

## Suffolk Constabulary

## Police &amp; Crime Plan Performance Progress Report

April 2014



## Police &amp; Crime Plan Objectives

| Objective                         | Measure   | 12 months to<br>30 Apr 14 | Baseline <sup>1</sup> | Comparison<br>to baseline <sup>1 2</sup> | Status <sup>3</sup> | National<br>ranking <sup>6</sup> |
|-----------------------------------|---|---------------------------|-----------------------|--|---------------------|----------------------------------|
| Responding to<br>Emergencies      | <b>999 Call Handling</b>                                    | <b>90.4%</b>              | 92.0%                 | -1.6%                                    | ◆                   | N/A                              |
|                                   | <b>Response to Emergency Incidents</b>                      | <b>90.3%</b>              | 90.3%                 | =  | ●                   | N/A                              |
| Solving Crime                     | <b>Violence with Injury – Solved</b>                        | <b>51.8%</b>              | 52.5%                 | -0.7%                                    | ▲                   | 12th                             |
|                                   | <b>Domestic Burglary – Solved</b>                           | <b>21.7%</b>              | 20.1%                 | +1.6%                                    | ●                   | 6th                              |
|                                   | <b>Robbery – Solved</b>                                     | <b>38.4%</b>              | 31.1%                 | +7.3%                                    | ●                   | 12th                             |
|                                   | <b>Serious Sexual Offences – Solved</b>                     | <b>27.7%</b>              | 24.5%                 | +3.2%                                    | ●                   | 13th                             |
|                                   | <b>Drug Trafficking – Solved</b>                            | <b>98.5%</b>              | 91.0%                 | +8%                                      | ●                   | 6th                              |
| Preventing &<br>Reducing<br>Crime | <b>Violence with Injury – Crimes</b>                        | <b>3,636</b>              | 3,864                 | ▼6%                                      | ●                   | 18th                             |
|                                   | <b>Domestic Burglary – Crimes</b>                           | <b>1,393</b>              | 1,744                 | ▼20%                                     | ●                   | 6th                              |
|                                   | <b>Robbery – Crimes</b>                                     | <b>198</b>                | 262                   | ▼24%                                     | ●                   | 12th                             |
|                                   | <b>Anti-Social Behaviour Incidents</b>                      | <b>25,397</b>             | 29,626                | ▼14%                                     | ●                   | N/A                              |
| Caring                            | <b>Victims' Satisfaction – Whole Experience<sup>5</sup></b> | <b>87.5%</b>              | 84.7%                 | +2.8%                                    | ●                   | 16th                             |
|                                   | <b>Victims' Satisfaction – Follow-up<sup>5</sup></b>        | <b>80.3%</b>              | 77.2%                 | +3.1%                                    | ●                   | 20th                             |
|                                   | <b>Domestic Abuse Repeat Victimisation</b>                  | <b>54.9%</b>              | 68.0%                 | -3.0%                                    | ●                   | N/A                              |

## Additional measures for Quality of Service

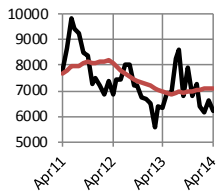
The following measures of quality are not included in the Police and Crime Plan but are included here to assist in delivering the high quality of service required to support the delivery of Police and Crime Plan objectives.

|                       |   |              |       |       |   |      |
|-----------------------|---|--------------|-------|-------|---|------|
| Quality of<br>Service | <b>Public Confidence – Police Do a Good Job<sup>4</sup></b> | <b>63.9%</b> | 62.7% | +1.2% | ● | 16th |
|                       | <b>Public Confidence – Community Priorities<sup>4</sup></b> | <b>63.2%</b> | 61.6% | +1.6% | ● | 18th |
|                       | <b>Public Confidence – Fair Treatment<sup>4</sup></b>       | <b>69.2%</b> | 68.0% | +1.2% | ● | 8th  |
|                       | <b>Public Confidence – Overall Confidence<sup>4</sup></b>   | <b>77.7%</b> | 74.7% | +3.0% | ● | 13th |

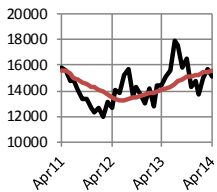
## Footnotes

- 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.
- The comparison to the baseline represents the last 12 months performance against the baseline.
- 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.
- Public Confidence data is collected via the Crime Survey for England & Wales, reported quarterly on a rolling annual basis. The latest data available in May 2014 is for the period **January-December 2013**. Newer data will be published in July 2014.
- Victims' Satisfaction data is collected monthly but reported only on a rolling annual basis, hence it is not possible to report the confidence and satisfaction data on a year-to-date basis.
- National ranking data is collected via monthly Home Office returns, which are published around three weeks after the month-end. The latest data in May 2014 is for the period **April 2013-March 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 out of 42 (Metropolitan Police and City of London combined).

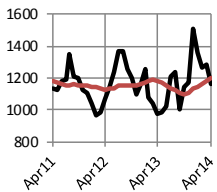
999 Call Handling - demand



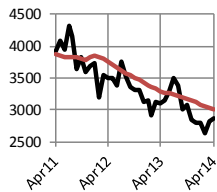
101 Call Handling - demand



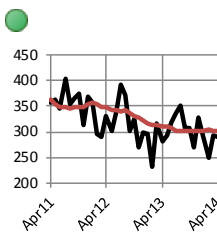
Response to Emergency Incidents - demand



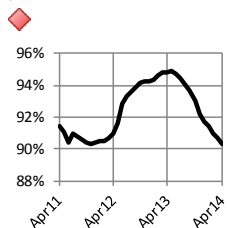
All Crime - recorded



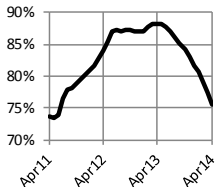
Violence with Injury - crimes recorded



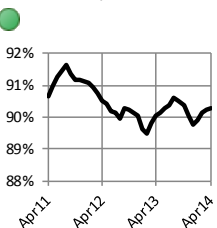
999 Call Handling - performance



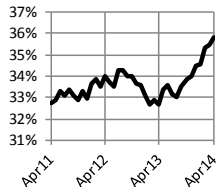
101 Call Handling - performance



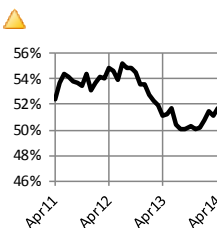
Response to Emergency Incidents - performance



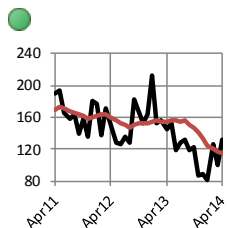
All Crime - solved



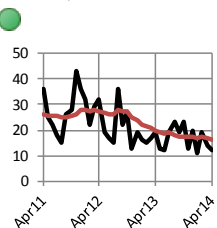
Violence with Injury - crimes solved



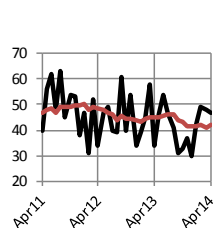
Domestic Burglary - crimes recorded



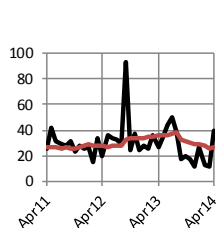
Robbery - crimes recorded



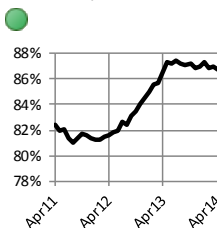
Serious Sexual Offences - crimes recorded



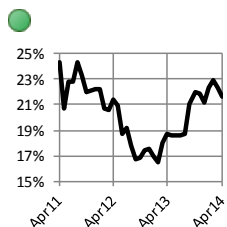
Drug Trafficking Offences - crimes recorded



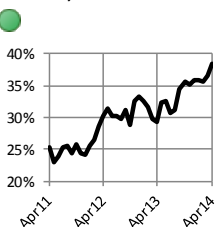
Victims' Satisfaction - whole experience



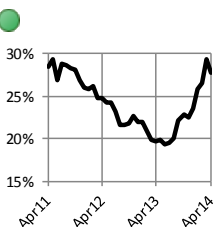
Domestic Burglary - crimes solved



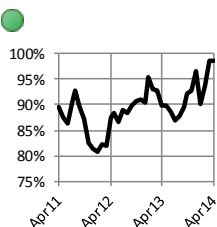
Robbery - crimes solved



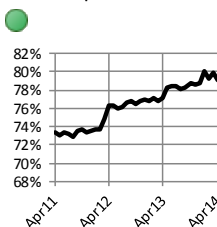
Serious Sexual Offences - crimes solved



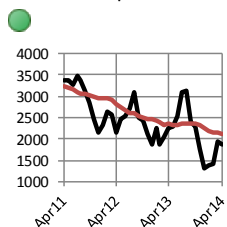
Drug Trafficking Offences - crimes solved



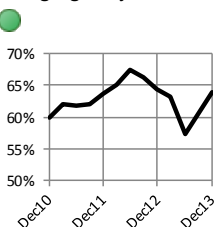
Victims' Satisfaction - follow-up



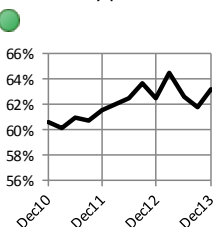
Anti-Social Behaviour - incidents reported



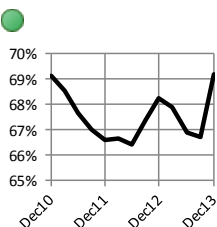
Public Confidence - Police doing a good job



Public Confidence - Community priorities



Public Confidence - Fair treatment



Public Confidence - Overall

