



# Heddlu • Police

## DYFED-POWYS

*Diogelu ein Cymuned - Safeguarding our Community*

# CORPORATE PERFORMANCE UPDATE



**MARCH 2010**  
**Corporate Services**

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March 2010

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# Summary of Force Performance 2009/10

April 2009 - March 2010

This is a summary of notable variations in current recorded performance - alongside the latest comparative level delivery (benchmarked against most similar group performance) and an indicator of current direction of travel)

Exceptional Performance Variations: By Area and Activity	Summary of Performance	
	Comparative Delivery	Latest Direction of Travel
<b>Local Policing Priorities (Apr-Mar 10 latest)</b> <ul style="list-style-type: none"> <li>Drugs Measures: Class-A drug trafficking offences (+54 or +76%) being met. The perception of drugs/drug dealing target is currently no being attained, standing at 20.2%.</li> <li>Violent crime priorities are recording some progress with VAP offences resulting from domestic abuse incidents down (-7.8%), and public order offences down 3.5%, which has exceeded the target of - 3%</li> <li>Anti-social behaviour (ASB) for NICL categories 308, 309, 310 is currently being met. Level of Compliance for ASB with NSIR not currently being met at Force level. Standing at 70%, 5% short of the force target.</li> </ul>	NOT GRADED	STABLE (FAIR)
<b>User Satisfaction (Apr-Dec 09 latest)</b> <ul style="list-style-type: none"> <li>Satisfaction remains higher than peer forces, particularly among victims of violence, vehicle and RTC incidents (year ending Dec 09 – latest).</li> <li>Levels of satisfaction with the 'Whole experience' are down 1% compared with the SPLY standing at 86%. Satisfaction with the follow-up aspect is down from 79% to 78% compared with the same time last year.</li> <li>Satisfaction with 'Whole experience' is up by 2% in Ceredigion, but slightly down in the other BCU's, Pembrokeshire is the only Division not currently reaching the target of 86%, standing at 82.6%</li> </ul>	GOOD	STABLE
<b>Recorded Crime (Apr-Mar 10 latest)</b> <ul style="list-style-type: none"> <li>Comparative delivery and direction of performance remains favourable. Monthly levels of crime for March were down 8% on the same month last year – a low level of monthly crime.</li> <li>Falling crime for the year to date (Apr-Mar) is noted in Domestic Burglary (-19%), Other Burglary (-19%), Criminal Damage (-17%), Vehicle crime (-17%), and Violent crime (-6%).</li> </ul>	EXCELLENT	STABLE
<b>Investigating Crime (Apr-Mar 10 latest)</b> <ul style="list-style-type: none"> <li>Comparative delivery and direction of performance remain extremely favourable. Levels of monthly detection for March 2009 stood at 50.1%.</li> <li>Total detection rate for the year to date stands at 47.6% (44.3% SPLY). Increasing detection rates are noted in other burglary (25% from 20%), domestic burglary (29% from 27%), general theft (38% from 34%), and vehicle crime (19% from 14%).</li> <li>Areas with unfavourable detection rate performance remain limited in all sections in Ceredigion; Haverfordwest in Pembrokeshire and Brecon in Powys (based on an expected rate given the crime mix).</li> </ul>	EXCELLENT	STABLE
<b>Non-Crime Incident Demand (Apr-Mar 10 latest)</b> <ul style="list-style-type: none"> <li>Levels of recorded transport incidents are more frequent than similar forces.</li> <li>Decreases noted in recorded ASB (-7%) resulting from reductions in rowdy/nuisance behaviour (-9%), street drinking (-45%) and abandoned vehicles (-13%). Also less evidence of inappropriate use of fireworks (incidents down 35%).</li> <li>Falling levels of transport related calls (-2%) but a slight increase (+2%) with public safety related calls for service.</li> </ul>	NOT GRADED	NOT GRADED
<b>Domestic Abuse (Apr-Mar 10 latest)</b> <ul style="list-style-type: none"> <li>Comparative performance remains favourable – lower incidents &amp; repeat victim rates, with arrests rates remaining stable.</li> <li>Recording a decreases in incidents (-10%) and a reduction in resulting notifiable crimes (-10%); a consistent arrest rate (83% for incidents resulting in crimes) and broadly stable levels of repeat victimisation (15% of total incidents – down 1% on last year).</li> </ul>	EXCELLENT	STABLE
<b>Sickness Absence (Apr-Dec 09 latest)</b> <ul style="list-style-type: none"> <li>Officer sickness has stabilised during the month of December, with 1,060 duty days lost through sickness compared to 1,051 duty days in the preceding month – however, it is showing a large reduction from 1,659 duty days for the same month last year.</li> <li>Police staff sickness during the month of December stood at 681 duty days lost, compared to 635 duty days lost in the preceding month, and 906 duty days for the same month last year.</li> </ul>	FAIR	STABLE
<b>Road Traffic Collision Casualties (Apr-Feb 10 latest)</b> <ul style="list-style-type: none"> <li>Levels of casualties at the start of 2009/10 had increased compared to the previous year, however, the latest data shows a direction of recovery toward the 2008/09 levels in some areas.</li> <li>The number of persons killed or seriously injured (KSI) in Apr-Feb 10 was equal to the SPLY, standing at 302 KSI.</li> </ul>	FAIR	STABLE

The overall grading of delivery and direction of travel outlined here represent the considered judgement of the DPP Performance Management Unit, and do not represent agreed or final assessment.

# APACS – Statutory Indicator Summary Performance 2009/10

(Home Office – Analysis of Policing and Community Safety Framework).

Outlined here are the measures and targets for the force with regard to APACS (Analysis of Policing and Community Safety) for 2009/10. For details of detailed definition please contact Corp Services ext 23905. **PLEASE NOTE THAT THIS IS NO LONGER USED BY THE HOME OFFICE AS THE BASIS OF A FORMAL ASSESSMENT OF PERFORMANCE, IT IS THEREFORE PROVIDED HERE FOR INFORMATION ONLY.**

APACS Domain	APACS 2009/10 Indicator Description	SPLY		YTD (Apr-Dec 09)		2009/10 TARGET
		2008/09	2009/10	Change (Direction)	MSG AVERAGE (Delivery)	
PROMOTING SAFETY	SPI 4.1 - Percentage of people with high level of perceived anti-social behaviour <sup>1</sup>	8.7%	9.4%	0.7%	10.5%	10%
	SPI 4.2 - Percentage of people who perceive people being drunk or rowdy in public places to be a problem in their local area <sup>1</sup>	18.6%	21.9%	3.3%	21.4%	19%
	SPI 4.3 - Percentage of people who perceive drug use or drug dealing to be a problem in their local area <sup>1</sup>	23.7%	22.5%	-1.2%	22.0%	24%
	SPI 7.1 - Number of deliberate primary fires and secondary deliberate fires per 10,000 population (FIRE SERVICE)	N/A	N/A	N/A	NA	N/A
	SPI 9.1 - Number of people killed in under 30 days or seriously injured in road traffic collisions per 100 million kilometres travelled <sup>3</sup>	3.73 (199 casualties)	4.09 (218 casualties)	0.36 (+19 casualties)	3.37	6.2 (331 casualties)
TACKLING CRIME	SPI 5.2 - Number of serious acquisitive crimes per 1,000 population (PSA 23; Priority Action 2) <sup>2</sup>	3.42 (1,744 offences)	2.84 (1,446 offences)	-0.58 (-328 offences)	4.67	7.7 (3905 offences)
	SPI 5.3 - 'Assault with less serious injury' crimes per 1,000 population <sup>2</sup>	3.04 (1,548 offences)	2.57 (1,311 offences)	-0.47 (-237 offences)	3.55	4.4 (2239 offences)
	SPI 6.3 - Sanction detection rate for crimes flagged as 'hate crimes' <sup>4</sup>	48.1% (78 detections)	53.2% (50 detections)	5.1%	55.3%	61%
	SPI 6.2 - Percentage of serious acquisitive crimes brought to justice rate (PSA 23; Priority Action 2) <sup>2</sup>	22.1%	18.2%	-3.9%	17.5%	23%
	SPI 10.1 - Number of convictions recorded against identified Prolific and other Priority offenders	N/A	N/A	N/A	NEW	TBC
	SPI 11.1 - Percentage of adult offenders (aged 18 and over) on the Probation caseload who are proven to have re-offended within three months from the month the snapshot was taken compared with the predicted reconviction rate for that Probation Area and Lo	N/A	N/A	N/A	N/A	NEW MEASURE NO TARGET
	SPI 11.2 - Rate of proven re-offending by young offenders (YOT)	N/A	N/A	N/A	NEW	NEW MEASURE NO TARGET
	SPI 11.3 - Number of first time entrants to the youth justice system (LOCAL AUTHORITY)	N/A	N/A	N/A	NEW	NEW MEASURE NO TARGET
SERIOUS CRIME AND PROTECTION	SPI 8.1 - Ratio of assets recovered per 1,000 population <sup>2</sup>	£32.17 per 1,000 pop. £16,316	£354.36 per 1,000 pop. £179,732	£322.19 per 1,000 pop. £163,416	N/A	£985.80 per 1,000 pop. £500,000
	SPI 5.1 - Number of most serious violent crimes per 1,000 population (PSA 23; Priority Action 1) <sup>2</sup>	0.54 (275 offences)	0.5 (253 offences)	-0.04 (-22 offences)	0.4	0.63 (320 offences)
	SPI 5.6 - Number of recorded serious violent knife crime offences per 1,000 population <sup>2</sup>	N/A	0.18 (91 crimes)	N/A	0.26	0.19 (97 offences)
	SPI 5.4 - Number of domestic violence homicide offences per 1,000 population <sup>2</sup>	0 (0 offences)	0.002 (1 offence)	+1 offence	N/A	0.002 (1 offence)
	SPI 6.1 - Percentage of serious violent crime offences brought to justice (PSA 23; Priority Action 1) <sup>2</sup>	N/A	21.9%	N/A	30.0%	27.9%
	SPI 5.5 - Number of gun crimes per 1,000 population <sup>2</sup>	0.02 (10 crimes)	0.03 (17 crimes)	-0.01 (7 crimes)	0.03	0.04 (20 offences)
	SPI 6.4 - Percentage of serious sexual crime offences brought to justice (PSA 23; Priority Action 1) <sup>2</sup>	49.3%	43.8%	-5.5%	33.1%	45%
	SPI 14.1 - Repeat incidents of domestic violence cases reviewed by MARAC	N/A	N/A	New	New	NO TARGET
CONFIDENCE AND SATISFACTION	SPI 2.1 - People who agree that the police and local councils seek their views on anti-social behaviour and crime in their area. <sup>1</sup>	N/A	45.4%	N/A	44.0%	50%
	SPI 2.2 - People who agree that the police and local councils are dealing with anti-social behaviour and crime that matter in their area <sup>1</sup>	N/A	47.8%	N/A	47.5%	50%
	SPI 2.3 - Percentage of people who think the police in their area are doing a good job <sup>1</sup>	55.3%	57.2%	1.9%	52.5%	55%
	SPI 1.1 - Percentage of victims that are satisfied with the overall service provided by the police <sup>2</sup>	85.8%	85.4%	-0.4%	84.4%	84%
	SPI 1.2 - Satisfaction gap between white and BME victims when comparing victim satisfaction with the overall service provided by the police <sup>2</sup>	White - 84.9%	White - 90.3%	White: 5.4%	White - 85%	Both - 84% BENCHMARKED ON TOTAL SATISFACTION
		BME - 83.3%	BME - 75%	BME: -8.3%	BME - 78%	
	SPI 1.4 - Overall satisfaction with the contact had with the Criminal Justice System by victims and witnesses of crime whose cases reach the point of an offender being charged <sup>1</sup>	81%	75%	N/A	80%	84%
	SPI 2.4 - % of the public who are confident that the Criminal Justice System as a whole is effective <sup>1</sup>	N/A	36.2%	N/A	39.1%	39%
	SPI 2.5 - % of the public who are confident that the Criminal Justice System as a whole is fair. <sup>1</sup>	N/A	56.9%	N/A	58.0%	57%
	SPI 1.3 - Satisfaction of victims of racist incidents with the overall service. <sup>2</sup>	57.1%	88.9%	31.8%	86.6%	84%
ORGANISATIONAL MANAGEMENT	SPI 12.1 - Delivery of cashable efficiency targets	NEW	N/A	N/A	3.6%	3.1%
	SPI 13.1 - Percentage of working hours lost due to sickness: Police Officers <sup>2</sup>	4.7%	2.5%	-2.2%	4.5%	4.2%
	SPI 13.2 - Percentage of working hours lost due to sickness: Police Staff <sup>2</sup>	5.5%	2.8%	-2.7%	4.1%	4.4%
	SPI 3.1 - Proportion of police officer recruits from minority ethnic groups compared to the proportion of people from minority ethnic groups in the economically active population. <sup>2</sup>	0% of recruits 1% of EAP	0% of recruits 1% of EAP	No Change	1.2%	1%
	SPI 3.2 - Percentage of female police officers compared to the overall force strength. <sup>2</sup>	24.8%	26.6%	1.8%	25.0%	24.6% BENCHMARKED ON MSG TOTAL

# Local Policing Priorities 2009/10

## 2009/10: Local Policing Priorities – Local Priorities and Targets

These priorities constitute a range of selected priorities to illustrate performance within the Local Policing Priorities:

- Terrorism and Domestic Extremism:** Objective – To support the wider national endeavour in protecting the country from terrorism and domestic extremism.
- Drugs:** Objective – To proactively target and disrupt Class A drug supply and distribution networks across and beyond the Force area
- Violent Crime:** Objective - To reduce levels of violent crime and seek to increase detection rates in this area.
- Anti-Social Behaviour** Objective - To reduce the instances of anti-social behaviour.

### Force Local Priorities Summary (% Change between Apr-Mar 2009 & Apr-Mar 2010)

#### FORCE

LOCAL PRIORITIES PERFORMANCE SUMMARY APR - MARCH 2010		Apr-Mar 09	Apr-Mar 10	Change	%
Drugs	Number of Class A drug offenders charged with drug trafficking. (TARGET +5%)	71	125	54	76.1%
	The percentage of the public who perceive that people using or dealing drugs as being a very or fairly big problem. (TARGET 24%)*	26.4%	20.2%	-6.2%	20.2%
Violent Crime	Number of victims of violent crime who are completely, very or fairly satisfied with the follow-up service provided by the police. (TARGET 81%)**	78.7%	79.3%	0.6%	79.3%
	Numbers of recorded crimes involving section 4, 4a and 5 public order notifiable offences only (Home Office Classification 9A) (TARGET -3%)	1,362	1,314	-48	-3.5%
	Number of violence against person offences only resulting from recorded domestic abuse incidents. (TARGET -3%)	1080	996	-84	-7.8%
Anti-social behaviour	The number of anti-social behaviour incidents recorded under the NICT categories 308, 309, 310 – Rowdy/Nuisance: Inconsiderate Behaviour recorded by the Police. (TARGET - 3%)	21,739	19,802	-1937	-8.9%
	The level of compliance of force recorded ASB incidents with national standards (NSIR) based on monthly quality assurance auditing of a representative sample of incidents. (TARGET 85%***)	75%	70%	-5%	70%

\* Latest Data Available is for Year ending Sept 2009. Data is not currently available below Force level.

\*\* Latest Data Available is for April to Dec 2009.

\*\*\* Latest Data Available is based on a sample for the month of Dec 2009.

PLEASE NOTE THAT THE PERCENTAGE VARIATIONS ILLUSTRATED HERE MAY EQUATE TO A SMALL NUMBER OF ACTUAL CASES

### BCU Performance Summary (% Change between Apr-Mar 2009 & Apr-Mar 2010)

LOCAL PRIORITIES PERFORMANCE SUMMARY APR - MAR 2010		FORCE	CARMS	CERED	PEMBS	POWYS
Drugs	Number of Class A drug offenders charged with drug trafficking. (TARGET +5%)	73.9%	10.0%	281.8%	26.1%	220.0%
	The percentage of the public who perceive that people using or dealing drugs as being a very or fairly big problem. (TARGET 24%)*	20.2%	N/A	N/A	N/A	N/A
Violent Crime	Number of victims of violent crime who are completely, very or fairly satisfied with the follow-up service provided by the police. (TARGET 81%)**	79.1%	86.4%	73.3%	71.1%	79.5%
	Numbers of recorded crimes involving section 4, 4a and 5 public order notifiable offences only (Home Office Classification 9A) (TARGET -3%)	-2.8%	-21.3%	7.7%	-1.2%	25.2%
	Number of violence against person offences only resulting from recorded domestic abuse incidents. (TARGET -3%)	-5.7%	-12.3%	0.9%	-6.9%	3.7%
Anti-social behaviour	The number of anti-social behaviour incidents recorded under the NICT categories 308, 309, 310 – Rowdy/Nuisance: Inconsiderate Behaviour recorded by the Police. (TARGET - 3%)	-9.0%	-12.3%	1.5%	-7.4%	-11.2%
	The level of compliance of force recorded ASB incidents with national standards (NSIR) based on monthly quality assurance auditing of a representative sample of incidents. (TARGET 85%***)	70.0%	51.8%	88.6%	70.1%	82.3%

\* Latest Data Available is for Year ending Sept 2009. Data is not currently available below Force level.

\*\* Latest Data Available is for April to Dec 2009.

\*\*\* Latest Data Available is based on a sample for the month of Dec 2009.

PLEASE NOTE THAT THE PERCENTAGE VARIATIONS ILLUSTRATED HERE MAY EQUATE TO A SMALL NUMBER OF ACTUAL CASES

# ● Policing Pledge - Monitoring 2009/10

A framework of measures to quantitatively represent performance with respect to the policing pledge.

The following tables are included here to represent performance with respect to the policing pledge. Each pledge item has been translated into appropriate measures which are intended to illustrate how performance is contributing toward the individual pledge elements. **Please note these measures are provisional and it remains under development. As such the measures contained in the framework may be revised in the coming months.**

PLEDGE - THEME	PROVISIONAL MEASURE	LAST UPDATED March 2010
<b>1. RESPECT AND ACCESS</b>	1.1: Percentage who agree 'The police...treat everyone fairly regardless of who they are'. (BCS Results) 1.2: Percentage who agree 'The police...would treat you with respect if you had contact with them'. (BCS) 1.3: Percentage of victims satisfied with the Ease of Contact with the Force. (Victim Satisfaction)	1.1: 65.7% (ranked 25th) <i>year ending Sept 09 latest.</i> <i>The above figure has risen by 2.8% compared to previous year.</i> 1.2: 83.0%% (ranked 31st) <i>year ending Sept 09 latest.</i> <i>The above figure has fallen by 0.7% compared to previous year.</i> 1.3: 92.5% <i>April - Dec 09</i> <i>The above figure has risen by 0.9% compared to same period last year.</i>
<b>2. NP TEAM AWARENESS</b>	2.1: Percentage who know their local officer by name, sight or both. (ASB Survey) 2.2: Percentage who know how to contact their local officer by phone, e-mail or both. (ASB Survey)	2.1: 54.5% of respondents (Dec 09 YTD) <i>An increase of 5.6% for the same period last year.</i> 2.2: 51.0% of respondents (Dec 08 YTD) <i>An decrease of 4.2% for the same period last year.</i>
<b>3. NP ABSTRACTION</b>	3: Number of hours abstracted from Neighbourhood Policing Team (NPT) duties. (NP Abstraction Database)	3. Summary: 99.0% of hours spent on NPT duties by dedicated NPT officers (Apr-Dec 09 - <b>dedicated NPT officers only</b> ). Monthly Total Abstraction Data: <b>Sept-09:</b> 10 officers / 20 occasions / 67 hours (3hr 21mins per abstraction). <b>Oct-09:</b> 9 officers / 28 occasions / 165 hours (5hr 53mins per abstraction) <b>Nov-09:</b> 6 officers/ 17 occasions / 86 hours (5hr 03mins per abstraction) <b>Dec-09:</b> 8 officers/ 20 occasions / 97 hours (4 hr 51 mins per abstraction) Jan-10: 6 officers/12 occasions / 71 hours (5 hrs 55 mins per abstraction) Feb-10: 10 officers/19 occasions / 115 hours (6 hrs 3 mins per abstraction)
<b>4. RESPONSE TO NP TEAM MESSAGES</b>	4.1 Number of DMS (Duty Management System) messages/tasks created for NP officers. 4.2 Number of airwave messages sent to PCSO's. 4.3 Number of e-mails passed on to NP teams.	4.1 A total of 3,657 tasks passed on from communication centre (i.e. public messages/phone backs etc); 736 crime related; and 36 other (April-Nov 2009 - latest). 4.2 A total of 1,633 calls from Comm Centre to PCSO Airwave Radio's (Apr-Oct 2009). 4.3 A total of 2,834 e-mail messages received by NP teams (Apr-Nov 09) and a total of 1,979 sent (excl automated responses).
<b>5. RESPONSE TO EMERGENCIES</b>	5.1: Number of 999-calls and those answered within 10 seconds. (Force Comms Centre) 5.2: Number of immediate response calls attended within 20 minutes (STORM)	5.1: 89.0% of calls (38,464 of 43,218: January 10 YTD - latest) 5.2: 88% of calls attended within 20 minutes (18,524 of 21,072 calls Feb 10 YTD - latest) compared with 78% (17,852 of 22,786 SPLY)

# Continued: Policing Pledge - Monitoring 2009/10

A framework of measures to quantitatively represent performance with respect to the policing pledge.

Please note these measures are provisional and it remains under development. As such the measures contained in the framework may be revised in the coming months.

PLEDGE - THEME	PROVISIONAL MEASURE	LAST UPDATED DECEMBER 2009
<b>6. GENERAL RESPONSE</b>	6.1: Number of response calls received under priority 2 and attended within 1hr. (STORM) 6.2: Number of 0845 calls and % answered within 35 seconds (SLA - Force Comms Centre)	6.1: 68% of priority 2 calls attended within 1hr (27,728 of 41,035 calls Apr-Feb 10 YTD) compared with 63% ( 24,156 of 38,581 SPLY) 6.2: 67.5% (208,201 of 308,446 '0845' calls Jan 10 YTD) compared with 64.1% (243,730 of 380,057 '0845' calls SPLY)
<b>7. PUBLIC MEETINGS</b>	7: A record of the number of meetings attended by NP teams. (NP Database)	7: 1278 community meetings (Apr-Feb 10) at an average of approximately 142 per month (force-wide) (PACT Meetings - 429, Surgeries -323, Others - 843) Aug 09 : PACT Meetings - 32, Surgeries - 24 , Others - 73 Sept 09 : PACT Meetings - 51, Surgeries - 24 , Others - 51 Oct 09: PACT Meetings - 33, Surgeries - 22, Others - 80 Nov 09 : PACT Meetings - 40, Surgeries - 32 , Others - 65 Dec 09: PACT Meetings - 30, Surgeries - 29, Others - 51 Jan 10: PACT Meetings - 35, Surgeries - 31, Other - 77 Feb 10: PACT Meetings - 48, Surgeries - 41, Other - 85
<b>8. INFORMING THE PUBLIC</b>	8: The number of visits by the public to the Local Crime Mapping website (RKH - Crimemapper Site)	8: Apr 09: 26 visits per day (total 767 visits) May 09: 26 visits per day (total 794 visits) Jun 09: 21 visits per day (total 638 visits) Jul 09: 22 visits per day (total 695 visits) Aug 09: 24 visits per day (total 735 visits) Sept 09: 24 visits per day (total 726 visits) Oct 09: 30 visits per day (total 932 visits) Nov 09: no data error with crimemapper site Dec 09: 26 visits per day (total 811 visits) Jan 10: 29 visits per day (total 891 visits) Feb 10: 27 visits per day (total 750 visits)
<b>9. VICTIM UPDATES</b>	9.1: Percentage of victims satisfied with the Follow-Up Service received. (Victim Satisfaction) 9.2: Latest Victims Code of Practice (VCOP) compliance results. (Corporate Services)	9.1: 77.6% (Apr-Dec 09 -latest) <i>A fall of 1.5% compared to same period last year.</i> 9.2: 79.0% compliance with VCOP (Q2 2009-10 - latest) <i>A fall of 2.0% compared to same period last year.</i>
<b>10. LOW LEVEL PUBLIC DISATISFACTION</b>	10.1 The number of incidents of low level dissatisfaction reported on Force systems 10.2 The numbers of low level dissatisfied customers contacted within 24 hours 10.3 The number of letters of direction and control issued as a result of dissatisfaction with the organisation	10.1 Duty Management system to be revised to collect this information via the work of the Customer Service Units in monitoring this issue. Implementation date April 2010. 10.2 As above. Duty Management System to be revised to allow Customer Service Units to monitor low-level dissatisfaction. Implementation April 2010. 10.3 A total of 50 'Direction and Control' are recorded (Apr-Oct 09).

# User Satisfaction

2009/10 Target – SPI 1.1 Persons Completely, Very or Fairly satisfied with Whole Experience: 86% or higher

All victims of crimes (domestic burglary, violent crime and vehicle crime only) or those involved in road traffic collisions are surveyed within a short period of coming into contact with the force to gain their views on the service they received. For performance assessment purposes, these measurements of user satisfaction are grouped into five main themes:

- Satisfaction with making contact with the police: 'Ease of Contact'
- Satisfaction with the action taken by the police: 'Actions'
- Satisfaction with being kept informed of progress: 'Follow-Up'
- Satisfaction with their treatment by staff: 'Treatment'
- APACS SPI 1.1 – Satisfaction with the overall service provided: 'Whole Experience' **(2008/09 TARGET 86%)**

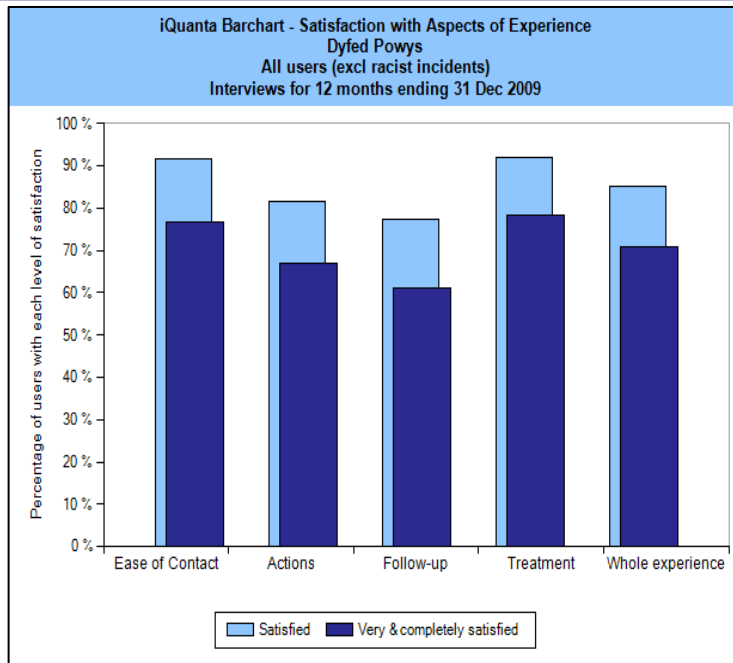
## User Satisfaction Levels: Apr - Dec 2009

April 09 – Dec 09 YTD	% Satisfied (Very, Completely and Fairly Satisfied)				
	Force	Carms	Cered	Pembs	Powys
Ease of Contact	92.5%	93.7%	88.9%	93.7%	92.5%
Actions	82.3%	83.5%	77.4%	81.2%	82.3%
Follow-up	77.6%	76.7%	78.4%	75.9%	77.6%
Treatment	92.9%	92.0%	91.9%	92.8%	92.9%
Whole experience	85.8%	86.6%	86.5%	82.6%	87.6%

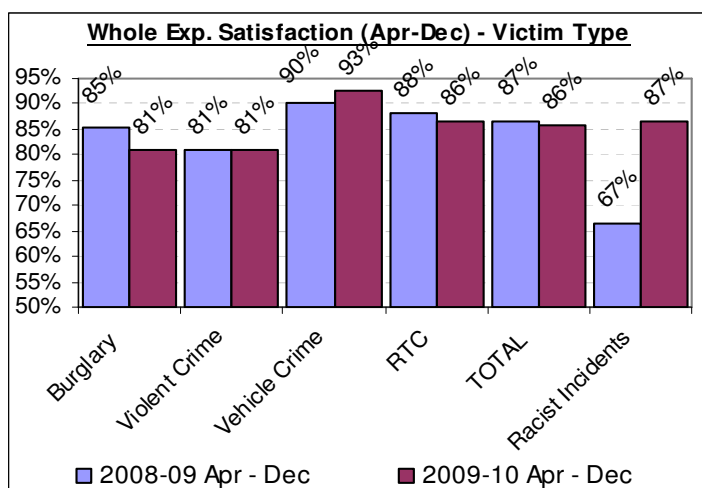
Source: DPP Corporate Services, March 2010

**TARGET – WHOLE EXPERIENCE SATISFACTION OF 86% OR HIGHER.**

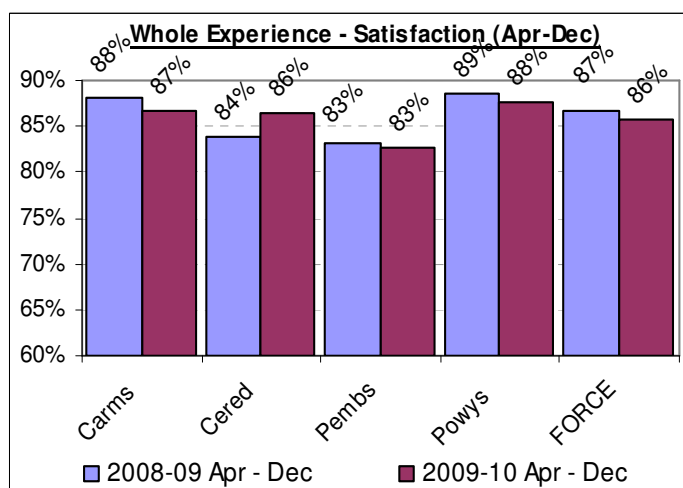
## Comparative User Satisfaction – Year ending Dec 2009 (latest)



## VICTIM TYPE - Overall Satisfaction: Apr - Dec 2009



## BCU BREAKDOWN - Overall Satisfaction: Apr - Dec 2009



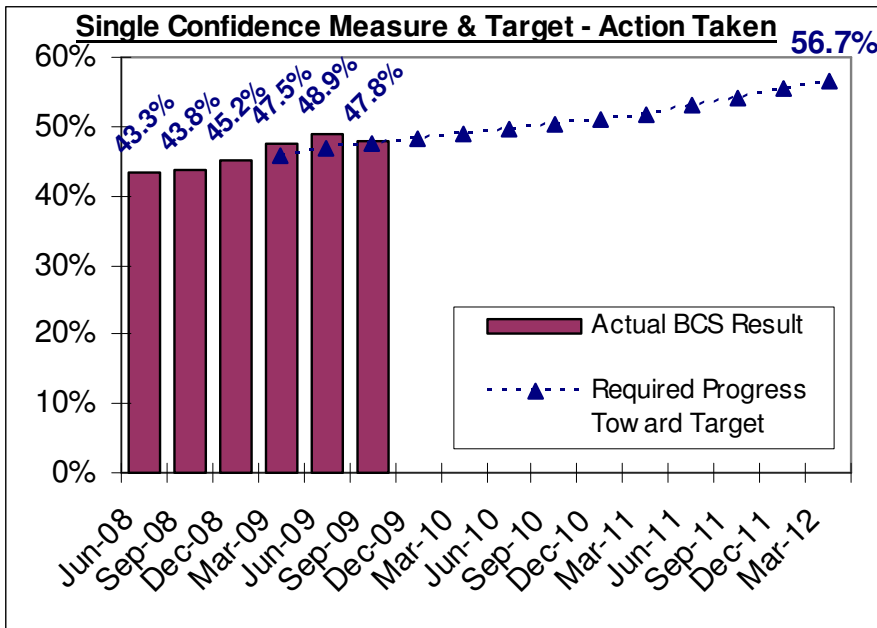
Additional comparative data is available on a quarterly basis. For further information on this or IQuanta contact Corporate Services (ext 23905).

# Public Confidence Measures – British Crime Survey

INCLUDING SINGLE CONFIDENCE MEASURE TARGET

This developing area of performance monitoring will include emerging results relating to public perceptions of the police service and Dyfed Powys Police. Please note these relate to general measures of public perception, regardless of whether or not they have actually come into contact with the police at any time.

## SINGLE CONFIDENCE MEASURE – Progress Towards Established Target



NOTE: The Single Confidence Measure relates to the percentage of respondents to the British Crime Survey in the Dyfed Powys area answering 'strongly agree' or 'tend to agree' when asked 'The police and local council are dealing with the anti-social behaviour and crime issues that matter in this area'.

Confidence levels have slightly decreased, with the force now ranked 30th among forces for the single confidence measure (down from 17th for previous data). However, progress for this specific measure remains on-track to attain the required target increase. Other measures of public confidence illustrate a broadly stable range of public perception – but with an increase noted in the perceptions of our ability to deal with things that matter, the reliability of the police to be there when needed and the perceptions of the public who think that the police to a good or excellent job. It is worth re-iterating these are general public perceptions of the force during this period

## BRITISH CRIME SURVEY (BCS) – MEASURES OF PUBLIC PERCEPTION

The BCS nationwide currently interviews over 51,000 people aged 16 or over every year – and in Dyfed Powys this equates to a rolling total of around 950-1000 per annum, with rolling annual results released each quarter. This includes an additional boost to the number of interviews with 16 to 24-year-olds and interviews with children aged 10–15 years.

British Crime Survey Results: Year-ending September 2009	DPP BCS Performance Year-Ending June 2009	Annual Change	Most Similar Forces Average Performance
<b>Force Results: Percentage of respondents who agree that:</b>			
<b>'The police and local council are dealing with the ASB and crime issues that matter'.</b>	<b>47.8%</b>	-	<b>48.1%</b>
'The police and local council seek people's views about the ASB and crime issues'.	45.4%	-	45.5%
'The police in this area can be relied on to be there when you need them'.	54.3%	3.7%	48.1%
'The police in this area would treat you with respect if you had contact with them'.	83.0%	-0.7%	83.5%
'The police in this area treat everyone fairly regardless of who they are'.	65.7%	2.8%	67.6%
'The police in this area can be relied on to deal with minor crimes'.	60.1%	1.9%	50.8%
'The police in this area understand the issues that affect this community'.	72.7%	-0.7%	69.1%
'The police in this area are dealing with the things that matter to people in this community'.	61.7%	3.9%	57.2%
'Taking everything into account I have confidence in the police in this area'.	71.4%	1.0%	66.8%
Percentage who think their local police do a good or excellent job	57.2%	3.7%	52.6%

At present, the sample is designed to provide adequate numbers (around 1,000 interviews) in each Police Force Area. The overall response rate is currently 75 per cent – one of the highest for a large continuous government survey.

# Public Confidence Measures – Local Public Re-Assurance Survey

INCLUDING SINGLE CONFIDENCE MEASURE TARGET

To complement the results from the force-level British Crime Survey, the force has also implemented local level public confidence surveys to ensure we are able to monitor public perception at the local level. It is administered by the force and involves 16,000 randomly selected residents from unitary authority electoral rolls (roughly 4,000 per quarter). The response rate of around 10% typically ensures that annual results are comparable with force level annual BCS (British Crime Survey) results and we ensure that the survey meets the minimum technical requirement for each Community Safety Partnership area.

The single confidence measure questions asked are also broken down to delineate between perceptions of Police, Local Council, Crime and ASB issues. The methodology is split with 8,000 delivered by post annually and 8,000 hand delivered by PCSOs (Police Community Support Officers) and NPT officers (Neighbourhood Policing Team). The hand delivered ones can either be sent back through a pre-paid envelop provided or alternatively handed back to NPT staff.

## SINGLE CONFIDENCE MEASURE\* – LATEST LOCAL RESULTS FROM BCU SURVEYS

\* - The single confidence measure relates to: Percentage of respondents answering 'strongly agree' or 'tend to agree' when asked 'The police and local council are dealing with the anti-social behaviour and crime that matter in this area'.

Force Public Re-Assurance Surveys Results from February 2010 Survey		Carms	Cered	Pembs	Powys	Force
The Police and Local Council are dealing with the anti-social behaviour and crime issues that matter in your area?		56%	52%	53%	49%	53%
DEALING WITH CRIME ONLY	POLICE	62%	60%	63%	54%	61%
	LOCAL COUNCIL	37%	35%	35%	29%	34%
DEALING WITH ASB ONLY	POLICE	59%	55%	60%	55%	57%
	LOCAL COUNCIL	36%	39%	37%	31%	36%
The Police and Local Council seek people's views about the anti-social behaviour and crime issues that matter in your area?		47%	43%	49%	40%	45%
Total Respondents February 2010		327	217	211	264	1019

The results from the February BCU level survey are a little higher than the official BCS results (reported in the previous page) but also reflect a clear difference between relative perceptions of the police and the local council in tackling crime and ASB (a distinction not made by the BCS). Levels in Ceredigion remain lower due to particularly high levels of non-response to the question which attempts to identify the precise nature of public perception.

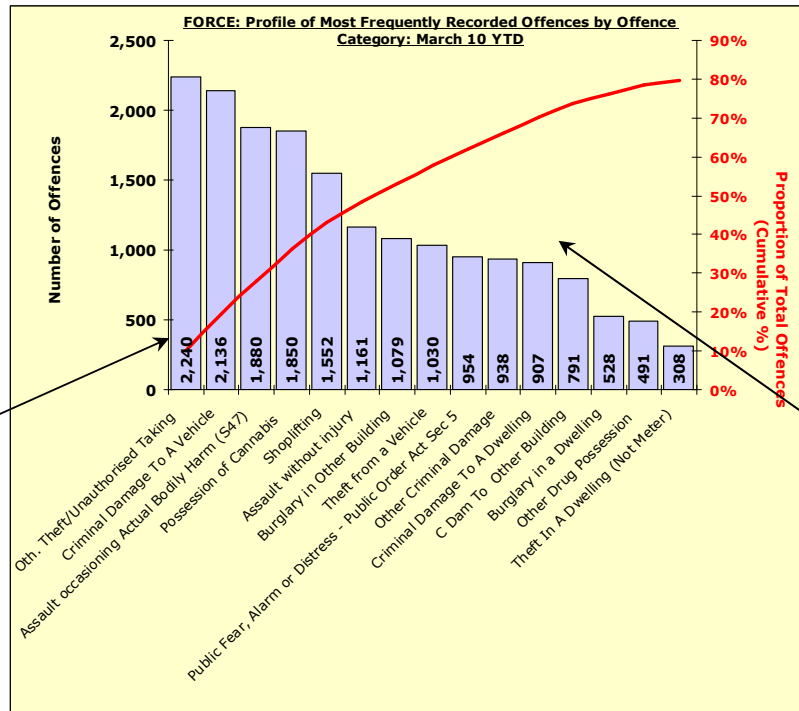
## CONFIDENCE IN DYFED POWYS POLICE – OTHER RESULTS FROM BCU SURVEYS

In addition to replicating the single confidence measure a number of other British Crime Survey questions are replicated in the local public re-assurance surveys to generate BCU level perception results for comparative purposes. The latest results for these are outlined here:

Force Local Public Re-Assurance Surveys	Carms	Cered	Pembs	Powys	Force
<b>Results for Quarter Ending January 2010</b>					
<b>Persons who 'Strongly Agree' or 'Tend to Agree' when asked:</b> <b>'The police in this area...</b>					
'The police in this area can be relied on to be there when you need them'.	58%	55%	58%	53%	56%
'The police in this area would treat you with respect if you had contact with them'.	84%	84%	86%	84%	85%
'The police in this area treat everyone fairly regardless of who they are'.	68%	67%	72%	67%	68%
'The police in this area can be relied on to deal with minor crimes'.	63%	64%	62%	60%	62%
'The police in this area understand the issues that affect this community'.	63%	67%	71%	68%	67%
'The police in this area are dealing with the things that matter to people'.	56%	56%	58%	54%	56%
'Taking everything into account I have confidence in the police in this area'.	71%	76%	77%	68%	72%

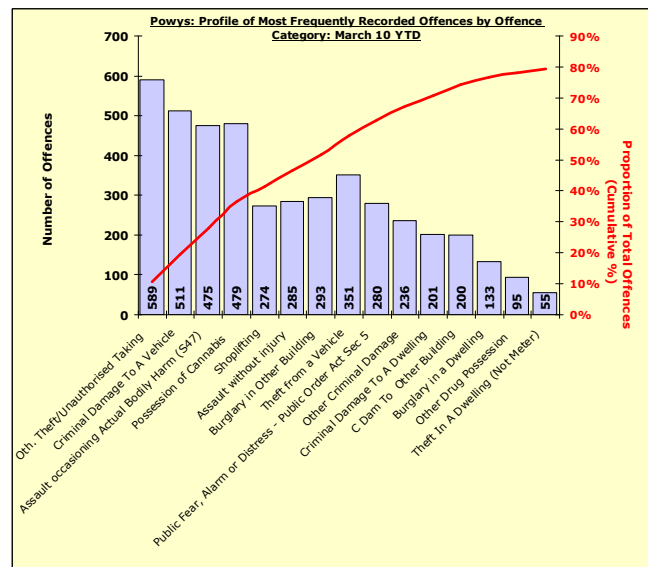
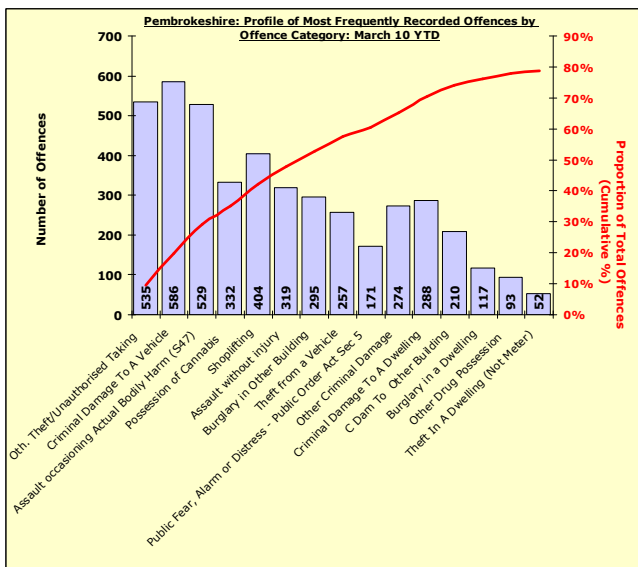
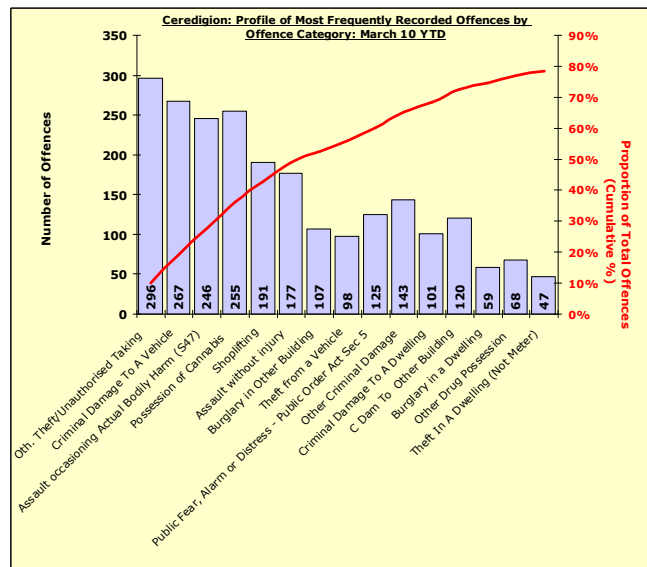
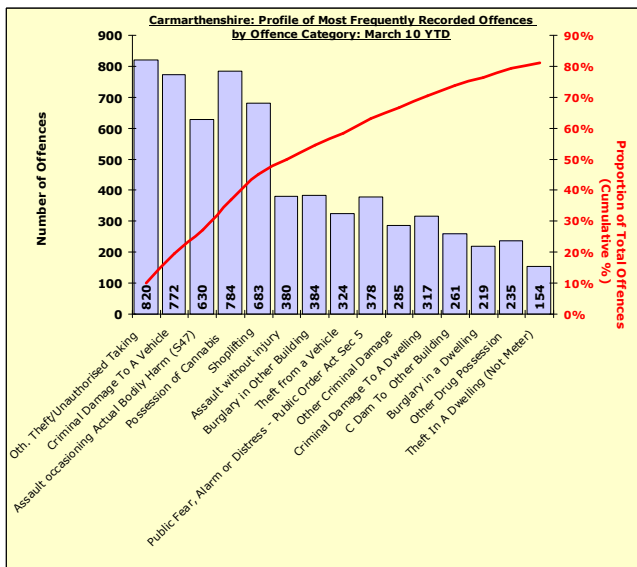
# Most Frequent Recorded Offences Profile

March 2010 YTD (Note: Section profiles are in the same sequence as Force's most frequent categories – for comparison)



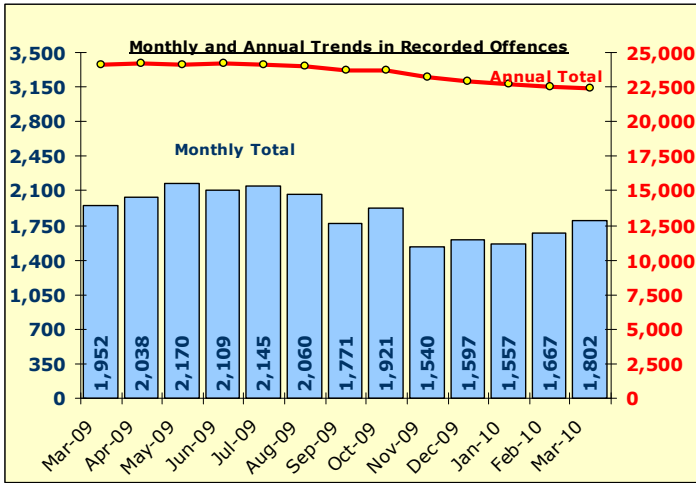
Recorded offences in each category in order of volume.  
(Note these relate to individual HO offence classifications)

The cumulative contribution of these offence categories toward the total volume of offences recorded.

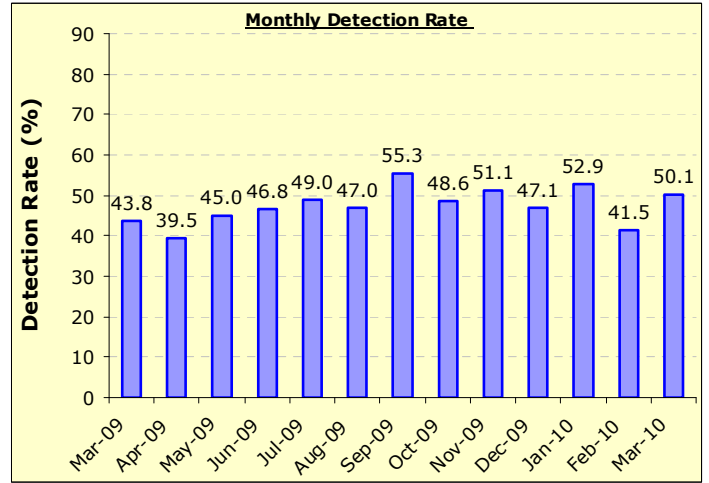


# Total Recorded Crime

## Recorded Crime Levels – March 2010



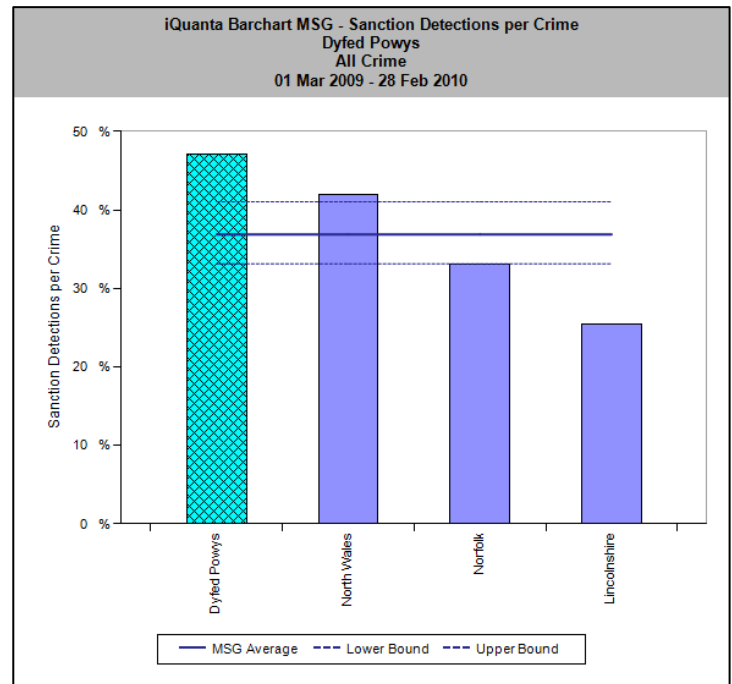
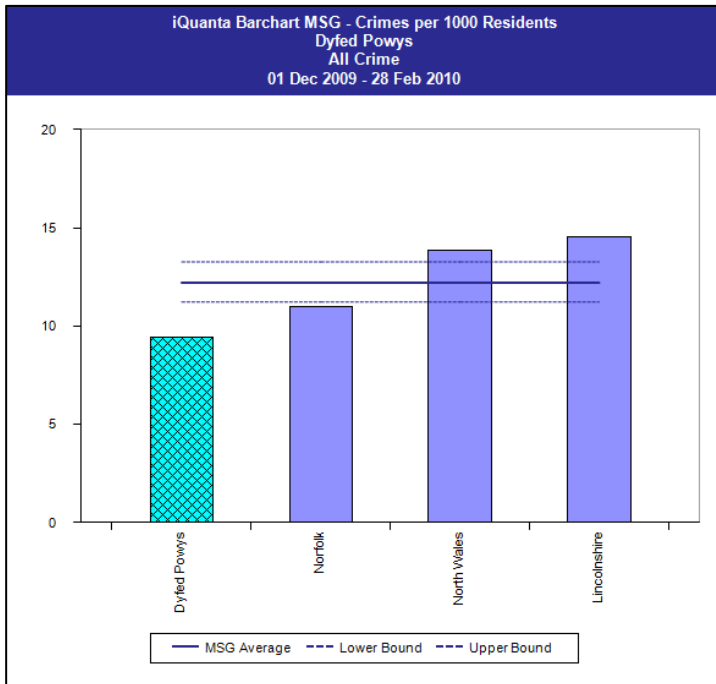
## Monthly Detection Rates – March 2010



TOTAL ALL OFFENCES	YTD: Mar-10			Annual Trends: SPLY			OFFENCES		DETECTIONS		
	Recorded Offences	DETECTIONS	Detection Rate	Recorded Offences	DETECTIONS	Detection Rate	Offences Change	Offences % Change	Detections Change	Detections Volume % Change	Detection Rate Change
THE FORCE	22,377	10,659	47.6%	24,114	10,684	44.3%	-1,737	-7.2%	-25	-0.2%	3.3%
CARMARTHENSHIRE	8,166	4,031	49.4%	9,030	4,322	47.9%	-864	-9.6%	-291	-6.7%	1.5%
CEREDIGION	2,925	1,320	45.1%	3,042	1,383	45.5%	-117	-3.8%	-63	-4.6%	-0.3%
PEMBROKESHIRE	5,667	2,693	47.5%	6,035	2,609	43.2%	-368	-6.1%	84	3.2%	4.3%
POWYS	5,619	2,615	46.5%	6,007	2,370	39.5%	-388	-6.5%	245	10.3%	7.1%

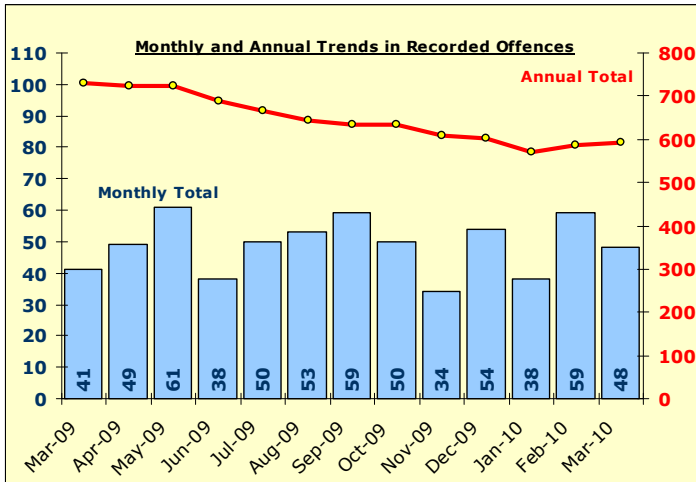
  

Monthly Figures Only	Month Mar-10			Annual Trends: SPLY			OFFENCES		DETECTIONS		
	Recorded Offences	DETECTIONS	Detection Rate	Recorded Offences	DETECTIONS	Detection Rate	Offences Change	Offences % Change	Detections Change	Detections Volume % Change	Detection Rate Change
THE FORCE	1,802	903	50.1%	1,952	855	43.8%	-150	-7.7%	48	5.6%	6.3%
CARMARTHENSHIRE	718	353	49.2%	699	285	40.8%	19	2.7%	68	23.9%	8.4%
CEREDIGION	227	122	53.7%	244	104	42.6%	-17	-7.0%	18	17.3%	11.1%
PEMBROKESHIRE	428	195	45.6%	515	229	44.5%	-87	-16.9%	-34	-14.8%	1.1%
POWYS	429	233	54.3%	494	237	48.0%	-65	-13.2%	-4	-1.7%	6.3%

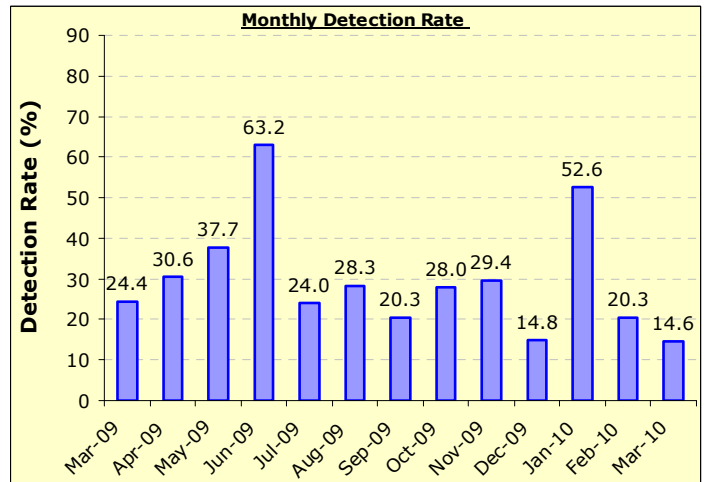


# Domestic Burglary

Recorded Crime Levels – March 2010

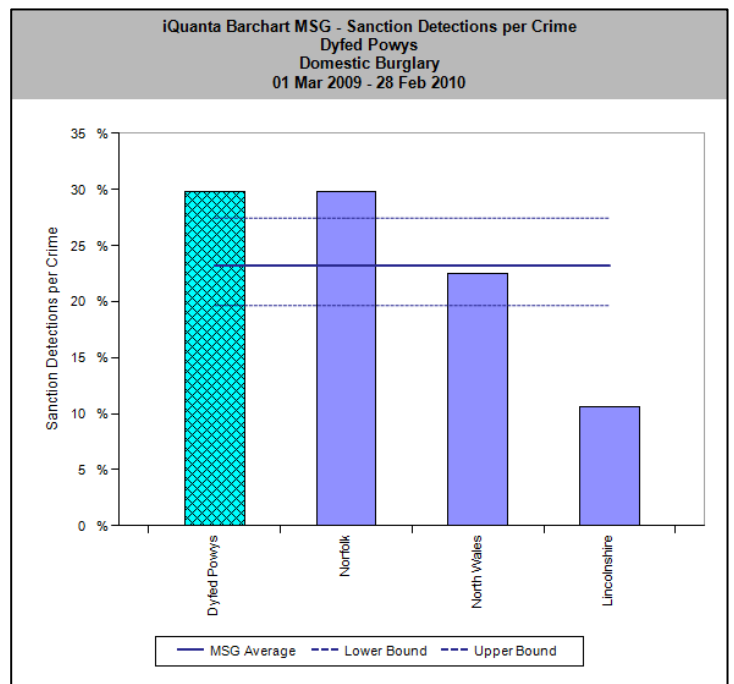
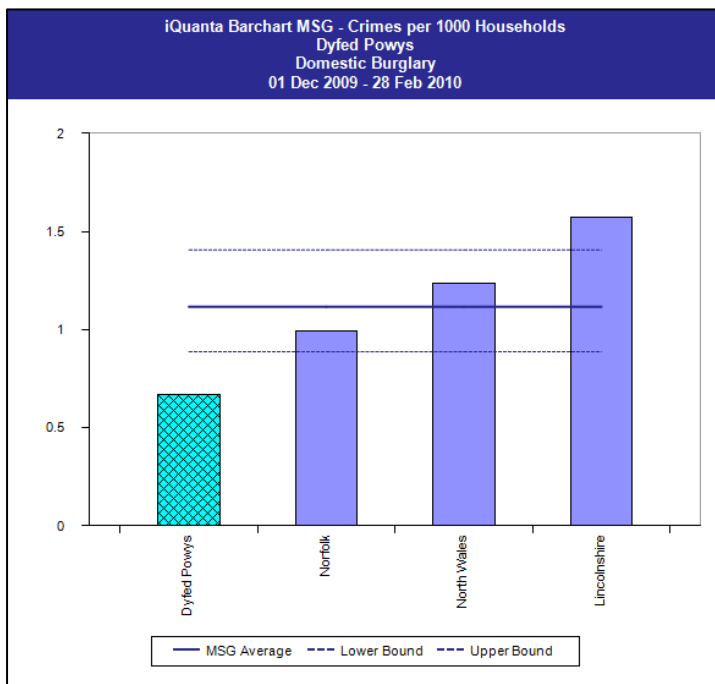


Monthly Detection Rates – March 2010



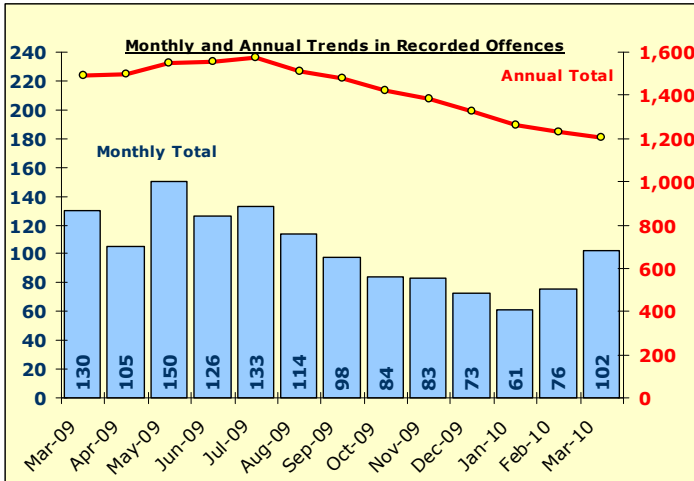
Total Domestic Burglary	YTD: Mar-10			Annual Trends: SPLY			OFFENCES		DETECTIONS		
	Recorded Offences	DETECTIONS	Detection Rate	Recorded Offences	DETECTIONS	Detection Rate	Offences Change	Offences % Change	Detections Change	Detections Volume % Change	Detection Rate Change
THE FORCE	593	172	29.0%	731	196	26.8%	-138	-18.9%	-24	-12.2%	2.2%
CARMARTHENSHIRE	243	76	31.3%	295	100	33.9%	-52	-17.6%	-24	-24.0%	-2.6%
CEREDIGION	67	16	23.9%	87	18	20.7%	-20	-23.0%	-2	-11.1%	3.2%
PEMBROKESHIRE	134	42	31.3%	152	40	26.3%	-18	-11.8%	2	5.0%	5.0%
POWYS	149	38	25.5%	197	38	19.3%	-48	-24.4%	0	0.0%	6.2%

Monthly Figures Only	Month Mar-10			Annual Trends: SPLY			OFFENCES		DETECTIONS		
	Recorded Offences	DETECTIONS	Detection Rate	Recorded Offences	DETECTIONS	Detection Rate	Offences Change	Offences % Change	Detections Change	Detections Volume % Change	Detection Rate Change
THE FORCE	48	7	14.6%	41	10	24.4%	7	17.1%	-3	-30.0%	-9.8%
CARMARTHENSHIRE	25	3	12.0%	20	1	5.0%	5	25.0%	2	200.0%	7.0%
CEREDIGION	3	2	66.7%	5	3	60.0%	-2	-40.0%	-1	-33.3%	6.7%
PEMBROKESHIRE	6	1	16.7%	12	2	16.7%	-6	-50.0%	-1	-50.0%	0.0%
POWYS	14	1	7.1%	4	4	100.0%	10	250.0%	-3	-75.0%	-92.9%

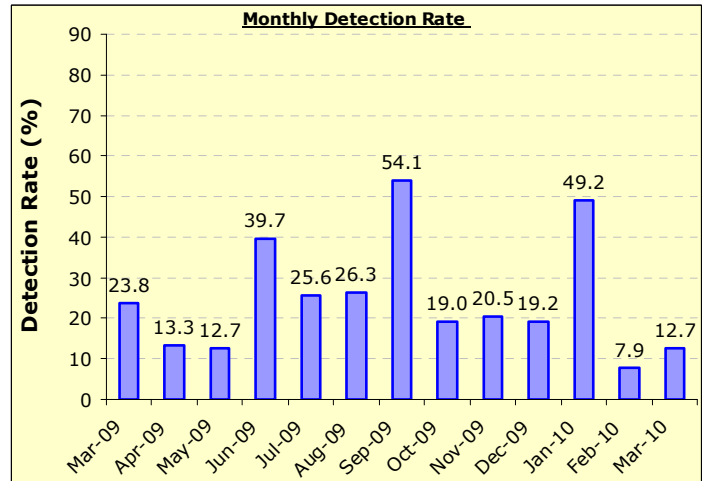


# Other Burglary

Recorded Crime Levels – March 2010

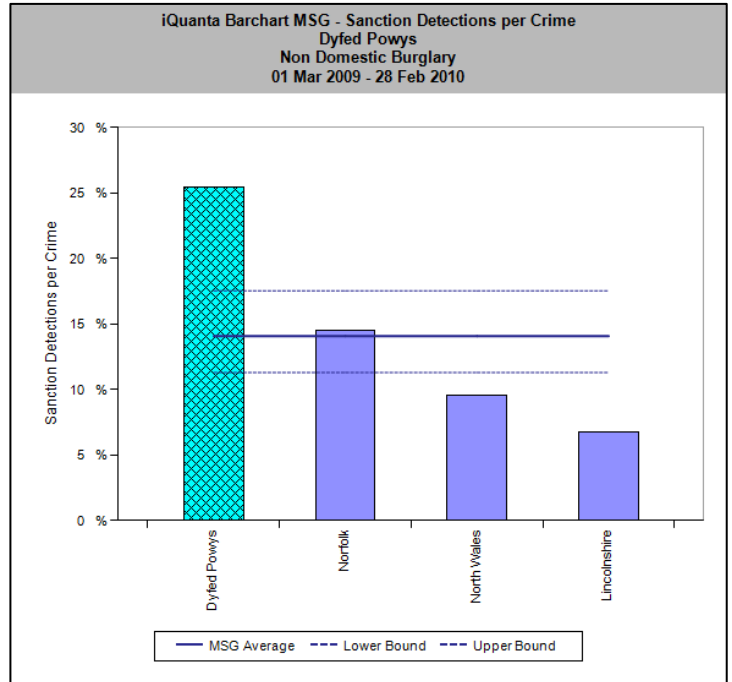
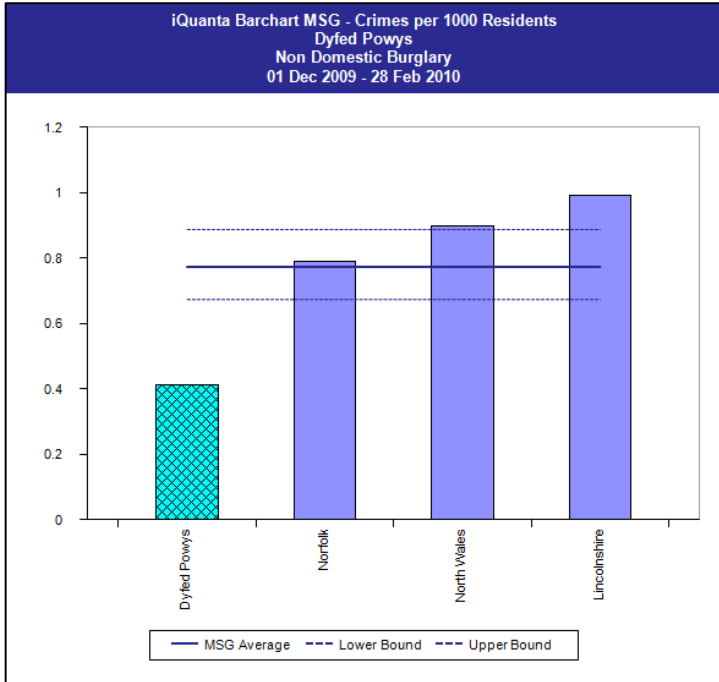


Monthly Detection Rates – March 2010



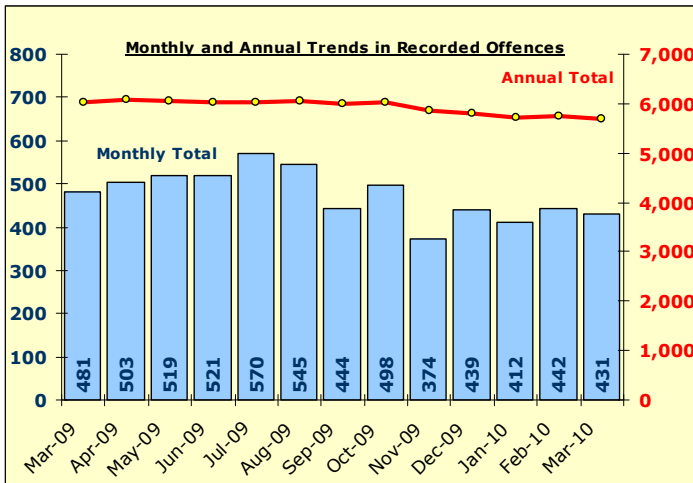
Total Other Burglary	YTD: Mar-10			Annual Trends: SPLY			OFFENCES		DETECTIONS		
	Recorded Offences	DETECTIONS	Detection Rate	Recorded Offences	DETECTIONS	Detection Rate	Offences Change	Offences % Change	Detections Change	Detections Volume % Change	Detection Rate Change
THE FORCE	1,205	296	24.6%	1,494	305	20.4%	-289	-19.3%	-9	-3.0%	4.1%
CARMARTHENSHIRE	443	127	28.7%	555	151	27.2%	-112	-20.2%	-24	-15.9%	1.5%
CEREDIGION	113	15	13.3%	134	23	17.2%	-21	-15.7%	-8	-34.8%	-3.9%
PEMBROKESHIRE	329	88	26.7%	320	51	15.9%	9	2.8%	37	72.5%	10.8%
POWYS	320	66	20.6%	485	80	16.5%	-165	-34.0%	-14	-17.5%	4.1%

Monthly Figures Only	Month Mar-10			Annual Trends: SPLY			OFFENCES		DETECTIONS		
	Recorded Offences	DETECTIONS	Detection Rate	Recorded Offences	DETECTIONS	Detection Rate	Offences Change	Offences % Change	Detections Change	Detections Volume % Change	Detection Rate Change
THE FORCE	102	13	12.7%	130	31	23.8%	-28	-21.5%	-18	-58.1%	-11.1%
CARMARTHENSHIRE	45	3	6.7%	46	8	17.4%	-1	-2.2%	-5	-62.5%	-10.7%
CEREDIGION	10	0	0.0%	7	2	28.6%	3	42.9%	-2	-100.0%	-28.6%
PEMBROKESHIRE	26	7	26.9%	29	2	6.9%	-3	-10.3%	5	250.0%	20.0%
POWYS	21	3	14.3%	48	19	39.6%	-27	-56.3%	-16	-84.2%	-25.3%

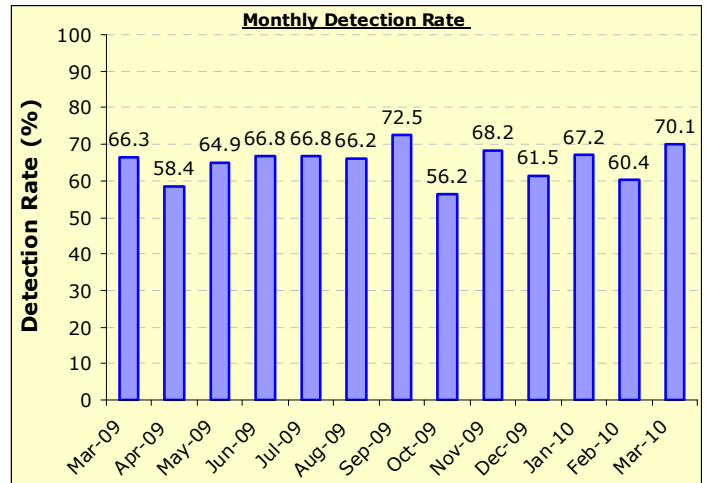


# Total Violent Crime

Recorded Crime Levels – March 2010

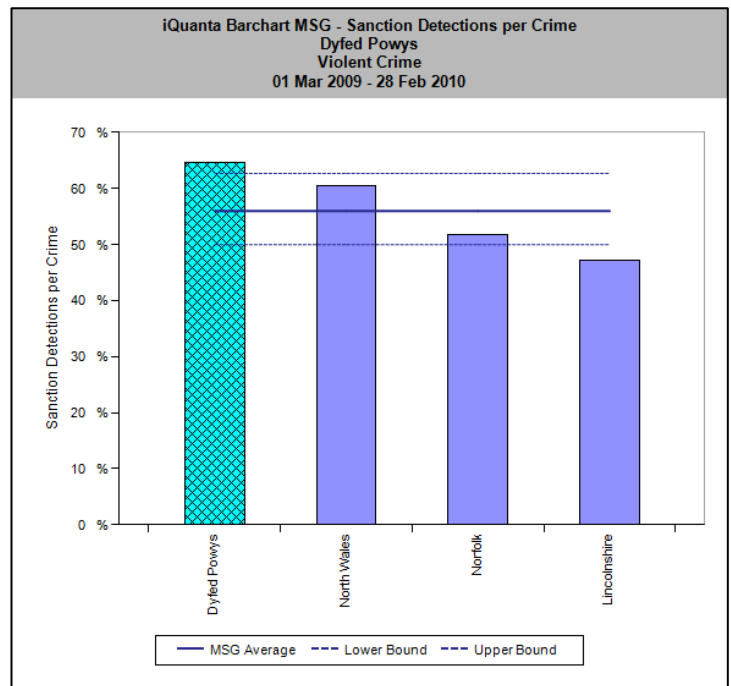
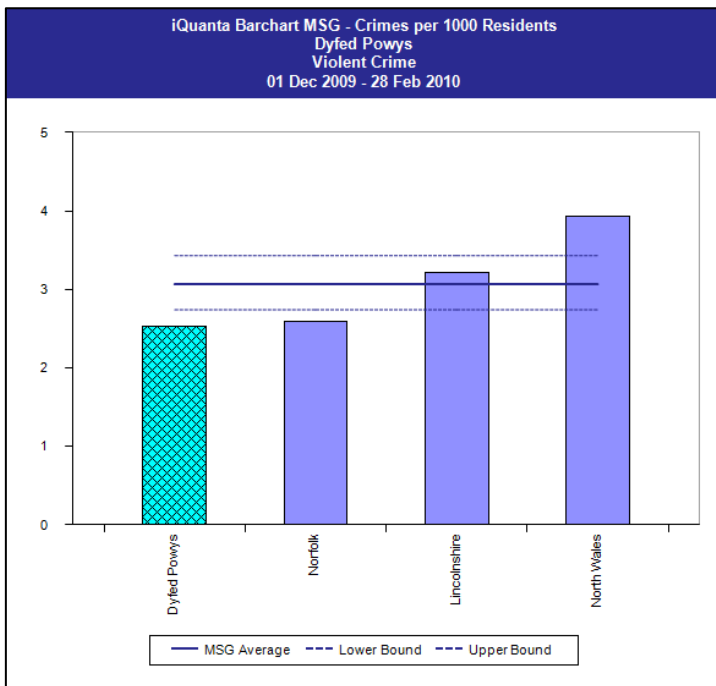


Monthly Detection Rates – March 2010



Total Violent Crime	YTD: Mar-10			Annual Trends: SPLY			OFFENCES		DETECTIONS		
	Recorded Offences	DETECTIONS	Detection Rate	Recorded Offences	DETECTIONS	Detection Rate	Offences Change	Offences % Change	Detections Change	Detections Volume % Change	Detection Rate Change
THE FORCE	5,698	3,694	64.8%	6,027	3,968	65.8%	-329	-5.5%	-274	-6.9%	-1.0%
CARMARTHENSHIRE	1,959	1,266	64.6%	2,206	1,518	68.8%	-247	-11.2%	-252	-16.6%	-4.2%
CEREDIGION	833	497	59.7%	807	529	65.6%	26	3.2%	-32	-6.0%	-5.9%
PEMBROKESHIRE	1,425	938	65.8%	1,543	1,045	67.7%	-118	-7.6%	-107	-10.2%	-1.9%
POWYS	1,481	993	67.0%	1,471	876	59.6%	10	0.7%	117	13.4%	7.5%

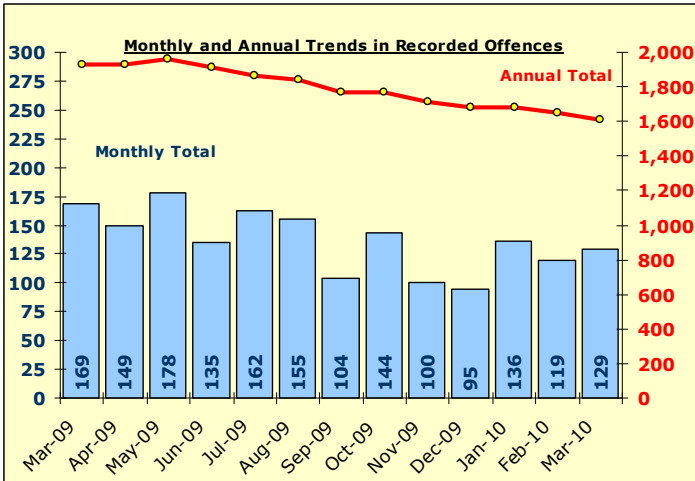
Monthly Figures Only	Month Mar-10			Annual Trends: SPLY			OFFENCES		DETECTIONS		
	Recorded Offences	DETECTIONS	Detection Rate	Recorded Offences	DETECTIONS	Detection Rate	Offences Change	Offences % Change	Detections Change	Detections Volume % Change	Detection Rate Change
THE FORCE	431	302	70.1%	481	319	66.3%	-50	-10.4%	-17	-5.3%	3.7%
CARMARTHENSHIRE	143	91	63.6%	174	98	56.3%	-31	-17.8%	-7	-7.1%	7.3%
CEREDIGION	60	50	83.3%	64	38	59.4%	-4	-6.3%	12	31.6%	24.0%
PEMBROKESHIRE	100	68	68.0%	133	95	71.4%	-33	-24.8%	-27	-28.4%	-3.4%
POWYS	128	93	72.7%	110	88	80.0%	18	16.4%	5	5.7%	-7.3%



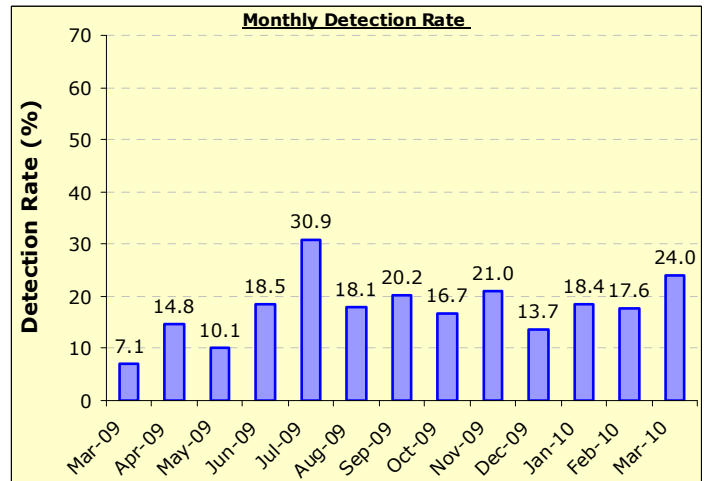
# Total Vehicle Crime

NOW REVISED TO INCLUDE OFFENCES OF VEHICLE INTERFERENCE (HOME OFFICE OFFENCE - 126)

## Recorded Crime Levels – March 2010

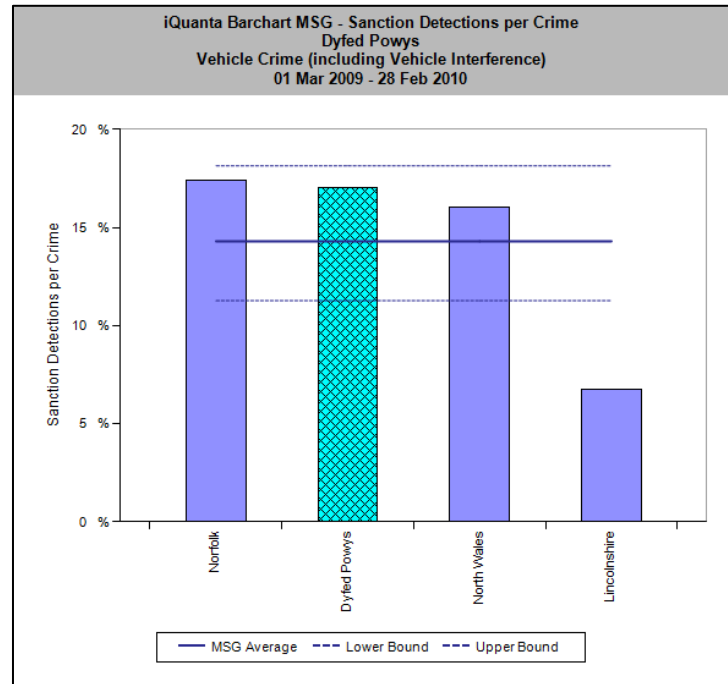
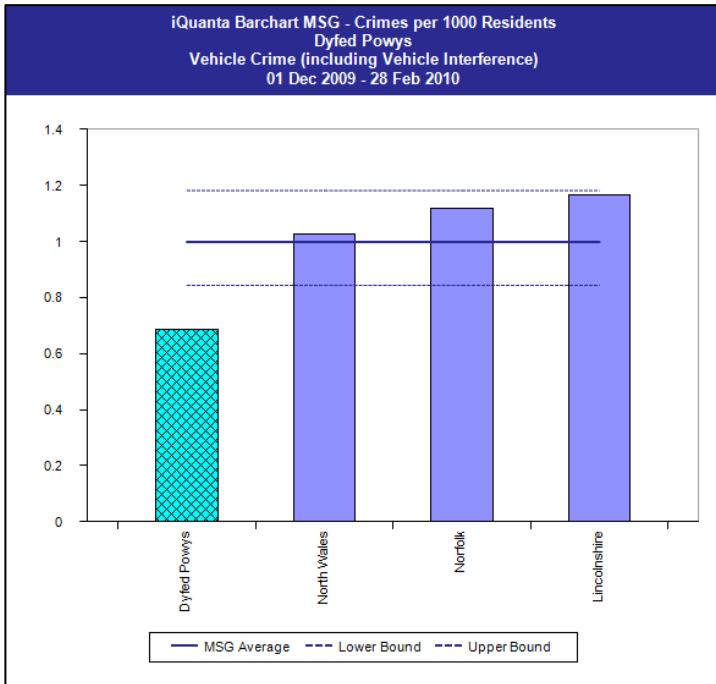


## Monthly Detection Rates – March 2010



Total Autocrime	YTD: Mar-10			Annual Trends: SPLY			OFFENCES		DETECTIONS		
	Recorded Offences	DETECTIONS	Detection Rate	Recorded Offences	DETECTIONS	Detection Rate	Offences Change	Offences % Change	Detections Change	Detections Volume % Change	Detection Rate Change
THE FORCE	1,606	299	18.6%	1,928	262	13.6%	-322	-16.7%	37	14.1%	5.0%
CARMARTHENSHIRE	568	138	24.3%	799	110	13.8%	-231	-28.9%	28	25.5%	10.5%
CEREDIGION	136	23	16.9%	147	27	18.4%	-11	-7.5%	-4	-14.8%	-1.5%
PEMBROKESHIRE	387	72	18.6%	451	65	14.4%	-64	-14.2%	7	10.8%	4.2%
POWYS	515	66	12.8%	531	60	11.3%	-16	-3.0%	6	10.0%	1.5%

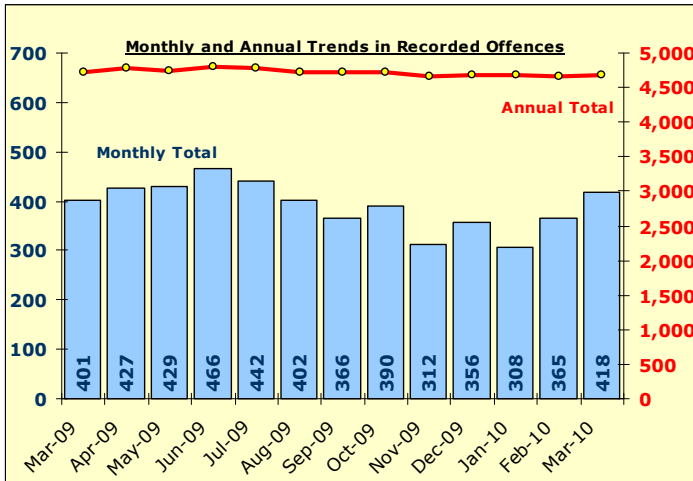
Monthly Figures Only	Month Mar-10			Annual Trends: SPLY			OFFENCES		DETECTIONS		
	Recorded Offences	DETECTIONS	Detection Rate	Recorded Offences	DETECTIONS	Detection Rate	Offences Change	Offences % Change	Detections Change	Detections Volume % Change	Detection Rate Change
THE FORCE	129	31	24.0%	169	12	7.1%	-40	-23.7%	19	158.3%	16.9%
CARMARTHENSHIRE	43	15	34.9%	81	6	7.4%	-38	-46.9%	9	150.0%	27.5%
CEREDIGION	9	0	0.0%	11	1	9.1%	-2	-18.2%	-1	-100.0%	-9.1%
PEMBROKESHIRE	41	10	24.4%	32	1	3.1%	9	28.1%	9	900.0%	21.3%
POWYS	36	6	16.7%	45	4	8.9%	-9	-20.0%	2	50.0%	7.8%



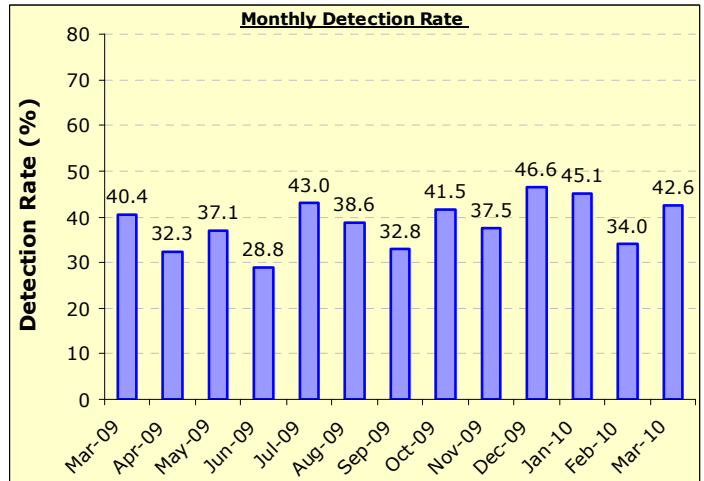
# Total General Theft

NOW REVISED TO EXCLUDE OFFENCES OF VEHICLE INTERFERENCE – SEE VEHICLE CRIME PAGE

## Recorded Crime Levels – March 2010

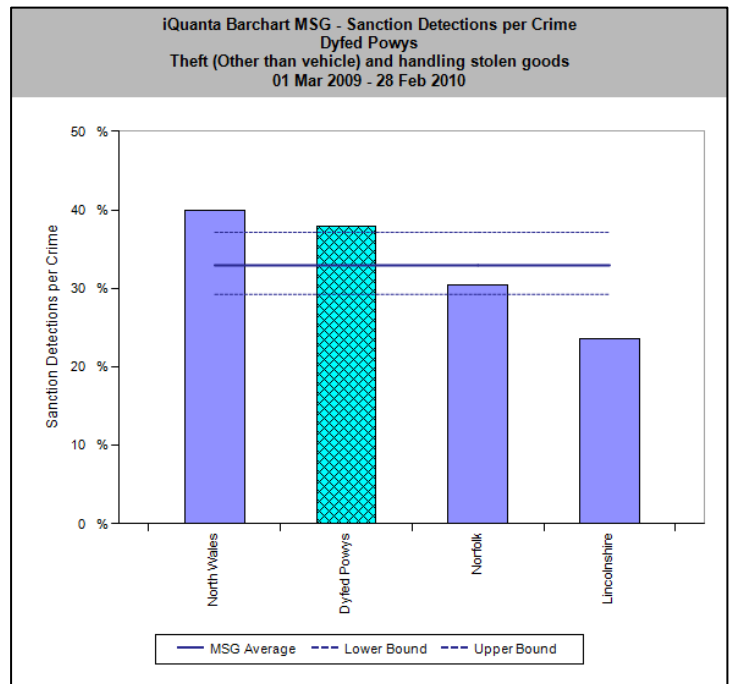
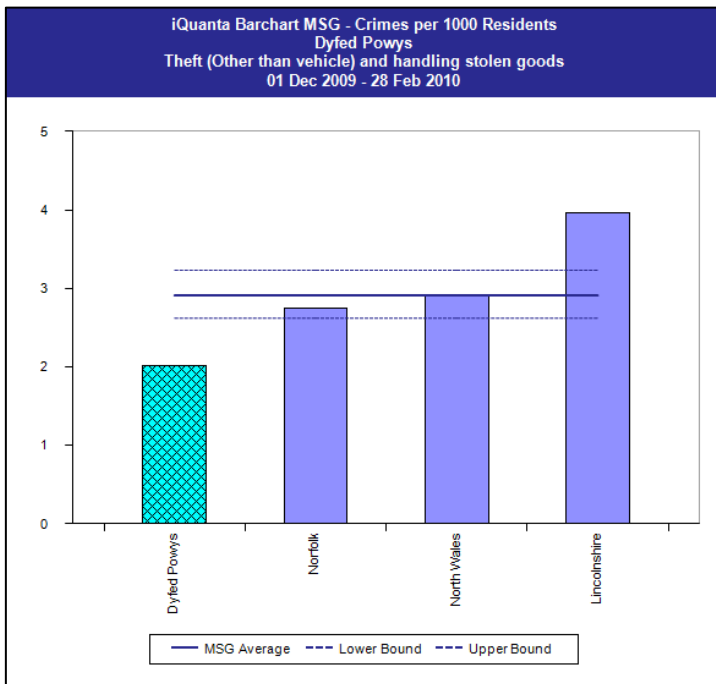


## Monthly Detection Rates – March 2010



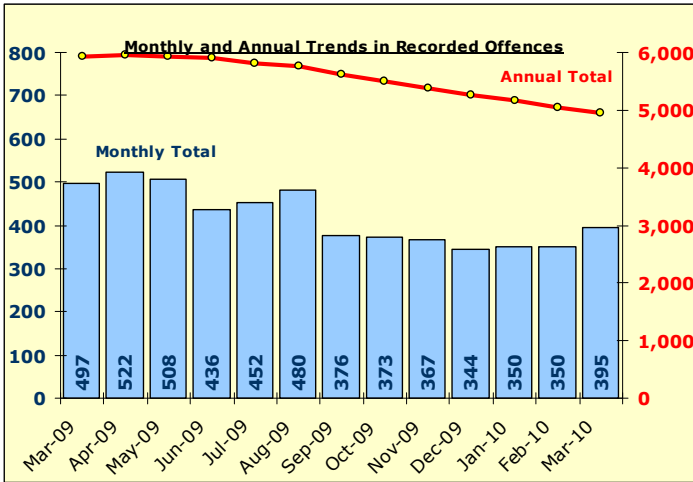
Total General Theft	YTD: Mar-10			Annual Trends: SPL Y			OFFENCES		DETECTIONS		
	Recorded Offences	DETECTIONS	Detection Rate	Recorded Offences	DETECTIONS	Detection Rate	Offences Change	Offences % Change	Detections Change	Detections Volume % Change	Detection Rate Change
THE FORCE	4,681	1,782	38.1%	4,730	1,609	34.0%	-49	-1.0%	173	10.8%	4.1%
CARMARTHENSHIRE	1,881	804	42.7%	1,877	703	37.5%	4	0.2%	101	14.4%	5.3%
CEREDIGION	604	193	32.0%	592	177	29.9%	12	2.0%	16	9.0%	2.1%
PEMBROKESHIRE	1,115	439	39.4%	1,142	410	35.9%	-27	-2.4%	29	7.1%	3.5%
POWYS	1,081	346	32.0%	1,119	319	28.5%	-38	-3.4%	27	8.5%	3.5%

Monthly Figures Only	Month Mar-10			Annual Trends: SPL Y			OFFENCES		DETECTIONS		
	Recorded Offences	DETECTIONS	Detection Rate	Recorded Offences	DETECTIONS	Detection Rate	Offences Change	Offences % Change	Detections Change	Detections Volume % Change	Detection Rate Change
THE FORCE	418	178	42.6%	401	162	40.4%	17	4.2%	16	9.9%	2.2%
CARMARTHENSHIRE	204	91	44.6%	154	59	38.3%	50	32.5%	32	54.2%	6.3%
CEREDIGION	49	19	38.8%	49	15	30.6%	0	0.0%	4	26.7%	8.2%
PEMBROKESHIRE	86	37	43.0%	101	41	40.6%	-15	-14.9%	-4	-9.8%	2.4%
POWYS	79	31	39.2%	97	47	48.5%	-18	-18.6%	-16	-34.0%	-9.2%

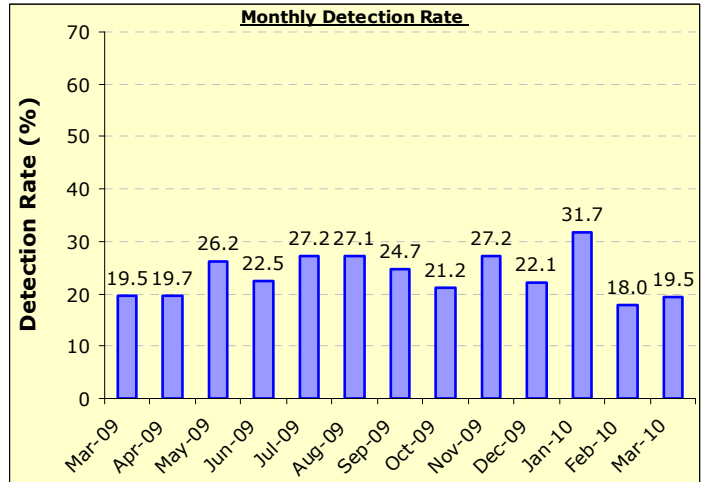


# Total Criminal Damage

Recorded Crime Levels – March 2010

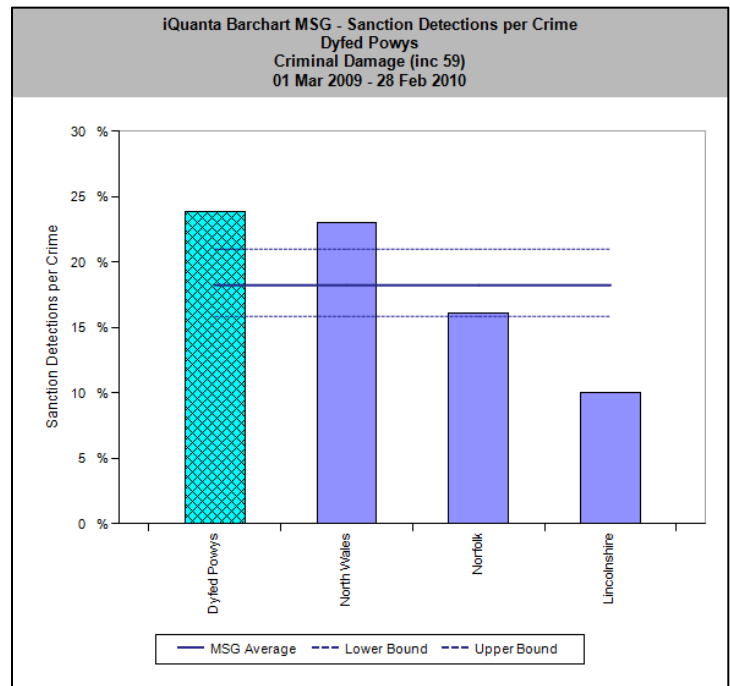
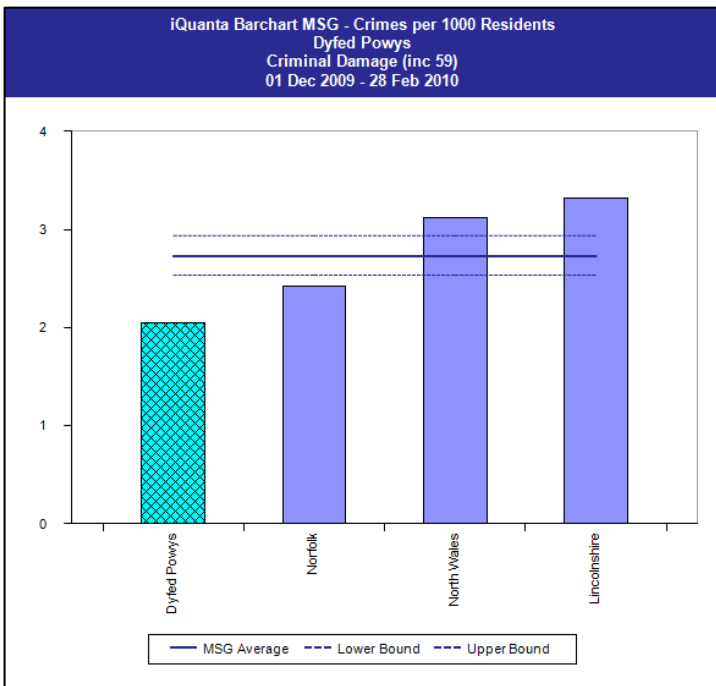


Monthly Detection Rates – March 2010



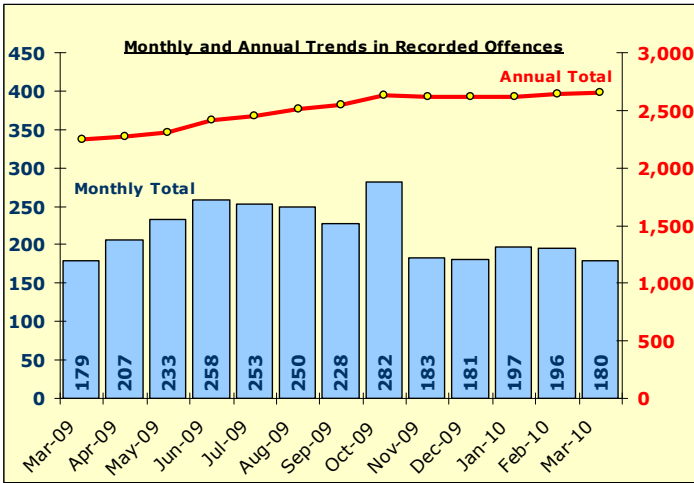
Total Criminal Damage	YTD: Mar-10			Annual Trends: SPL Y			OFFENCES		DETECTIONS		
	Recorded Offences	DETECTIONS	Detection Rate	Recorded Offences	DETECTIONS	Detection Rate	Offences Change	Offences % Change	Detections Change	Detections Volume % Change	Detection Rate Change
THE FORCE	4,953	1,186	23.9%	5,932	1,444	24.3%	-979	-16.5%	-258	-17.9%	-0.4%
CARMARTHENSHIRE	1,704	403	23.7%	2,009	516	25.7%	-305	-15.2%	-113	-21.9%	-2.0%
CEREDIGION	647	138	21.3%	748	162	21.7%	-101	-13.5%	-24	-14.8%	-0.3%
PEMBROKESHIRE	1,406	325	23.1%	1,760	434	24.7%	-354	-20.1%	-109	-25.1%	-1.5%
POWYS	1,196	320	26.8%	1,415	332	23.5%	-219	-15.5%	-12	-3.6%	3.3%

Monthly Figures Only	Month Mar-10			Annual Trends: SPL Y			OFFENCES		DETECTIONS		
	Recorded Offences	DETECTIONS	Detection Rate	Recorded Offences	DETECTIONS	Detection Rate	Offences Change	Offences % Change	Detections Change	Detections Volume % Change	Detection Rate Change
THE FORCE	395	77	19.5%	497	97	19.5%	-102	-20.5%	-20	-20.6%	0.0%
CARMARTHENSHIRE	130	28	21.5%	147	30	20.4%	-17	-11.6%	-2	-6.7%	1.1%
CEREDIGION	59	8	13.6%	66	11	16.7%	-7	-10.6%	-3	-27.3%	-3.1%
PEMBROKESHIRE	118	25	21.2%	151	35	23.2%	-33	-21.9%	-10	-28.6%	-2.0%
POWYS	88	16	18.2%	133	21	15.8%	-45	-33.8%	-5	-23.8%	2.4%

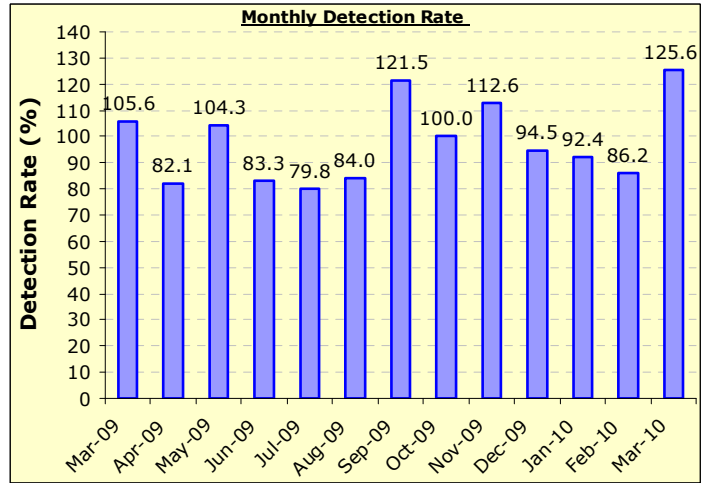


# Total Drug Offences

## Recorded Crime Levels – March 2010

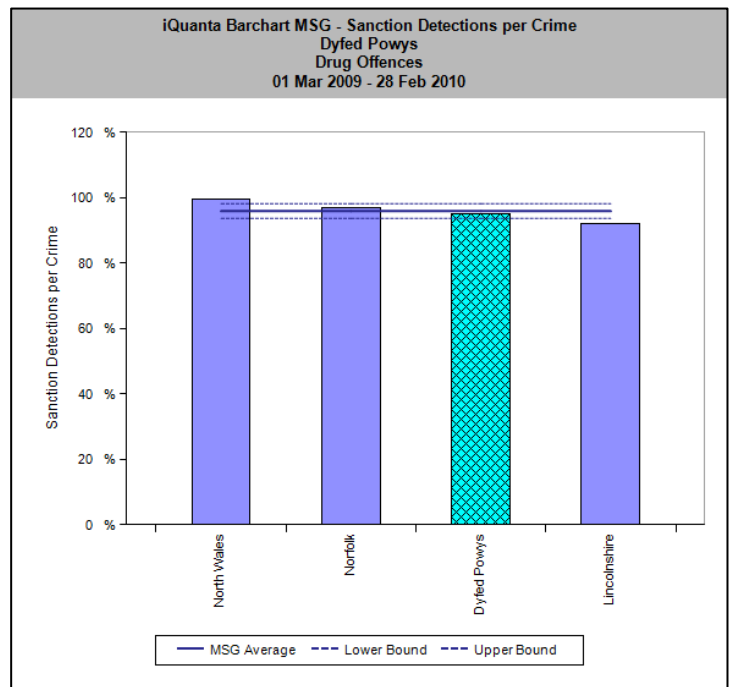
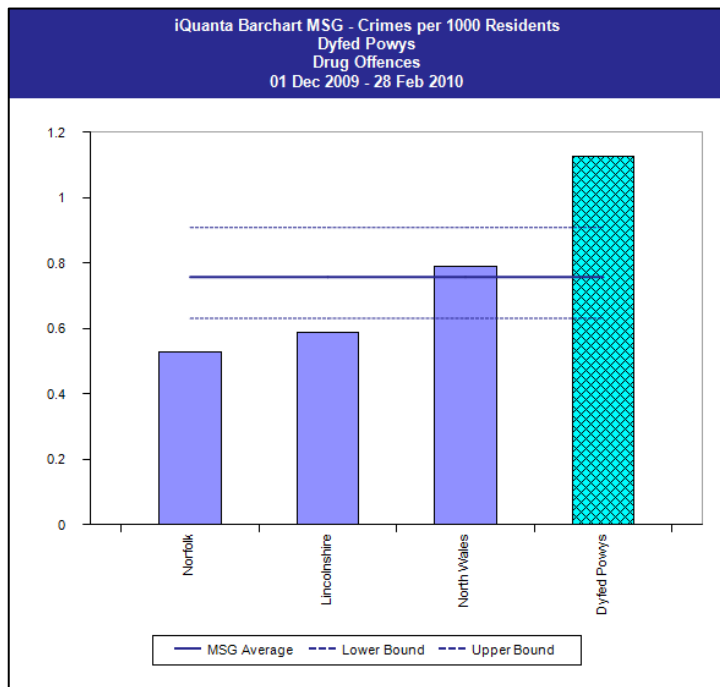


## Monthly Detection Rates – March 2010



Total Drug Offences	YTD: Mar-10			Annual Trends: SPLY			OFFENCES		DETECTIONS		
	Recorded Offences	DETECTIONS	Detection Rate	Recorded Offences	DETECTIONS	Detection Rate	Offences Change	Offences % Change	Detections Change	Detections Volume % Change	Detection Rate Change
THE FORCE	2,648	2,553	96.4%	2,248	2,135	95.0%	400	17.8%	418	19.6%	1.4%
CARMARTHENSHIRE	1,121	1,078	96.2%	888	838	94.4%	233	26.2%	240	28.6%	1.8%
CEREDIGION	377	355	94.2%	386	365	94.6%	-9	-2.3%	-10	-2.7%	-0.4%
PEMBROKESHIRE	517	497	96.1%	447	427	95.5%	70	15.7%	70	16.4%	0.6%
POWYS	633	623	98.4%	527	505	95.8%	106	20.1%	118	23.4%	2.6%

Monthly Figures Only	Month Mar-10			Annual Trends: SPLY			OFFENCES		DETECTIONS		
	Recorded Offences	DETECTIONS	Detection Rate	Recorded Offences	DETECTIONS	Detection Rate	Offences Change	Offences % Change	Detections Change	Detections Volume % Change	Detection Rate Change
THE FORCE	180	226	125.6%	179	189	105.6%	1	0.6%	37	19.6%	20.0%
CARMARTHENSHIRE	85	105	123.5%	52	69	132.7%	33	63.5%	36	52.2%	-9.2%
CEREDIGION	21	25	119.0%	36	32	88.9%	-15	-41.7%	-7	-21.9%	30.2%
PEMBROKESHIRE	32	29	90.6%	42	40	95.2%	-10	-23.8%	-11	-27.5%	-4.6%
POWYS	42	67	159.5%	49	48	98.0%	-7	-14.3%	19	39.6%	61.6%



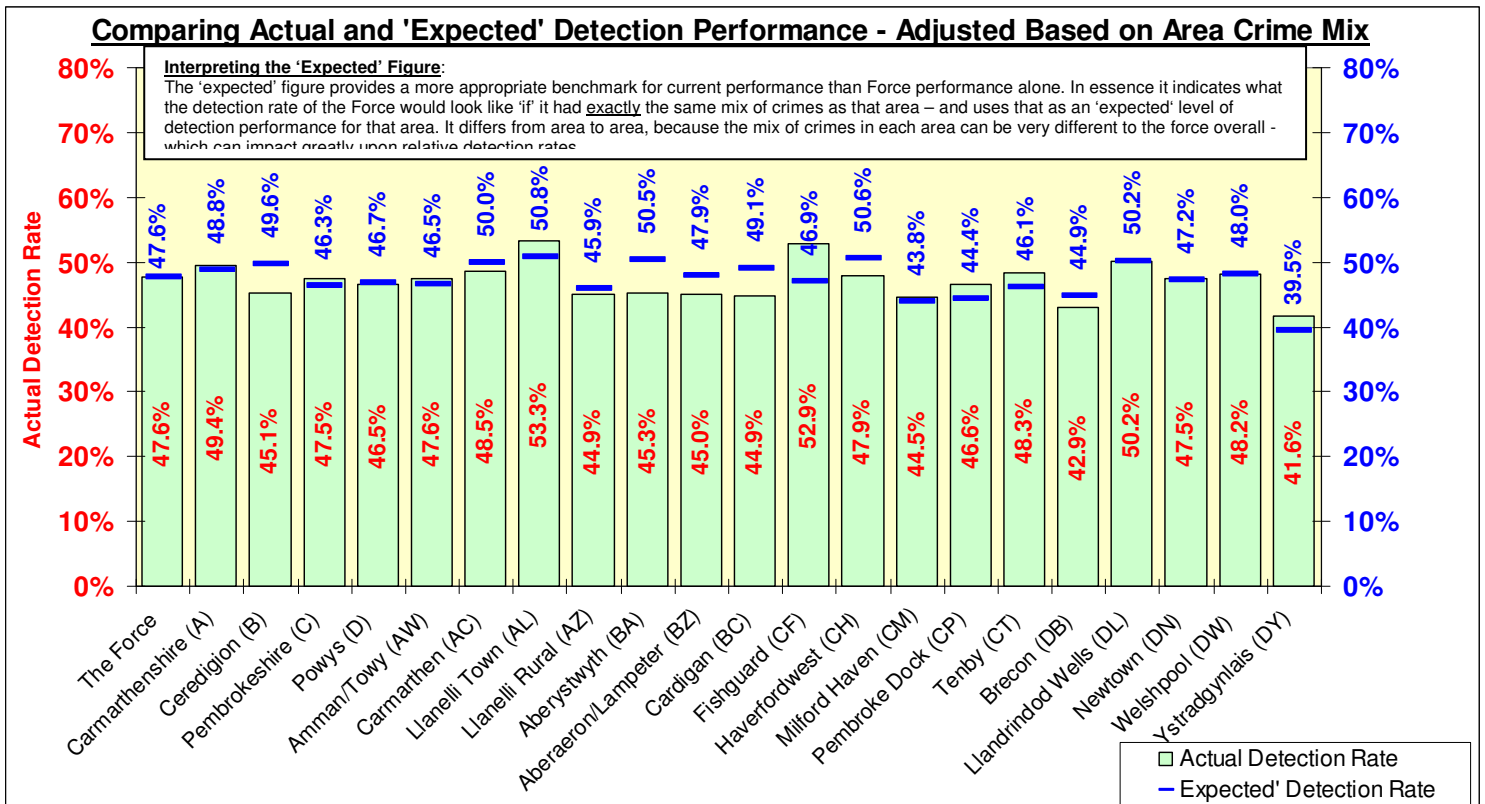
# Detection Performance Summary

The 'Expected' Rate represents an adjusted benchmark figure for comparison. It recognises the prevalence of different types of crime in different areas and their impact upon expectations of overall detection performance

## Total Detection Rate (March 2010 YTD) - By Detection Type and Type of Offence

Breakdown of Detection Rate YTD	CRIMES	DETECTIONS	DETECTION RATE	CHARGED	SUMMONS	CAUTIONS	TIC - TAKEN INTO CONSIDRTN.	Penalty Notice for Disorder	Cannabis Warnings/ Cannabis PND
<b>TOTAL ALL OFFENCES</b>	<b>22,377</b>	<b>10,659</b>	<b>47.6%</b>	<b>5284</b>	<b>49</b>	<b>3444</b>	<b>228</b>	<b>689</b>	<b>965</b>
Total Violent Crime	5,698	3,694	64.8%	1985	25	1290	0	394	0
Total Domestic Burglary	593	172	29.0%	139	0	19	14	0	0
Total Other Burglary	1,205	296	24.6%	189	0	45	61	1	0
Total Autocrime	1,606	299	18.6%	206	3	46	42	0	0
Total General Theft	4,681	1,782	38.1%	954	2	595	70	163	0
Total Criminal Damage	4,953	1,186	23.9%	483	2	546	25	130	0
Total Drug Offences	2,648	2,553	96.4%	969	3	615	1	0	965

## Total Detection Performance (March 2010 YTD) – Actual and Expected Performance (adjusted for crime mix)



## Breakdown of the Volume of Detections by BCU (March 2010 YTD)

TOTAL ALL OFFENCES	Recorded Offences	Detections	Detection Rate	CHARGED	SUMMONS	CAUTIONS	Penalty Notice for Disorder	Cannabis Warnings/ Cannabis PND
<b>THE FORCE</b>	<b>22,377</b>	<b>10,659</b>	<b>47.6%</b>	<b>50%</b>	<b>0%</b>	<b>15%</b>	<b>3%</b>	<b>9%</b>
Carmarthenshire (A)	8,166	4,031	49.4%	52%	0%	16%	2%	9%
Ceredigion (B)	2,925	1,320	45.1%	47%	0%	14%	4%	11%
Pembrokeshire (C)	5,667	2,693	47.5%	51%	0%	18%	3%	5%
Powys (D)	5,619	2,615	46.5%	46%	0%	13%	5%	12%

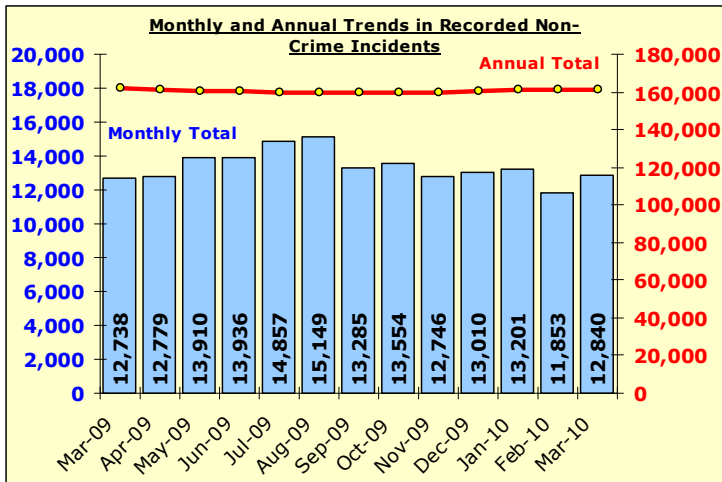
% Change Summary (compared with previous period)	Recorded Offences	DETECTIONS	Detection Rate	CHARGED	SUMMONS	CAUTIONS	Penalty Notice for Disorder	Cannabis Warnings
<b>THE FORCE</b>	<b>-7%</b>	<b>0%</b>	<b>3.3%</b>	<b>1.0%</b>	<b>35.4%</b>	<b>-0.3%</b>	<b>16.6%</b>	<b>23.7%</b>
Carmarthenshire (A)	-10%	-7%	1.5%	5.3%	231.7%	-4.2%	-27.3%	32.8%
Ceredigion (B)	-4%	-5%	-0.3%	0.9%	-20.0%	-12.3%	30.6%	20.0%
Pembrokeshire (C)	-6%	3%	4.3%	-0.6%	432.5%	7.6%	16.5%	14.9%
Powys (D)	-6%	10%	7.1%	-4.1%	11.8%	4.9%	74.4%	17.7%

# Total Non-Crime Incidents

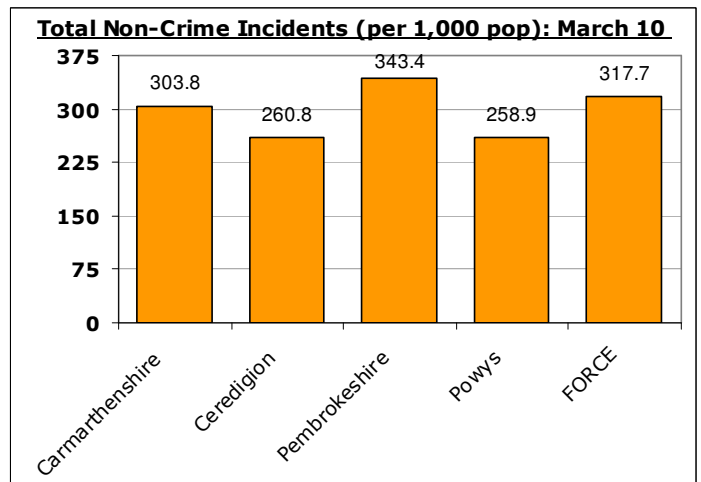
Non-Crime Incident Demand (NSIR) – Primary Disposal Code Only

For details of incident recording practice & procedures contact Force Incident Registrar (FIR) ext: 23925

## Total Recorded Non-Crime Incidents – March 2010

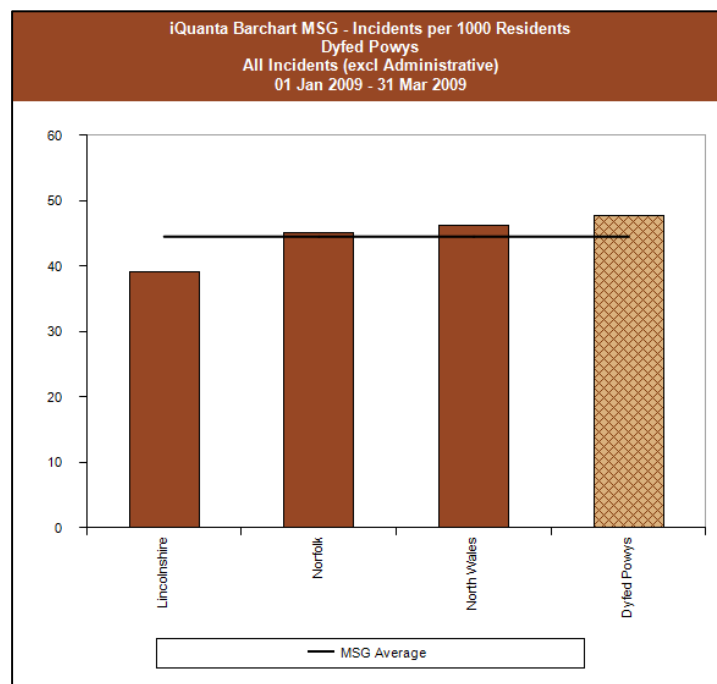


## BCU Comparisons – March 2010 YTD



Force	Earlier Period		Later Period		% Change
	Start	End	Start	End	
	Apr-08	Mar-09	Apr-09	Mar-10	
<b>NO DIPSOSAL CODE PROVIDED</b>	2,136		2,985		+ 39.7%
<b>TOTAL TRANSPORT INCIDENTS</b>	25,328		24,743		- 2.3%
<i>TOTAL RTC INCIDENTS</i>	8,286		8,470		+ 2.2%
<b>TOTAL ASB INCIDENTS</b>	35,353		33,055		- 6.5%
<i>TOTAL ROWDY/NUISANCE BEHAVIOUR INCIDENTS</i>	21,739		19,802		- 8.9%
<b>TOTAL PUBLIC SAFETY/WELFARE INCIDENTS</b>	48,378		49,478		+ 2.3%
<i>TOTAL ALARM INCIDENTS</i>	3,596		3,597		+ 0.0%
<i>TOTAL MISPERS INCIDENTS</i>	2,748		2,573		- 6.4%
<b>TOTAL ADMIN INCIDENTS</b>	50,631		50,859		+ 0.5%
<b>TOTAL NON-CRIME INCIDENTS</b>	161,826		161,120		- 0.4%

PLEASE NOTE CHANGES TO FORCE SYSTEMS INTRODUCED BY FIR IN JANT 2007 HAVE LED TO SOME DISPLACEMENT FROM TRANSPORT TO ASB INCIDENT COUNTS AS A RESULT OF THESE RECORDING IMPROVEMENTS.

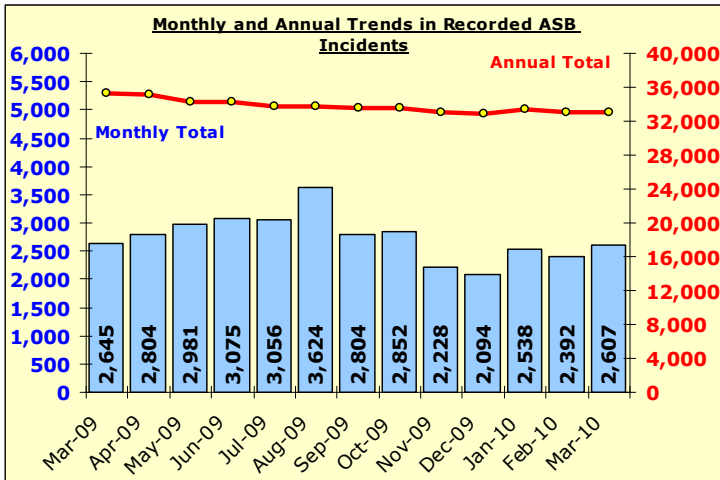


# Total Anti-Social Behaviour Incidents

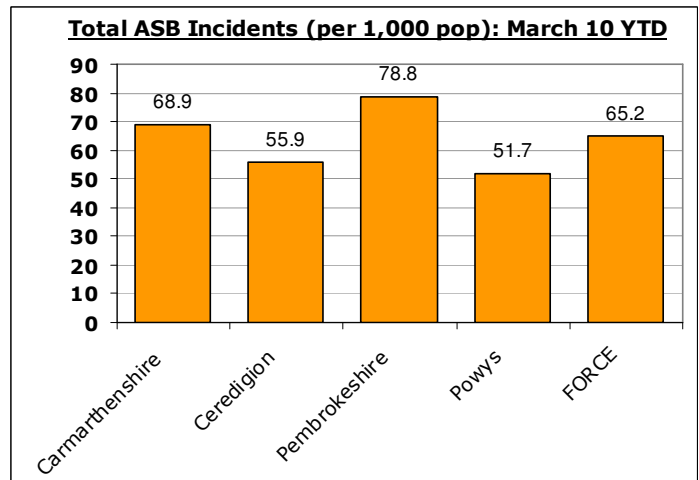
Non-Crime Incident Demand (NSIR) – Primary Disposal Code Only

For details of incident recording practice & procedures contact Force Incident Registrar (FIR) ext: 23925

## Recorded ASB Incident Levels – March 2010

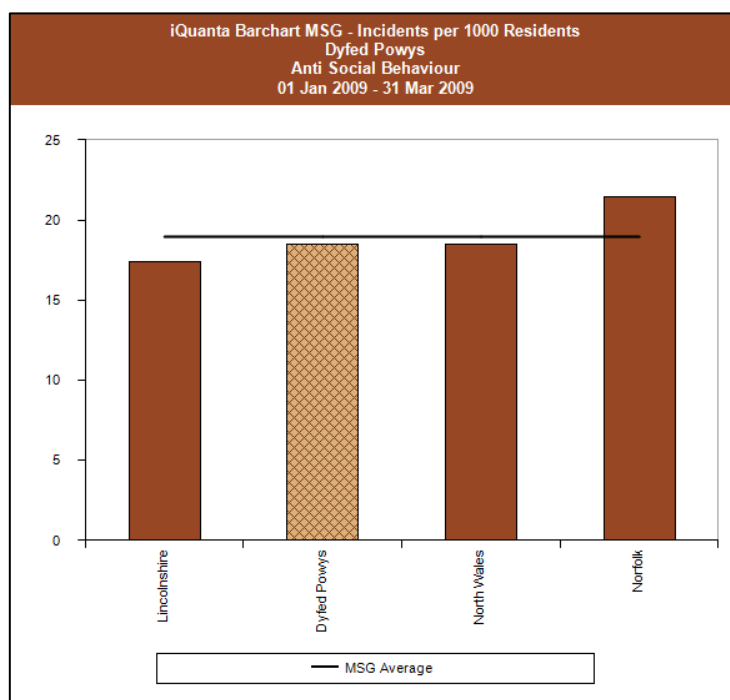


## BCU Comparisons – March 2010 YTD



Disposal 1st Used	FORCE ASB Incidents	Earlier Period		Later Period		% Change
		Start	End	Start	End	
		Apr-08	Mar-09	Apr-09	Mar-10	
300	ABANDONED VEHICLES	733		638		- 13.0%
301	ANIMAL PROBLEMS	1,376		1,407		+ 2.3%
302	BEGGING/VAGRANCY	147		125		- 15.0%
303	HOAX CALL TO EMERG. SERVICES	1,027		764		- 25.6%
304	INAPP. USE/SALE/POSS. FIREWORK	146		95		- 34.9%
305	MALICIOUS COMMUNICATIONS	2,572		2,800		+ 8.9%
306	NOISE	1,399		1,609		+ 15.0%
307	PROSTITUTION RELATED ACTIVITY	3		1		- 66.7%
308	ROWDY/NUISANCE-ENVIRONMENT DAM	363		241		- 33.6%
309	ROWDY/NUISANCE-NEIGHBOURS	4,438		4,075		- 8.2%
310	ROWDY/NUISANCE-INCONSID. BEH.	16,938		15,486		- 8.6%
311	STREET DRINKING	503		277		- 44.9%
312	SUBSTANCE MISUSE	14		1		- 92.9%
313	TRESPASS	366		310		- 15.3%
314	VEHICLE NUISANCE/INAPP. USE	5,328		5,226		- 1.9%
0	NO DISPOSAL CODE PROVIDED	2,136		2,985		+ 39.7%
	<b>TOTAL ASB INCIDENTS</b>	<b>35,353</b>		<b>33,055</b>		<b>- 6.5%</b>

PLEASE NOTE CHANGES TO FORCE SYSTEMS INTRODUCED BY FIR IN JAN 2007 HAVE LED TO SOME DISPLACEMENT FROM TRANSPORT TO ASB INCIDENT COUNTS AS A RESULT OF THESE RECORDING IMPROVEMENTS.

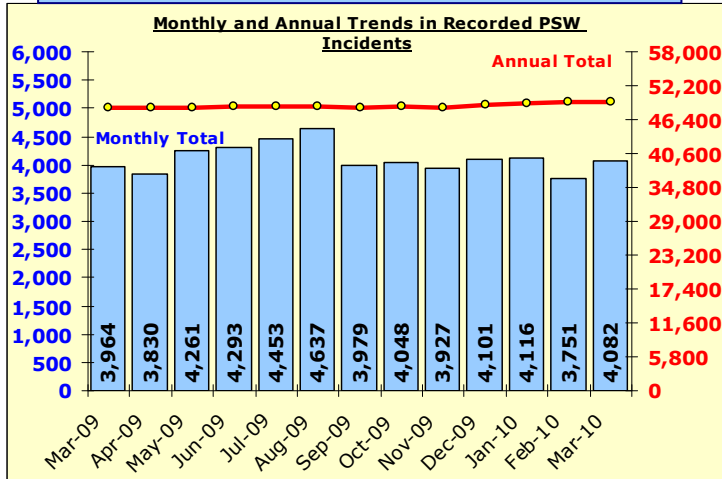


# Total Public Safety & Welfare Incidents

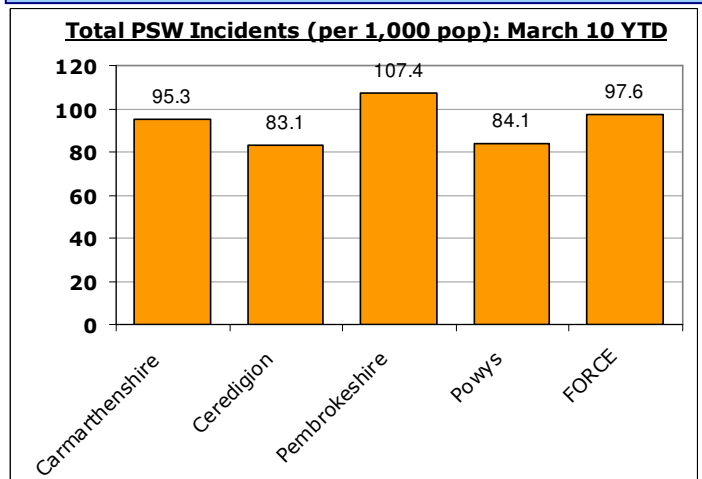
Non-Crime Incident Demand (NSIR) – Primary Disposal Code Only

For details of incident recording practice & procedures contact Force Incident Registrar (FIR) ext: 23925

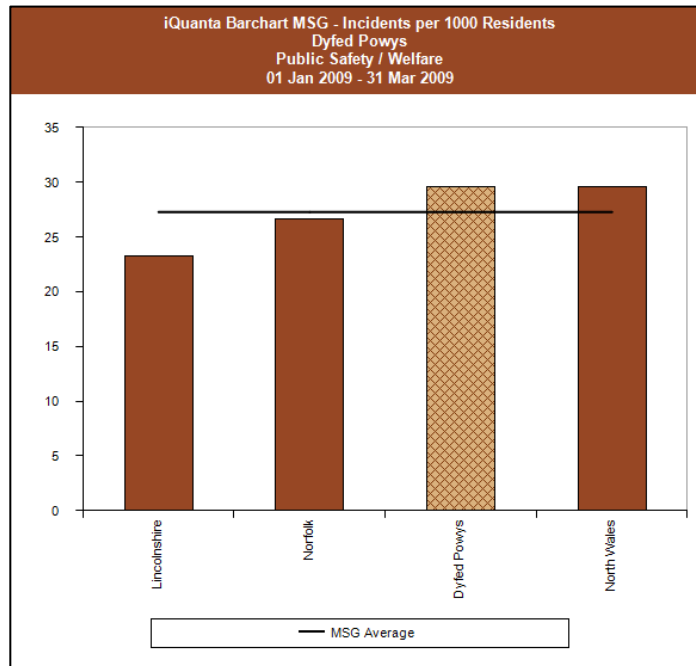
## Recorded PSW Incident Levels – March 2010



## BCU Comparisons – March 2010 YTD



Disposal 1st Used	FORCE PSW Incidents	Earlier Period		Later Period		% Change
		Start	End	Start	End	
		Apr-08	Mar-09	Apr-09	Mar-10	
500	ABANDONED CALL	6,618		5,649		- 14.6%
501	ABSCONDER/AWOL	19		25		+ 31.6%
502	ALARM MON.STATION. FALSE ACT.	1,833		1,686		- 8.0%
503	ALARM MON.STATION. FALSE WITH.	282		276		- 2.1%
504	ALARM POLICE INSTALLED	202		262		+ 29.7%
505	ALARM PREMESIS AUDIBLE ONLY	1,279		1,373		+ 7.3%
506	BREACH OF INJUNCTION	18		193		+ 972.2%
507	CIVIL DISPUTES	1,714		1,735		+ 1.2%
508	COLLAPSE/ILLNESS/INJURY/TRAP.	3,527		3,550		+ 0.7%
509	CONCERN FOR SAFETY	9,658		10,685		+ 10.6%
510	DOMESTIC INCIDENT (NOT CRIME)	5,728		5,778		+ 0.9%
511	FIREARMS (NOT CRIME)	37		25		- 32.4%
512	IMMIGRATION	7		8		+ 14.3%
513	INDUSTRIAL INCIDENT/ACCIDENT	51		22		- 56.9%
514	INSECURE PROPERTY	1,209		1,149		- 5.0%
515	LICENSING	110		97		- 11.8%
516	MENTAL HEALTH	0		0		No Calc
517	MISPER HIGH RISK	491		361		- 26.5%
518	MISPER MEDIUM RISK	1,385		1,514		+ 9.3%
519	MISPER LOW RISK	589		539		- 8.5%
520	MISPER UNAUTHOR. ABSENCE	283		159		- 43.8%
521	NATURAL DISASTER/INC./WARN.	235		440		+ 87.2%
522	PETS/DOMESTICATED ANIMALS	835		856		+ 2.5%
523	PROTEST/DEMONSTRATION	13		13		=
524	SUDDEN DEATH	1,082		1,082		=
525	SUSPICIOUS CIRCUMSTANCES	10,700		11,548		+ 7.9%
526	SUSPECT PACKAGE/OBJECT	270		247		- 8.5%
527	WILDLIFE - NON-NOTIFIABLE CRIME	153		178		+ 16.3%
528	TRUANCY	50		28		- 44.0%
	<b>TOTAL PUBLIC SAFETY/WELFARE INCIDENTS</b>	<b>48,378</b>		<b>49,478</b>		<b>+ 2.3%</b>

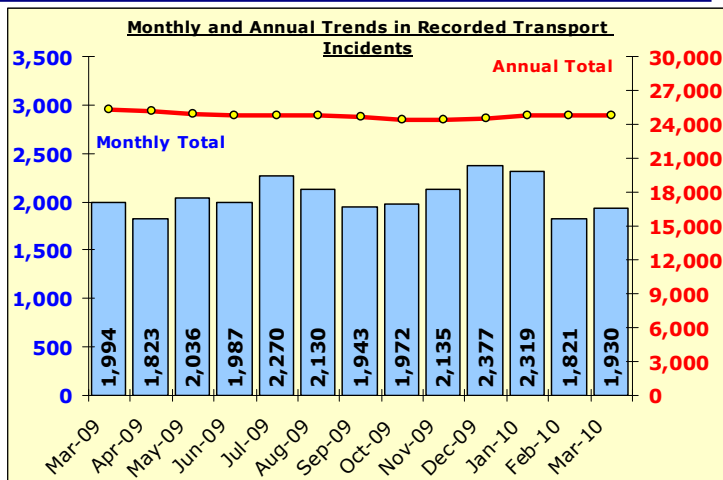


# Total Transport Related Incidents

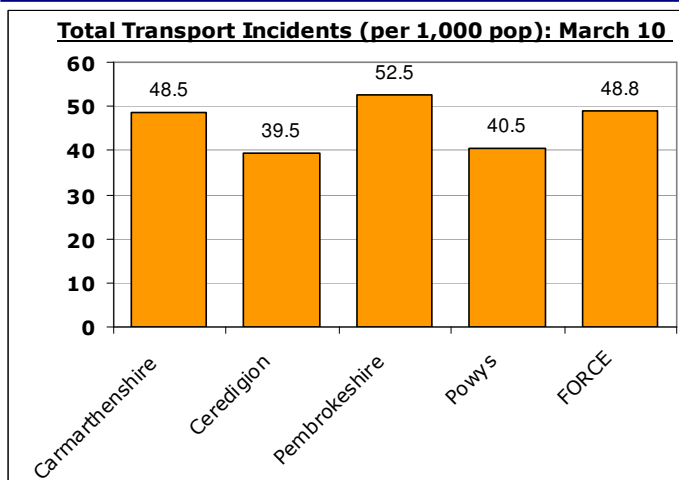
Non-Crime Incident Demand (NSIR) – Primary Disposal Code Only

For details of incident recording practice & procedures contact Force Incident Registrar (FIR) ext: 23925

## Recorded Transport Incident Levels – March 2010



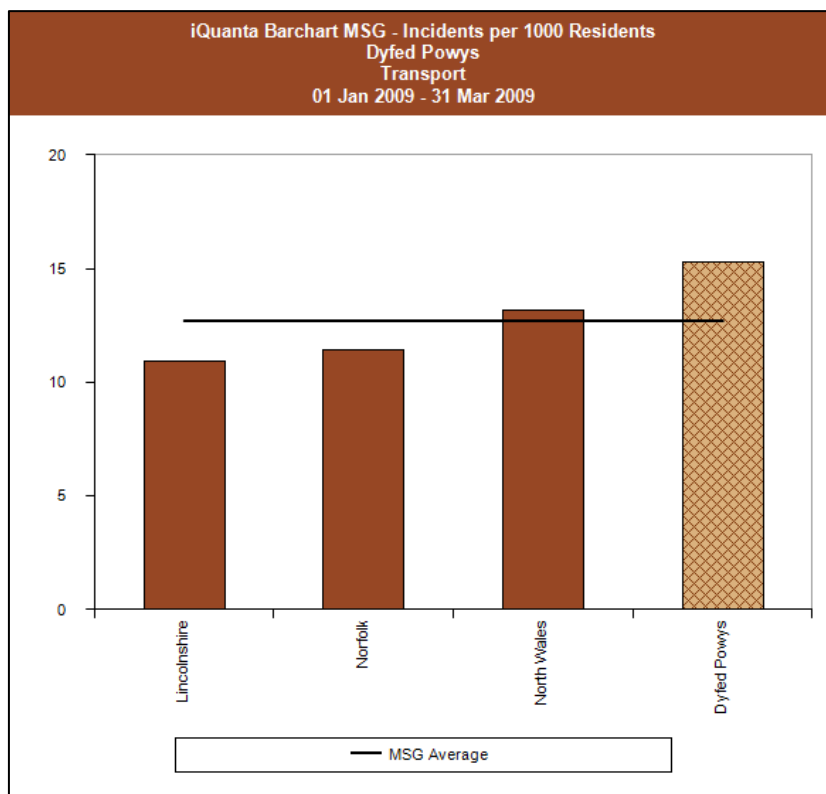
## MSG Comparisons – March 2010 YTD



Disposal Code	FORCE TRANSPORT Incidents	Earlier Period		Later Period		% Change
		Start	End	Start	End	
200	<b>RTC - DEATH</b>	42	42	38	38	-9.5%
201	<b>RTC - INJURY</b>	1,656	1,656	1,593	1,593	-3.8%
203	<b>RTC - DAMAGE ONLY</b>	6,588	6,588	6,839	6,839	+3.8%
204	<b>HIGHWAY DISRUPTION</b>	11,141	11,141	10,480	10,480	-5.9%
205	<b>ROAD RELATED OFFENCE</b>	5,865	5,865	5,756	5,756	-1.9%
206	<b>TRANSPORT INC./ACC. NOT REC.</b>	36	36	37	37	+2.8%
	<b>TOTAL TRANSPORT INCIDENTS</b>	<b>25,328</b>	<b>25,328</b>	<b>24,743</b>	<b>24,743</b>	<b>-2.3%</b>

As from 1<sup>st</sup> April 2009, Disposal Codes 201 RTC – Serious injury and 202 RTC – Minor injury have been combined to form Disposal Code 201 RTC – Injury.

PLEASE NOTE CHANGES TO FORCE SYSTEMS INTRODUCED BY FIR IN JAN 2007 HAVE LED TO SOME DISPLACEMENT FROM TRANSPORT TO ASB INCIDENT COUNTS AS A RESULT OF THESE RECORDING IMPROVEMENTS.



# Domestic Abuse Incidents & Crimes

2008/09 Target – None, not included among APACS measures (see also local priorities on page 4)

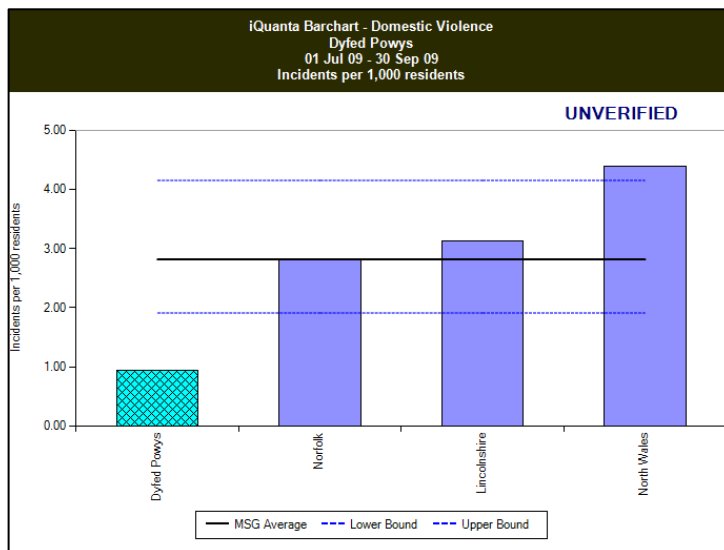
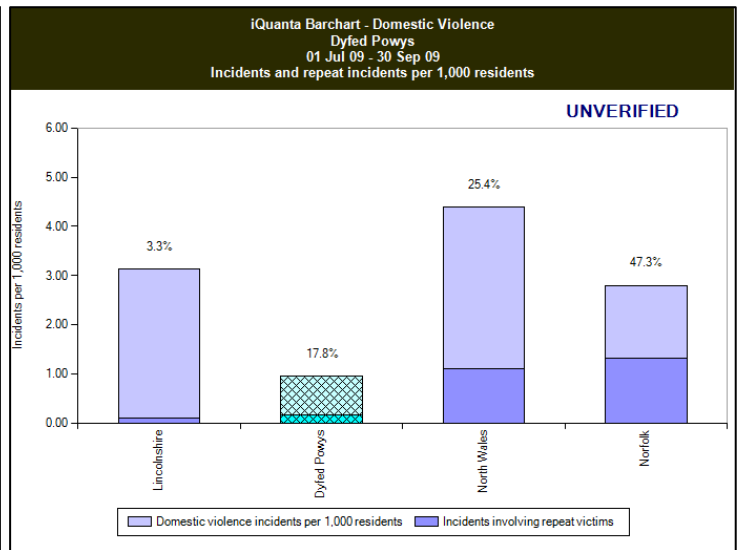
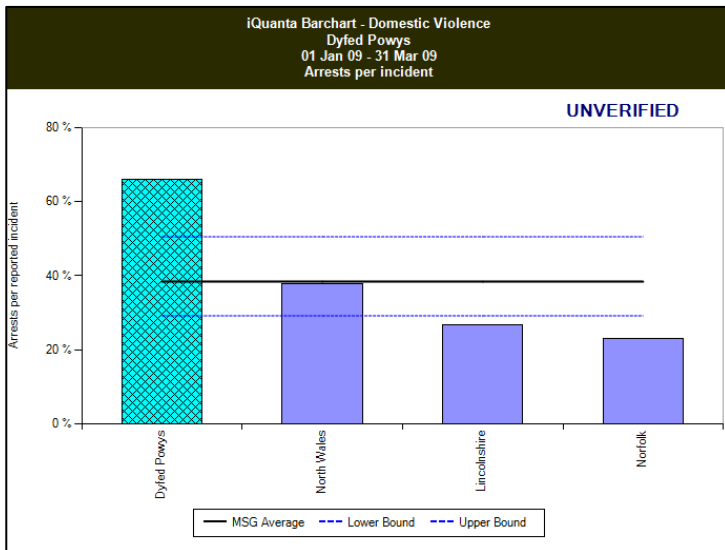
For the latest detailed information please contact your local Public Protection Unit (PPU) for further details.

## Total Domestic Incidents: Section & Divisional Incident Summary: April-March 2010 YTD (& SPLY)

March 2010 YTD	Domestic Abuse Crimes					Total Domestic Incidents			
	Total Crimes	Annual % Change in Crimes	Arrest Rate	% Detection Rate	% Repeats (12mths data)**	Total Incidents	Annual % Change in Incidents	Total Arrest Rate	% Repeats (12mths data)**
Carmarthenshire	429	-17.3%	80.9%	53.8%	11.0%	659	-24.5%	62.7%	14.9%
Ceredigion	150	2.7%	78.0%	39.3%	7.3%	222	-0.4%	64.4%	11.7%
Pembrokeshire	357	-14.8%	88.0%	62.7%	9.5%	696	0.3%	58.3%	17.2%
Powys	300	1.4%	83.7%	52.7%	9.0%	406	-1.2%	68.2%	13.1%
Force	1236	-10.4%	83.3%	54.4%	9.6%	1983	-9.9%	62.5%	15.0%

Source: LCS Recorded Domestic Incident Details (all data extracted 01/04/10)

\*\* - Based on 12 months data to generate a valid repeat victim measure of both general domestic abuse incidents, and victims of crime resulting from domestic abuse  
 N.B. Total incidents includes all domestic abuse – those which result in a recorded crime and verbal altercations which do not result in a crime being committed but nevertheless comply with the national definition of domestic abuse.

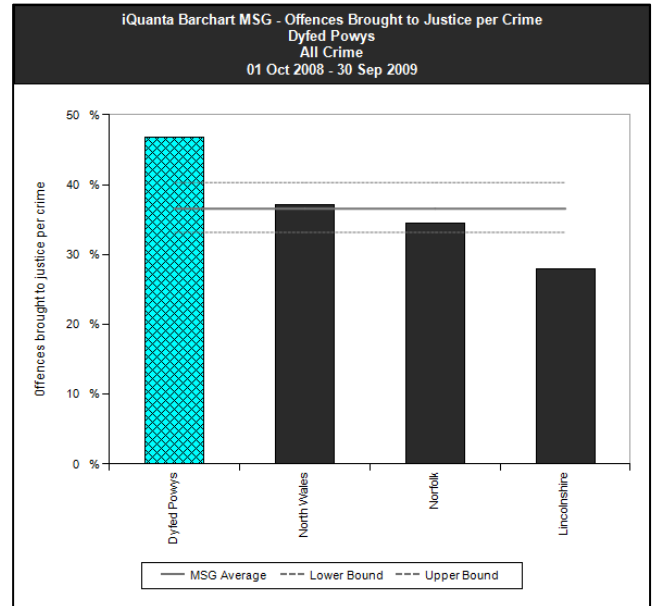
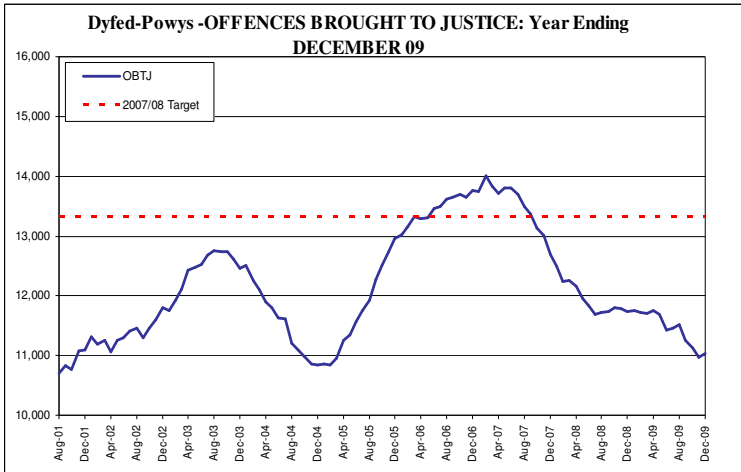


# Narrowing the Justice Gap

Offences Brought to Justice and Sanction Detections (LATEST)

## Total Offences Brought to Justice (OBTJ) – Force & MSG Comparisons

OBTJ – 12 monthly data	TIC	PND	F. Warnings	Cautions	Convictions	OBTJ
Baseline: Apr 01 – Mar 02	420	-	-	3,698	6,900	11,068
Latest Annual Data: Jan 09 – Dec 09	187	695	867	3,727	5,749	11,225
Change	-55.5%			+0.8%	-16.7%	+1.4%
<b>2007/08 Force Target (20% from baseline)</b>	<b>NO</b>	-	-	<b>NO</b>	<b>NO</b>	<b>NO</b>



## OBTJ By Offence Type: Latest Local Criminal Justice Board Comparator Tool – Year Ending Dec 2009. (MSG = Most Similar Group)

Comparison of LCJB performance against MSG by crime type							
LCJB Area	Dyfed-Powys		Year Ending Date		December 2009		
Comparison with MSG	Convictions	Cautions	TICs	PNDs	CWs	OBTJ	
Serious Violence	-36	-29%	-2	-50%	0	-38	-30%
Serious Sexual Offences	32	32%	10	143%		42	40%
Burglary Dwelling	43	59%	27	265%	-6	64	69%
Robbery	3	25%	0	-100%	0	3	22%
Theft from a Vehicle	8	30%	2	22%	-49	-39	-38%
Theft of a vehicle	33	47%	18	115%	-16	35	32%
<b>Total Tier 2</b>	<b>87</b>	<b>48%</b>	<b>46</b>	<b>140%</b>	<b>-71</b>	<b>62</b>	<b>20%</b>
Burglary Non-Dwelling	101	134%	37	204%	-32	106	59%
Criminal Damage	46	10%	344	116%	-25	413	47%
Drug Offences	-6	-1%	6	1%	-2	17	33
Fraud and Forgery	-7	-2%	42	104%	-73	-37	-9%
Less Serious Sexual Offences	3	7%	2	44%		5	10%
Less Serious Violence	55	4%	529	63%	-2	1	582
Other Offences	248	64%	31	69%	0	279	64%
Shop Lifting	98	17%	139	51%	-41	-70	125
Theft & Handling	126	44%	142	115%	-15		253
<b>Total Tier 3</b>	<b>664</b>	<b>14%</b>	<b>1,272</b>	<b>54%</b>	<b>-191</b>	<b>-4</b>	<b>17</b>
<b>Total All Crime</b>	<b>747</b>	<b>15%</b>	<b>1,326</b>	<b>-58%</b>	<b>-4</b>	<b>17</b>	<b>1,824</b>
							<b>19%</b>

Key

- High rate - LCJB higher than MSG by greater than 10%
- Middle rate - Difference between LCJB & MSG between -10% and 10%
- Low rate - LCJB lower than MSG by more than 10%
- A comparison is not possible as no disposals of this type were used

### Interpreting Comparative OBTJ

Comparison with MSA	Convictions
Dyfed-Powys	15%
Burglary	104 (67%)
Criminal Damage	160 (31%)

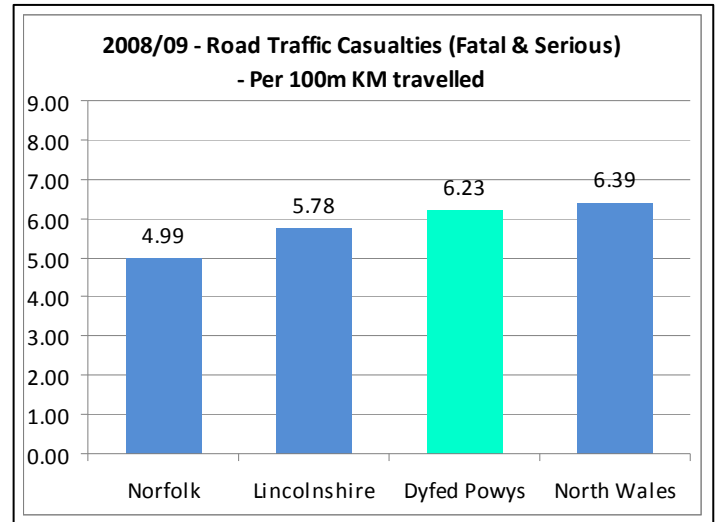
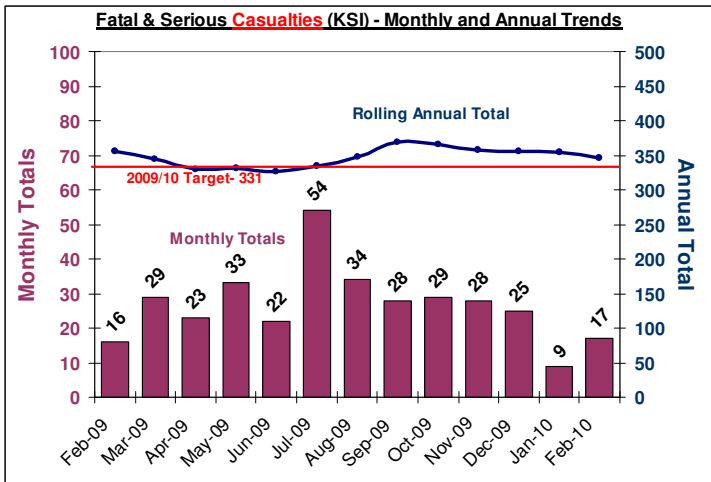
The table illustrates the relative number of each type of OBTJ in comparison with the most similar area average number. The number is also represented as a % - which also shows the margin between force and average most similar area performance.

By way of example the excerpt outlined here illustrates that Dyfed Powys is securing 104 more convictions for Burglary than its expected amount or most similar area average. This equates to 67% above this average level. To indicate this higher comparative results for this type of OBTJ it is also coloured purple (see key above).

# Road Traffic Casualties

Latest completed monthly data currently available is February 2010 – due to a time-lag inputting data.

## CASUALTIES: Road Traffic Casualties – Monthly and Annual Trends (latest Feb 10 YTD)



Force Performance YTD (Feb 10 YTD - latest)	FORCE	CARMS	CERED	PEMBS	POWYS
Fatal Road Casualties YTD	35	13	5	4	13
Serious & Fatal Road Casualties YTD	302	81	47	59	115
<b>Indicator – Casualties Per 1,000 population</b>	<b>0.59</b>	<b>0.45</b>	<b>0.60</b>	<b>0.49</b>	<b>0.87</b>
On Target (SPI 9.1 – 0.65 year end /0.54 pro rata Apr-Jan )	<b>YES</b>	<b>YES</b>	<b>NO</b>	<b>YES</b>	<b>NO</b>
Fatal Casualties (SPLY)	32	7	3	9	13
Serious & Fatal Casualties (SPLY)	302	82	33	82	105
<b>ANNUAL % CHANGE IN SERIOUS AND FATAL CASUALTIES</b>	<b>0%</b>	<b>-1.22%</b>	<b>+42.4%</b>	<b>-28.0%</b>	<b>+9.5%</b>

Source: Latest available Home Office / IQanta Data, March 2009

## Road Traffic Casualties – 2010 National Roads Policing Targets Progress

These represent established national targets. They are not a reduction measure, but an absolute number to be recorded in the year 2010 or before.

Feb 2010 YTD (latest)	Force	Carms	Cered	Pembs	Powys
Number of people killed or seriously injured casualties	302	81	47	59	115
<b>At 2010 Target Level (485 KSI / 40% reduction 2000-2010)*</b>	<b>YES</b>	<b>YES</b>	<b>YES</b>	<b>YES</b>	<b>YES</b>
Number of Children (<=15 yrs) killed or seriously injured	22	5	1	10	6
<b>At 2010 Target Level (45 KSI / 50% reduction 2000-2010)*</b>	<b>YES</b>	<b>YES</b>	<b>YES</b>	<b>NO</b>	<b>YES</b>
Number of persons with slight injuries	1748	629	226	391	502
<b>At 2010 Target Level (1626 / 10% reduction 2000-2010)*</b>	<b>YES</b>	<b>YES</b>	<b>YES</b>	<b>YES</b>	<b>NO</b>

\* 2010 Targets Established with Roads Policing Strategy, Operations Dept & National Road Policing Targets. Progress towards Pro-Rata year-end 2010 target illustrated here based on benchmark of annual average 1994-1998 provided by Ops Dept.

Source: MAAP RTC Database 13/04/10

# Roads Policing Performance

Selected measures of Roads Policing Activity 2009/10

These measures constitute a range of selected measures to illustrate performance with respect to roads policing. The measures are: BCU Breakdown of mobile ANPR Performance; Vehicle Seizures – by reason for seizure; Fixed Penalty Notices for driving related offences.

## BCU Breakdown of TOTAL Static & Mobile ANPR Performance (latest March 2010 YTD)

Covering the period: 01/04/2009 – 31/03/2010	FORCE	CARMS	CERED	PEMBS	POWYS	HQ	PORTS	STATIC CAMERAS
<b>Total ANPR Reads</b>	83,806,609	1,267,443	1,270,481	820,795	871,468	21,957	851,555	78,720,910
<b>Total ANPR Hits</b>	1,540,091	16,177	20,789	14,906	9,869	46	21,164	1,457,140
<b>% Hits from Reads YTD</b>	1.8%	1.3%	1.6%	1.8%	1.1%	0.2%	2.5%	1.9%

Source: ANPR Manager, HQ

## Vehicle Seizures / Recovered (March 2010 YTD)

Reason for Seizure/Recovery	Apr-Mar 10 YTD	Apr-Mar 09 YTD	% Change
Road Traffic Collision	2,095	2,115	-0.9%
No Insurance/Licence (sect 165/a+b)	1,444	1,455	-0.8%
Used in Crime	199	201	-1.0%
Stolen & Abandoned	198	203	-2.5%
Obstruction/Danger	143	143	0%
Abandoned	52	59	-11.9%
Customs & Excise Seizure	24	23	+4.3%
Other	60	59	+1.7%
<b>Total</b>	<b>4,215</b>	<b>4,258</b>	<b>-1.0%</b>

Source: VMU March 2010

## No Licence/Insurance - Seizures/Recovered (March 2010 YTD data)

Mar 09 YTD No Insurance /Licence (sect 165/165a+b)	March 10 YTD	March 09 YTD	% Change
Carmarthenshire	510	626	-11.0%
Ceredigion	132	159	-25.0%
Pembrokeshire	434	483	-10.1%
Powys	180	176	+2.3%
Civic Rescue	15	15	0%
<b>Force</b>	<b>1,269</b>	<b>1459</b>	<b>-13.0%</b>

Source: VMU March 2010

## FPN's Issued for Driving Offences (April-Feb 2010 - latest)

FPN Issued Apr-Feb 10 (& same period last year)	Mobile Phone Use		Speeding	
	FPN Issued	Change	FPN Issued	Change
Carmarthenshire	569	+84.1%	498	+33.2%
Ceredigion	150	+30.4%	395	+44.2%
Pembrokeshire	322	+12.3%	509	-32.7%
Powys	181	-6.2%	316	-34.3%
<b>Force</b>	<b>1222</b>	<b>+39.5%</b>	<b>1718</b>	<b>-8.9%</b>

Source: Admin of Justice CTO, March 2010

N.B. Figures are dependent upon the latest data held and forwarded to CTO.  
No seat belt data available at the present time due to changes in procedures.

# ● Complaints: Allegations and Cases

Professional Standards – Latest Available Data

This section represents a breakdown of the number of recorded complaint cases and also the total number of allegation categories made by the public.

Please note that there has been since 2004 “a presumption to record principle” and in April 2008 National Complaint Recording Standards were introduced which further tightened the recording regime – each **allegation** has to be recorded in an effort to ensure consistency in recording practices across the country.

## Complaints Cases – By BCU (Apr 09 - Mar 10 - latest)

COMPLAINTS CASES BY BCU	Apr 09 - Mar 10	Apr 08 - Mar 09	CHANGE	2009/10 Allegations per Complaint Case
Carmarthenshire	81	85	-4.71%	2.49
Ceredigion	48	42	+14.29%	2.31
Pembrokeshire	61	59	+3.39%	2.38
Powys	60	73	-17.81%	2.13
HQ	9	11	-18.18%	2.44
<b>TOTAL RECORDED CASES</b>	<b>259</b>	<b>270</b>	<b>-4.07%</b>	<b>2.53</b>

Source: PSD

## Allegations Recorded – By Reasons (Apr 09 -Mar 10 -

ALLEGATIONS RECORDED BY REASON	Apr 09 – Mar 10	Apr 08 – Mar 09	CHANGE
Neglect or Failure of Duty	183	157	+16.56%
Incivility	125	110	+13.64%
Breach of Code C on detention, treatment & questioning	35	52	-32.69%
Other Assault	36	53	-32.07%
Oppressive Conduct/Harassment	20	42	-52.38%
Other Reasons	209	221	-5.43%
<b>TOTAL RECORDED ALLEGATIONS</b>	<b>608</b>	<b>635</b>	<b>-4.25%</b>

Source: PSD

## Allegations Recorded – By BCU (Apr 09 -Mar 10 - latest)

ALLEGATIONS RECORDED BY BCU	Apr 09 – Mar 10	Apr 08 – Mar 09*	CHANGE
Carmarthenshire	202	241	-16.18%
Ceredigion	111	107	+3.74%
Pembrokeshire	145	125	+16.00%
Powys	128	143	-10.49%
HQ	22	19	+15.79%
<b>TOTAL RECORDED ALLEGATIONS</b>	<b>608</b>	<b>635</b>	<b>-4.25%</b>

Source: Professional Standards Department-

\* Details provided for complaints recorded.