Suffolk Constabulary

Police & Crime Plan Performance Progress Report

July 2014

Police & Crime Plan Objectives

| Objective	Measure	12 months to 31 Jul 14	Baseline[1]	Comparison to baseline[1][2]	Status [3]	National ranking[6]
Responding to Emergencies	**999 Call Handling**[7]	**89.6%**	92.0%	-2.4%	🔴	N/A
	Response to Emergency Incidents	**90.9%**	90.3%	+0.6%	🟢	N/A
Solving Crime	**Violence with Injury – Solved**	**51.9%**	52.5%	-0.6%	🔺	9th
	Domestic Burglary – Solved	**24.9%**	20.1%	+4.8%	🟢	6th
	Robbery – Solved	**41.1%**	31.1%	+10%	🟢	11th
	Serious Sexual Offences – Solved	**25.3%**	24.5%	+0.8%	🟢	23rd
	Drug Trafficking – Solved	**107.4%**	91.0%	+16%	🟢	5th
Preventing & Reducing Crime	**Violence with Injury – Crimes**	**3,647**	3,864	▼ 5.6%	🟢	17th
	Domestic Burglary – Crimes	**1,344**	1,744	▼ 23%	🟢	5th
	Robbery – Crimes	**197**	262	▼ 25%	🟢	13th
	Anti-Social Behaviour Incidents	**23,946**	29,626	▼ 19%	🟢	15th
Caring	**Victims' Satisfaction – Whole Experience**[5]	**87.6%**	84.7%	+2.9%	🟢	16th
	Victims' Satisfaction – Follow-up[5]	**81.8%**	77.2%	+4.6%	🟢	14th
	Domestic Abuse Repeat Victimisation	*Awaiting recalculated data*				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**[4]	**65.6%**	62.7%	+2.9%	🟢	11th
	Public Confidence – Community Priorities[4]	**62.6%**	61.6%	+1.0%	🟢	19th
	Public Confidence – Fair Treatment[4]	**69.5%**	68.0%	+1.5%	🟢	10th
	Public Confidence – Overall Confidence[4]	**77.3%**	74.7%	+2.6%	🟢	13th

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. Baselines have been updated as per a previous report (AP14/26 – Appendix A).
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 baseline target; 🔴 Not meeting baseline target; 🔼 Performance currently improving; 🟡 Performance not changing; 🔽 Performance currently deteriorating.
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 August 2014 is for the period **April 2013-March 2014**. Newer data will be published on or after 16 October 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. The latest data available in August 2014 is for the period **August 2013-July 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 August 2014 is for the period **July 2013-June 2014**, with the exception of Victims' Satisfaction data which is for the period **April 2013-March 2014**. 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).
7. National guideline standard 90% (http://library.college.police.uk/docs/homeoffice/call_handling_standards.pdf)
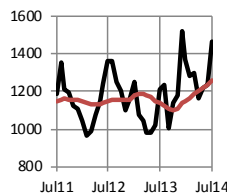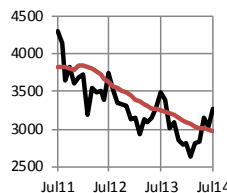
999 Call Handling - demand
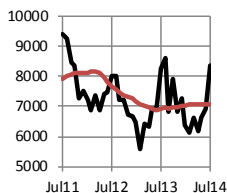
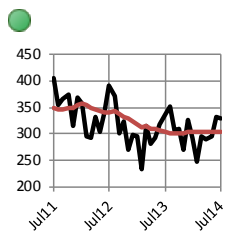## 101 Call Handling - demand
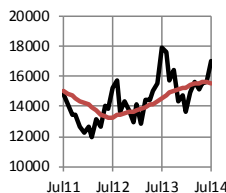
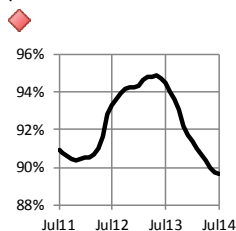## Response to Emergency Incidents - demand
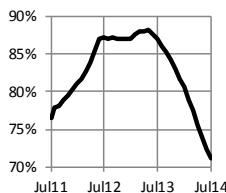
All Crime - recorded
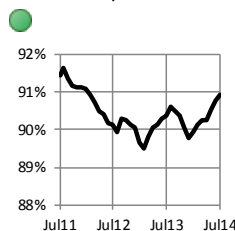
Violence with Injury - crimes recorded

999 Call Handling - performance

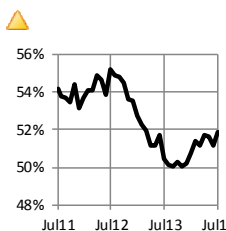## 101 Call Handling - performance

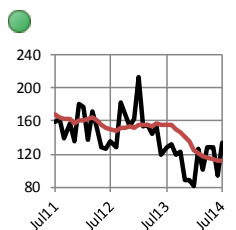## Response to Emergency Incidents - performance
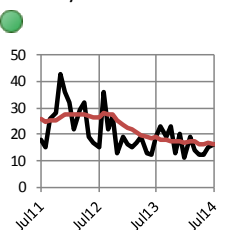
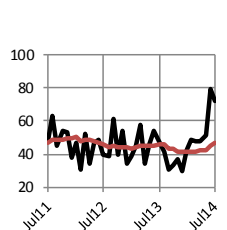## All Crime - solved

Violence with Injury - crimes solved

Domestic Burglary - crimes recorded

Robbery - crimes recorded

Serious Sexual Offences - crimes recorded

Drug Trafficking Offences - crimes recorded
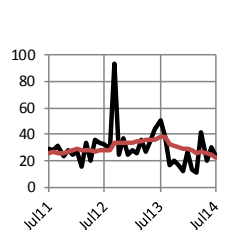
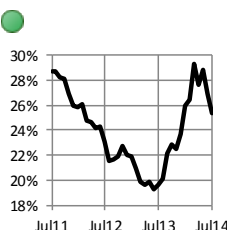## Victims' Satisfaction - whole experience
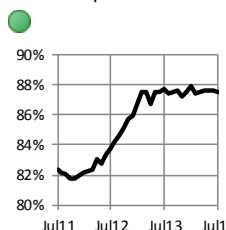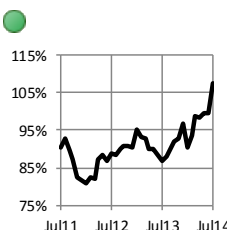
Domestic Burglary - crimes solved
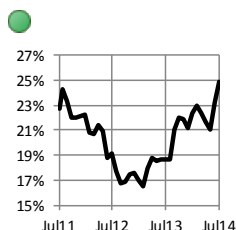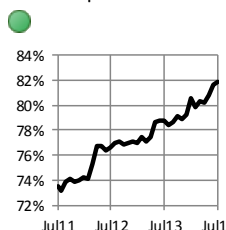
Robbery - crimes solved
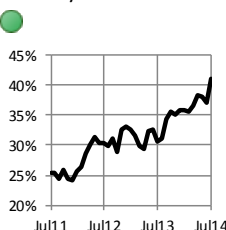
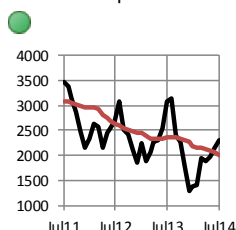## Serious Sexual Offences - crimes solved

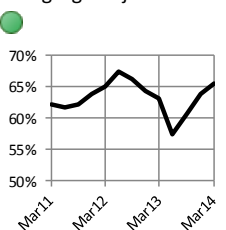## Drug Trafficking Offences - crimes solved
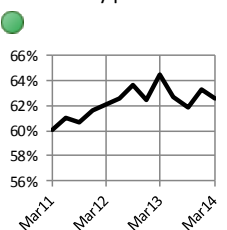
Victims' Satisfaction - follow-up

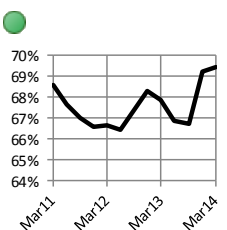## Anti-Social Behaviour - incidents reported

Public Confidence - Police doing a good job

Public Confidence - Community priorities

Public Confidence - Fair treatment

Public Confidence - Overall