

# Did you know...?

Within our given family of forces, Suffolk has the lowest:

- Overall Crime Rate
- Vehicle Crime Rate
- House Burglary Rate

Suffolk is the 5th safest county in England & Wales

Suffolk has the 2nd lowest vehicle crime rate in England & Wales

Within our given family of forces, Suffolk has the highest:

- Overall Detection Rate
- Vehicle Crime Detection Rate
- Violent Crime Detection Rate

Suffolk has the 2nd lowest house burglary rate in England & Wales

Letters of appreciation outnumber letters of complaint by 5 to 1

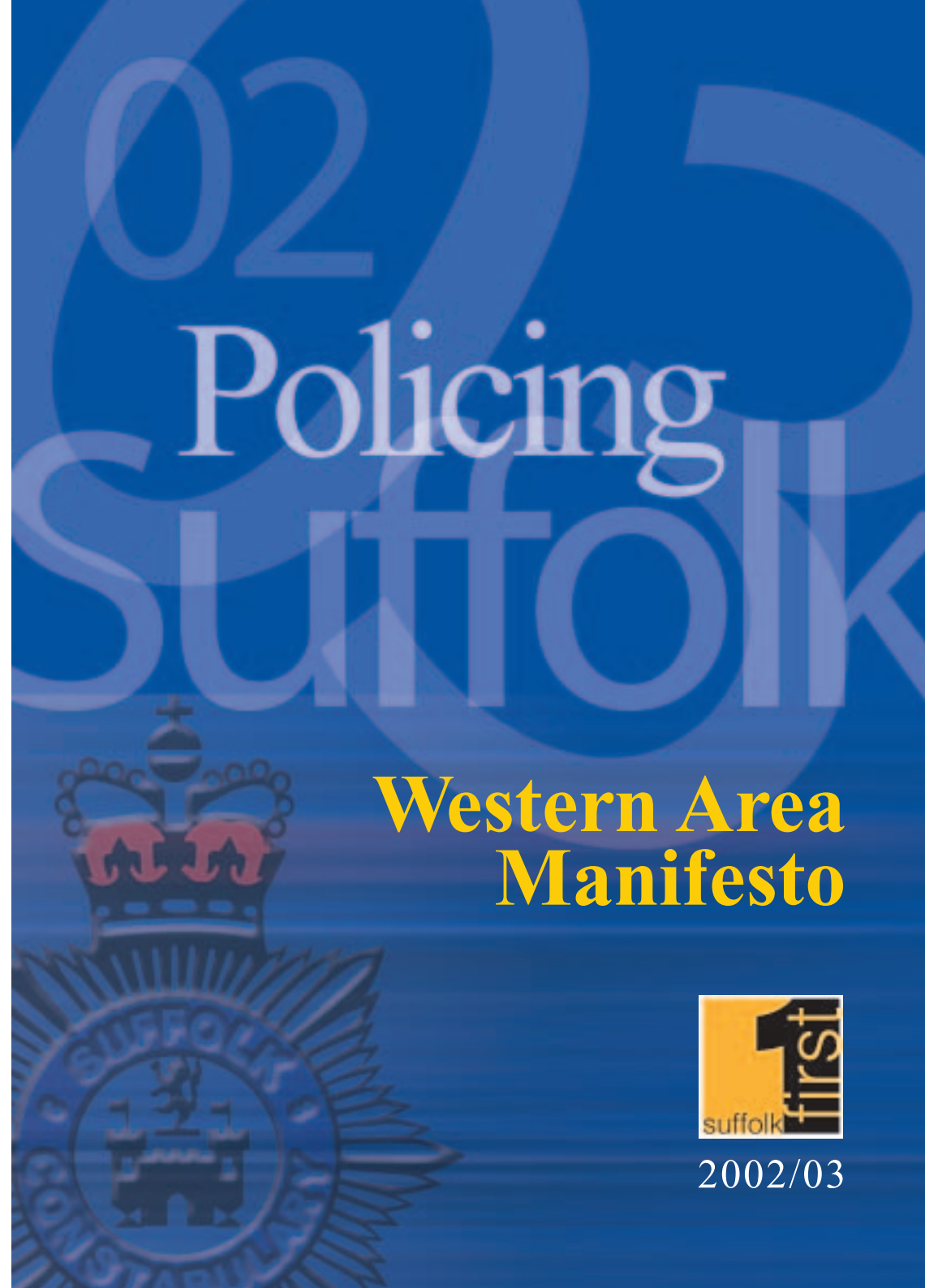
Almost 100 people were arrested during Operation 1st Impact between January & April 2002

Suffolk has the 3rd highest detection rate in England & Wales

In 2001/02 a total of 53 officers in the Western Area received Merit Awards for excellent police work.

The Western Area has more operational police officers now than ever before

**“CONGRATULATE YOURSELF & TELL THE COMMUNITY”**



# Achieving Suffolk First in the WEST . . . . .

## Why should we simply concentrate on Suffolk First?

In February 2001 the Police Authority set the Constabulary the challenge to become the safest Force in England & Wales by April 2006.

We all know that Suffolk is one of the safest Forces, but we are not the safest. To help us achieve this the Authority has approved an additional 195 officers over 3 years, which will increase our establishment to 1303. That's the highest it's been in my service and when coupled with the fact that we have more support staff than ever before, we have a real chance of making progress. In the West this has meant an additional 17 posts last year with 20 more this year.

## How will we know if we achieve it?

A number of performance measures have been agreed to identify whether we achieve Suffolk First.

These are:

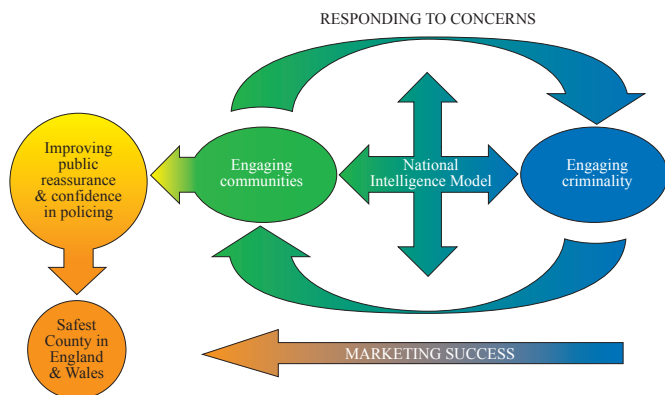
- Having the lowest perceived level of crime and disorder
- Having the highest feelings of public safety
- Having the lowest levels of crime and disorder per 1000 population for house burglary, violent crime, vehicle crime, criminal damage and disorder

These measures were selected as being measurable consistently across all forces and were those which have a personal impact on victims.

## What is the model for achieving Suffolk First?

Suffolk First is not simply about having more resources. The greater challenge lies in ensuring that existing resources, systems and working practices are all geared towards the Suffolk First Aims. We must therefore build on our successes so far to create new values and opportunities. [see pages 4 & 5 for this year's targets]

One of the ways we will do this is by embracing the Suffolk First Model, which enables us to continue with our traditional aims of reducing crime and disorder while at the same time making *people feel safe as well as being safe*. The national agenda is to "engage communities" and to "engage criminality". The model shows how we will achieve this:



ACTION	ACTION MANAGER
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### We will create a culture where all our staff are valued, trained and able to contribute fully to the Area Manifesto.

11. Introduce structured SMT visits to all Sectors and Units, with opportunities for discussion and consultation, to ensure everyone is involved in the development of the Area.
12. Provide clear guidance and training to Sergeants to ensure they understand their role and what is required of them.
13. Provide guidance, support and training to Community Police Officers in order to maximise opportunities for effective communication with the public.
14. Significantly enhance our approach to the media, providing positive images of the Service to reassure the community and support our staff.
15. Improve internal communication by developing an Area Newsletter and introducing an Intranet site.

} AREA COMMANDER

ADMIN MANAGER

### We will develop a visible and accessible operational culture, which further enhances the quality of service to the community.

16. Adopt the Patrol First principles to maximise time spent out of the Station and opportunities to reassure the community.
17. Enhance the use of the Special Constabulary to improve the opportunity for high quality visible duties at key times.
18. Embrace Personal Performance Management to ensure staff are rewarded, supported and able to contribute.
19. Develop opportunities for Pathway Problem Solving, working in partnership, to provide sustained and achievable solutions to community concerns, focussing on repeat victims.
20. Consider the opportunity for an Event Resolution Unit to enable operational officers to spend more time on visible patrol.

} OPERATIONS MANAGER

CRIME MANAGER

ADMIN MANAGER

## WESTERN AREA SUFFOLK FIRST - KEY ACTIONS 2002/03

ACTION	ACTION MANAGER
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**We will create the best opportunity to target crime and criminals quickly and effectively.**

1. Review the Intelligence Management Unit to ensure use of intelligence is optimised.
2. Introduce the National Intelligence Model to enable quick and appropriate targeting of Area problems.
3. Audit all crime effectively to maximise detections and provide best service to victims.
4. Employ a Stolen Property Officer to target disposal locations more effectively.
5. Seize opportunities for targeting persistent offenders to curtail their activity at a much earlier stage.

CRIME  
MANAGER

**We will develop the structure of the Area to maximise opportunities for visible patrol, meeting demands and providing reassurance to the community.**

6. Introduce the 222 shift system across the Area to improve cover at peak times.
7. Provide 24 hour supervision at the five main Stations to improve staff confidence and ensure optimum tasking of resources.
8. Introduce community zones for Sergeants and Teams to own, thereby enhancing team spirit and improving community contact.
9. Create a centralised Area Support Team to improve opportunity for rapid and flexible targeting.
10. Develop the plans for a Centralised Custody Facility including the potential for prisoner transportation and file building teams, thereby maximising patrol and investigative opportunities.

OPERATIONS  
MANAGER

The model is underpinned by a series of principles, which reflect the aims of Suffolk First, by being:

- **V**ISIBLE - maintaining a high visible presence
- **A**CCESIBLE - providing the best access to our services
- **L**OCAL - having a locally based style to meet local needs
- **I**NTELLIGENT - using intelligence-led policing and problem solving and acting with
- **D**UE PROFESSIONALISM - our service will be of high quality, based on professional and ethical standards

All these principles appear in the HMIC report 'Open All Hours'

### *How will we be monitored on Sector?*

In order to monitor how well we are doing the Force has set some objectives and action plans as well as a Suffolk First Performance Management Framework. Some of these measures are national BVPIs and others are local measures introduced specifically for Suffolk First.

The centre pages of this Manifesto detail the Western Area targets and these will be our focus. Each Sector/Unit will have a poster, detailing the activities which will contribute to the overall success of the Area.

### *How do we need to change to have the best chance of success?*

The Western Area has enjoyed tremendous success over recent years and this has been due to the hard work and professionalism of all its staff. Crime figures have however been increasing and the public are more concerned about crime and disorder than ever before. We need to make changes to our systems, culture and structure if we want to move forward positively.






Pages 6 and 7 of the Manifesto detail the key actions we need to take to give us a real chance of success. These include structural changes to the shift system, embracing the opportunities presented by the National Intelligence Model and improving our management style and expectations. Each Action Plan has a specific manager and will be regularly reviewed for progress through the Senior Management Team.

Suffolk First presents a clear and unambiguous direction for the Force and the Western Area. This Manifesto is designed to be your guide to the key issues, for which we will hope to have your fullest support and commitment. These are exciting times and we can all achieve success if we work together towards achieving everything contained within this Manifesto.

**Thank you for your continued hard work and support towards these changes.**

M D GREEN  
Chief Superintendent  
Western Area Commander

# WESTERN AREA SUFFOLK FIRST TARGETS 2002/03

AREA/SECTOR	DOMESTIC BURGLARY	VIOLENT CRIME	DISORDER	VEHICLE CRIME	CRIMINAL DAMAGE	REASSURANCE
	Reduce by 8.4% on 2001/02 Performance [Detection Rate: Area/Sectors 21.6%]	Prevent an increase on 2001/02 Performance	Reduce by 16.7% on 2001/02 Performance	Reduce by 11.5% on 2001/02 Performance [Detection Rate: Area/Sectors 13.5%]	Prevent an increase on 2001/02 Performance [Detection Rate: Area/Sectors 21.3%]	Increase % of people feeling very safe in the area they live
AREA	664	2524	4407	2234	3528	} 38%
BURY ST EDMUNDS	143	770	1164	368	859	
BURY RURAL	28	97	234	211	119	
HAVERHILL	156	432	759	281	723	
MID SUFFOLK	159	538	898	457	810	
MILDENHALL	130	423	699	624	600	
NEWMARKET	48	264	653	293	417	
						

***THE AREA HAS DEVELOPED 5 KEY DOCUMENTS TO HELP US ACHIEVE OUR TARGETS. BY EMBRACING THE ACTIVITIES OUTLINED IN EACH WE WILL HAVE AN EXCELLENT CHANCE OF SUCCESS.***