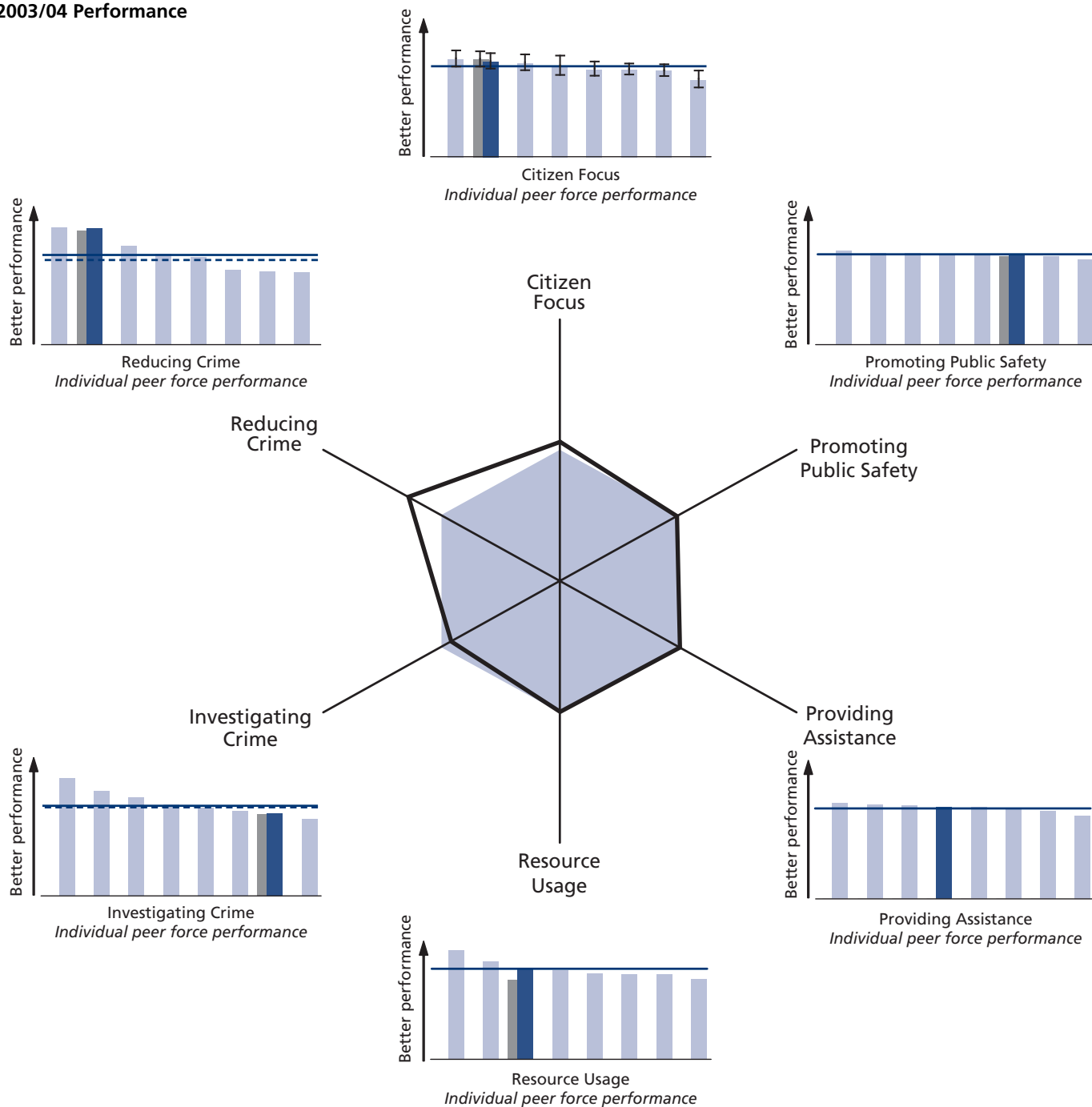


- Surrey is most similar to:
- Cambridgeshire
 - Dorset
 - Essex
 - Gloucestershire
 - Warwickshire
 - West Mercia
 - Wiltshire

	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	53% ± 4%	52% ± 4%	Not significant	49% ± 1%
Scaled Domain Score (MSF 03/04 = 100)	109	106		100
HMIC Grading of Professional Standards		Fair		
Reducing Crime				
Domestic burglaries for every 1000 households	9.4	8.8	5.5% reduction	11.4
Vehicle crimes for every 1000 residents	9.4	9.4	0.7% reduction	12.0
Robberies for every 1000 residents	0.57	0.58	2.3% increase	0.77
Scaled Domain Score (MSF 03/04 = 100)	126	129	1.9% improvement	100
HMIC Grading of Volume Crime		Good		
HMIC Grading of Hate Crime		Good		
HMIC Grading of Crime and Disorder Reduction Partnership Work		Excellent		
Investigating Crime				
Percentage of offences brought to justice	17.5%	17.9%	0.4 point increase	19.4%
Class A drugs supply offences brought to justice for every 10,000 residents	1.5	1.0	33.5% reduction	1.7
Percentage of offences detected and sanctioned	17.6%	18.7%	1.1 point increase	19.0%
Scaled Domain Score (MSF 03/04 = 100)	91	92	1.4% improvement	100
HMIC Grading of Tackling Level 2 Criminality		Fair		
HMIC Grading of Forensic Management		Good		
HMIC Grading of Criminal Justice		Fair		
Promoting Public Safety				
Residents very worried about burglary	9% ± 2%	9% ± 3%	Not significant	8% ± 1%
Residents highly worried about car crime	11% ± 3%	11% ± 3%	Not significant	11% ± 1%
Residents highly worried about violence	16% ± 3%	13% ± 3%	Not significant	14% ± 2%
Residents perceiving disorder as high	19% ± 4%	15% ± 4%	Not significant	12% ± 2%
Scaled Domain Score (MSF 03/04 = 100)	97	99		100
HMIC Grading of Reassurance		Excellent		
Providing Assistance				
Percentage of police officer time spent on frontline duties		65%		64%
Scaled Domain Score (MSF 03/04 = 100)		102		100
HMIC Grading of Call Handling		Good		
HMIC Grading of Roads Policing		Good		
HMIC Grading of Critical Incidents		Fair		
Resource Usage				
Days lost per year per head (police officers)	10.7	9.9	7.4% reduction	9.8
Days lost per year per head (other police staff)	12.9	10.5	18.2% reduction	10.8
Scaled Domain Score (MSF 03/04 = 100)	88	100	13.4% improvement	100
HMIC Grading of Leadership and Direction		Excellent		
HMIC Grading of Strategic Management		Excellent		
HMIC Grading of Performance Management		Good		
HMIC Grading of Human Resource Management		Fair		
HMIC Grading of Race and Diversity		Fair		

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

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

- Surrey 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.