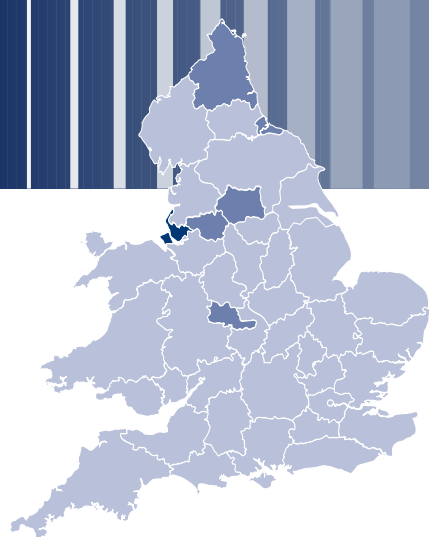


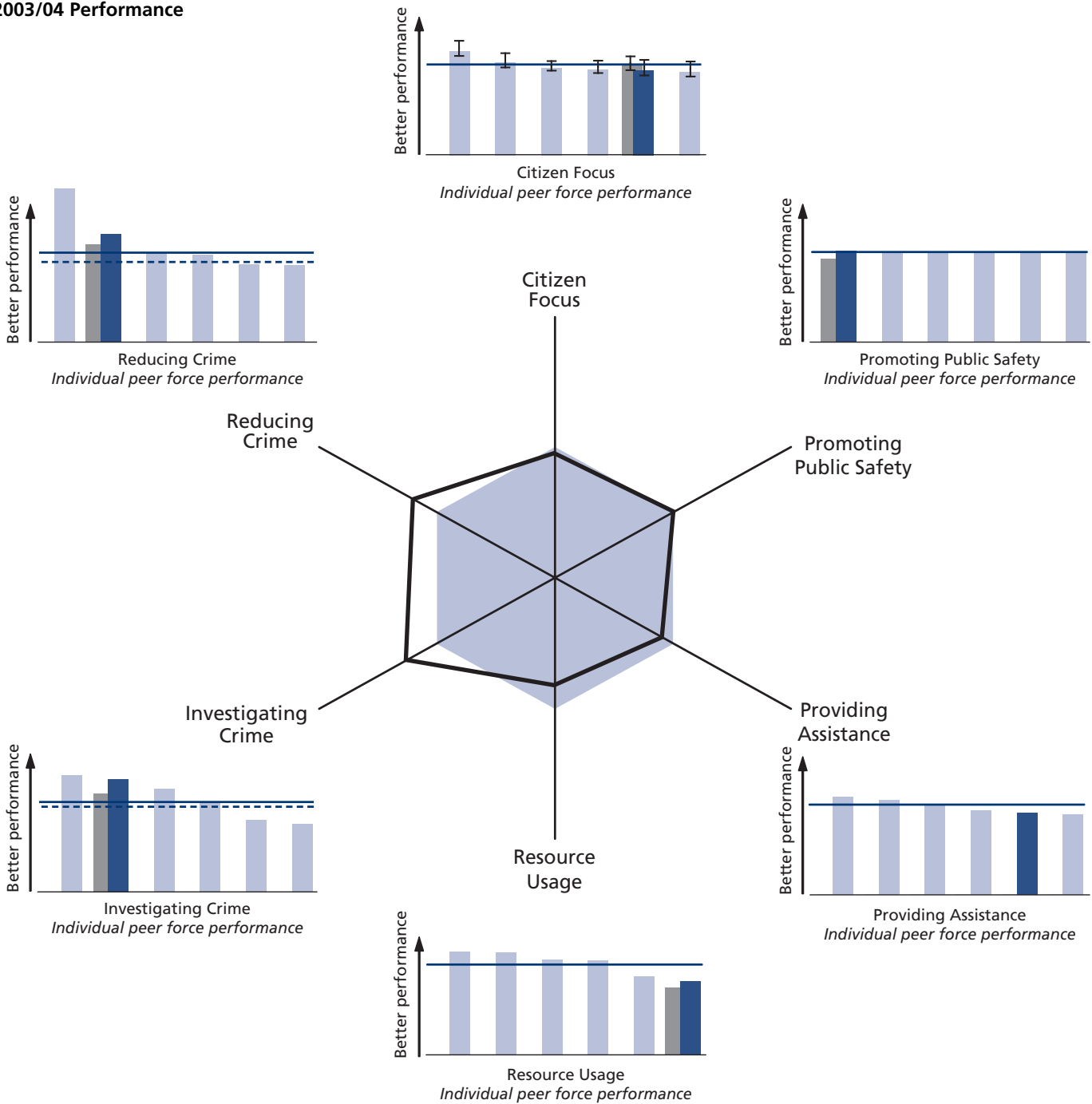
Merseyside



- Merseyside is most similar to:
- Cleveland
- Greater Manchester
- Northumbria
- West Midlands
- West Yorkshire

	Force 02/03	Force 03/04	Change 02/03 to 03/04	Most Similar Forces Average 03/04
Citizen Focus				
Residents thinking police do an excellent or good job	48% ± 4%	46% ± 4%	Not significant	48% ± 2%
Scaled Domain Score (MSF 03/04 = 100)	100	95		100
HMIC Grading of Professional Standards	Excellent			
Reducing Crime				
Domestic burglaries for every 1000 households	25.8	22.5	12.7% reduction	28.4
Vehicle crimes for every 1000 residents	20.6	19.4	6.0% reduction	21.9
Robberies for every 1000 residents	2.2	1.7	21.6% reduction	2.7
Scaled Domain Score (MSF 03/04 = 100)	109	120	10.1% improvement	100
HMIC Grading of Volume Crime	Good			
HMIC Grading of Hate Crime	Good			
HMIC Grading of Crime and Disorder Reduction Partnership Work	Excellent			
Investigating Crime				
Percentage of offences brought to justice	18.4%	20.5%	2.1 point increase	19.9%
Class A drugs supply offences brought to justice for every 10,000 residents	6.6	9.7	48.0% increase	4.0
Percentage of offences detected and sanctioned	21.2%	20.5%	0.7 point reduction	20.3%
Scaled Domain Score (MSF 03/04 = 100)	110	125	14.5% improvement	100
HMIC Grading of Tackling Level 2 Criminality	Good			
HMIC Grading of Forensic Management	Fair			
HMIC Grading of Criminal Justice	Fair			
Promoting Public Safety				
Residents very worried about burglary	21% ± 4%	13% ± 4%	Significant decrease	15% ± 1%
Residents highly worried about car crime	23% ± 5%	20% ± 5%	Not significant	19% ± 2%
Residents highly worried about violence	27% ± 4%	16% ± 4%	Significant decrease	20% ± 2%
Residents perceiving disorder as high	27% ± 6%	21% ± 5%	Not significant	20% ± 2%
Scaled Domain Score (MSF 03/04 = 100)	92	101		100
HMIC Grading of Reassurance	Excellent			
Providing Assistance				
Percentage of police officer time spent on frontline duties		57%		63%
Scaled Domain Score (MSF 03/04 = 100)		91		100
HMIC Grading of Call Handling	Fair			
HMIC Grading of Roads Policing	Fair			
HMIC Grading of Critical Incidents	Good			
Resource Usage				
Days lost per year per head (police officers)	13.0	11.4	12.1% reduction	9.2
Days lost per year per head (other police staff)	13.7	13.6	1.2% reduction	11.4
Scaled Domain Score (MSF 03/04 = 100)	75	82	9.1% improvement	100
HMIC Grading of Leadership and Direction	Excellent			
HMIC Grading of Strategic Management	Excellent			
HMIC Grading of Performance Management	Good			
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

- Merseyside performance – 2003/04
- Performance of individual Most Similar Forces – 2003/04
- Merseyside 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

- Merseyside 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.