	0	0%	1	0%	1	3	1%	1	0%	4	2	2%	2	1%	4	10	1%	11	1%	21
	Penalty Notice for Disorder	16	7%	25	16%	41	38	14%	29	5%	67	15	6%	25	8%	40	15	10%	35	14%	50	43	20%	35	10%	78	35	27%	30	18%	65	162	13%	179	10%	341
	Reprimand	9	4%	3	2%	12	9	3%	23	4%	32	8	3%	5	2%	13	1	1%	5	2%	6	5	2%	9	3%	14	7	5%	22	13%	29	39	3%	67	4%	106
	Summons	6	3%	13	9%	19	17	6%	46	8%	63	9	3%	36	11%	45	19	13%	50	20%	69	30	14%	84	24%	114	14	11%	16	10%	30	95	8%	245	14%	340
	Taken into Consideration	0	0%	0	0%	0	0	0%	0	0%	0	0	0%	0	0%	0	4	3%	0	0%	4	0	0%	0	0%	0	0	0%	0	0%	0	4	0%	0	0%	4
Youth Restorative Disposal	0	0%	1	1%	1	0	0%	0	0%	0	0	0%	0	0%	0	0	0%	0	0%	0	0	0%	3	1%	3	0	0%	0	0%	0	0	0%	4	0%	4	
<b>Mar-13 Total</b>		<b>236</b>	<b>100%</b>	<b>152</b>	<b>100%</b>	<b>388</b>	<b>275</b>	<b>100%</b>	<b>555</b>	<b>100%</b>	<b>830</b>	<b>264</b>	<b>100%</b>	<b>323</b>	<b>100%</b>	<b>587</b>	<b>149</b>	<b>100%</b>	<b>253</b>	<b>100%</b>	<b>402</b>	<b>210</b>	<b>100%</b>	<b>355</b>	<b>100%</b>	<b>565</b>	<b>128</b>	<b>100%</b>	<b>164</b>	<b>100%</b>	<b>292</b>	<b>1262</b>	<b>100%</b>	<b>1802</b>	<b>100%</b>	<b>3064</b>
Apr-13	Arrested and Charged	106	65%	46	33%	152	293	71%	48	9%	341	193	71%	54	16%	247	68	61%	24	12%	92	43	30%	26	7%	69	93	59%	27	19%	120	796	63%	225	13%	1021
	Caution	29	18%	32	23%	61	43	10%	115	22%	158	36	13%	67	20%	103	15	13%	30	15%	45	12	8%	37	10%	49	25	16%	35	25%	60	160	13%	316	19%	476
	Conditional Caution	0	0%	1	1%	1	0	0%	0	0%	0	0	0%	0	0%	0	1	1%	0	0%	1	0	0%	0	0%	0	0	0%	0	0%	0	1	0%	1	0%	2
	Cleared by other means	0	0%	17	12%	17	0	0%	95	18%	95	0	0%	67	20%	67	0	0%	59	29%	59	0	0%	55	15%	55	0	0%	21	15%	21	0	0%	314	18%	314
	Community Resolution Scheme	0	0%	3	2%	3	0	0%	183	35%	183	0	0%	109	33%	109	0	0%	9	4%	9	0	0%	35	10%	35	1	1%	10	7%	11	1	0%	349	20%	350
	Driving Awareness Course	0	0%	20	14%	20	0	0%	0	0%	0	0	0%	0	0%	0	0	0%	7	3%	7	0	0%	0	0%	0	0	0%	0	0%	0	0	0%	27	2%	27
	Drugs Warning	11	7%	0	0%	11	29	7%	0	0%	29	23	9%	0	0%	23	2	2%	0	0%	2	36	25%	0	0%	36	11	7%	0	0%	11	112	9%	0	0%	112
	Fixed Penalty Notice	0	0%	0	0%	0	1	0%	11	2%	12	0	0%	0	0%	0	0	0%	10	5%	10	0	0%	90	24%	90	0	0%	4	3%	4	1	0%	115	7%	116
	Final Warning	1	1%	0	0%	1	2	0%	0	0%	2	0	0%	0	0%	0	0	0%	1	0%	1	0	0%	0	0%	0	0	0%	1	1%	1	3	0%	2	0%	5
	Penalty Notice for Disorder	10	6%	14	10%	24	27	7%	40	8%	67	11	4%	23	7%	34	15	13%	33	16%	48	22	15%	30	8%	52	16	10%	25	18%	41	101	8%	165	10%	266
	RJP	0	0%	0	0%	0	0	0%	0	0%	0	0	0%	0	0%	0	0	0%	1	0%	1	0	0%	0	0%	0	0	0%	0	0%	0	0	0%	1	0%	1
	Reprimand	0	0%	0	0%	0	2	0%	9	2%	11	2	1%	2	1%	4	1	1%	1	0%	2	0	0%	0	0%	0	1	1%	6	4%	7	6	0%	18	1%	24
	Summons	1	1%	7	5%	8	8	2%	29	5%	37	4	1%	6	2%	10	10	9%	26	13%	36	31	22%	95	26%	126	10	6%	12	9%	22	64	5%	175	10%	239
Taken into Consideration	4	2%	0	0%	4	5	1%	0	0%	5	0	0%	0	0%	0	0	0%	0	0%	0	0	0%	0	0%	0	0	0%	0	0%	0	9	1%	0	0%	9	
Youth Restorative Disposal	0	0%	0	0%	0	0	0%	0	0%	0	1	0%	0	0%	1	0	0%	0	0%	0	0	0%	0	0%	0	0	0%	0	0%	0	1	0%	0	0%	1	
<b>Apr-13 Total</b>		<b>162</b>	<b>100%</b>	<b>140</b>	<b>100%</b>	<b>302</b>	<b>410</b>	<b>100%</b>	<b>530</b>	<b>100%</b>	<b>940</b>	<b>270</b>	<b>100%</b>	<b>328</b>	<b>100%</b>	<b>598</b>	<b>112</b>	<b>100%</b>	<b>201</b>	<b>100%</b>	<b>313</b>	<b>144</b>	<b>100%</b>	<b>368</b>	<b>100%</b>	<b>512</b>	<b>157</b>	<b>100%</b>	<b>141</b>	<b>100%</b>	<b>298</b>	<b>1255</b>	<b>100%</b>	<b>1708</b>	<b>100%</b>	<b>2963</b>
May-13	Arrested and Charged	154	63%	59	35%	213	125	46%	37	6%	162	150	59%	37	10%	187	63	45%	23	10%	86	42	32%	26	9%	68	39	38%	13	9%	52	573	50%	195	11%	768
	Caution	39	16%	46	27%	85	51	19%	94	16%	145	34	13%	62	17%	96	26	18%	57	24%	83	23	18%	32	11%	55	20	19%	42	30%	62	193	17%	333	19%	526
	Conditional Caution	0	0%	0	0%	0	1	0%	0	0%	1	2	1%	0	0%	2	0	0%	0	0%	0	0	0%	0	0%	0	1	1%	0	0%	1	4	0%	0	0%	4
	Cleared by other means	0	0%	12	7%	12	0	0%	96	17%	96	0	0%	77	22%	77	0	0%	60	25%	60	0	0%	27	9%	27	0	0%	23	17%	23	0	0%	295	17%	295
	Community Resolution Scheme	0	0%	12	7%	12	0	0%	196	34%	196	0	0%	128	36%	128	0	0%	9	4%	9	0	0%	44	15%	44	0	0%	11	8%	11	0	0%	400	22%	400
	Driving Awareness Course	0	0%	11	7%	11	0	0%	43	8%	43	0	0%	0	0%	0	0	0%	7	3%	7	0	0%	0	0%	0	0	0%	0	0%	0	0	0%	61	3%	61
	Drugs Warning	27	11%	0	0%	27	38	14%	0	0%	38	45	18%	0	0%	45	14	10%	0	0%	14	10	8%	0	0%	10	15	14%	0	0%	15	149	13%	0	0%	149
	Fixed Penalty Notice	1	0%	5	3%	6	0	0%	43	8%	43	1	0%	0	0%	1	1	1%	25	10%	26	0	0%	48	16%	48	0	0%	8	6%	8	3	0%	129	7%	132
	Final Warning	0	0%	0	0%	0	0	0%	0	0%	0	0	0%	0	0%	0	2	1%	0	0%	2	0	0%	0	0%	0	0	0%	0	0%	0	2	0%	0	0%	2
	Penalty Notice for Disorder	18	7%	13	8%	31	33	12%	22	4%	55	14	6%	23	6%	37	21	15%	34	14%	55	17	13%	39	13%	56	12	12%	21	15%	33	115	10%	152	9%	267
	Reprimand	0	0%	0	0%	0	2	1%	5	1%	7	1	0%	0	0%	1	0	0%	1	0%	1	0	0%	0	0%	0	1	1%	6	4%	7	4	0%	12	1%	16
	Summons	7	3%	10	6%	17	11	4%	37	6%	48	7	3%	29	8%	36	14	10%	24	10%	38	34	26%	87	29%	121	16	15%	15	11%	31	89	8%	202	11%	291
	Taken into Consideration	0	0%	0	0%	0	11	4%	0	0%	11	0	0%	0	0%	0	0	0%	0	0%	0	5	4%	0	0%	5	0	0%	0	0%	0	16	1%	0	0%	16
<b>May-13 Total</b>		<b>246</b>	<b>100%</b>	<b>168</b>	<b>100%</b>	<b>414</b>	<b>272</b>	<b>100%</b>	<b>573</b>	<b>100%</b>	<b>845</b>	<b>254</b>	<b>100%</b>	<b>356</b>	<b>100%</b>	<b>610</b>	<b>141</b>	<b>100%</b>	<b>240</b>	<b>100%</b>	<b>381</b>	<b>131</b>	<b>100%</b>	<b>303</b>	<b>100%</b>	<b>434</b>	<b>104</b>	<b>100%</b>	<b>139</b>	<b>100%</b>	<b>243</b>	<b>1148</b>	<b>100%</b>	<b>1779</b>	<b>100%</b>	<b>2927</b>

# Victim Care - Outstanding Victims



Table 1 - Victim Care - Outstanding Notifications																												
Area	LN				LS				LU				NE				NW				WW				BTP			
Date (As of)	No of O/S Vics		Vul/Int Vics		No of O/S Vics		Vul/Int Vics		No of O/S Vics		Vul/Int Vics		No of O/S Vics		Vul/Int Vics		No of O/S Vics		Vul/Int Vics		No of O/S Vics		Vul/Int Vics		No of O/S Vics		Vul/Int Vics	
Mar-13 (11/04/13)	5	←	1	←	3	↓	0	↓	0	←	0	←	2	↑	0	←	2	↑	0	←	2	↓	0	←	14	↓	1	↓
Apr-13 (02/05/13)	13	↑	1	←	8	↑	1	↑	0	←	0	←	3	↑	1	↑	0	↓	0	←	1	↓	0	←	25	↑	3	↑
May-13 (31/05/13)	4	↓	1	←	17	↑	3	↑	0	←	0	←	2	↓	0	↓	0	←	0	←	18	↑	1	↑	41	↑	5	↑

## Notes

- The table above highlights the number of victims and the number of vulnerable/intimidated victims by Area, where victims have not been updated in accordance with the Victims Code of Practice (VCoP). The data in this table is mobile and continually alters throughout the year.
- VCoP defines a level of service that all victims of crime must receive, including regular progress updates. The quality of service to our victims of crime is measured by OIC compliance of progress notifications via the Victims Portal on CRIME:
  - Victims are to be updated with progress every 28 days.
  - Victims are to be updated within 5 days when a case is closed, offender arrested, bailed, charged, or has been dealt with by way of out of court disposal (within 1 day for vulnerable or intimidated).

Month	Victim/Witness Attendance	LN	LS	LU	NE	NW	WW	BTP	National
Mar-13	Warned	168	155	161	82	44	94	704	18287
	De-warned	23	34	27	35	28	26	173	N/A
	Attended	143	121	134	46	16	67	527	16167
	Non-attendance	2	0	0	1	0	1	4	2120
	<b>% Attendance Rate</b>	<b>99%</b>	<b>100%</b>	<b>100%</b>	<b>99%</b>	<b>100%</b>	<b>99%</b>	<b>99%</b>	<b>88%</b>
Apr-13	Warned	130	138	137	72	55	79	611	17207
	De-warned	21	22	29	27	49	25	173	N/A
	Attended	109	116	108	45	5	54	437	15146
	Non-attendance	0	0	0	0	1	0	1	2061
	<b>% Attendance Rate</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>98%</b>	<b>100%</b>	<b>100%</b>	<b>88%</b>
May-13	Warned	170	94	169	91	57	92	673	17750
	De-warned	26	18	45	77	17	69	252	N/A
	Attended	144	76	124	14	40	23	421	15619
	Non-attendance	0	0	0	0	0	0	0	2131
	<b>% Attendance Rate</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>88%</b>

Month	Full Needs Assessments (FNA) and Referrals	LN				LS				LU				NE				NW				WW				BTP			
		FNA		Referrals		FNA		Referrals		FNA		Referrals		FNA		Referrals		FNA		Referrals		FNA		Referrals		FNA		Referrals	
Mar-13	Administered	71	91%	70	90%	75	100%	71	95%	55	93%	50	85%	48	80%	45	75%	22	76%	23	79%	42	100%	41	98%	313	91%	300	87%
	Not Administered	1	0%	1	0%	0	0%	0	0%	0	0%	0	0%	0	0%	3	0%	1	0%	0	0%	0	0%	0	0%	2	0%	4	0%
	Exemptions	6	8%	7	9%	0	0%	4	5%	4	7%	9	15%	12	20%	12	20%	6	21%	6	21%	0	0%	1	2%	28	8%	39	11%
	Fully bound public witnesses	78				75				59				60				29				42				343			
Apr-13	Administered	57	97%	53	90%	56	86%	50	77%	46	82%	41	73%	28	80%	28	80%	26	93%	25	89%	40	98%	39	95%	253	89%	236	83%
	Not Administered	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%	1	0%	0	0%	0	0%	1	0%	1	0%
	Exemptions	2	3%	6	10%	9	14%	15	23%	10	18%	15	27%	7	20%	7	20%	1	4%	2	7%	1	2%	1	2%	30	11%	46	16%
	Fully bound public witnesses	59				65				56				35				28				41				284			
May-13	Administered	66	94%	60	86%	39	87%	37	82%	62	83%	61	81%	44	94%	44	94%	34	100%	31	91%	65	97%	56	84%	310	92%	289	86%
	Not Administered	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Exemptions	4	6%	10	14%	6	13%	8	18%	13	17%	14	19%	3	6%	3	6%	0	0%	3	9%	2	3%	11	16%	28	8%	49	14%
	Fully bound public witnesses	70				45				75				47				34				67				338			

**Notes**

- Justice Units have been managing post-charge victim and witness service delivery since the implementation of No Witness, No Justice (NWNJ). All Justice Units are now recording corporate and enhanced statistics. The two tables above indicate the level of post-charge service given to victims and witnesses by Justice Units and the overall court attendance rate.
- Table 1 - % Attendance Rate is calculated by the number of de-warned witnesses combined with the number of witnesses that attended court; divided by the number of witnesses warned to attend court.
- Table 1 - Warned figures include all witness types including officers, experts, public, staff and youth witnesses.
- Table 2 - highlights the level of post-charge service given to fully bound victims and witnesses in relation to full needs assessments (FNAs) and referrals.
- The London Area CJU and Wales & Western have an internal target of 90% completion for FNAs for all fully bound witnesses. This is to ensure that staff are adhering to NWNJ and VCoP obligations and providing the best possible service.

# Fail to Appear (FTA) Warrants

**Table 1 - Warrant Management - No of Warrants issued; executed and outstanding by Area**

Area		LN			LS			LU			NE			NW			WW			BTP		
Month	Warrant Type	Issued	Executed	Outstanding	Issued	Executed	Outstanding	Issued	Executed	Outstanding	Issued	Executed	Outstanding	Issued	Executed	Outstanding	Issued	Executed	Outstanding	Issued	Executed	Outstanding
Mar-13	Category A	0	1	1	0	0	2	0	0	3	0	0	2	1	1	2	1	1	1	2	3	11
	Category B	18	11	76	13	14	42	11	8	169	8	7	9	17	17	24	7	2	16	74	59	336
	Category C	11	16	44	15	12	26	25	21	43	13	8	14	7	16	11	9	7	12	80	80	150
	<b>Total</b>	<b>29</b>	<b>28</b>	<b>121</b>	<b>28</b>	<b>26</b>	<b>70</b>	<b>36</b>	<b>29</b>	<b>215</b>	<b>21</b>	<b>15</b>	<b>25</b>	<b>25</b>	<b>34</b>	<b>37</b>	<b>17</b>	<b>10</b>	<b>29</b>	<b>156</b>	<b>142</b>	<b>497</b>
Apr-13	Category A	0	0	1	2	1	3	1	1	3	0	0	2	0	0	2	0	0	1	3	2	12
	Category B	18	16	78	16	11	46	9	10	168	8	6	11	16	15	24	6	5	19	73	63	346
	Category C	16	16	44	18	14	30	14	21	36	9	14	9	6	10	12	15	9	26	78	84	157
	<b>Total</b>	<b>34</b>	<b>32</b>	<b>123</b>	<b>36</b>	<b>26</b>	<b>79</b>	<b>24</b>	<b>32</b>	<b>207</b>	<b>17</b>	<b>20</b>	<b>22</b>	<b>22</b>	<b>25</b>	<b>38</b>	<b>21</b>	<b>14</b>	<b>46</b>	<b>154</b>	<b>149</b>	<b>515</b>
May-13	Category A	1	0	2	0	1	2	0	0	3	0	0	2	0	17	1	0	0	1	1	18	11
	Category B	15	9	83	13	11	48	11	9	170	11	13	9	17	8	28	3	3	20	70	53	358
	Category C	16	12	49	12	13	27	23	21	37	7	7	9	10	0	11	8	6	28	76	59	161
	<b>Total</b>	<b>32</b>	<b>21</b>	<b>134</b>	<b>25</b>	<b>25</b>	<b>77</b>	<b>34</b>	<b>30</b>	<b>210</b>	<b>18</b>	<b>20</b>	<b>20</b>	<b>27</b>	<b>25</b>	<b>40</b>	<b>11</b>	<b>9</b>	<b>49</b>	<b>147</b>	<b>130</b>	<b>530</b>

## Notes

- This data, supplied by JUs, shows the number of FTA warrants issued and executed each month, and the number that remain outstanding.
- The number of outstanding warrants each month may vary due to warrants being issued in a different month to which the JU receives them. This is common when a warrant is transferred from a local HO force. The number of outstanding warrants also takes into account warrants that may have been withdrawn but not executed.
- There are three categories of warrants (A,B,C) and is dictated by the severity of the offence. Category A warrants are for Indictable offences, that can only be heard at Crown Courts. Offences include Conspiracy, Kidnap and Manslaughter for example. Category B warrants are for Either Way offences, that may be tried at Magistrates or be dealt with by a jury trial at Crown Court. Offences include Affray, Criminal Damage and Breach of ASBO for example. Category C warrants are for Summary offences, which can be heard at Magistrate Courts. Offences include Common Assault, Fare Evasion and Drunk and Disorderly for example.
- Execution timescales are as follows:
  - Category A - 14 Days
  - Category B - 21 Days
  - Category C - 28 Days

Table 1 - PNC Results at Justice Units and PNC Bureau												
Area			London		NE		NW		WW		BTP	
Month	Source	Result Within	No	%	No	%	No	%	No	%	No	%
Mar-13	Justice Units	Within 3 Days	971	100%	113	99%	95	99%	90	100%	1269	100%
		Within 7 Days	3	0%	1	1%	1	1%	0	0%	5	0%
		Out of Time (More than 7 days)	0	0%	0	0%	0	0%	0	0%	0	0%
		<b>Total Resulted</b>	<b>974</b>	<b>76%</b>	<b>114</b>	<b>9%</b>	<b>96</b>	<b>8%</b>	<b>90</b>	<b>7%</b>	<b>1274</b>	<b>100%</b>
	PNC Bureau	Within 3 Days	124	26%	42	45%	41	36%	45	66%	252	34%
		Within 7 Days	273	57%	32	34%	68	60%	15	22%	388	52%
		Out of Time (More than 7 days)	79	17%	20	21%	4	4%	8	12%	111	15%
		<b>Total Resulted</b>	<b>476</b>	<b>63%</b>	<b>94</b>	<b>13%</b>	<b>113</b>	<b>15%</b>	<b>68</b>	<b>9%</b>	<b>751</b>	<b>100%</b>
Apr-13	Justice Units	Within 3 Days	932	100%	142	99%	106	100%	116	100%	1296	100%
		Within 7 Days	0	0%	0	0%	0	0%	0	0%	0	0%
		Out of Time (More than 7 days)	4	0%	1	1%	0	0%	0	0%	5	0%
		<b>Total Resulted</b>	<b>936</b>	<b>72%</b>	<b>143</b>	<b>11%</b>	<b>106</b>	<b>8%</b>	<b>116</b>	<b>9%</b>	<b>1301</b>	<b>100%</b>
	PNC Bureau	Within 3 Days	109	21%	35	35%	41	56%	52	63%	237	30%
		Within 7 Days	328	63%	47	47%	29	40%	24	29%	428	55%
		Out of Time (More than 7 days)	87	17%	18	18%	3	4%	7	8%	115	15%
		<b>Total Resulted</b>	<b>524</b>	<b>67%</b>	<b>100</b>	<b>13%</b>	<b>73</b>	<b>9%</b>	<b>83</b>	<b>11%</b>	<b>780</b>	<b>100%</b>
May-13	Justice Units	Within 3 Days	921	99%	129	94%	97	94%	102	100%	1249	98%
		Within 7 Days	5	1%	8	6%	3	3%	0	0%	16	1%
		Out of Time (More than 7 days)	4	0%	0	0%	3	3%	0	0%	7	1%
		<b>Total Resulted</b>	<b>930</b>	<b>73%</b>	<b>137</b>	<b>11%</b>	<b>103</b>	<b>8%</b>	<b>102</b>	<b>8%</b>	<b>1272</b>	<b>100%</b>
	PNC Bureau	Within 3 Days	197	39%	47	44%	34	43%	40	56%	318	41%
		Within 7 Days	244	48%	44	41%	42	53%	27	38%	357	46%
		Out of Time (More than 7 days)	70	14%	16	15%	3	4%	4	6%	93	12%
		<b>Total Resulted</b>	<b>511</b>	<b>67%</b>	<b>107</b>	<b>14%</b>	<b>79</b>	<b>10%</b>	<b>71</b>	<b>9%</b>	<b>768</b>	<b>100%</b>

Notes

- Data from JAS highlights the timeliness of updating PNC with court results after receipt at the Justice Units. Each Justice Unit measures their performance in terms of PNC from when they access verified data on Libra (Criminal Justice court system for England & Wales) to when they update PNC.
- In accordance with PNC operating procedures it is necessary to ensure resulting of case results onto PNC in a timely manner. The above figures show the number of offences updated on PNC within the national target of 7 working days, those that exceed this target and the remaining that are outside the target time frames. London CJU have an internal target of 3 working days for updating offences.
- Results within time includes offences that have been updated on PNC by Bichard 7 (results are updated automatically) and other HO forces. The above figures excludes any cases that are not on PNC or have already been weeded such as non-recordable offences.
- Data from PNC Bureau highlights the PNC performance monthly summary provided by the PNC Bureau. These results are measured on the time cases are listed to be heard until the time the disposal is added on PNC. The current PNC Code of Practice target is 75% of all cases to be resulted within 7 days of Police being advised of
- As PNC can only produce figures from the date of court disposal, the only true measure of PNC performance comes from each Justice Unit recording and maintaining records of when a result is received from court and to when it is added onto PNC.

# Charging Performance

Area		London	NE	NW	WW	BTP					
Month	Case Load										
Mar-13	Received	665		126		198		107		1096	
	Not Proceeded with	35	5%	13	10%	3	2%	3	3%	54	5%
Apr-13	Received	644		153		183		104		1084	
	Not Proceeded with	27	4%	8	5%	7	4%	3	3%	45	4%
May-13	Received	723		143		224		78		1168	
	Not Proceeded with	21	3%	13	9%	8	4%	3	4%	45	4%

Area		London				NE				NW				WW				BTP				National			
Month	Outcome	MC		CC		MC		CC		MC		CC		MC		CC		MC		CC		MC		CC	
Mar-13	Unsuccessful Outcomes	47	10%	25	36%	15	11%	0	0%	12	9%	3	33%	9	12%	1	17%	83	10%	29	31%	7853	15%	1558	19%
	Successful Outcomes	426	90%	45	64%	127	89%	9	100%	115	91%	6	67%	66	88%	5	83%	734	90%	65	69%	44802	85%	6707	81%
	<b>Defendant Cases</b>	<b>473</b>	<b>100%</b>	<b>70</b>	<b>100%</b>	<b>142</b>	<b>100%</b>	<b>9</b>	<b>100%</b>	<b>127</b>	<b>100%</b>	<b>9</b>	<b>100%</b>	<b>75</b>	<b>100%</b>	<b>6</b>	<b>100%</b>	<b>817</b>	<b>100%</b>	<b>94</b>	<b>100%</b>	<b>52655</b>	<b>100%</b>	<b>8265</b>	<b>100%</b>
Apr-13	Unsuccessful Outcomes	62	11%	12	18%	10	7%	0	0%	10	5%	1	25%	3	4%	4	33%	85	9%	17	14%	7580	13%	1398	18%
	Successful Outcomes	490	89%	54	82%	135	93%	40	100%	208	95%	3	75%	75	96%	8	67%	908	91%	105	86%	49054	87%	6311	82%
	<b>Defendant Cases</b>	<b>552</b>	<b>100%</b>	<b>66</b>	<b>100%</b>	<b>145</b>	<b>100%</b>	<b>40</b>	<b>100%</b>	<b>218</b>	<b>100%</b>	<b>4</b>	<b>100%</b>	<b>78</b>	<b>100%</b>	<b>12</b>	<b>100%</b>	<b>993</b>	<b>100%</b>	<b>122</b>	<b>100%</b>	<b>56634</b>	<b>100%</b>	<b>7709</b>	<b>100%</b>
May-13	Unsuccessful Outcomes	31	6%	19	28%	10	7%	0	0%	6	3%	0	0%	8	8%	0	0%	55	6%	19	20%	7913	14%	1493	18%
	Successful Outcomes	476	94%	50	72%	132	93%	9	100%	189	97%	7	100%	88	92%	8	100%	885	94%	74	80%	47774	86%	6642	82%
	<b>Defendant Cases</b>	<b>507</b>	<b>100%</b>	<b>69</b>	<b>100%</b>	<b>142</b>	<b>100%</b>	<b>9</b>	<b>100%</b>	<b>195</b>	<b>100%</b>	<b>7</b>	<b>100%</b>	<b>96</b>	<b>100%</b>	<b>8</b>	<b>100%</b>	<b>940</b>	<b>100%</b>	<b>93</b>	<b>100%</b>	<b>55687</b>	<b>100%</b>	<b>8135</b>	<b>100%</b>

### Notes

- The above data is provided by CPS on a monthly basis, and highlights the number of case files received by CPS, those not suitable to proceed to court (i.e. not in the public interest), and the successful and unsuccessful outcomes of those proceeded with to Magistrates (MC) and Crown Court (CC).
- CPS data covers finalised charge proceedings only. Appeal, advice, committals for sentence and pre-charge decision proceedings are excluded. CPS data is recorded and published in accordance with CPS requirements, whereby the CPS defines 'successful' outcomes as those that have resulted in a court judicial disposal.
- Table 1 highlights the number of cases received each month by CPS. Cases not proceeded with are the number of cases that were brought to CPS for charge, but did not end up going to court.
- Table 2 highlights the number of successful and unsuccessful outcomes and the number of defendant cases. Please note that arrows highlight change in successful outcomes only.
- Table 3 shows a breakdown of unsuccessful outcomes.
- There are no current nationally agreed targets for successful and unsuccessful outcomes as police forces and CPS are moving away from set targets. It may be that locally forces have their own internal targets for the outcomes of cases.