

Suffolk Constabulary

Police & Crime Plan Performance Progress Report

August 2014



Police & Crime Plan Objectives

Objective	Measure	12 months to 31 Aug 14	Baseline ¹	Comparison to baseline ^{1 2}	Status ³	National ranking ⁴
Responding to Emergencies	999 Call Handling⁵	90.0%	92.0%	-2.0%	◆ ↑	N/A
	Response to Emergency Incidents	91.0%	90.3%	+0.7%	● ↑	N/A
Solving Crime	Violence with Injury – Solved	51.9%	52.5%	-0.6%	◆ ●	16th
	Domestic Burglary – Solved	26.8%	20.1%	+6.7%	● ↑	6th
	Robbery – Solved	41.8%	31.1%	+11%	● ↑	12th
	Serious Sexual Offences – Solved	23.4%	24.5%	-1.1%	◆ ↓	23rd
	Drug Trafficking – Solved	104.8%	91.0%	+14%	● ●	2nd
Preventing & Reducing Crime	Violence with Injury – Crimes	3,594	3,864	▼7.0%	● ●	8th
	Domestic Burglary – Crimes	1,340	1,744	▼23%	● ●	6th
	Robbery – Crimes	189	262	▼28%	● ↑	8th
	Anti-Social Behaviour Incidents	22,674	29,598	▼23%	● ↑	15th
Caring	Victims' Satisfaction – Whole Experience	88.4%	84.7%	+3.7%	● ↑	16th
	Victims' Satisfaction – Follow-up	82.2%	77.2%	+5.0%	● ↑	11th
	Domestic Abuse Repeat Victimization	68.0%	65.4%	+2.6%	◆ ●	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 Job⁶	65.6%	62.7%	+2.9%	● ↑	11th
	Public Confidence – Community Priorities⁶	62.6%	61.6%	+1.0%	● ●	19th
	Public Confidence – Fair Treatment⁶	69.5%	68.0%	+1.5%	● ●	10th
	Public Confidence – Overall Confidence⁶	77.3%	74.7%	+2.6%	● ●	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. Baselines have been updated as per a previous report (AP14/26 – Appendix A).
- 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 baseline target; ◆ Not meeting baseline target; ↑ Performance/measure currently improving; ● Performance/measure not changing; ↓ Performance/measure currently deteriorating.
- 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 August 2013 – July 2014. Similarly for Victims' Satisfaction, but one month slower, so those shown are for the period July 2013 – July 2014. 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).
- National guideline standard 90% (http://library.college.police.uk/docs/homeoffice/call_handling_standards.pdf)
- These indicators are updated on a quarterly basis, the latest being for the period April 2013 – March 2014, with newer data released on or after 16 October 2014.

The following charts summarise performance relating to the above objectives.

The next end-of-quarter report, due in October, will include narrative for each objective.

