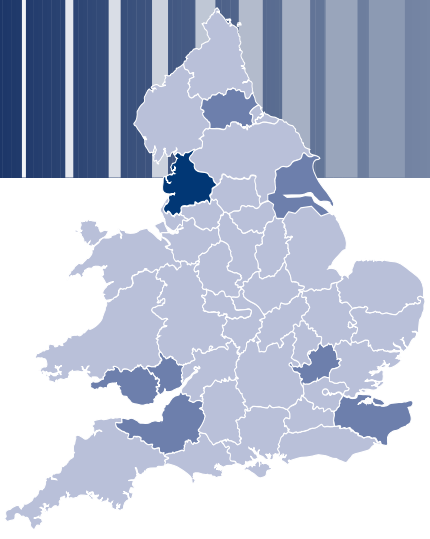


Lancashire



- Lancashire is most similar to:
- Avon and Somerset
 - Durham
 - Gwent
 - Hertfordshire
 - Humberside
 - Kent
 - South Wales

Citizen Focus

	Force 02/03	Force 03/04	Change 02/03 to 03/04	Most Similar Forces Average 03/04
Residents thinking police do an excellent or good job	42% ± 3%	43% ± 5%	Not significant	46% ± 2%
Scaled Domain Score (MSF 03/04 = 100)	90	93		100
HMIC Grading of Professional Standards	Excellent			

Reducing Crime

Domestic burglaries for every 1000 households	16.0	14.9	7.3% reduction	15.5
Vehicle crimes for every 1000 residents	13.3	11.7	11.5% reduction	16.6
Robberies for every 1000 residents	0.99	0.90	8.8% reduction	1.1
Scaled Domain Score (MSF 03/04 = 100)	115	128	11.2% improvement	100
HMIC Grading of Volume Crime	Good			
HMIC Grading of Hate Crime	Excellent			
HMIC Grading of Crime and Disorder Reduction Partnership Work	Excellent			

Investigating Crime

Percentage of offences brought to justice	24.0%	21.3%	2.7 point reduction	21.1%
Class A drugs supply offences brought to justice for every 10,000 residents	4.5	5.1	13.9% increase	2.5
Percentage of offences detected and sanctioned	25.7%	21.8%	3.9 point reduction	20.2%
Scaled Domain Score (MSF 03/04 = 100)	127	115	9.2% decline	100
HMIC Grading of Tackling Level 2 Criminality	Good			
HMIC Grading of Forensic Management	Good			
HMIC Grading of Criminal Justice	Fair			

Promoting Public Safety

Residents very worried about burglary	14% ± 3%	13% ± 3%	Not significant	11% ± 1%
Residents highly worried about car crime	16% ± 4%	13% ± 3%	Not significant	14% ± 1%
Residents highly worried about violence	19% ± 4%	16% ± 6%	Not significant	13% ± 1%
Residents perceiving disorder as high	19% ± 5%	18% ± 4%	Not significant	16% ± 2%
Scaled Domain Score (MSF 03/04 = 100)	96	98		100
HMIC Grading of Reassurance	Good			

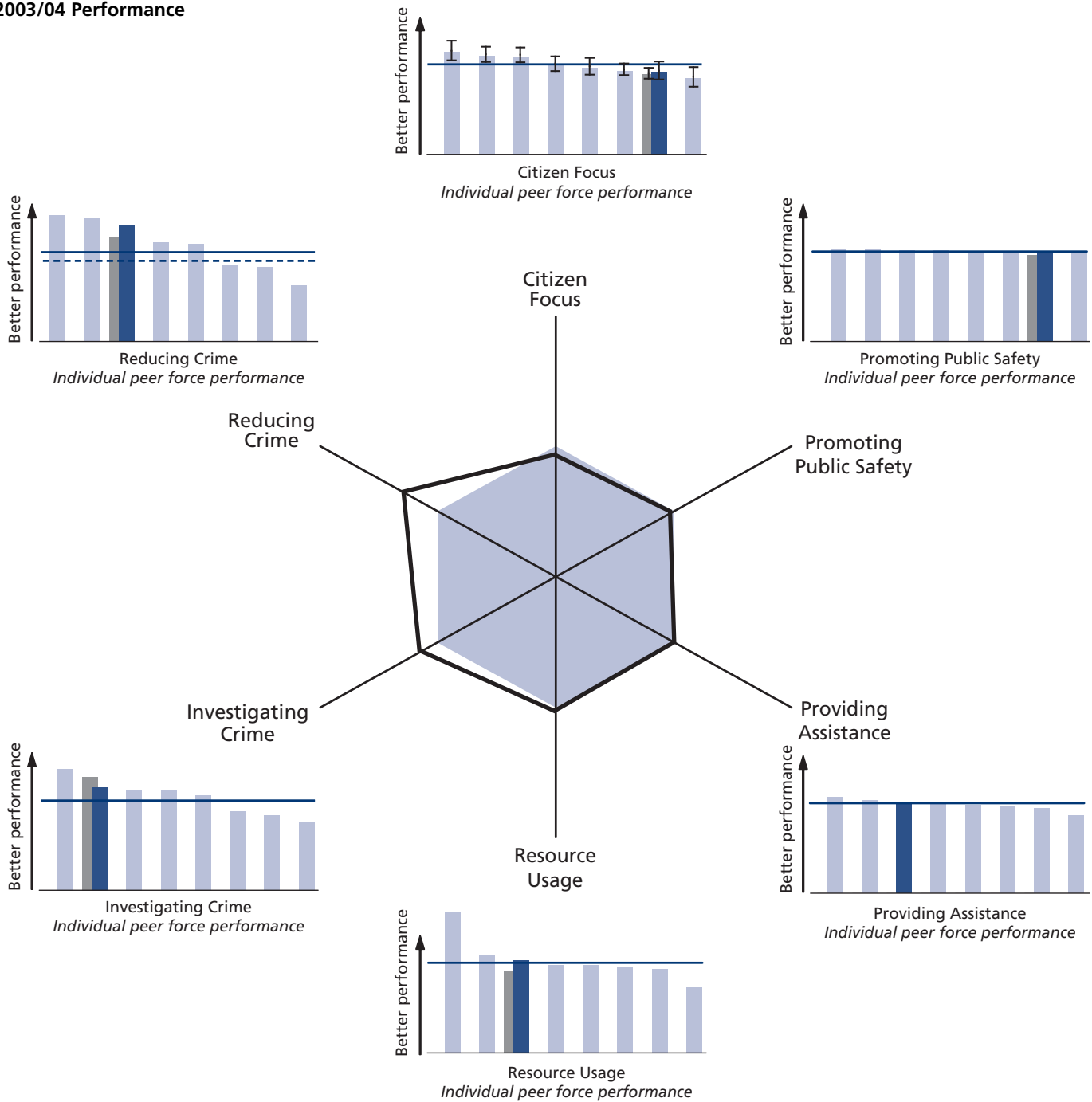
Providing Assistance

Percentage of police officer time spent on frontline duties		63%		62%
Scaled Domain Score (MSF 03/04 = 100)		102		100
HMIC Grading of Call Handling	Good			
HMIC Grading of Roads Policing	Good			
HMIC Grading of Critical Incidents	Excellent			

Resource Usage

Days lost per year per head (police officers)	10.9	10.1	7.5% reduction	10.4
Days lost per year per head (other police staff)	14.1	11.4	18.8% reduction	11.9
Scaled Domain Score (MSF 03/04 = 100)	91	104	13.4% improvement	100
HMIC Grading of Leadership and Direction	Excellent			
HMIC Grading of Strategic Management	Excellent			
HMIC Grading of Performance Management	Excellent			
HMIC Grading of Human Resource Management	Good			
HMIC Grading of Race and Diversity	Good			

2003/04 Performance



The charts and supporting information should be interpreted in conjunction with the guidelines on pages 10 and 11 and the notes elsewhere in this booklet. For information about the performance indicators, see pages 12–16.

Key to Bar Charts

- Lancashire performance – 2003/04
- Performance of individual Most Similar Forces – 2003/04
- Lancashire Performance – 2002/03
- Average performance of Most Similar Forces – 2003/04
- Average performance of Most Similar Forces – 2002/03 (where shown)
- Confidence interval (for Citizen Focus only)

Key to Monitor Diagram

- Lancashire Performance – 2003/04
- Edge = average for Most Similar Forces 2003/04

Footnotes:

1. The monitor diagram and bar charts are based upon quantitative measures only.
2. The bold figures shown for each domain are a combined score for the quantitative measures within each domain, scaled so that a force with a performance equal to the 2003/04 average of its most similar forces scores 100. The 2002/03 and 2003/04 scores are both scaled to the 2003/04 MSF average.
3. HMIC baseline assessment gradings are HMIC's judgement of force position at the end of 2003.
4. Offences brought to justice and drugs supply figures refer to calendar years 2002 and 2003.