



### Police & Crime Plan Objectives

Objective	Measure	12 months to 31 Oct 15	Baseline <sup>1</sup>	Comparison to baseline <sup>1,2</sup>	Status <sup>3</sup>	National ranking <sup>4</sup>
Responding to Emergencies	999 Call Handling <sup>5</sup>	90.3%	92.0%	-1.7%	⬇️ ⬆️	N/A
	Response to Emergency Incidents	91.0%	91.1%	-0.1%	⬇️ ⬇️	N/A
Solving Crime	Violence with Injury – Solved	38.9%	50.1%	-11.2%	⬇️ ⬇️	
	Domestic Burglary – Solved	13.9%	21.2%	-7.3%	⬇️ ⬇️	
	Robbery – Solved	21.6%	33.4%	-12%	⬇️ ⬇️	
	Serious Sexual Offences – Solved	12.4%	20.6%	-8.2%	⬇️ ⬇️	
	Drug Trafficking – Solved	87.9%	94.3%	-6.4%	⬇️ ⬇️	
Preventing & Reducing Crime	Violence with Injury – Crimes	4,620	3,761	▲ 22.9%	⬇️ ⬇️	16th
	Domestic Burglary – Crimes	1,453	1,573	▼ 8%	⬆️ ⬇️	11th
	Robbery – Crimes	204	208	▼ 2%	⬆️ ⬇️	11th
	Anti-Social Behaviour Incidents	16,693	24,897	▼ 33%	⬆️ ⬆️	N/A
	Total - Crimes	42,726	38,150	▲ 12%	⬇️ ⬇️	N/A
Caring	Victims' Satisfaction – Whole Experience	83.9%	86.6%	-2.7%	⬇️ ⬆️	19th
	Victims' Satisfaction – Follow-up	76.8%	79.4%	-2.6%	⬇️ ⬇️	10th
	Domestic Abuse Repeat Victimisation (existing)	Not available at present				
	Domestic Abuse Repeat Victimisation (proposed)	Not available at present				

### Additional measures for Quality of Service

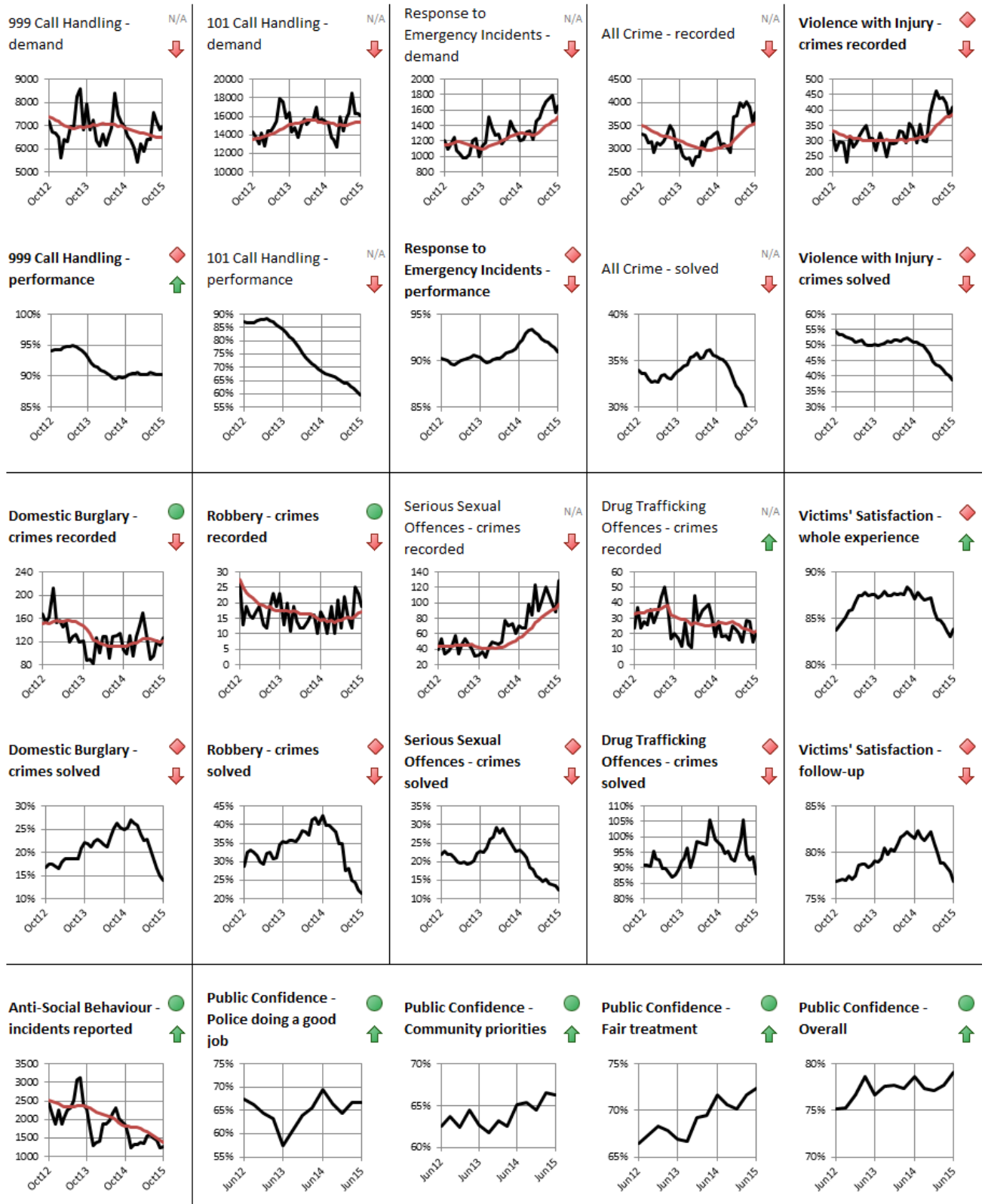
The following measures of quality are not included in the Police and Crime Plan but are included here to assist in delivering the high quality of service required to support the delivery of Police and Crime Plan objectives.

Quality of Service	Public Confidence – Police Do a Good Job <sup>6</sup>	66.7%	64.2%	+2.5%	⬆️ ⬆️	10th
	Public Confidence – Community Priorities <sup>6</sup>	66.3%	63.4%	+2.9%	⬆️ ⬆️	5th
	Public Confidence – Fair Treatment <sup>6</sup>	72.4%	69.2%	+3.2%	⬆️ ⬆️	3rd
	Public Confidence – Overall Confidence <sup>6</sup>	79.1%	77.2%	+1.9%	⬆️ ⬆️	11th

#### Footnotes

1. The baseline figures are static and represent the performance required by year-end to improve upon the three-year averages published at the start of the year.
2. The comparison to the baseline represents the last twelve months performance against the baseline.
3. The status graphic is a subjective assessment of current performance compared to the baseline. Symbol key: ⬆️ Meeting baseline target; ⬇️ Not meeting baseline target; ⬆️ Performance/measure improved; ⬆️ Performance/measure not changed; ⬇️ Performance/measure deteriorated.
4. Latest known rankings shown. For crimes recorded and solved, data is collected from police forces by the Home Office and rankings published monthly, those shown being for the period October 2014 – September 2015. Similarly for Victims' Satisfaction, but one month slower, so those shown are for the period September 2014 – August 2015. Public Confidence rankings are published quarterly by the Office for National Statistics from respondents to the Crime Survey of England & Wales; the period of the latest data is shown at footnote 6. Anti-Social Behaviour rankings are published annually, the latest being for the financial year 2013/14. Rankings are out of the 43 Police Forces in England & Wales, with the exception of data for Public Confidence which is of 42 (Metropolitan Police and City of London combined).
5. National guideline standard 90% ([http://library.college.police.uk/docs/homeoffice/call\\_handling\\_standards.pdf](http://library.college.police.uk/docs/homeoffice/call_handling_standards.pdf))
6. These indicators are updated on a quarterly basis, the latest being for the period July 2014 – June 2015

The following charts summarise performance relating to the above objectives.



A note on the data:

On October 19<sup>th</sup>, Suffolk Constabulary went 'live' with a new IT system named 'Athena'. Athena is a joint venture between Suffolk and eight other police forces. The system replaced previous systems for recording crime, intelligence, custody and case administration. It provides, for the first time, a borderless aggregation of data between participant forces. This will lead to improved information sharing and back office efficiencies among other benefits. The implementation of this system is a key factor in the Constabulary's approach to modernising and improving its efficiency, effectiveness and collaborative working.

Suffolk Constabulary went live at the same time as Norfolk Constabulary. Essex Police went live earlier in 2015 and further forces will come on line in 2016. The roll out of Athena has been a significant undertaking, involving a dedicated project team and the training of all police officers and staff. The new system has not only introduced new functions but new processes and as Essex experienced earlier this year, these take time to embed. Consequently some aspects of the data reported on in this report are likely to change after its publication. Most notable among these are all solved rates and indicators for domestic abuse. It is anticipated that these will be refined as data is transferred from old to new IT systems. At this time, the following objectives should be read with caution:

- Violence with Injury solved rate and crimes
- Burglary Dwelling solved rate and crimes
- Robbery solved rate and crimes
- Serious Sexual Offence solved rate and crimes
- Drug Trafficking solved rate
- Total crimes
- Domestic Abuse Repeat Victimisation (existing and proposed measures)