

Appendix D: Slough Borough Council - Corporate Balanced Scorecard 2014-15: to end of March 2015

The corporate balanced scorecard presents the current outturn for a selection of high priority quantitative performance indicators, under the following headings: "Financial health", "Customer focus", "People" (relating to workforce development and well being), and the 5 themes of "Economy and Skills", "Health and Wellbeing", "Housing", "Regeneration and the Environment" and "Safer Communities".

Performance against target is recorded as **red** (more than 5% off target), **amber** (between 0% and 5% off target), or **green** (on target or better). Its purpose is twofold: firstly, to provide members with a balanced view of how the organisation is performing in these four respects. Secondly, to provide a small number of high priority quantitative performance indicators which act as a litmus test of organisational health, rather than presenting detailed outturn data for all performance indicators monitored across the council.

n/a = not applicable, because this is a **volume** indicator only, the value of which SBC cannot seek to directly influence or because the issue is complex.

Direction of travel indicates whether performance has improved (↑), deteriorated (↓) or remained unchanged (→↔) compared to previous performance.

Financial health							
Performance Indicator	Date updated	Baseline	2014-15 target	Actual	Direction of travel	RAG rating	Comments
Council Tax collection rate: Percentage of total amount due for 2014-15 collected to date	May 2015	94.8% <small>[2013-14 in-year collection rate]</small> 95.3% <small>[2012-13 in year collection rate]</small>	Mar 2015 1.2 % per month % accrued 96.0% 96% (target for 2014-15)	96.0 % [April to Mar 2015]	n/a	Green	A collection profile was agreed in order to achieve the annual target. The annual target of 96% has been achieved
Business Rates collection rate: Percentage of total amount due for 2014-15 collected to date	May 2015	96.2% <small>[2013-14 in-year collection rate]</small> 94.9% <small>[2012-13 in year collection rate]</small>	Mar 2015 1.6% per month % accrued 96.4% 96.4% (target for 2014-15)	96.8% [April to Mar 2015]	n/a	Green	A collection profile was agreed in order to achieve the annual target of 96.4%. The collection rate at the end of the 2014-15 financial year is 96.8% and increase of 0.4% above the target

Customer Focus							
Performance Indicator	Date updated	Baseline	2014-15 target	Actual	Direction of travel	RAG rating	Comments
Number of online financial payments made	May 2015	2,511 [March 2014] 2,034 [March 2013]	increasing 2,000+	3,669 [Mar 2015]	↑	Green	An increase in the number of e-payment received from Feb 2015, overall 2014-15 is seeing a significant increase in volume of e-Payments. The volume of online payments remains significantly above baseline position, and represents very effective cost savings for transactions.
Percentage of calls to MyCouncil that were abandoned by the caller rather than queuing (in the month)	May 2015	27.0% [March 2014] 44.8% [March 2013] 38.8% [March 2012]	KPI is being baselined	19.6% [Mar 2015]	↓	n/a	In March MyCouncil offered 21,450 calls of which 4,207 calls were abandoned outside service level agreement (SLA) by customers - an abandoned calls rate of 19.6%. March is the busiest time of year for Customer Services as annual billing letters send to Council Tax customers, rent and garage increase letters, election letter send to every person in the borough which in reutrnr impacts on March call queues. Despite not formally agreeing a numeric improvement target, this service had been delivering a significantly improved response rate. This performance measure is in a period of baselining until March 2015 at which point agreed 'targets' will be formalised for the 2015-
Number of Freedom of Information requests made (total across whole council)	May 2015	106.7 [average per month 2013-14] 79.1 [average per month 2012-13]	n/a	131 [Mar 2015] 113.0 monthly average year to date	n/a	n/a	This is a volume indicator, monitored on the basis of ensuring appropriate resource to respond, and to inform public information releases. The number of FOI requests made to the council has increased dramatically throughout the past year and continues to increase. 2014-15 saw a total of 1,356 requests - an in crease of 76 (or 6%) over the previous year, at an average of 113 each and every month. The year to date has seen 1,352 requests: an average of 112.7 per month - a 5% increase in volume. In terms of Departments, Customer and Community Services remains the recipient of most Fol requests with 39% of all requests received in the year.

Customer Focus							
Performance Indicator	Date updated	Baseline	2014-15 target	Actual	Direction of travel	RAG rating	Comments
Proportion of Freedom of Information requests made in month by people who had made at least one previous FoI application in the past 12 months	May 2015	41% [2013-14] 39% [2012-13]	n/a	34% 45 of 131 [Mar 2015]	n/a	n/a	The measure seeks to assess the degree of 'repetition' that exists within FoI applications, and states the proportion of FoI applications made by individuals who have made at least one other FoI application in the preceding 12 months. Across the whole year to end of March 2015, 40% of all FoI requests made were by individuals with a history of previous requests - therefore 2 in every 5 requests were made by serial requesters. Some requesters were particularly enthusiastic: for example, in the same period one individual made at least 50 separate applications, or 4% of all the requests received.
Number of stage 1 complaints made (across the council, including avarto)	May 2015	Total: 494 41.2 monthly average [2013-2014] <i>Total: 442</i> <i>36.8 monthly average</i> <i>[2012-13]</i> <i>Total: 638</i> <i>53.2 monthly average</i> <i>[2011-12]</i>	45 or fewer per month	Total: 38 504 in year to date 42.0 monthly average year to date [year to Mar 2015]	↓	Green	March 2015 saw 38 stage one complaints logged, a total for the year-to-date of 504, with a monthly average for this period of 42.0. Following specific complaint training council wide over the last year, departments are recognising and logging complaints, these figures therefore represent a significant improvement over historic patterns in the quality of SBC services, and / or a much improved communication to residents and service users of what they can realistically expect from each service interaction. Detailed Directorate and service-level complaints figures are circulated to target attention on those areas generating highest volumes of complaints.

People							
Performance Indicator	Date updated	Baseline	2014-15 target	Actual	Direction of travel	RAG rating	Comments
Number of staff in establishment (headcount)	May 2015	1,160 [Q4 2013-14] 1,413 [Q4 2012-13] 1,521 [Q4 2011-12]	reduce	1,163 [Mar 2015]	↑	Green	The number of staff reductions has stabilised.
Number of staff in establishment (FTE - 'full time equivalent')	May 2015	894.20 [Q4 2013-14] 1,136.8 [Q4 2012-13] 1,286.9 [Q4 2011-12]	reduce	906.8 [Mar 2015]	↑	Green	The number of staff reductions has stabilised.
Staff turnover (resignations only)	May 2015	10.1% [2013-14] 7.9% [2012-13] 5.5% [2011-12]	5-15%	7.10% [year to Mar 2015]	↑	Green	Data is provided as a 'rolling year' position. Staff turnover rate within target tolerances.
Average staff sickness rate (days lost per FTE)	May 2015	8.3 days [2013-14] 9.9 days [2012-13] 11.6 days [2011-12]	Revised Targets (Taking into account occupational sickness levels) 8.5 days by Sept 2014 8.0 days by Sept 2015 Avg sickness for unitary LA's 10.2	10.1 [year to Mar 2015]	↓	Amber	Data is provided as a 'rolling year' position. Managers and Staff encouraged using the overall Balanced Scorecard diagnostically to focus on areas of high sickness.

Economy and Skills							
Performance Indicator	Date updated	Baseline	2014-15 target	Actual	Direction of travel	RAG rating	Comments
Number of Slough primary schools in special measures or with serious weaknesses	May 2015	1 [Mar 2014] 3 [Mar 2013] 2 [Mar 2012]	0	2 [Mar 2015] (2 academy schools)	↑	Amber	Work is underway between the council and school leadership teams to address concerns raised and implement improvement activity at individual schools. St Ethelbert's is now out of 'special measures' and deemed as 'good' in their recent Ofsted inspection. Marish has been deemed as making 'reasonable progress' at the first monitoring inspection since the school was judged to have serious weaknesses. Godolphin Infants has been deemed as 'reasonable progress' at the second monitoring inspection since the school was inspected as subject to 'special measures'. Both Colnbrook and Foxborough are awaiting their first Ofsted inspection since converting to academy status.
Percentage of pupils achieving a good level of development across the Early Years Foundation Stage.	Nov 2014	50.1% [2012-13]	increase	58.1% [2013-14]	↑	Green	Achievement in the 2013-14 academic year shows that performance in Slough Schools has improved by 8% from 50.1% in 2012/13 to 58.1% 2013/14. However, other authorities have also improved such that Slough's performance in 2013/14 is 1.9% below the England average of 60%. Slough is ranked 92nd nationally out of 152 local authorities placing them in the 3rd quartile.
Percentage of pupils achieving level 4 or above in reading, writing and mathematics at Key Stage 2	Jan 2015	74% [2012-13] 73% [2011-12]	increase	78% [2013-14]	↑	Green	Achievement in the 2013-14 academic year shows a 4% improvement on the previous year of 74%. However, other authorities have also improved such that Slough's performance in 2013-14 is 1% under the England average (79%). Slough is ranked 88th nationally out of 152 local authorities placing them in the 3rd quartile.
% of pupils achieving 5 or more GCSEs at A* - C (including English and Maths)	Feb 2015	74.1% [2012-13] 66.1% [2011-12] 68.1% [2010-11]	increase	69.2% [2013-14]	n/a	Green	There have been significant changes to the methodology in calculating this indicator. In the past, key stage 4 performance measures have been calculated using the <u>best</u> result that a pupil achieved in a subject, regardless of the number of times they may have been entered for it. From 2013/14 the DfE announced that only the <u>first</u> result a pupil achieved would count in performance measures therefore results are not comparable with previous years results. Achievement for 2013/14 academic year shows that performance in Slough Schools at 69.2% is well above the England average of 53.4%. Slough is ranked 6th best performing nationally out of 152 local authorities.

Economy and Skills

Performance Indicator	Date updated	Baseline	2014-15 target	Actual	Direction of travel	RAG rating	Comments
<p>Unemployment: Overall unemployment rate: proportion of resident population of area aged 16-64 claiming Job Seekers Allowance (JSA)</p> <p>Comparisons for latest data: Great Britain ('GB') and South East of England ('SE')</p>	May 2015	<p>2.8% [Mar 2014]</p> <p>3.7% [Mar 2013]</p> <p>3.7% [Mar 2012]</p>	maintain at low level compared to national value	<p>1.7%</p> <p>1,605 people [Mar 2015]</p> <p>SE: 1.2%</p> <p>GB: 2.0%</p>	↓	Green	<p>JSA claimant rate in March decreased marginally to 1.7%, comprising 1,605 people. However this is 80 less claimants than previous month and 1,015 fewer than the same month in 2014. Slough's rate has historically been lower (better) than the GB average, but these values are now close.</p> <p>The council and partners are seeking to increase employment opportunities and improve skills to secure a reduction in overall unemployment. Local value is historically better than nationally but remains high for the South East of England.</p> <p>The Council is continuing its work with partners to support the unemployed off unemployment benefit and back into the labour market. Our current activity is being delivered through 'Aspire for You' which includes community based Jobs Clubs, careers information, advice and guidance, CV and interview preparation support. The Business Community Start Up project support individuals that wish to develop their business idea and set up in business.</p> <p>In relation to employment at Heathrow Airport, SBC is part of the Academy Model around retail, construction and aviation. Our programme prepares interested individuals who are then referred to the relevant Academy. The academy prepares the individual further and guarantees a job interview in competition with other candidates. SEE PDG and Aspire have set up a further task group: Job Outcomes Group that will bring the town's employment support providers together to enhance partnership working, better coordination of activity and better preparation of individuals for local vacancies. Other task groups of the SEE PDG are Apprenticeships led by East Berkshire College and Business and Enterprise Skills Development led by a private sector partner.</p>

Economy and Skills							
Performance Indicator	Date updated	Baseline	2014-15 target	Actual	Direction of travel	RAG rating	Comments
Unemployment: Proportion of unemployed 18-24 year olds who have been unemployed for more than 6 months (JSA claimants).	May 2015	34.9% [Mar 2014] 33.3% [Mar 2013]	decrease	20.0% 55 out of 275 people [Mar 2015]	↓	Green	In March, official figures show a total of 275 people aged 18-24 were claiming JSA; 55 of these were claims of 6 months or more (20.0%). The percentage has marginally increased since last month of 19.4%. All the programmes referenced in the preceding indicator are open to all cohorts, including young unemployed. The council seeks to engage with young unemployed residents to increase their employment opportunities and secure a reduction in long term unemployment. The structural changes to the labour market have disadvantaged this cohort who are often seen as less favourable to the employer as they lack the experience that employers require. About 2.4% of all local residents aged 18-24 are claiming JSA in Slough, compared to 2.0% of people this age in the South East, and 3.1% of this age group across Great Britain.
Unemployment: Proportion of the economically inactive working-age population who state they want a job. [Measure derives from ONS Annual Population Survey, and is updated quarterly.] National: 25.1% South East: 27.1%	May 2015	32.8% [March 2014] 22.6% [March 2013] 24.4% [March 2012]	increase	29.6% [year to Dec 2014] SE: 26.9% GB: 25.0%	↓	Amber	This measure is established by a small scale national survey and is updated periodically by Office for National Statistics. The latest data estimates a decrease (was 30.3% year to Sept 2014) in the proportion of economically inactive residents who state that they are actively seeking employment . This context will be referenced locally in assistive employment activities. The recent research commissioned by SBC into the barriers faced by economically inactive people who aspire to enter the labour market, highlighted key factors that hinder this; these factors include: expensive childcare, inflexible job opportunities and low skills of the resident population. The "Jobs Outcome Group" task group will look into how partners can work collectively to address these barriers and provide more engagement and opportunity for these residents to find work.

Health and Wellbeing

N.B. The current Health and Wellbeing indicators represent a holding position and are included only whilst the SBC Health Strategy is being developed. Once valid and viable performance indicators are available, these context measures will be reported on an annual basis.

Performance Indicator	Date updated	Baseline	2014-15 target	Actual	Direction of travel	RAG rating	Comments
Prevalence of modelled adult obesity as measured by the Health Survey for England	Aug-12	23.7% [2006-2008]	reducing, under 24.2% [England value]		n/a	Green	N.B. only one data set has been released to date by national Government. Although obesity is a significant health concern, there is a shortage of robust local data on prevalence.
Prevalence of childhood obesity at start of primary school (Reception) as measured by the NCMP	Dec 2014	12.4% [2012-13] 11.8% [2011-12] 11.0% [2010-11] 0.8% [2009-10]	reduce closer to national rate	10.9% [2013-14]	↑	Amber	Measured annually. Latest data for 2013-14 year has just been released. Slough has a higher rate of childhood obesity than the national average in 2013-14 (9.5%) although the gap has reduced since previous year. Partnership actions and impact are being reviewed and revised by the relevant Priority Group of the Children & Young People's Partnership.
Prevalence of childhood obesity at end of primary school (Year 6) as measured by the NCMP	Dec 2014	20.7% [2012-13] 21.3% [2011-12] 21.2% [2010-11] 21.4% [2009-10]	reduce closer to national rate	21.6% [2013-14]	↓	Amber	Measured annually. Latest data for 2013-14 year has just been released. Slough has a higher rate of childhood obesity than national average (19.1%) and this has increased marginally since the previous year. Partnership actions and impact are being reviewed and revised by the relevant Priority Group of the Children & Young People's Partnership.

Housing							
Performance Indicator	Date updated	Baseline	2014-15 target	Actual	Direction of travel	RAG rating	Comments
Number of Housing Benefit Claimants	May 2015	11,518 [March 2014] 11,722 [March 2013] 11,590 [March 2012]	n/a	11,064 [Mar 2015]	n/a	n/a	This is a volume indicator, monitored on the basis of ensuring appropriate resource to respond to public need. A decrease of 388 claimants since the position in February.
Number of Council Tax Support Customers (previously 'Council Tax Benefit Claimants')	May 2015	10,410 [March 2014] 11,800 [March 2013] 11,710 [March 2012]	n/a	10,234 [Mar 2015]	n/a	n/a	This is a volume indicator, monitored on the basis of ensuring appropriate resource to respond to public need. A decrease of 261 claimants since the position in February.
Speed of Processing of Housing Benefit and Council Tax Support (previously 'Council Tax Benefit') claims: (a) New Claims (b) Change of Circumstances <i>England 2011-12 : (a) 24 (b) 9</i> <i>England 2012-13 : (a) 24 (b) 11</i>	May 2015	(a) 20.3 days (b) 9.1 days [2013-14] (a) 27.54 days (b) 13.99 days [2012-13] (a) 19 days (b) 8 days [2011-12]	Agreed targets (a) 20 days (b) 10 days (or fewer)	In month performance <i>*year to date performance</i> (a) 12.59 days <i>*19.80 days</i> (b) 5.11 days <i>*9.93 days</i> [Mar 2015]	↑ ↑	Green	Performance speeds within March have improved in comparison with February's position for 'New Claims' from 17.83 days to 12.59 days however increased for Change of Circumstances' from 3.72 days to 5.11 days, which is because Mass Recalc was carried out in February 2015 The cumulative performance for the year-to-date target were achieved for New Claims (target is 20 days) and for Changes of Circumstances (target is 10 days). SBC is working with our contracted deliverer of this service to continuously improve Speed of Processing times.

Number of households in temporary accommodation including hostels	May 2015	99 [Mar-14] 87 [Mar-13] 90 [Mar-12]	95 or less	137 [Mar 2015]	↓	Red	The number in TA has increased with the number of homeless approaches rising and the number of cases that are being agreed a full housing duty. We have sourced additional TA in order to provide accommodation for households.
Number of families placed in Bed & Breakfasts (B & B's).	May 2015	0 [March 2014]	Nil	33 [Mar 2015]	↑	Red	The Bed and Breakfast figure has increased over the last year with the number of homeless approaches rising and the number of cases that are being agreed a full housing duty. The lack of privately rented accommodation has meant that households are remaining in TA and new approaches having to be placed in Bed and Breakfast. However this trend has steadily been decreasing from 50 families in January, 47 in February and 33 in March 2015.

Regeneration and the Environment							
Performance Indicator	Date updated	Baseline	2014-15 target	Actual	Direction of travel	RAG rating	Comments
Improve bus punctuality: Non-frequent bus services running on time (formerly NI 178a)	Dec 2014	91.0% [2012/13] 83.0% [2011/12] 77.5% [2009/10]	increasing	90.0% [2013/14]	↔	Green	Data is collated and reported annually by Department for Transport. There was an 8% improvement between 2011/12 and 2012/13, but a 1% reduction in 2013/14. Local punctuality is above the England value (83.4%) and South East value (85.4%) for 2013/14.
The percentage of household waste sent for reuse, recycling or composting.	May 2015	29.4% [2013-14] 29.9% [2012-13] 30.7% [2011-12]	>30.7%	29.1% [year to Dec 2014]	↔	Amber	Jan to Dec 2014 results of 29.1% shows a small reduction on 2013-14 levels (29.4%), and a narrow miss of the target (30.7%). Ongoing reduction in the amount of waste recycled through red bin wheeled kerbside service to be addressed through new collection service as rendered through Waste Strategy 2015-2030. Data is available on a quarterly basis only (some months in arrears), and is subject to stringent validations by Defra and Eurostat before release.
Percentage of municipal waste sent to landfill.	May 2015	5.9% [2013-14] 9.9% [2012-13] 6.4% [2011-12]	<6.4%	3.4% [year to Dec 2014]	↑	Green	Jan to Dec 2014 results show an outturn of 5.4%, meeting our target for the year of 6.4% or less. In total, 57,446 tonnes of municipal waste was disposed of by landfill during Jan to Dec 2014. Another exceptional performance for Qtr 4 and Qtr 1 due to peak performance from EfW. Less than 1% of waste was sent to landfill for January-March 2014 (Qtr 4) and April-June 2014 (qtr 1). Increased landfill rate in Qtr 2 (7.5%) and Qtr 3 (13.3%) due to offline and capacity issues which were staggered across two quarters as opposed to one, were met as projected.

Safer Communities

Performance Indicator	Date updated	Baseline	2014-15 target	Actual	Direction of travel	RAG rating	Comments
Percentage of Single Assessments completed and authorised within 45 working days (for those completed in month)	May 2015	50.9% [2013/14]	100%	86.2%% [in month of Mar 2015]	↑	Red	For assessments completed in the month, March had 187 of 217 completed to timescales - a further improvement on the previous month, and a massive improvement on a previously long term trend of poor compliance. For the year to date this stood at 1,893 of 2,390 – 79.2%. The nationally set target for this measure is demanding, at 100%. Compliance with timescales for 2013/14 was 82% across England; Slough has therefore steadily and significantly improved on this measure.
Children looked after by the council at month end (excluding respite care arrangements) (a) Number (b) Rate per 10,000 local children.	May 2015	198 (51.7) [March-14] 172 (54.3) [March-12] 185 (48.3) [March-13]	rate below last England average (60.0 for 2013/14, 60.1 for 2012/2013, 59.1 for 2011/2012)	(a) 197 (b) 50.5 [March 2015]	↔	Green	The Council is legally obliged to accommodate children when this is necessary to ensure their safety.
Children subject to Child Protection Plans at month end (a) Number (b) Rate per 10,000 local children.	May 2015	256 (66.9) [March-14] 146 (38.1) [March-13] 209 (55.9) [March-12]	none	(a) 233 (b) 59.7 [March 2015]	↔	N/A	Provisional records show a significant decrease to year end in the number of children recorded as on a Child Protection Plan. The service has decided to remove any value-led 'tolerance' levels by which we can determine if the local value is cause for concern or investigation. N.B. England position for March 2014 was 42.1 CP Plans per 10,000 children.

Safer Communities							
Performance Indicator	Date updated	Baseline	2014-15 target	Actual	Direction of travel	RAG rating	Comments
Percentage of children looked after adopted from care or granted a special guardianship order (in year to date)	May 2015	21.6% [2013-14] 14.9% [2012-13]	above 8%	23.1% [yr to March 2015]	↑	Green	Current <i>provisional</i> performance represents 30 children who have secured permanent family homes in the past 12 months due to adoption (23 children) or special guardianship arrangements (7 children). This represents excellent performance levels.
Number (and %) of Adult Safeguarding Referrals that led to a strategy meeting per month Our 'tolerance' target of 30-40% has been set as a guide for ensuring we receive all appropriate safeguarding concerns for consideration - without casting our net either too widely or too narrowly. RED = miss target for 3 consecutive months in same direction.	May 2015	34.3% [2013-14 year] 38% [2012-13 year]	low number 30-40%	In month performance *year to date performance 17.6% 3 of 17 [Mar 2015] 80 of 236 33.9% year to date	↓	Green	PROVISIONAL DATA This month the proportion of safeguarding referrals requiring progression to strategy meetings is below the target tolerance at 17.6%. Across the whole of the 2014-15 period to date, this value is in line with the target tolerance (at 33.9%). Performance has been flagged to Safeguarding team, and data accuracy investigations are underway. Activities underway to ensure this is maintained include: All safeguarding alerts are triaged by a Designated Safeguarding Manager (DSM) to determine whether they need to progress through the safeguarding process. The levels of response guidance has been reissued to all DSMs enabling them to determine the need for a safeguarding response to keep individuals safe or whether other processes are more appropriate e.g. care management review, referral to other agencies e.g. woman's Aid, Anti-Social Behaviour Team.

Safer Communities							
Performance Indicator	Date updated	Baseline	2014-15 target	Actual	Direction of travel	RAG rating	Comments
Percentage of Adult Safeguarding strategy meetings taking place within 5 working days of referral per month	May 2015	93.4% [2013-14 year] 81% [2012-13 year]	above 80%	In month performance *year to date performance 28.6% 2 of 7 [Mar 2015] 53 of 81 65.4% year to date	↓	Amber	PROVISIONAL DATA This month the percentage of safeguarding strategy meetings taking place within 5 working days of referral is below the target tolerance (at 28.6%). Across the whole of the 2014-15 period to date, this value is also below the target tolerance (at 65.4%). Activities are being sustained to maintain target achievement as follows: All operational team administrators have been reminded by email that data should be recorded in a timely manner to ensure that data is accurate. Team Managers have been asked to check this in team meetings and supervisions. All DSMs have been emailed and spoken to by Heads of Service to ensure that all safeguarding strategy meetings will be held within five working days other than in truly <i>exceptional</i> circumstances. This was discussed and agreed at January Care Governance Board. The Slough Safeguarding Procedure has been reviewed to provide more clarity on the use of virtual as well as actual strategy meetings to ensure adherence to time guideline. It is suspected that virtual strategy meetings have occurred but not been comprehensively recorded.

Crime rates per 1,000 population: All crime (cumulative from April)	May 2015	83.54 [2013/14] 89.78 [2012/13] 110.49 [2011/12]	reducing	75.31 [rolling year to March 2015]	↑	Green	A significant decrease in crime rates has been secured, which represents a real decrease in crime levels. The year to March 2015 when compared to the previous cumulative year to date (April 2014 to March 2015) saw a reduction in the rate of all crime (was 83.54) and also in serious acquisitive crime (was 17.77).
Crime rates per 1,000 population: Violence against the person (cumulative from April)	May 2015	16.31 [2013/14] 16.68 [2012/13] 22.60 [2011/12]	reducing	18.46 [rolling year to March 2015]	↓	Amber	However there was an increase in the rate of violence against the person (was 16.31).
Crime rates per 1,000 population: Serious acquisitive crime (cumulative from April)	May 2015	17.77 [2013/14] 20.53 [2012/13] 25.70 [2011/12]	reducing	14.26 [rolling year to March 2015]	↑	Green	