

**POLICE AND CRIME PLAN 2017-2021
SUMMARY OF OBJECTIVES**

Objective 1: Responding to calls for urgent assistance.

We will:

- Answer a minimum of 90% of all '999' emergency calls within 10 seconds
- Respond to a minimum of 90% of emergency incidents within 15 minutes (urban locations) and 20 minutes (rural locations) and that response rates are consistently maintained across the county.

Objective 2: Caring about victims, communities, the local economy and our people.

We will:

- Ensure that victims receive the services they are entitled to under the national Code of Practice for Victims of Crime.
- Work to help keep young people safe, deter them from committing crime and inspire them to achieve.
- Be advocates for victims of business crime and ensure that the Constabulary has the capacity and capability to tackle business crime.
- Ensure that our people feel valued and are properly resourced.
- Enhance our engagement by introducing revised public access arrangements and by being more representative of our diverse communities.

Objective 3: Protecting the most vulnerable people and communities by preventing, reducing and solving crime and anti-social behaviour.

We will:

- Raise awareness of hidden harm so that victims have the confidence to report crimes.
- Ensure that the most vulnerable victims receive high quality support in accordance with the Code of Practice for Victims of Crime.
- Monitor the satisfaction of vulnerable victims and address any areas of concern.
- Work with partners to ensure we deliver efficient and effective services.
- Continue with activities to tackle drugs and substance misuse.
- Make our roads safer through initiatives such as tackling the 'fatal four' (speeding, mobile phones, drinking and seat belts).
- Work with partners to reduce re-offending and transform rehabilitation.
- Be accessible to communities regarding rural policing issues and work with partners to address any issues of concern.

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Objective 4: Making Suffolk Safer - An ethical, efficient and effective service with the right resources

We will:

- Ensure the force has the capacity and capability to respond to national safety threats.
- Ensure our service is ethical, efficient and effective with the right resources, capacity, capability and diversity mix.
- Develop a better understanding of the nature of demands on services.
- Continue to work with partners to transform efficiency and effectiveness through collaborated/integrated/shared services and estates.
- Be a learning organisation and act upon feedback such as complaints.
- Ensure that Outcome Based Budgeting is embedded throughout the organisation and ensure funds are allocated appropriately.
- Continue to focus on achieving excellent value for money and maximise the opportunities afforded by innovation and transformation grants.
- Continue to lobby nationally for a fairer share of police funding.