



LASBT South

Performance Matrices 2012/13

March

ASB enquiries received (ALMO)
ASB enquiries received (Private)
ASB enquiries received
% of Enquiries attributed to ALMO

LASBT Enquiries											
Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
41	56	46	56	59	66	66	65	42	42	42	50
49	54	33	56	52	75	64	59	46	70	73	54
90	110	79	112	111	141	130	124	88	112	115	104
45.6%	50.9%	58.2%	50.0%	53.2%	46.8%	50.8%	52.4%	47.7%	37.5%	36.5%	48.1%

2011/12 Year End	Target	2012/13 YTD	Direction
636	-	631	-
279	-	685	-
915	-	1316	-
69.5%	-	47.9%	-

% of Customers contacted within 1 working day (emergency referrals within target)
% of Customers contacted within 2 working days (non-emergency referrals within target)
% of Customers Noise Pack Sent (within target)
% of Contact Outside agreed Service Standards (target not met)
% of Enquiries not recording 1 or 2 day contact (target missed)

LASBT Enquiry Service Standards											
Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
17.2%	26.5%	6.5%	14.0%	36.7%	20.7%	11.9%	12.0%	5.1%	7.7%	14.3%	24.1%
82.8%	73.5%	93.5%	84.0%	58.3%	62.1%	83.6%	79.5%	88.1%	84.6%	85.7%	72.4%
0.0%	0.0%	0.0%	2.0%	5.0%	17.2%	4.5%	8.4%	6.8%	0.0%	0.0%	0.0%
0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.4%
0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%	0.0%

2011/12 Year End	Target	2012/13 YTD	Direction
24.3%	-	17.5%	-
54.3%	-	82.0%	-
0.0%	-	0.0%	-
0.0%	-	0.2%	-
21.4%	-	0.4%	-

100.0%

New Cases (ALMO Secure)
New Cases (ALMO IT)
New Cases (Other Tenure)
Total New Cases
% of New Cases attributed to ALMO

LASBT New Cases											
Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
15	14	17	18	18	13	20	14	9	12	9	18
2	3	3	4	2	4	3	3	2	2	2	5
6	26	19	17	15	26	12	25	10	14	23	21
23	43	39	39	35	43	35	42	21	28	34	44
73.9%	39.5%	51.3%	56.4%	57.1%	39.5%	65.7%	40.5%	52.4%	50.0%	32.4%	52.3%

2011/12 Year End	Target	2012/13 YTD	Direction
156	-	177	-
23	-	35	-
135	-	214	-
314	-	447	-
1	-	49.8%	-

Active Cases (ALMO Secure) Count
Active Cases (ALMO IT) Count
Active Cases (Other Tenure) Count
Total Active Cases
Active Re-opened cases Count
Active Cases referred from NHOs
Active cases attributed to ALMO Percent

LASBT Active Cases											
Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
66	85	74	80	97	76	104	84	84	91	100	108
13	15	19	20	18	23	20	21	23	17	19	26
37	64	45	46	49	57	57	56	56	51	65	73
116	164	138	146	164	156	183	161	163	161	184	207
									54	57	10
68.1%	61.0%	67.4%	68.5%	70.1%	63.5%	67.8%	65.2%	65.6%	67.1%	64.7%	64.7%

2011/12 Year End	Target	2012/13 YTD	Direction
-	-	-	-
-	-	-	-
-	-	-	-
-	-	-	-
-	-	-	-
-	-	-	-

LASBT South

Performance Matrices 2012/13

March

Average duration of Cases Active in month (Days)
Average duration of Cases Closed in month (Days)

LASBT Case Duration												
Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
100.94	85.379	89.483	88.992	101.74	87.0	86.9	89.5	102.9	110.3	109.7	113.0	
50.722	83.025	51.552	102.86	60.7	104.3	111.0	82.3	97.2	85.0	96.9	74.1	

2011/12 Year End	Target	2012/13 YTD	Direction
-	-	-	-
-	-	-	-

Number of Complainants in Active Cases
Complainant % Female
Complainant % Black or Minority Ethnicity
Complainant % Disability
Complainant % Aged under 18
Complainant % Aged over 60
Complainant % English as Second Language
Complainant % Lesbian, Gay, Bisexual, Transgender
Complainant % ALMO Tenure

LASBT Active Case Victim Profile												
Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
129	147	145	178	183	189	183	145	147	138	153	156	
32.9%	32.0%	29.3%	30.1%	28.1%	30.4%	31.1%	34.8%	33.0%	31.2%	31.0%	30.4%	
3.9%	2.7%	4.1%	3.3%	3.3%	3.7%	3.3%	2.8%	2.7%	2.2%	2.6%	5.1%	
0.0%	0.0%	1.4%	0.6%	0.5%	0.5%	0.5%	0.7%	0.7%	0.0%	1.3%	0.6%	
0.0%	0.7%	0.7%	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
13.6%	13.6%	11.0%	13.4%	14.1%	14.3%	14.1%	9.7%	9.5%	17.4%	15.0%	70.4%	
1.6%	0.7%	0.7%	0.0%	1.1%	0.5%	0.0%	0.0%	0.7%	2.2%	1.3%	1.9%	
0.0%	0.0%	0.0%	0.0%	0.0%	0.5%	0.0%	0.0%	0.7%	0.7%	0.7%	0.6%	
58.1%	55.8%	57.9%	58.4%	58.5%	56.9%	58.2%	67.6%	62.6%	61.6%	59.3%	63.5%	

2011/12 Year End	Target	2012/13 YTD	Direction
-	-	-	-
-	-	-	-
-	-	-	-
-	-	-	-
-	-	-	-
-	-	-	-
-	-	-	-
-	-	-	-

Number of Accuseds in Active Cases
Accused % Female
Accused % Black or Minority Ethnicity
Accused % Disability
Accused % Aged under 18
Accused % Aged over 60
Accused % English as Second Language
Accused % Lesbian, Gay, Bisexual, Transgender
Accused % ALMO Tenure
Initial Contact % Within Target
Initial Contact % Outside Target
Initial Contact % Target Missed

LASBT Active Case Perpetrator Profile												
Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
133	139	139	160	160	166	179	140	148	147	159	174	
45.9%	45.3%	44.6%	44.4%	48.8%	51.8%	49.7%	50.0%	49.3%	51.0%	50.3%	47.7%	
1.5%	0.0%	0.7%	1.9%	1.9%	2.4%	2.2%	2.8%	3.4%	2.0%	1.3%	5.1%	
0.0%	0.0%	0.7%	0.6%	1.3%	1.2%	1.1%	1.4%	100.0%	1.4%	1.3%	0.6%	
15.0%	13.7%	12.2%	10.7%	10.0%	10.2%	13.4%	16.4%	13.5%	8.8%	10.1%	12.1%	
6.0%	5.8%	5.8%	6.9%	6.3%	4.2%	3.9%	5.0%	4.7%	2.7%	3.2%	2.9%	
0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.7%	0.7%	0.7%	0.6%	0.6%	
0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.7%	0.7%	0.6%	0.6%	
70.7%	71.9%	72.7%	75.6%	76.3%	72.3%	73.7%	72.9%	75.0%	76.9%	72.3%	73.0%	
LASBT Initial Contact Service Standard												
Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	96.4%	97.5%	100.0%	100.0%	97.6%	100.0%	
0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.6%	2.5%	0.0%	0.0%	2.4%	0.0%	
0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	

2011/12 Year End	Target	2012/13 YTD	Direction
-	-	-	-
-	-	-	-
-	-	-	-
-	-	-	-
-	-	-	-
-	-	-	-
-	-	-	-
-	-	-	-
2011/12 Year End	Target	2012/13 YTD	Direction
79.2%	-	99.2%	-
20.1%	-	0.8%	-
0.7%	-	0.0%	-

Accused Contact % Within Target
Accused Contact % Outside Target
Accused Contact % Target Missed

LASBT Perpetrator Contact Service Standard												
Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
100.0%	100.0%	95.0%	100.0%	100.0%	100.0%	100.0%	96.6%	94.4%	100.0%	83.3%	76.2%	
0.0%	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%	3.4%	5.6%	0.0%	16.7%	23.8%	
0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	

2011/12 Year End	Target	2012/13 YTD	Direction
78.5%	-	95.8%	-
21.5%	-	4.2%	-
0.0%	-	0.0%	-

Repeat Contact % Within Target
Repeat Contact % Outside Target
Repeat Contact % Target Missed
4 Week Survey Count of Complainants to contact
4 Week Survey Attempted Telephone Calls
4 Week Survey Postal Surveys sent
4 Week Surveys Completed
Closed Case Survey Count of Complainants to contact
Closed Case Survey Attempted Telephone Calls
Closed Case Survey Postal Surveys sent
Closed Case Surveys Completed

LASBT Repeat Contact Service Standard												
Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
100.0%	99.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.2%	98.9%	99.3%	99.4%	
0.0%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.5%	1.1%	0.7%	0.6%	
0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.3%	0.0%	0.0%	0.0%	
LASBT Survey Completion												
Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
30	12	28	23	21	37	46	33	39	16	21	19	
24	26	25	35	32	31	35	31	29	18	30	23	
15	5	7	10	9	12	9	8	11	0	7	3	
20	13	18	16	15	12	17	15	8	12	14	15	
11	20	24	28	28	30	38	35	55	25	27	12	
11	27	33	43	27	18	21	24	11	12	33	22	
3	6	5	16	11	7	10	11	3	5	9	9	
10	14	22	17	19	13	8	11	8	18	15	6	

2011/12 Year End	Target	2012/13 YTD	Direction
89.6%	-	99.7%	-
10.4%	-	0.2%	-
0.0%	-	0.0%	-
2011/12 Year End	Target	2012/13 YTD	Direction
-	-	325	-
-	-	339	-
-	-	96	-
-	-	175	-
-	-	333	-
-	-	282	-
-	-	95	-
-	-	161	-

LASBT South

Q1 % First Reported to LASBT
Q2 % Easy to report the problem
Q3 % Initially contacted within 2 days
Q4 % Visited by a Case Officer within 10 days
Q5 % Satisfied with the speed in which Case Officer first made contact
Q6 % Discussed with Case Officer about how they would like case to be solved
Q7 % Agreed that Case Officer discussed options for case resolution
Q8 % Agreed that Case Officer stated how often they would receive an update
Q9 % Satisfied with the support offered
Q10 % Satisfied with the Case Officers investigation to date
Q11 % Satisfied with service provided by Police
Q11 % Satisfied with service provided by ATF
Q11 % Satisfied with service provided by VS
Q12 % Satisfied with the service provided by LASBT so far

Performance Matrices 2012/13

LASBT 4 Week Survey Feedback											
Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
0.0%	0.0%	0.0%	56.3%	13.3%	25.0%	35.3%	12.5%	0.0%	8.3%	21.4%	40.0%
0.0%	0.0%	0.0%	93.8%	86.7%	100.0%	100.0%	93.3%	100.0%	75.0%	85.7%	100.0%
55.0%	69.2%	88.9%	81.3%	93.3%	66.7%	70.6%	93.3%	75.0%	66.7%	64.3%	66.7%
0.0%	0.0%	0.0%	62.5%	86.7%	66.7%	88.2%	100.0%	87.5%	83.3%	85.7%	86.7%
85.0%	100.0%	100.0%	100.0%	100.0%	83.3%	100.0%	100.0%	87.5%	75.0%	100.0%	100.0%
0.0%	0.0%	0.0%	100.0%	93.3%	100.0%	100.0%	93.3%	100.0%	100.0%	100.0%	93.3%
100.0%	100.0%	100.0%	100.0%	100.0%	91.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
85.0%	100.0%	88.9%	87.5%	100.0%	91.7%	88.2%	93.3%	100.0%	83.3%	100.0%	93.3%
100.0%	100.0%	100.0%	75.0%	100.0%	91.7%	94.1%	93.3%	100.0%	83.3%	100.0%	100.0%
100.0%	100.0%	100.0%	87.5%	100.0%	100.0%	94.1%	100.0%	100.0%	83.3%	100.0%	100.0%
0.0%	0.0%	0.0%	66.7%	87.5%	100.0%	100.0%	75.0%	100.0%	50.0%	90.0%	100.0%
0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	28.6%	100.0%	50.0%	33.3%	0.0%	0.0%
0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	100.0%	80.0%	77.8%	85.7%	50.0%
95.0%	92.3%	94.4%	81.3%	100.0%	100.0%	88.2%	100.0%	100.0%	83.3%	100.0%	100.0%

March

2011/12 Year End	Target	2012/13 YTD	Direction
-	-	26.5%	-
-	-	92.7%	-
-	-	74.3%	-
-	-	83.1%	-
92.2%	95.0%	94.8%	
-	-	97.6%	-
97.7%	100.0%	99.4%	
83.7%	80.0%	92.0%	
77.5%	-	93.8%	-
96.9%	95.0%	97.1%	
-	-	87.3%	-
-	-	38.5%	-
-	-	71.9%	-
88.1%	90.0%	94.3%	

Q1 % Where the problem of ASB is resolved
Q2 % Making first ASB report to LASBT
Q3 % Satisfied with the initial response to the problem
Q4 % Spoke with Case Officer about how they would like the case to be solved
Q5 % Spoke with Case Officer about the options available to LASBT to solve the problem
Q6 % Satisfied they were kept up to date during the case
Q7 % Satisfied with the support offered during the case
Q8 % Satisfied with the Case Officers investigation into the complaint
Q9 % Satisfied with the outcome of the case
Q10 % Contacted prior to case closure
Q11 % Satisfied with service provided by Police
Q11 % Satisfied with service provided by ATF
Q11 % Satisfied with service provided by VS
Q12 % Satisfied with the overall service provided by LASBT

LASBT Closed Case Survey Feedback											
Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
0.0%	0.0%	0.0%	100.0%	85.7%	90.0%	87.5%	100.0%	100.0%	100.0%	100.0%	100.0%
0.0%	0.0%	0.0%	57.1%	42.9%	50.0%	28.6%	54.5%	37.5%	38.9%	60.0%	83.3%
0.0%	0.0%	0.0%	71.4%	85.7%	100.0%	100.0%	100.0%	75.0%	94.4%	93.3%	100.0%
100.0%	100.0%	100.0%	94.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	93.3%	83.3%
100.0%	100.0%	100.0%	94.1%	88.9%	100.0%	100.0%	100.0%	87.5%	94.4%	100.0%	100.0%
100.0%	100.0%	95.5%	88.2%	89.5%	100.0%	100.0%	100.0%	88.9%	100.0%	100.0%	100.0%
90.0%	92.9%	86.4%	88.2%	78.9%	100.0%	85.7%	100.0%	87.5%	83.3%	93.3%	100.0%
100.0%	92.9%	95.5%	100.0%	89.5%	100.0%	85.7%	100.0%	87.5%	94.4%	86.7%	83.3%
90.0%	78.6%	86.4%	94.1%	84.2%	92.3%	85.7%	100.0%	87.5%	83.3%	93.3%	83.3%
100.0%	100.0%	100.0%	100.0%	94.7%	100.0%	100.0%	100.0%	87.5%	100.0%	100.0%	100.0%
0.0%	0.0%	0.0%	66.7%	87.5%	100.0%	100.0%	75.0%	100.0%	50.0%	90.0%	100.0%
0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	28.6%	100.0%	50.0%	33.3%	0.0%	0.0%
0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	100.0%	80.0%	77.8%	85.7%	50.0%
100.0%	92.9%	100.0%	94.1%	89.5%	100.0%	100.0%	100.0%	100.0%	88.9%	93.3%	100.0%

2011/12 Year End	Target	2012/13 YTD	Direction
-	-	96.6%	-
-	-	49.4%	-
-	-	92.1%	-
82.2%	90.0%	98.1%	
82.2%	90.0%	96.8%	
83.7%	85.0%	95.6%	
71.9%	80.0%	89.4%	
81.5%	90.0%	93.8%	
69.6%	80.0%	88.1%	
100.0%	100.0%	98.8%	
-	-	87.3%	-
-	-	38.5%	-
-	-	71.9%	-
81.5%	85.0%	95.6%	

LASBT South

Performance Matrices 2012/13

March