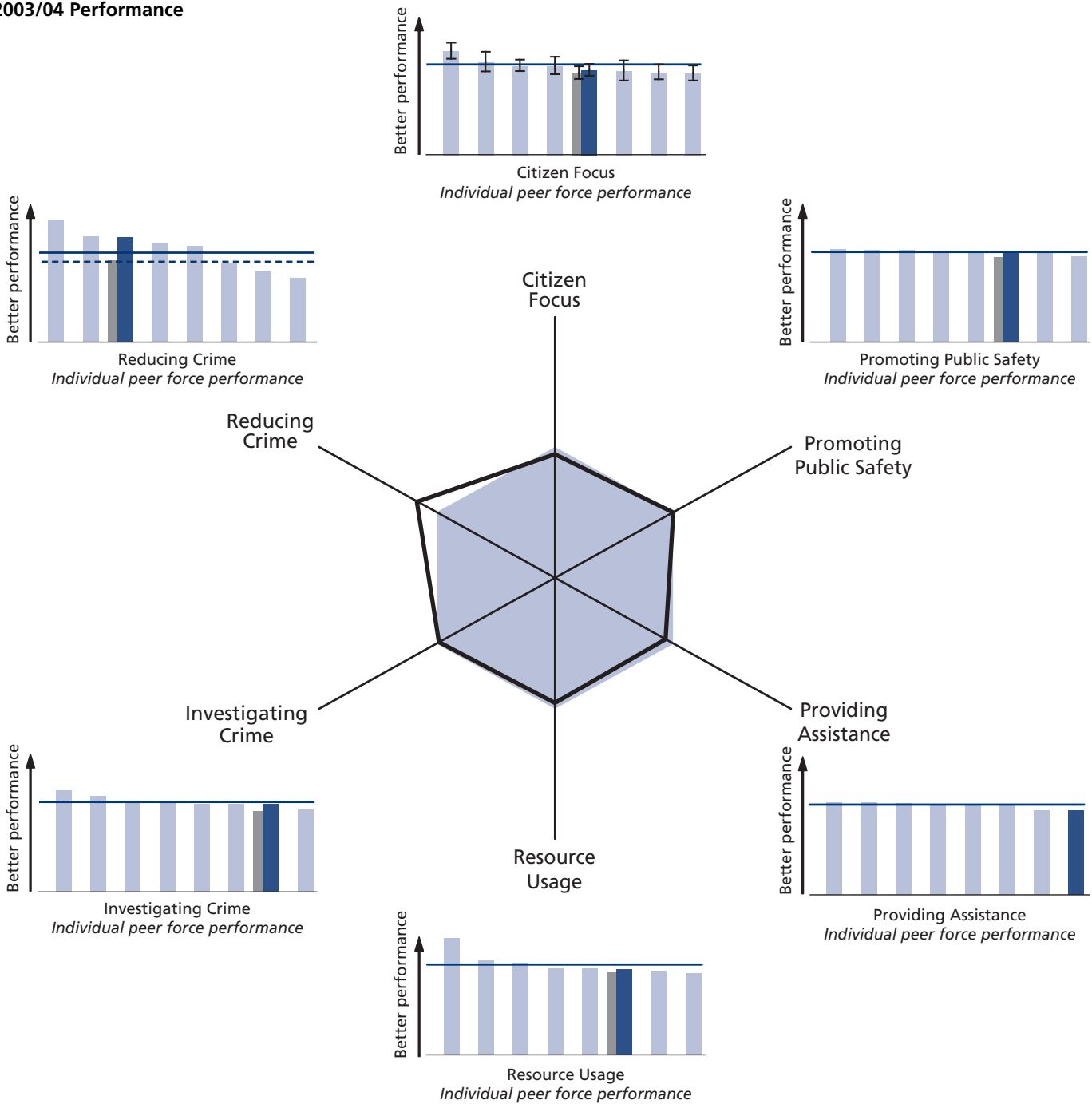




- Norfolk is most similar to:
- Derbyshire
 - Devon and Cornwall
 - Gloucestershire
 - Lincolnshire
 - North Yorkshire
 - Suffolk
 - West Mercia

	Force 02/03	Force 03/04	Change 02/03 to 03/04	Most Similar Forces Average 03/04
Citizen Focus				
Residents thinking police do an excellent or good job	43% ± 3%	45% ± 3%	Not significant	48% ± 2%
Scaled Domain Score (MSF 03/04 = 100)	91	95		100
HMIC Grading of Professional Standards		Good		
Reducing Crime				
Domestic burglaries for every 1000 households	11.0	8.5	22.9% reduction	12.1
Vehicle crimes for every 1000 residents	13.4	10.5	21.8% reduction	11.4
Robberies for every 1000 residents	0.72	0.57	20.7% reduction	0.59
Scaled Domain Score (MSF 03/04 = 100)	91	116	28.3% improvement	100
HMIC Grading of Volume Crime		Good		
HMIC Grading of Hate Crime		Good		
HMIC Grading of Crime and Disorder Reduction Partnership Work		Good		
Investigating Crime				
Percentage of offences brought to justice	19.0%	20.7%	1.7 point increase	21.2%
Class A drugs supply offences brought to justice for every 10,000 residents	0.9	1.0	10.7% increase	1.8
Percentage of offences detected and sanctioned	20.2%	21.8%	1.6 point increase	20.7%
Scaled Domain Score (MSF 03/04 = 100)	90	98	8.6% improvement	100
HMIC Grading of Tackling Level 2 Criminality		Fair		
HMIC Grading of Forensic Management		Good		
HMIC Grading of Criminal Justice		Good		
Promoting Public Safety				
Residents very worried about burglary	14% ± 3%	9% ± 2%	Significant decrease	9% ± 1%
Residents highly worried about car crime	16% ± 4%	12% ± 3%	Not significant	11% ± 1%
Residents highly worried about violence	20% ± 4%	14% ± 4%	Significant decrease	12% ± 1%
Residents perceiving disorder as high	15% ± 5%	9% ± 4%	Significant decrease	12% ± 2%
Scaled Domain Score (MSF 03/04 = 100)	94	100		100
HMIC Grading of Reassurance		Good		
Providing Assistance				
Percentage of police officer time spent on frontline duties		60%		64%
Scaled Domain Score (MSF 03/04 = 100)		93		100
HMIC Grading of Call Handling		Fair		
HMIC Grading of Roads Policing		Good		
HMIC Grading of Critical Incidents		Fair		
Resource Usage				
Days lost per year per head (police officers)	10.5	9.2	12.9% reduction	9.4
Days lost per year per head (other police staff)	11.0	11.9	8.3% increase	10.5
Scaled Domain Score (MSF 03/04 = 100)	92	95	3.8% improvement	100
HMIC Grading of Leadership and Direction		Excellent		
HMIC Grading of Strategic Management		Good		
HMIC Grading of Performance Management		Excellent		
HMIC Grading of Human Resource Management		Good		
HMIC Grading of Race and Diversity		Good		

2003/04 Performance



The charts and supporting information should be interpreted in conjunction with the guidelines on pages 10 and 11 and the notes elsewhere in this booklet. For information about the performance indicators, see pages 12–16.

Key to Bar Charts

- Norfolk performance – 2003/04
- Performance of individual Most Similar Forces – 2003/04
- Norfolk Performance – 2002/03
- Average performance of Most Similar Forces – 2003/04
- Average performance of Most Similar Forces – 2002/03 (where shown)
- Confidence interval (for Citizen Focus only)

Key to Monitor Diagram

- Norfolk Performance – 2003/04
- Edge = average for Most Similar Forces 2003/04

Footnotes:

1. The monitor diagram and bar charts are based upon quantitative measures only.
2. The bold figures shown for each domain are a combined score for the quantitative measures within each domain, scaled so that a force with a performance equal to the 2003/04 average of its most similar forces scores 100. The 2002/03 and 2003/04 scores are both scaled to the 2003/04 MSF average.
3. HMIC baseline assessment gradings are HMIC's judgement of force position at the end of 2003.
4. Offences brought to justice and drugs supply figures refer to calendar years 2002 and 2003.