



LASBT South

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

% 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)

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

Performance Matrices 2012/13

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%	

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%	

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%	

March

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

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%	-

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

100.0%

LASBT South	
Active Cases (ALMO Secure) Count	66
Active Cases (ALMO IT) Count	13
Active Cases (Other Tenure) Count	37
Total Active Cases	116
Active Re-opened cases Count	
Active Cases referred from NHOs	
Active cases attributed to ALMO Percent	68.1%

LASBT Case Duration	
Average duration of Cases Active in month (Days)	100.94
Average duration of Cases Closed in month (Days)	50.722

LASBT Active Case Victim Profile	
Number of Complainants in Active Cases	129
Complainant % Female	32.9%
Complainant % Black or Minority Ethnicity	3.9%
Complainant % Disability	0.0%
Complainant % Aged under 18	0.0%
Complainant % Aged over 60	13.6%
Complainant % English as Second Language	1.6%
Complainant % Lesbian, Gay, Bisexual, Transgender	0.0%
Complainant % ALMO Tenure	58.1%

Performance Matrices 2012/13												
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%	

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	

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%	

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

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

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

LASBT South

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

Performance Matrices 2012/13

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%	

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%	

March

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%	-

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

LASBT South
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

Performance Matrices 2012/13											
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

March			
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%	

LASBT South	
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	

Performance Matrices 2012/13												
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%	100.0%	88.9%	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%	

March			
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%	