

**ORIGINATOR: CHIEF CONSTABLE**

**PAPER NO. AP14/26**

**SUBMITTED TO: ACCOUNTABILITY AND PERFORMANCE PANEL – 29 APRIL  
2014**

**SUBJECT: PERFORMANCE PRIORITIES – MONITORING REPORT  
APRIL 2013 TO MARCH 2014**

**SUMMARY:**

1. The report shows Constabulary performance against the Performance Priorities for the financial year 2013/14. An assessment has been made (red/amber/green) as to where the Constabulary sits against each priority and charts have been included to illustrate the position.
2. A summary with the action being taken to improve or maintain performance is included for each priority area.

**RECOMMENDATION:**

1. The Accountability and Performance Panel is asked to note the contents of this report.

## **1. KEY ISSUES FOR CONSIDERATION:**

- 1.1. This report is based upon the performance priorities set within the Police and Crime Plan for the financial year 2013/14, now ended. The paper details each priority in turn and makes an assessment of performance against the three-year average and also by comparison with last year's performance. In addition to this, and where appropriate, comparison is made with other Police Forces and/or national averages.
- 1.2. The report is not designed to reflect localised performance problems but to provide an overview against each priority and a flavour of the action being taken to improve or maintain performance. Where appropriate, reference is made to specific locations if there has been an interesting or disproportionate effect on overall performance.
- 1.3. The report uses a red/amber/green grading system to summarise current performance based on the following criteria:  
  
Red: Performance is not meeting the baseline objective.  
Amber: Performance is not meeting the baseline objective but is improving.  
Green: Performance is meeting the baseline target.
- 1.4. With some crime categories it is important to recognise that there is considerable context required to understand the issues. For example, active encouragement for victims to report serious sexual offences, or domestic abuse-related crimes, over recent years has seen a substantial increase in the rate of such crimes. This is regarded as a positive change, which allows for a comprehensive and supportive service to be provided to victims while at the same time allowing the Constabulary to fully understand the extent of such offending.
- 1.5. Of the 14 objectives set out in the Police & Crime Plan, 2013/14 year-end performance was better than the baseline in 12, including all crime reduction objectives. Performance in three of the four additional Quality of Service indicators is also above their respective baselines.
- 1.6. Performance relating to 999 Call Handling has deteriorated in recent months, with the annual objective not being met. To this end, the matter of 999 and 101 call handling features in the following report.
- 1.7. The solved rate for offences of Violence with Injury was the other objective in which the baseline performance was not reached, although the rate has shown improvement in recent months. Performance remains above the national average also.
- 1.8. In the previous report, Response to Emergency Incidents was shown as an amber indicator; this has now improved to green. The 2013/14 baseline performance was achieved.
- 1.9. The previous report also outlined the risk of the objective for solving Serious Sexual Offences not being met. However, the improvement which began mid-year following the revision of the County Policing Command's action plan gained momentum and the year-end performance bettered that of the preceding two years.
- 1.10. The performance baselines for the forthcoming year 2014/15 have been calculated and are carried at Appendix A to the report.

## 2. FINANCIAL IMPLICATIONS

- 2.1. The performance of the Constabulary hinges on the level of available resources to tackle each of the priority areas. In the current financial climate every effort is being made to maintain front line policing in order to ensure performance against these priorities can be maintained or improved.

## 3. OTHER IMPLICATIONS AND RISKS

- 3.1. None.

ORIGINATOR CHECKLIST (MUST BE COMPLETED)	PLEASE STATE 'YES' OR 'NO'
Has legal advice been sought on this submission?	No
Has the PCC's Chief Finance Officer been consulted?	No
Have equality, diversity and human rights implications been considered including equality analysis, as appropriate?	No
Have human resource implications been considered?	No
Is the recommendation consistent with the objectives in the Police and Crime Plan?	Yes
Has consultation been undertaken with people or agencies likely to be affected by the recommendation?	No
Has communications advice been sought on areas of likely media interest and how they might be managed?	No
In relation to the above, have all relevant issues been highlighted in the 'other implications and risks' section of the submission?	Yes



## Police & Crime Plan Objectives

Objective	Measure	12 months to 31 Mar 14	Baseline <sup>1</sup>	Comparison to baseline <sup>1 2</sup>	Status <sup>3</sup>	National ranking <sup>5</sup>
Responding to Emergencies	999 Call Handling	90.7%	92.4%	-1.7%	❖	N/A
	Response to Emergency Incidents	90.3%	90.2%	=	●	N/A
Solving Crime	Violence with Injury – Solved	51.2%	52.9%	-1.7%	▲	11th
	Domestic Burglary – Solved	22.3%	21.2%	+1.1%	●	5th
	Robbery – Solved	36.6%	28.2%	+8.4%	●	13th
	Serious Sexual Offences – Solved	29.3%	24.1%	+5.2%	●	24th
	Drug Trafficking – Solved	98.7%	88.7%	+10%	●	17th
Preventing & Reducing Crime	Violence with Injury – Crimes	3,628	4,093	▼11%	●	18th
	Domestic Burglary – Crimes	1,406	1,944	▼28%	●	7th
	Robbery – Crimes	205	295	▼30%	●	12th
	Anti-Social Behaviour Incidents	25,770	33,296	▼23%	●	N/A
Caring	Victims' Satisfaction – Whole Experience <sup>5</sup>	87.5%	83.3%	+4.2%	●	16th
	Victims' Satisfaction – Follow-up <sup>5</sup>	80.3%	75.3%	+5.0%	●	20th
	Domestic Abuse Repeat Victimisation	65.0%	68.0%	-3.0%		N/A

## 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>4</sup>	60.7%	60.1%	+0.6%	●	27th
	Public Confidence – Community Priorities <sup>4</sup>	61.8%	59.9%	+1.9%	●	21st
	Public Confidence – Fair Treatment <sup>4</sup>	66.7%	68.0%	-1.3%	❖	18th
	Public Confidence – Overall Confidence <sup>4</sup>	77.5%	72.4%	+5.1%	●	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 12 months performance against the baseline.
3. The status graphic is a subjective assessment of current performance compared to the baseline. Symbol key: ● Meeting target; ▲ Not meeting target but improving; ❖ Not meeting target and not improving
4. Public Confidence data is collected via the Crime Survey for England & Wales, reported quarterly on a rolling annual basis. The latest data available in April 2014 is for the period **October 2012-September 2013**. Updated data will be published on or after 24 April 2014.
5. Victims' Satisfaction data is collected monthly but reported only on a rolling annual basis, hence it is not usually possible to report the confidence and satisfaction data on a year-to-date basis. However the latest monthly data available in April 2014 is for the period **April 2013-March 2014**.
6. National ranking data is collected via monthly Home Office returns, which are published around three weeks after the month-end. The latest data in April 2014 is for the period **March 2013-February 2014**, with the exception of Victims' Satisfaction data which is for the period **January-December 2013**. 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).

## Part A: Police & Crime Plan indicators

### 999 Call Handling

Emergency 999 calls answered within 10 seconds

<b>Calls received</b>	Year to date <b>85,035</b>	Last 12 months <b>85,035</b>	3-year baseline <b>91,266</b>	National rank <b>N/A</b>
<b>Answered within tgt.</b>	Year to date <b>90.7%</b>	Last 12 months <b>90.7%</b>	3-year baseline <b>92.4%</b>	National rank <b>N/A</b>

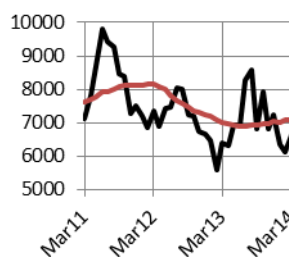
The number of 999 emergency calls received during the winter months is typically much lower than summer, although the demand presented during the past three months has been slightly greater than in the same period one year earlier. Adverse weather, frequent at this time of year, can generate extreme spikes in demand. This was the case around October 2013 when the storms generated multiple calls.

Monthly performance is improving: over the past three months more than 91% of calls were answered within ten seconds. However, as this figure was around 95% at this time last year the annual performance shows a continuing decreasing trend. Performance remains below the three-year baseline but above the national standard of 90%.

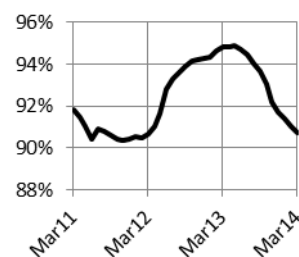
Following the implementation of the new STORM command & control system, staffing in the control room has returned to normal now that abstractions due to training have ceased. An 18 month recruitment freeze before this implementation has caused some staffing gaps to open up, with backfilling of shifts reliant upon overtime. Staff are also becoming more conversant with the new system so early delays are not noticeable now.

An ongoing action plan has recently brought about ring-fenced dedicated 999 call takers, increased call taker numbers by two at critical times, recruited and trained new staff and increased the number of police officers available as reserve operators. A full review of control room shift patterns and part-time/flexible working arrangements is due in May.

Monthly & average demand



Rolling annual performance



### 101 Call Handling

Non-emergency 101 calls answered within 20 seconds

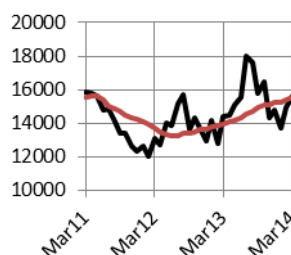
<b>Calls received</b>	Year to date <b>186,313</b>	Last 12 months <b>186,313</b>	3-year baseline <b>172,960</b>	National rank <b>N/A</b>
<b>Answered within tgt.</b>	Year to date <b>77.5%</b>	Last 12 months <b>77.5%</b>	3-year baseline <b>81.4%</b>	National rank <b>N/A</b>

Whilst not a measure in the Police & Crime Plan, performance relating to the non-emergency number, 101, has been included in this paper to draw attention to the ongoing trend of increasing demand and deteriorating performance. The charts, right, show that current demand and performance are similar to their position of three years ago. However, the number of 101 calls received during February and March 2014 was nearly 12% greater than the average of the preceding seven years.

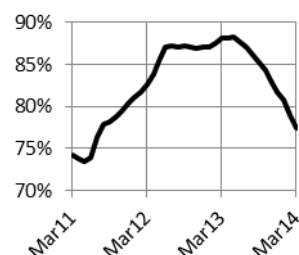
The Force seeks to answer 80% of such calls within twenty seconds, although performance has dipped below this level in recent months. 999 calls are always prioritised above 101 and call taker resources apportioned accordingly, factoring in expected demand. Resourcing levels remain tight with the priority being 999 calls.

The Force is seeking to understand the extent to which 101 callers hang up and redial, on either the 101 or 999 number, and the impact this has on instantaneous demand and performance. Available data suggests that between January and March 2014, 92.5% of calls on the 101 number were answered

Monthly & average demand



Rolling annual performance



(i.e. an abandonment rate of 7.5%), with callers waiting on average 29 seconds. The Force is exploring the possibility of placing a recorded message on the 101 line at times of excess demand, explaining the delay and advising callers to hold and not redial.

In comparison, the abandonment rate for 999 calls was 0.4%, although these can only be due to the call being cleared prior to the BT operator connecting it to Suffolk's control room.

The CCR action plan described above, under '999 Call Handling', is also addressing the current performance issues within 101 Call Handling through increased resourcing and the review of shift patterns / working arrangements.

## Response to Emergency Incidents

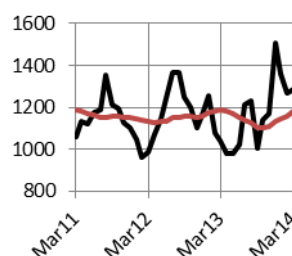
Grade 1 emergency incidents attended within 15 minutes (urban)/20 minutes (rural) of call receipt

<b>Incidents attended</b>	Year to date <b>14,169</b>	Last 12 months <b>14,169</b>	3-year baseline <b>14,044</b>	National rank <b>N/A</b>
<b>Within target</b>	Year to date <b>90.3%</b>	Last 12 months <b>90.3%</b>	3-year baseline <b>90.2%</b>	National rank <b>N/A</b>

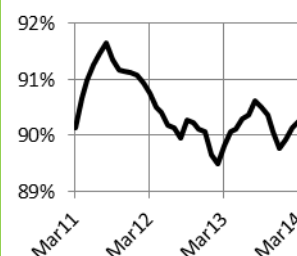
Over the long term, demand has varied relatively little, although as with telephone calls, above, the number of emergency incidents is susceptible to spikes driven by weather conditions. The past three months have seen a higher frequency of extreme demand, with four days in February 2014 being busier than any day during the preceding three Februaries.

Nonetheless, the quarter's performance was above 91%, with March almost 95%, meaning the year's objective was met despite the increased demand.

Monthly & average demand



Rolling annual performance

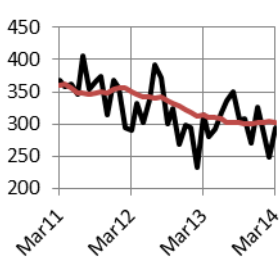


## Violence with Injury

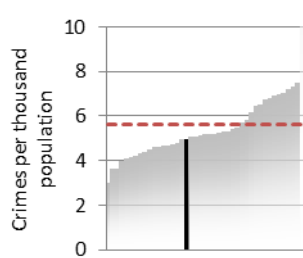
Assaults causing injury irrespective of intent, ranging from ABH to murder

Crimes recorded		Solved rate	
Last 12 months	<b>3,628</b>	Last 12 months	<b>51.2%</b>
Year to date	<b>3,628</b>	Year to date	<b>51.2%</b>
3-year baseline	<b>4,093</b>	3-year baseline	<b>52.9%</b>
National ranking	<b>18/43</b>	National ranking	<b>11/43</b>

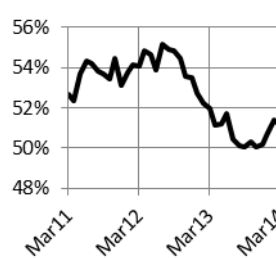
Monthly & average crime rate



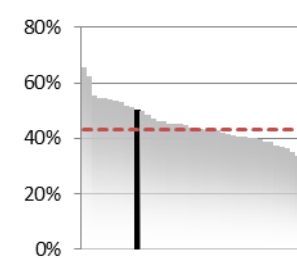
National ranking & average



Rolling annual solved rate



National ranking & average



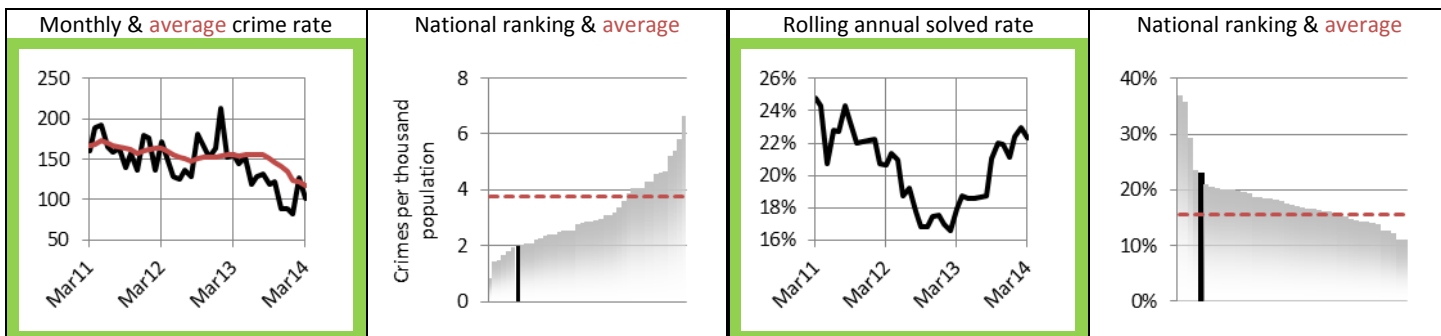
The number of recorded violent crimes involving injury has shown a long term decrease in Suffolk, although this has begun to flatten out during 2013/14. This mirrors the national trend, with Suffolk's crime rate consistently around 10% below the national average. The flattening of the trend in violent crime is driven by ABH, the lowest and largest classification within this offence group; serious offences remain very small in proportion. Specifically, the number of offences reported as being related to domestic violence has increased, continuing its rising trend. However it is considered that this observed increase is a positive indication of increased confidence of victims. There has also been a marginal decrease in the percentage of repeat victimisation reported.

While Suffolk remains in the upper quartile range of Forces nationally, the solved rate objective was not met this year, although performance has improved during the latter half, and an Operational Delivery Plan is being implemented to drive further improvements. Suffolk is however ranked 11/43. The principal factor in the solved rate's long term variation has been the use of Community Resolution (CR) as an out of court disposal method; the sanction detection rate has remained very close to 40% for a number of years, while the CR rate has dropped from 14% in mid-2012 to below 10% in late-2013. National policy guidance has influenced this, including the cessation of using CR for domestic abuse-related violence. Work is currently underway to consider whether and under what circumstances this method of resolution could be used.

## Domestic Burglary

*Burglary of domestic dwellings, including attempts and distraction offences*

Crimes recorded		Solved rate	
Last 12 months	<b>1,406</b>	Year to date	<b>1,406</b>
3-year baseline	<b>1,944</b>	National ranking	<b>7/43</b>
		Last 12 months	<b>22.3%</b>
		3-year baseline	<b>21.2%</b>
		Year to date	<b>22.3%</b>
		National ranking	<b>5/43</b>



The rate of dwelling burglary continues to reduce significantly: only one other Force (City of London) has seen a greater reduction compared to last year, and Suffolk's three-year reduction of 25% is the fifth-greatest nationally. Domestic burglary is presently at its lowest in more than sixteen years, the 2013/14 total of 1,406 being more than one thousand offences fewer than the peak in 1998/99. Only nine of the year's domestic burglaries were distraction offences, a fraction of the typical 50-100 per year during the previous decade.

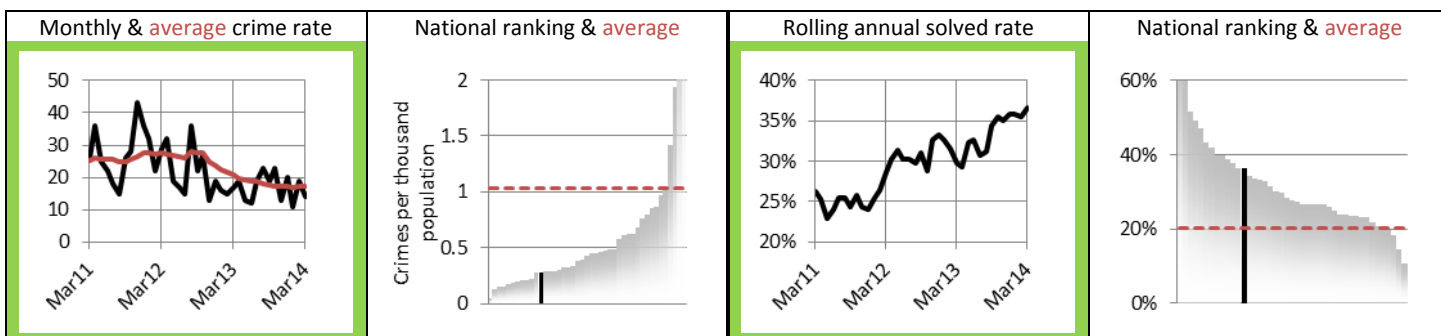
Suffolk's domestic burglary rate is presently the seventh-lowest of the 43 Forces, a significant improvement from 16<sup>th</sup> six months ago. Detection performance is just as positive, ranked fifth best nationally, a three-year high. The 6-percentage point increase in the solved rate over the past twelve months is the third-best nationally.

Both the crime and solved rate performance objectives for 2013/14 were met.

## Robbery

*Theft, or attempted theft, of personal or business property by use or threat of violence/force*

Crimes recorded		Solved rate	
Last 12 months	<b>205</b>	Year to date	<b>205</b>
3-year baseline	<b>295</b>	National ranking	<b>12/43</b>
		Last 12 months	<b>36.6%</b>
		3-year baseline	<b>28.2%</b>
		Year to date	<b>36.6%</b>
		National ranking	<b>13/43</b>



The robbery rate has decreased from the level of eighteen months ago, and recently stabilised, resulting in an improvement in Suffolk's national ranking from 23<sup>rd</sup> to 12<sup>th</sup> during this period. The 2013/14 total of 205 was the county's lowest robbery rate since 2000/01, and the 30% reduction from the three-year baseline was the sixth-best performance nationally. This year has seen a smaller proportion of robberies taking place in the night-time environment, particularly those involving alcohol. Whilst Ipswich still sees more than half of the county's robberies, smaller towns have seen a gradually increasing proportion of offences over time. In particular, Felixstowe, Newmarket and Haverhill saw more personal robberies in 2013/14.

The solved rate remains on an upward trend, ending the year at 36.6%, the highest since mid-2010 and well above the three-year baseline. In the past year, Suffolk's national ranking for the solved rate for robbery has risen from 21<sup>st</sup> to 13<sup>th</sup>, also a three-year high.

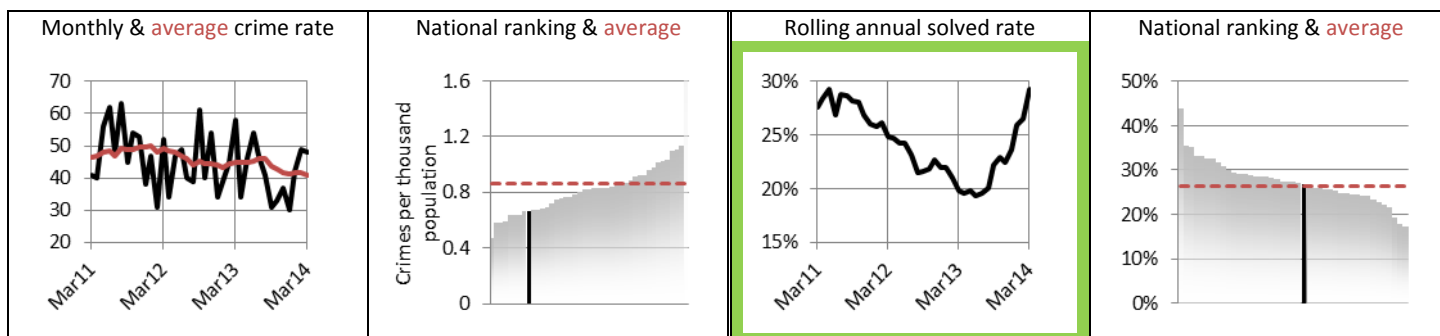
The Force continues to promote crime reduction, prevention and awareness initiatives amongst young adults and high school-aged people as these remain at the highest risk of victimisation.



## Serious Sexual Offences

Offences of rape and sexual assault, plus sexual activity with vulnerable persons

Crimes recorded		Solved rate	
Last 12 months	<b>492</b>	Year to date	<b>492</b>
3-year baseline	<b>563</b>	National ranking	<b>9/43</b>
		Last 12 months	<b>29.3%</b>
		Year to date	<b>29.3%</b>
		3-year baseline	<b>24.1%</b>
		National ranking	<b>24/43</b>



The number of serious sexual offences recorded remains variable from month to month, but the twelve-month total is at its lowest since late-2008. Most of the movement in this category was in offences of sexual assault, particularly of young adult females, which reduced for a third successive year in 2013/14, including a notable reduction in the number of sexual offences originating from the night-time economy. While the number of recorded rape offences has remained stable, the proportion of which were historically reported increased: one in eight rapes reported in 2013/14 was an offence which had taken place more than one year earlier.

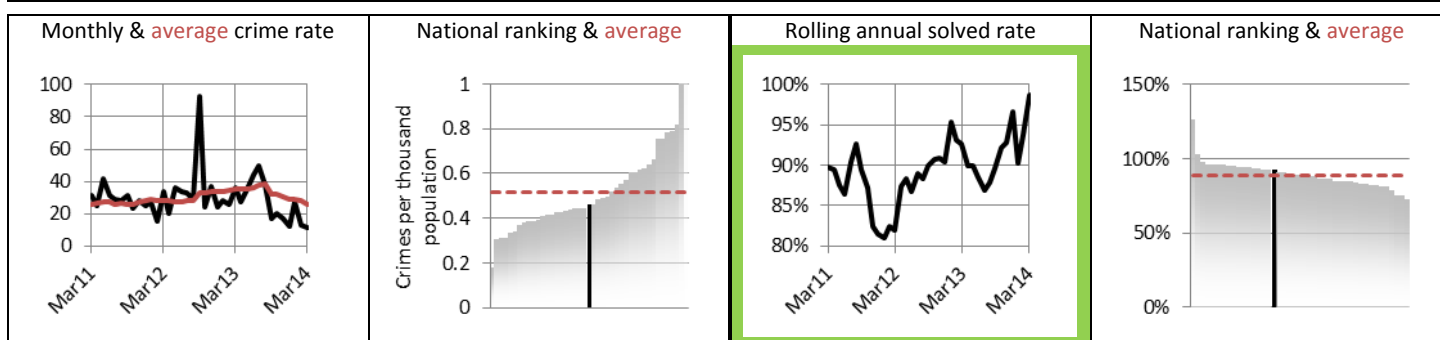
Suffolk presently has the 9<sup>th</sup> lowest rate of serious sexual offences nationally, a significant improvement from being ranked 37<sup>th</sup> two years ago. Suffolk's slight reduction goes against the national trend, which shows an increasing rate of reported crimes over the past 12-18 months, possibly triggered by widespread media coverage of high profile historic offences, e.g. Operation Yewtree.

The past six months have seen the proportion of cases proceeding to court increasing; presently 74% of solved cases result in this outcome, compared to 59% twelve months ago. The improvement in performance for solving serious sexual offences has had a positive effect on Suffolk's ranking for all outcomes, rising to 24<sup>th</sup>, compared to 32<sup>nd</sup> in November 2013 and 42<sup>nd</sup> (second-lowest ranked) in June 2013, at which point the rolling annual solved rate was 19.3%. The present rate of 29.3% is equal to the previous peak shown in the above chart, in May 2011, and is the best performance since 2007/08.

## Drug Trafficking

Production, supply or possession with intent to supply controlled drugs

Crimes recorded		Solved rate	
Last 12 months	<b>311</b>	Year to date	<b>311</b>
3-year baseline	<b>357</b>	National ranking	<b>22/43</b>
		Last 12 months	<b>98.7%</b>
		Year to date	<b>98.7%</b>
		3-year baseline	<b>88.7%</b>
		National ranking	<b>17/43</b>



The number of drug trafficking offences has reduced since a change in the Force's policy for such offences, whereby a recordable crime report is only created once the nature of the offence and the classification of the substance have been validated. This eliminated a process which gave an artificially high count of crimes under investigation, which in turn has now resulted in a higher, more representative solved rate for these crimes. Suffolk is ranked 17<sup>th</sup> for the solved rate of drug trafficking offences. There is no evidence to suggest that Suffolk's performance has diverged from national trends or significantly varied over the past three years.

The crime rate performance objective for 2013/14 was met.



## Anti-Social Behaviour

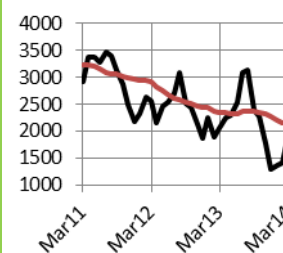
Recorded incidents finalised as any classification of Anti-Social Behaviour

<b>Incidents recorded</b>	Year to date	<b>25,770</b>	Last 12 months	<b>25,770</b>	3-year baseline	<b>33,296</b>	National rank	<b>N/A</b>
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The number of incidents of anti-social behaviour reported to police remains on a downward trajectory. The 2013/14 total of 25,770 incidents was a sixth consecutive annual reduction, representing a 41% decrease in reported anti-social behaviour since 2007/08. The 2013/14 reduction was 8.9%, much less than the 20% in 2012/13 when procedural changes concerning the enhanced risk assessment of ASB issues brought about an almost overnight drop in incidents.

In November 2013, Suffolk replaced its Command & Control software (used for the recording of incidents and deployment of response resources) for the first time this century, which in turn featured revisions to how reported incidents are graded and categorised, and will allow more detailed analysis in the future. The five months between November 2013 and March 2014 saw 25% fewer such reported incidents compared to the same period twelve months earlier.

Monthly & average inc. rate

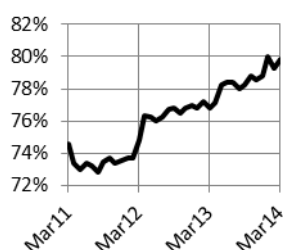


## Victims' Satisfaction

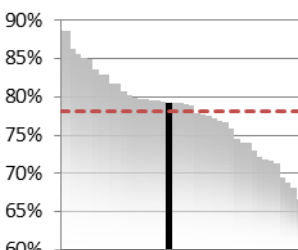
Percentage of telephone survey respondents satisfied with the follow-up and their whole experience

Victims satisfied with follow-up/being kept informed				Victims satisfied with the whole experience			
Last 12 months	<b>80.3%</b>	Year to date	<b>N/A</b>	Last 12 months	<b>87.5%</b>	Year to date	<b>N/A</b>
3-year baseline	<b>75.3%</b>	National ranking	<b>20/43</b>	3-year baseline	<b>83.3%</b>	National ranking	<b>16/43</b>

Rolling annual performance



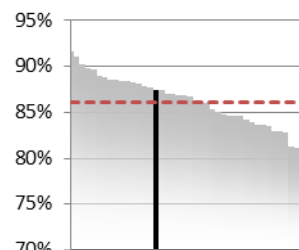
National ranking & average



Rolling annual performance



National ranking & average



Satisfaction with being kept informed during the investigation remains on an upward trend, with 80.3% of surveyed victims of violent crime, vehicle crime and domestic burglary over the past twelve months stating they were satisfied. This is a 3.2 percentage point improvement. Of the three crime types, vehicle crime saw the largest improvement in satisfaction, possibly deriving from a change in Force policy whereby all such crimes scenes are attended by an officer.

Victims' satisfaction with their overall experience in dealing with Suffolk Constabulary has also risen during the past year, by 1.5 percentage points to 87.5%. In this measure, satisfaction among victims of violent crime improved most.

Suffolk is ranked 20<sup>th</sup> of 42 Forces for keeping victims informed, and 16<sup>th</sup> for overall satisfaction; neither measure is showing significant movement compared to other Forces at present, but remain slightly better than their respective national averages.

## Domestic Abuse Repeat Victimization

Victims of serial Domestic Abuse who are reoffended against within a twelve month period

<b>Repeat Victim. rate</b>	Last 12 months	<b>65.0%</b>	3-year baseline	<b>68.0%</b>	National ranking	<b>N/A</b>
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The most recent calculation of the domestic abuse repeat victimisation rate indicates that 65% of the cohort of domestic violence victims suffering three or more such offences within a twelve month period, were further offended against in the subsequent twelve months. The nature of this measure is such that the cohort changes with every calculation, hence it is designed as a snapshot-style diagnostic indicator, with further case-specific information provided to local commanders for their action.

The rate has shown very little variation in recent months, so, for internal management information, this indicator has been enhanced to provide repeat victimisation rates according to the

Monthly & average crime rate

Chart to be produced once full year data available

Repeat victimisation rate

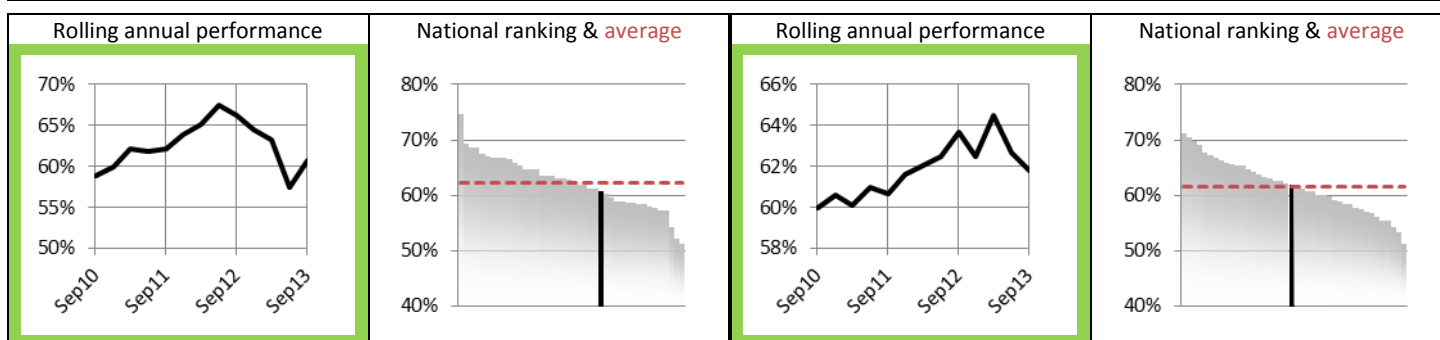
Chart to be produced once full year data available

high, medium or low risk factor applied to all domestic abuse cases. This shows repeat victimisation is presently highest amongst the high risk victims, at 70%, with 58% of medium risk repeat victims reoffended against within one year, and 69% of low risk. Time series information will be generated once sufficient data has been collected.

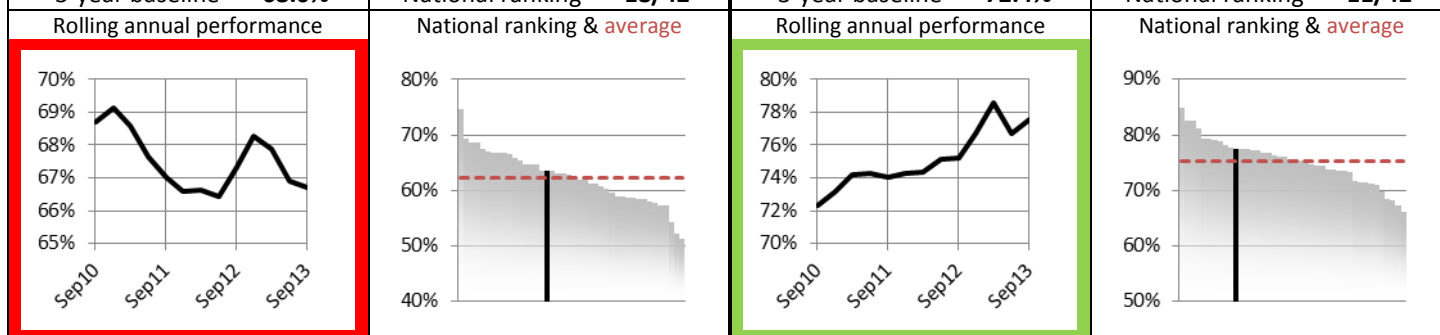
## Part B: Quality of Service indicators

### Public Confidence *Responses to the Crime Survey of England & Wales, relating to confidence in the Police*

People who think the police do a good/excellent job		...who think the police are dealing with community priorities	
Last 12 months	<b>60.7%</b>	Year to date	<b>N/A</b>
3-year baseline	<b>60.1%</b>	National ranking	<b>27/42</b>



...who think the police would treat them fairly		...who have overall confidence in the police	
Last 12 months	<b>66.7%</b>	Last 12 months	<b>77.5%</b>
3-year baseline	<b>68.0%</b>	3-year baseline	<b>72.4%</b>
National ranking	<b>18/42</b>	National ranking	<b>11/42</b>



Data for the period to December 2013 is due for publication on or after 24 April 2014, so the information presented above is unchanged from that reported in March 2014.

The previous full paper, published in January, reported confidence data for the twelve months to the end of June 2013. The September data, above, shows that the percentage of surveyed residents expressing positive confidence decreased in two of the four measures reported here (the percentage of surveyed residents who think the police are dealing with community priorities; and who think the police would treat them fairly). The most improved indicator, reporting the percentage of surveyed residents who think the police do a good/excellent job, moved back above the three-year baseline objective with its significant improvement from 57.4% to 60.7%. Suffolk's ranking improved six places to 27<sup>th</sup> nationally.

Reported confidence in terms of people feeling the police would treat them fairly moved further below the three-year baseline having suffered a third quarter of deteriorating performance. However, Suffolk's national ranking was barely affected, falling one place to 18<sup>th</sup>, and remains above the national average rate due to this decreasing to a greater extent nationally than in Suffolk. A Confidence Board, led by the ACC, has been created in Suffolk and areas identified for improvement through a Strategic Action Plan.

The percentage of survey respondents stating they had overall confidence in the police increased by 0.8%, to 77.5%. This is more than 5% above the three-year baseline and sees Suffolk's ranking improve one to 11<sup>th</sup>. Nationally, confidence in the police has remained largely static, close to 75%, over the past six quarters, whilst in Suffolk it has been generally increasing during this period.

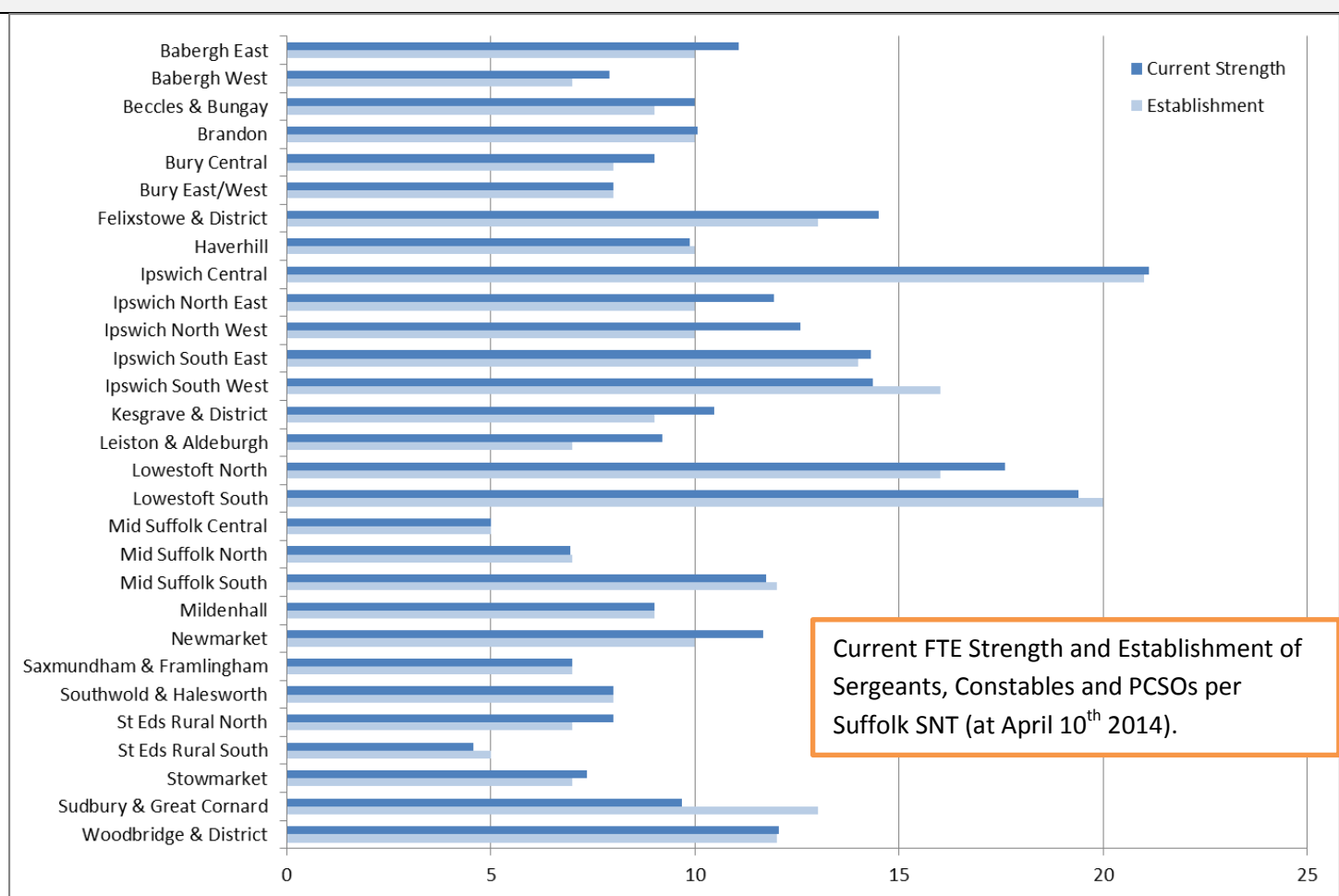
**Establishment***Number of officers and staff employed*

<b>Total No. Officers</b>	Current strength of officers and PCSOs (Data not currently available for Police Staff and Specials)	<b>1398.9</b>	Officer and PCSO FTE Establishment	<b>1377.5</b>	National ranking	<b>N/A</b>
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Data has not been provided for Police Staff or Specials Establishment at the time of writing, so reporting is only possible on Police Officer and PCSO numbers.

The current strength of Police Officers and PCSOs is 1398.9, which is 1.6% above the establishment of 1377.5. The current strength stands 1.1% higher than in January.

There are currently 300 established officer (Sergeant and Constable) and PCSO posts allocated in Safer Neighbourhood Teams, with a strength level of 312.3 FTE deployed within those posts. Both datasets are shown by SNT in the chart below. In two cases SNTs are understaffed by more than one post (Sudbury & Great Cornard are down 3.3 posts, whilst Ipswich South West are down 1.7). 22 out of the county's 29 SNTs have at least their budgeted number of officers.



## Restricted and Recuperative Duties

Number of officers not available for full front line duties

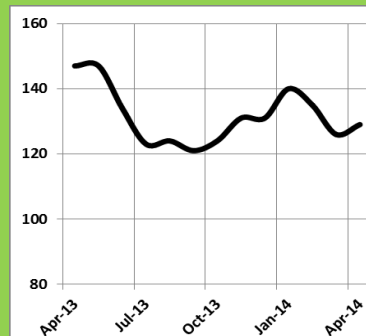
Total No. Officers	Current	129	12 month Average	130	National ranking	N/A
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As of April 1<sup>st</sup> 2014, 129 officers were on recuperative or restricted duties. This represents an increase of 2.4% on the previous month following two months of reductions from January's peak of 140, which was the highest level seen since May 2013.

The current level of this restriction represents 9.2% of the total officer strength. Between departments this rate ranges from those where officers are deployed because of restricted or recuperative status, such as Investigation Management (78%) to 3% in CID.

68% of restricted and recuperative duty officers are on medium to long-term restrictions.

Number of Officers R&R over time



## Long and Short Term Sickness

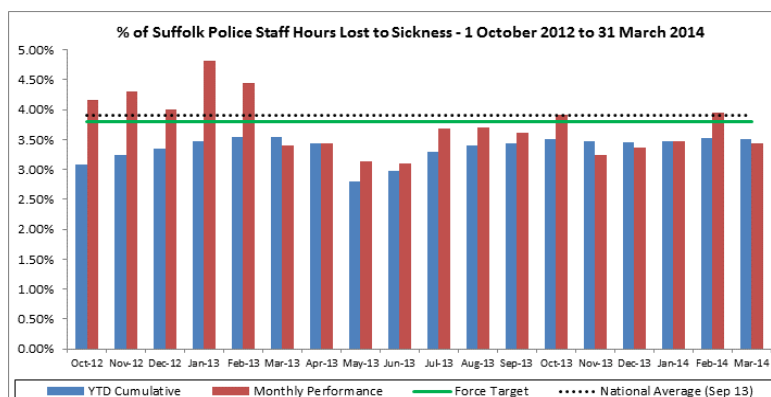
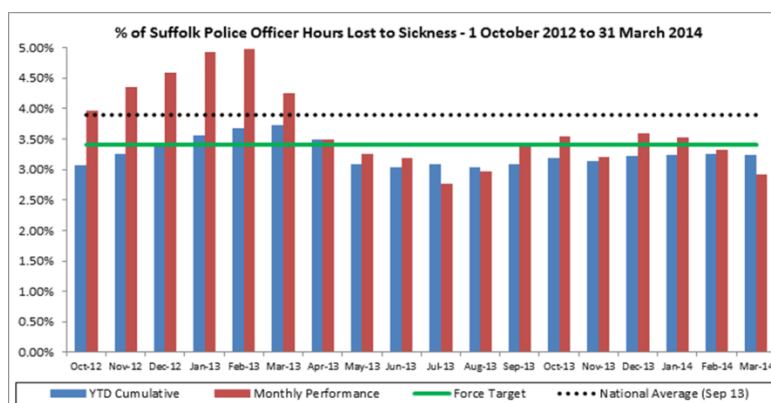
Number of officers and staff on sickness leave

Total No. Officers	Current (combined officer & staff)	3.1%	Target	3.8%	National ranking	N/A
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Monthly performance combined for police officers and police staff as at 31 March 2014 was 3.1% compared to 3.6% as at 28 February 2014. Year to date (YTD) performance combined for police officers and police staff as at 31 March 2014 was 3.4%, unchanged from the figures reported in February.

The first chart below demonstrates monthly and YTD performance for Police Officers. The YTD figure has consistently remained under target since May 2013 and the year-end force target has been achieved. Similarly the second chart demonstrates monthly and YTD performance for Police Staff with the YTD figure having consistently remained under target since March 2013 and again the year-end force target has been achieved.

Combined short term absence hours continue to follow seasonal patterns with a decrease now being observed and the lowest levels of hours lost in the month of March for past three years. Combined medium term absence hours have started to increase since the beginning of the year but are not mirroring previous seasonal trends. However March saw the lowest levels of hours lost for that month in the past three years. Combined long term absence hours continue to fluctuate but have remained lower over the last six months than in the previous two years.



**Workforce Diversity***Number of officers and staff employed*

% of Workforce	BME	<b>1.9%</b>	Female	<b>41.5%</b>	Lesbian, Gay, Bisexual	<b>2.3%</b>
	Part-time	<b>18.4%</b>	Disabled	<b>5.0%</b>		

Proportions of Black and Minority Ethnic Officers, Staff and Specials have remained relatively consistent over the last year with a very small rise (0.02%) seen on the last quarter, albeit this is down 0.1% on the level seen in the first quarter of the year. Similarly the male/female ratio of the workforce has been consistent across all categories. There is generally greater female representation among police staff (58%) compared to police officers (29%) and Special Constabulary (29%).

82% of the workforce is full time. This proportion reduces to 72% among police staff and increases to 90% among officers. Whilst the proportion has remained consistent among officers, a small increase has been noted in part time working among police staff – having increased 1.1% on the previous quarter, up 2.1% on the position in the first quarter of the year.

Sexual Orientation is unknown in 35% of the workforce although this percentage has been reducing gradually since 2012/13. The proportion of Lesbian, Gay & Bisexual Officers, Staff and Specials has increased slightly to 2.3% compared with 2.1% in the first quarter of the year, with a notable increase among police staff.

## Appendix A: 2014/15 baselines

Using the out-turn performance from 2013/14, the baseline against which performance in 2014/15 will be assessed has been calculated.

For the numerical-based indicators under the Preventing & Reducing Crime objective, the baselines are calculated by taking the average of the annual totals for 2011/12, 2012/13 and 2013/14. For all other indicators, the aggregate percentage is calculated for the three years from April 2011 to March 2014, i.e. not by taking the average of the three annual percentages.

All the below percentages are rounded to one decimal place. In the case of the Response to Emergency Incidents indicator, this rounding masks the marginal differences in performance and the baseline. The 2013/14 baseline was 90.23%, 2013/14 performance was 90.25% and the 2014/15 baseline 90.26%.

Due to the delay in publication of national statistics, annual confidence data for 2013/14 are not yet published, so performance and baselines stated below are subject to future correction.

### Police & Crime Plan Objectives

Objective	Measure	2013/14 baseline	2013/14 performance	2014/15 baseline
Responding to Emergencies	<b>999 Call Handling</b>	92.4%	90.7%	<b>92.0%</b>
	<b>Response to Emergency Incidents</b>	90.2%	90.3%	<b>90.3%</b>
Solving Crime	<b>Violence with Injury – Solved</b>	52.9%	51.2%	<b>52.5%</b>
	<b>Domestic Burglary – Solved</b>	21.2%	22.3%	<b>20.1%</b>
	<b>Robbery – Solved</b>	28.2%	36.6%	<b>31.1%</b>
	<b>Serious Sexual Offences – Solved</b>	24.1%	29.3%	<b>24.5%</b>
	<b>Drug Trafficking – Solved</b>	88.7%	98.7%	<b>91.0%</b>
Preventing & Reducing Crime	<b>Violence with Injury – Crimes</b>	4,093	3,628	<b>3,864</b>
	<b>Domestic Burglary – Crimes</b>	1,944	1,406	<b>1,744</b>
	<b>Robbery – Crimes</b>	295	205	<b>262</b>
	<b>Anti-Social Behaviour Incidents</b>	33,296	25,770	<b>29,626</b>
Caring	<b>Victims' Satisfaction – Whole Experience</b>	83.3%	87.5%	<b>85.1%</b>
	<b>Victims' Satisfaction – Follow-up</b>	75.3%	80.3%	<b>77.6%</b>
	<b>Domestic Abuse Repeat Victimisation</b>	68.0%	65.0%	<b>68.0%</b>

### Additional measures for Quality of Service

Quality of Service	<b>Public Confidence – Police Do a Good Job</b>	60.1%	60.7%	<b>62.7%</b>
	<b>Public Confidence – Community Priorities</b>	59.9%	61.8%	<b>61.6%</b>
	<b>Public Confidence – Fair Treatment</b>	68.0%	66.7%	<b>68.0%</b>
	<b>Public Confidence – Overall Confidence</b>	72.4%	77.5%	<b>74.7%</b>

\* Due to national publication schedules, data with shaded background are not finalised, so baselines and stated performance are subject to future correction.