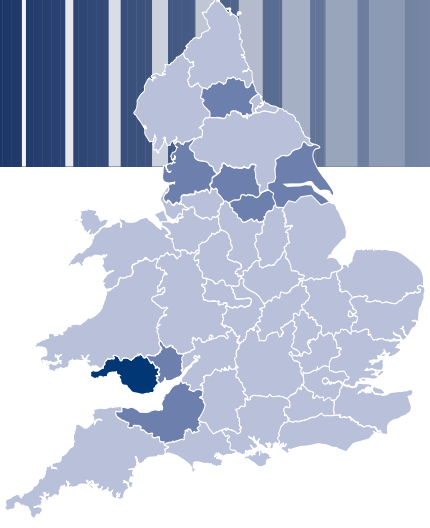


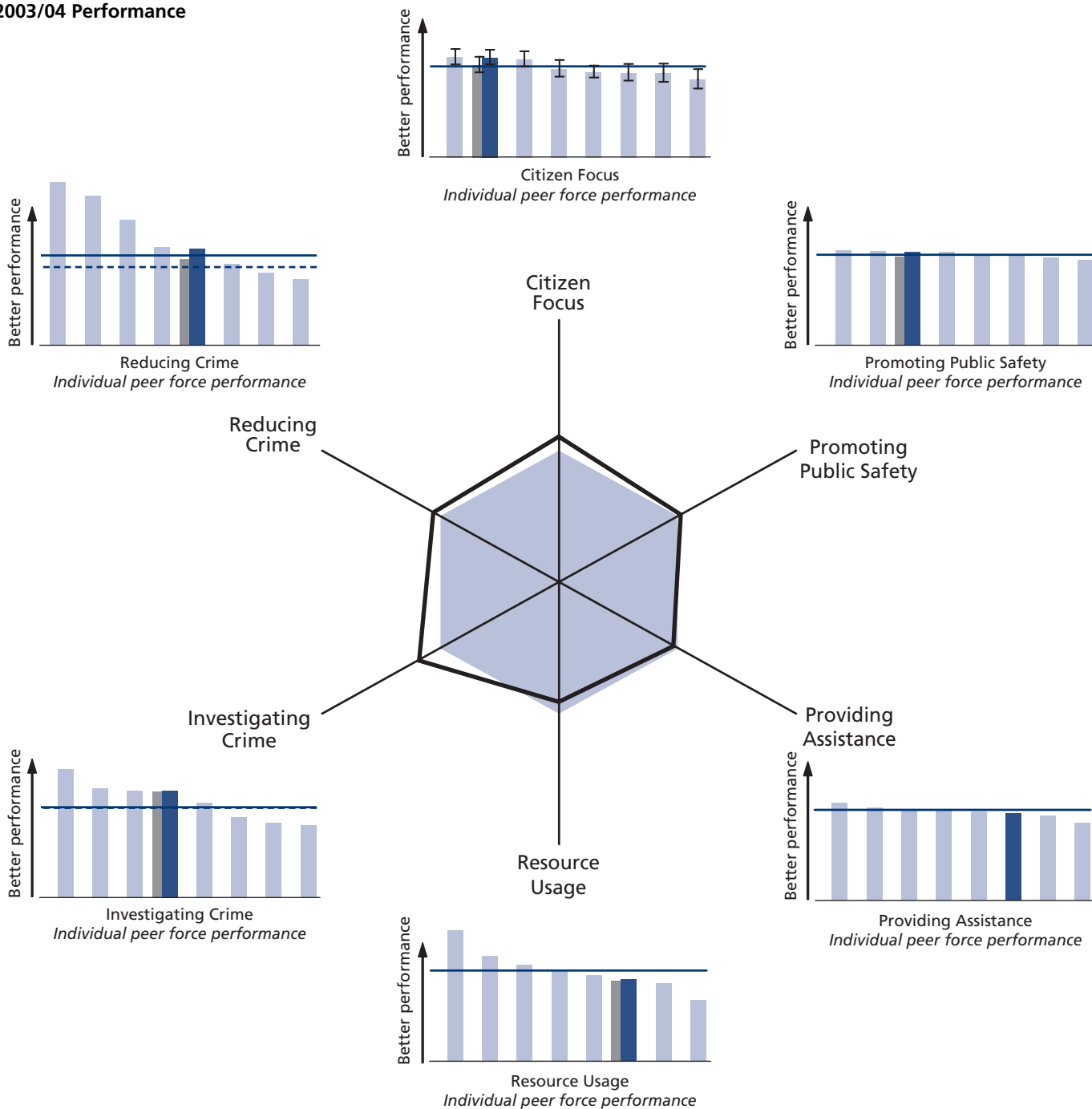
# South Wales



- South Wales is most similar to:
- Avon and Somerset
  - Durham
  - Gwent
  - Humberside
  - Lancashire
  - South Yorkshire
  - West Yorkshire

	Force 02/03	Force 03/04	Change 02/03 to 03/04	Most Similar Forces Average 03/04
<b>Citizen Focus</b>				
Residents thinking police do an excellent or good job	47% ± 4%	51% ± 4%	Not significant	46% ± 2%
<b>Scaled Domain Score (MSF 03/04 = 100)</b>	<b>102</b>	<b>111</b>		<b>100</b>
HMIC Grading of Professional Standards	Excellent			
<b>Reducing Crime</b>				
Domestic burglaries for every 1000 households	16.3	14.7	9.7% reduction	21.9
Vehicle crimes for every 1000 residents	25.3	22.5	11.0% reduction	20.6
Robberies for every 1000 residents	0.65	0.62	4.2% reduction	1.3
<b>Scaled Domain Score (MSF 03/04 = 100)</b>	<b>95</b>	<b>106</b>	<b>11.8% improvement</b>	<b>100</b>
HMIC Grading of Volume Crime	Good			
HMIC Grading of Hate Crime	Excellent			
HMIC Grading of Crime and Disorder Reduction Partnership Work	Excellent			
<b>Investigating Crime</b>				
Percentage of offences brought to justice	22.6%	23.3%	0.7 point increase	18.9%
Class A drugs supply offences brought to justice for every 10,000 residents	2.7	2.7	0.3% increase	2.9
Percentage of offences detected and sanctioned	23.6%	23.3%	0.3 point reduction	19.3%
<b>Scaled Domain Score (MSF 03/04 = 100)</b>	<b>118</b>	<b>118</b>	<b>0.6% improvement</b>	<b>100</b>
HMIC Grading of Tackling Level 2 Criminality	Fair			
HMIC Grading of Forensic Management	Fair			
HMIC Grading of Criminal Justice	Fair			
<b>Promoting Public Safety</b>				
Residents very worried about burglary	14% ± 4%	10% ± 3%	Not significant	13% ± 1%
Residents highly worried about car crime	20% ± 5%	16% ± 5%	Not significant	16% ± 1%
Residents highly worried about violence	14% ± 5%	9% ± 5%	Not significant	16% ± 2%
Residents perceiving disorder as high	21% ± 6%	15% ± 4%	Not significant	16% ± 2%
<b>Scaled Domain Score (MSF 03/04 = 100)</b>	<b>98</b>	<b>103</b>		<b>100</b>
HMIC Grading of Reassurance	Good			
<b>Providing Assistance</b>				
Percentage of police officer time spent on frontline duties		61%		63%
<b>Scaled Domain Score (MSF 03/04 = 100)</b>		<b>97</b>		<b>100</b>
HMIC Grading of Call Handling	Fair			
HMIC Grading of Roads Policing	Fair			
HMIC Grading of Critical Incidents	Fair			
<b>Resource Usage</b>				
Days lost per year per head (police officers)	10.1	10.2	1.7% increase	9.4
Days lost per year per head (other police staff)	13.9	12.9	7.2% reduction	11.3
<b>Scaled Domain Score (MSF 03/04 = 100)</b>	<b>89</b>	<b>91</b>	<b>1.7% improvement</b>	<b>100</b>
HMIC Grading of Leadership and Direction	Good			
HMIC Grading of Strategic Management	Good			
HMIC Grading of Performance Management	Good			
HMIC Grading of Human Resource Management	Fair			
HMIC Grading of Race and Diversity	Fair			

## 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

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

- South Wales 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.