

- Suffolk is most similar to:
- Cambridgeshire
- Devon and Cornwall
- Gloucestershire
- Norfolk
- North Yorkshire
- Warwickshire
- Wiltshire

### Citizen Focus

	Force 02/03	Force 03/04	Change 02/03 to 03/04	Most Similar Forces Average 03/04
Residents thinking police do an excellent or good job	54% ± 4%	47% ± 5%	Significant decrease	49% ± 2%
<b>Scaled Domain Score (MSF 03/04 = 100)</b>	<b>111</b>	<b>97</b>		<b>100</b>
HMIC Grading of Professional Standards	Excellent			

### Reducing Crime

Domestic burglaries for every 1000 households	8.0	8.4	4.4% increase	11.2
Vehicle crimes for every 1000 residents	9.3	8.6	8.0% reduction	11.6
Robberies for every 1000 residents	0.37	0.43	16.5% increase	0.61
<b>Scaled Domain Score (MSF 03/04 = 100)</b>	<b>129</b>	<b>135</b>	<b>4.2% improvement</b>	<b>100</b>
HMIC Grading of Volume Crime	Excellent			
HMIC Grading of Hate Crime	Good			
HMIC Grading of Crime and Disorder Reduction Partnership Work	Good			

### Investigating Crime

Percentage of offences brought to justice	24.5%	25.3%	0.8 point increase	21.3%
Class A drugs supply offences brought to justice for every 10,000 residents	0.6	1.0	62.8% increase	2.0
Percentage of offences detected and sanctioned	24.0%	24.2%	0.2 point increase	20.6%
<b>Scaled Domain Score (MSF 03/04 = 100)</b>	<b>108</b>	<b>112</b>	<b>3.7% improvement</b>	<b>100</b>
HMIC Grading of Tackling Level 2 Criminality	Fair			
HMIC Grading of Forensic Management	Good			
HMIC Grading of Criminal Justice	Excellent			

### Promoting Public Safety

Residents very worried about burglary	8% ± 3%	6% ± 3%	Not significant	9% ± 1%
Residents highly worried about car crime	9% ± 3%	9% ± 3%	Not significant	11% ± 1%
Residents highly worried about violence	17% ± 7%	14% ± 5%	Not significant	14% ± 1%
Residents perceiving disorder as high	10% ± 5%	8% ± 3%	Not significant	12% ± 2%
<b>Scaled Domain Score (MSF 03/04 = 100)</b>	<b>100</b>	<b>102</b>		<b>100</b>
HMIC Grading of Reassurance	Excellent			

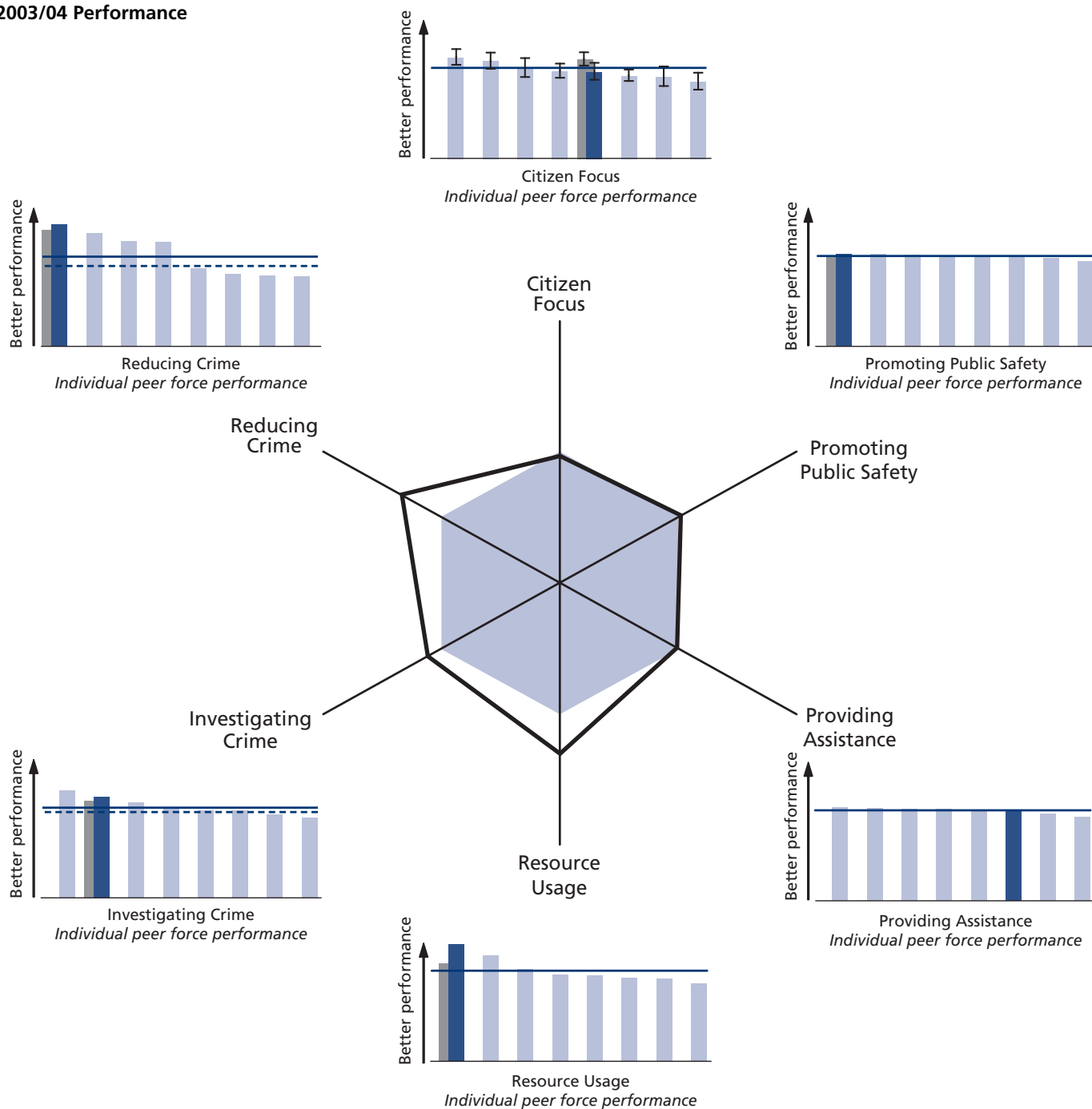
### Providing Assistance

Percentage of police officer time spent on frontline duties		64%		64%
<b>Scaled Domain Score (MSF 03/04 = 100)</b>		<b>100</b>		<b>100</b>
HMIC Grading of Call Handling	Poor			
HMIC Grading of Roads Policing	Good			
HMIC Grading of Critical Incidents	Good			

### Resource Usage

Days lost per year per head (police officers)	9.6	7.9	18.5% reduction	9.4
Days lost per year per head (other police staff)	8.1	7.1	12.7% reduction	10.5
<b>Scaled Domain Score (MSF 03/04 = 100)</b>	<b>109</b>	<b>131</b>	<b>19.7% improvement</b>	<b>100</b>
HMIC Grading of Leadership and Direction	Good			
HMIC Grading of Strategic Management	Excellent			
HMIC Grading of Performance Management	Good			
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

- Suffolk performance – 2003/04
- Performance of individual Most Similar Forces – 2003/04
- Suffolk 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

- Suffolk 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.