
Police and Crime Plan Performance Progress Report

Accountability and Performance Panel

14th December 2018



PERFORMANCE REPORT: Introduction

The Suffolk Police & Crime Plan 2017-2021 sets out four objectives that underpin monitoring of the constabulary's performance.

OBJECTIVE 1: Responding to calls for urgent assistance

OBJECTIVE 2: Caring about victims, communities, the local economy and our people

OBJECTIVE 3: Protecting the most vulnerable people & communities by preventing, reducing & solving crime & anti-social behaviour

OBJECTIVE 4: Making Suffolk safer – ethical, efficient and effective services with the right resources

Within these objectives, the Police & Crime Commissioner (PCC) monitors the constabulary particularly in respect of domestic abuse, serious sexual offences, child sexual abuse, hate crime, online crime, rural crime, business crime, burglary, robbery, violence with injury, drugs, reoffending and anti-social behaviour. Public confidence, emergency and non-emergency calls, emergency response times, road safety and workforce characteristics are also monitored.

However, apart from emergency calls and emergency response times, there are no targets set within the Police and Crime Plan.

Instead the plan monitors the constabulary for continuous improvement. The PCC recognises that monitoring performance in relation to police and crime issues is complex and in many cases cannot be determined with a single indicator. Therefore this report, which informs the PCC's Accountability and Performance Panel, is based on two guiding principles; 1) performance is tracked for statistical exceptions and 2) a range of indicators that demonstrate all aspects of the PCC's objectives are tracked.

In terms of statistical exceptions, this report uses a method known as statistical process control. This method measures a range of 'normal' variation. Where a performance indicator moves outside of this range, performance is termed 'exceptional'. This does not necessarily mean performance is good or bad, but that variation is more than normal. In these cases further analysis is provided to explain this change.

PERFORMANCE REPORT: Introduction

This report covers the following performance measures from the Suffolk Police and Crime Plan (each measured against a set of indicators):

- Performance summary (slides 4 - 7)
- Workforce (slide 8)
- Domestic Abuse (slides 9 and 10)
- Serious Sexual Offences (slides 11 and 12)
- Robbery (slides 13 and 14)
- Call Handling (slides 15 and 16)
- Traffic Offence Reports (slides 17 and 18)

In addition, annual* and bi-annual** reports will cover the following business areas:

- Burglary Dwelling*
- Violence With Injury*
- Robbery*
- Antisocial Behaviour*
- Drug Trafficking*
- Satisfaction** (for victims of serious sexual offences and domestic abuse ***)

Crime data for this report is compiled from the Suffolk Performance Framework.

**** These measures are still under development*

PERFORMANCE REPORT: Summary

Data is correct as at 11/10/2018

Data up to 30/09/2018

Objective	Measure	Data up to 30/09/2018		
		Last 12 months	Three Year Average	Difference
Domestic Abuse Crimes	Number of Crimes	7,255	5,470	32.6%
	Solved Number	1,250	1,311	-4.6%
	- Percentage Solved	17.2%	25.0%	-7.7%
	Percentage of Cases where investigation not possible	0.7%	0.5%	0.2%
	Percentage of Cases where victim does not support	57.2%	40.6%	16.6%
	Percentage of victims satisfied with overall service			
	Percentage of victims satisfied with accessibility			
	Percentage of victims satisfied with actions taken			
	Percentage of victims satisfied with treatment			
Percentage of victims satisfied with updates				
Serious Sexual Offences	Number of Crimes	1,722	1,393	23.6%
	Solved Number	108	147	-26.5%
	- Percentage solved	6.3%	10.9%	-4.6%
	Percentage of Cases where investigation not possible	2.8%	2.9%	-0.1%
	Percentage of Cases where victim does not support	34.8%	29.4%	5.4%
	Percentage of victims satisfied with overall service			
	Percentage of victims satisfied with accessibility			
	Percentage of victims satisfied with actions taken			
	Percentage of victims satisfied with treatment			
Percentage of victims satisfied with updates				
Child Sexual Abuse	Number of Child Sexual Abuse Crimes (by Keyword - Athena data only)	934		
	Solved Number	105		
	- Percentage solved	11.2%		
	Percentage of Cases where investigation not possible	2.0%		
	Percentage of Cases where victim does not support	25.4%		

DA victim satisfaction reporting anticipated in Autumn 2019

SSO victim satisfaction reporting anticipated in Autumn 2019

Three year average reporting for CSA anticipated in Spring 2020

PERFORMANCE REPORT: Summary

Data is correct as at 06/11/2018

Data up to 30/09/2018

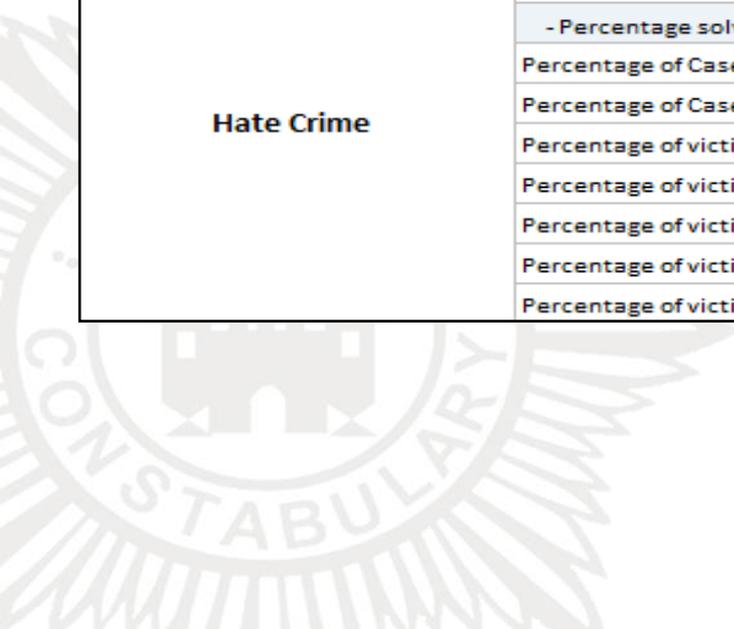
<u>Objective</u>	<u>Measure</u>	Data up to 30/09/2018		
		Last 12 months	Three Year Average	Difference
Public Safety	% Percentage Emergency Response in Target	90.1%	89.8%	0.3%
	Number of Emergency Response in Target	18,031	17,442	3.4%
	% Percentage Emergency Response in Target - East	85.4%	84.8%	0.6%
	Number of Emergency Response in Target - East	3,141	3,108	1.1%
	% Percentage Emergency Response in Target - South	92.3%	91.8%	0.5%
	Number of Emergency Response in Target - South	8,351	7,964	4.9%
	% Percentage Emergency Response in Target - West	90.0%	89.9%	0.1%
	Number of Emergency Response in Target - West	6,539	6,370	2.7%
	% 999 calls answered within 10 seconds	88.9%	<i>September 2018 only</i>	
	Number of KSI Collisions	264	249	5.9%
	Number of TORs issued for seatbelts	882	936	-5.7%
Number of TORs issued for mobile phone use	866	1,498	-42.2%	
Confidence <i>12-month period to 30/06/2018</i>	% of public who agree police are doing a good job	61.4%	65.0%	-3.7%
	% of public who agree police deal with community priorities	58.5%	62.6%	-4.1%
	% of public who agree police would treat them fairly	69.0%	71.2%	-2.2%
	% of public who have confidence in the police overall	77.5%	79.9%	-2.5%
Non-Emergency Call Handling	Average Time to Answer (Seconds) - Emergency Redirect			
	Average Time to Answer (Seconds) - Urgent Redirect			
	Average Time to Answer (Seconds) - Domestic			
	Average Time to Answer (Seconds) - Mental Health			
	Average Time to Answer (Seconds) - Public Safety			
	Average Time to Answer (Seconds) - Crime			
	Average Time to Answer (Seconds) - ASB			
	Average Time to Answer (Seconds) - Road			
	Average Time to Answer (Seconds) - Advice and Admin			
		<i>Non-emergency call handling data is currently unavailable</i>		

PERFORMANCE REPORT: Summary

Data is correct as at 11/10/2018

Data up to 30/09/2018

<u>Objective</u>	<u>Measure</u>	Last 12 months	Three Year Average	Difference	
Online Crime	Number of Online Crimes <i>(by Keyword - Athena data only)</i>	1,220			
	Solved Number	114			
	- Percentage solved	9.3%			
	Percentage of Cases where investigation not possible	0.2%	<i>Three year average reporting for online crime anticipated in Spring 2020</i>		
	Percentage of Cases where victim does not support	26.4%			
	Percentage of victims satisfied with overall service	81.8%			
	Percentage of victims satisfied with first contact	92.5%			
	Percentage of victims satisfied with actions taken	77.8%			
	Percentage of victims satisfied with treatment	84.8%			
	Percentage of victims satisfied with being kept informed	72.7%			
Hate Crime	Number of Hate Crimes <i>(by Keyword - Athena data only)</i>	1,049			
	Solved Number	183			
	- Percentage solved	17.4%			
	Percentage of Cases where investigation not possible	1.0%	<i>Three year average reporting for hate crime anticipated in Spring 2020</i>		
	Percentage of Cases where victim does not support	31.7%			
	Percentage of victims satisfied with overall service	75.4%			
	Percentage of victims satisfied with first contact	79.1%			
	Percentage of victims satisfied with actions taken	64.4%			
	Percentage of victims satisfied with treatment	78.0%			
	Percentage of victims satisfied with being kept informed	66.9%			

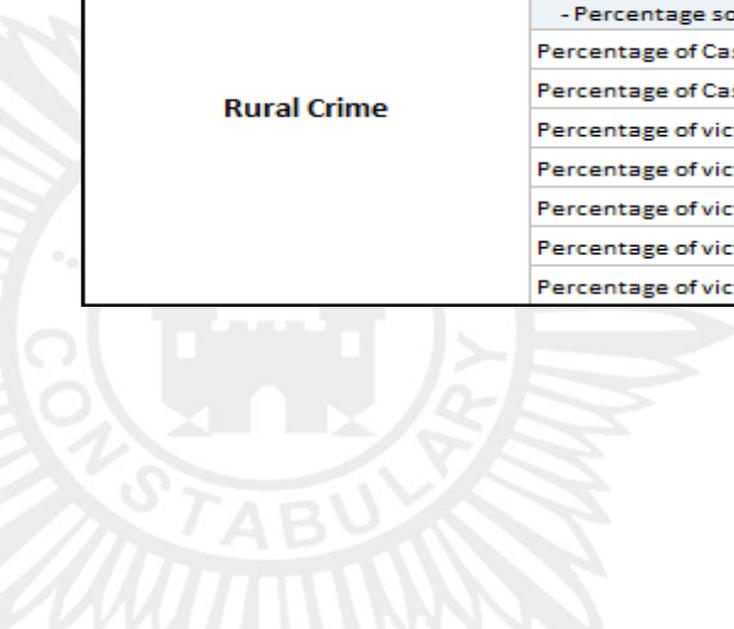


PERFORMANCE REPORT: Summary

Data is correct as at 11/10/2018

Data up to 30/09/2018

<u>Objective</u>	<u>Measure</u>	Last 12 months	Three Year Average	Difference	
Business Crime	Number of Business Crimes <i>(by Keyword - Athena data only)</i>	7,739			
	Solved Number	2,091			
	- Percentage solved	27.0%			
	Percentage of Cases where investigation not possible	0.2%	<i>Three year average reporting for business crime anticipated in Spring 2020</i>		
	Percentage of Cases where victim does not support	5.3%			
	Percentage of victims satisfied with overall service	72.5%			
	Percentage of victims satisfied with first contact	90.3%			
	Percentage of victims satisfied with actions taken	71.7%			
	Percentage of victims satisfied with treatment	92.8%			
Percentage of victims satisfied with being kept informed	71.0%				
Rural Crime	Number of Rural Crimes <i>(by Keyword - Athena data only)</i>	391			
	Solved Number	19			
	- Percentage solved	4.9%			
	Percentage of Cases where investigation not possible	0.0%	<i>Three year average reporting for rural crime anticipated in Spring 2020</i>		
	Percentage of Cases where victim does not support	3.3%			
	Percentage of victims satisfied with overall service	75.5%			
	Percentage of victims satisfied with first contact	84.6%			
	Percentage of victims satisfied with actions taken	63.8%			
	Percentage of victims satisfied with treatment	86.2%			
Percentage of victims satisfied with being kept informed	61.7%				



PERFORMANCE REPORT: Workforce

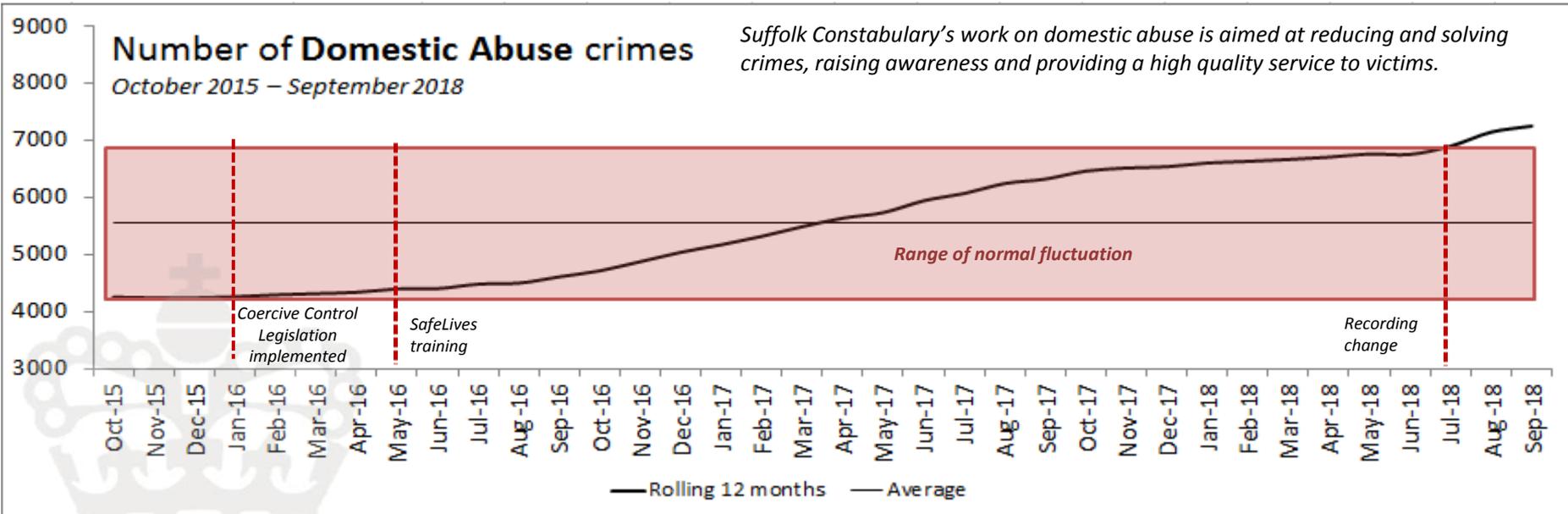
Quarter 2 2018/19

As at 30/09/2018 (unless otherwise stated)

Suffolk Constabulary's workforce focus is to promote a diverse, multi-skilled organisation that will effectively tackle hidden harm and deliver an ethical, efficient and effective service with appropriate support.

Indicator	Officers	PCSOs	Staff	Commentary
Establishment	1065	107	883	The strength of police officers was 2.3% above establishment as at 30/09/2018. On 29/10/2018, Suffolk police officer establishment was uplifted to 1113.5 to reflect the impact of the new policing model. It was necessary to bring an intake of officers in September, prior to the actual change to establishment.
Strength	1089	72	765	PCSO strength was 32.7% below establishment as at 30/09/2018. (Note: the 2025 project changes took effect from 29/10/2018) The current police staff strength was 13.4% below establishment as at 30/09/2018.
% working hours lost to sickness (financial year to date - force target 3.4%)	3.9%	4.1%		Sickness absence for Suffolk police officers remains stable. Sickness absence for Suffolk police staff increased in comparison with the end of the previous quarter from 3.9% to 4.1%.
Number on recuperative duties (as at 30/09/2018) Recuperative means short term, rehabilitative in nature, typically lasting up to 6 months if an individual is unable to return to work on full hours and duties immediately following a period of sickness or following an injury	119	36		There were 5 (4%) more police officers on recuperative duties as at 30/09/2018 than as at 19/07/2018. For police staff and PCSOs, there were 4 (10%) less on recuperative duties as at 30/09/2018 than as at 19/07/2018.
Number on adjusted duties (as at 30/09/2018) Adjusted means long-term and permanent where adjustments have been made to overcome barriers to working. The individual must be attending work on a regular basis working full time hours within their substantive role.	28	1		There were 12 (30%) fewer police officers on adjusted duties as at 30/09/2018 than as at 19/07/2018. For police staff and PCSOs, there were 5 (83%) fewer than as at 19/07/2018.

PERFORMANCE REPORT: Domestic Abuse (DA)



Performance at a glance

Level of crime	A significant recent upward trend caused by more robust crime recording practices
Level of successful investigations	Approximately 1 in 6 crimes are solved
Level of victim support for police investigations	Less than half of victims support police investigation
Number of offences - Comparison to most similar forces	6 th highest out of 8 forces per 1,000 population (to March 2018)

Last 12 Months in Detail

(difference to 3 year average in brackets)

Number of crimes	7,255 (+32.6%)
% of crimes where an investigation was not possible	0.7% (+0.2pp)
% crimes where victim does not support police investigation	57.2% (+16.6pp)
% crimes solved by police	17.2% (-7.7pp)
% of cases convicted in court	83.3% (to March 2018)
% of cases convicted in court – comparison to most similar forces	2 nd highest level of convictions (to March 2018)

Analysis:

A change was made to the constabulary's performance framework in August 2018 to ensure Domestic Abuse (DA) recording in line with National Crime Recording Standards. This resulted in approximately 800 extra crimes being recognised as DA. Previous comparison work with the Crime Survey of England and Wales (CSEW) suggested that police recorded DA in Suffolk was lower than expected. This minor adjustment is a positive step to close the gap between the two datasets. As a result of this change, the number of solved DA crimes has also increased, and the gap between the last 12 month performance and the long term average has significantly narrowed. The rate of solved DA crimes remains stable, in spite of increasing offences, with the difference between the last 12 months compared to the long term average continuing to reduce.

DA victim disengagement remains a concern to the constabulary, with less than half of all DA victims supporting police investigations. Whilst the processing of administrative closures in late 2017 / early 2018 cause the last 12 month performance to look worse than it is in reality, a significant number of DA victims are disengaging. Further work could be commissioned to understand why this is the case. Data for the year ending March 2018 shows the rate of victim disengagement is similar to the national figure.

The percentage of domestic abuse related convictions has improved to 83.3%, this is the second highest in Suffolk's most similar group.

Operational Commentary:

The DA delivery board continues to deliver on the constabulary DA strategy, this work is now supported by the vulnerability board. The board continues to focus on DA linked with the 13 vulnerability strands. The constabulary vulnerability strategy is now complete and ready to be disseminated to all staff. Communications messages have been developed and a benchmarking exercise against the national plan is in place.

Work continues through the Violence Against Women and Girls (VAWG) to create a fully integrated DA coordination centre bringing all partners together in one place to provide a complete service to victims without the need to continually refer. Initial meetings regarding formation have taken place. A decision was made to engage the Safelives charity to advise on the set up and implementation of this project.

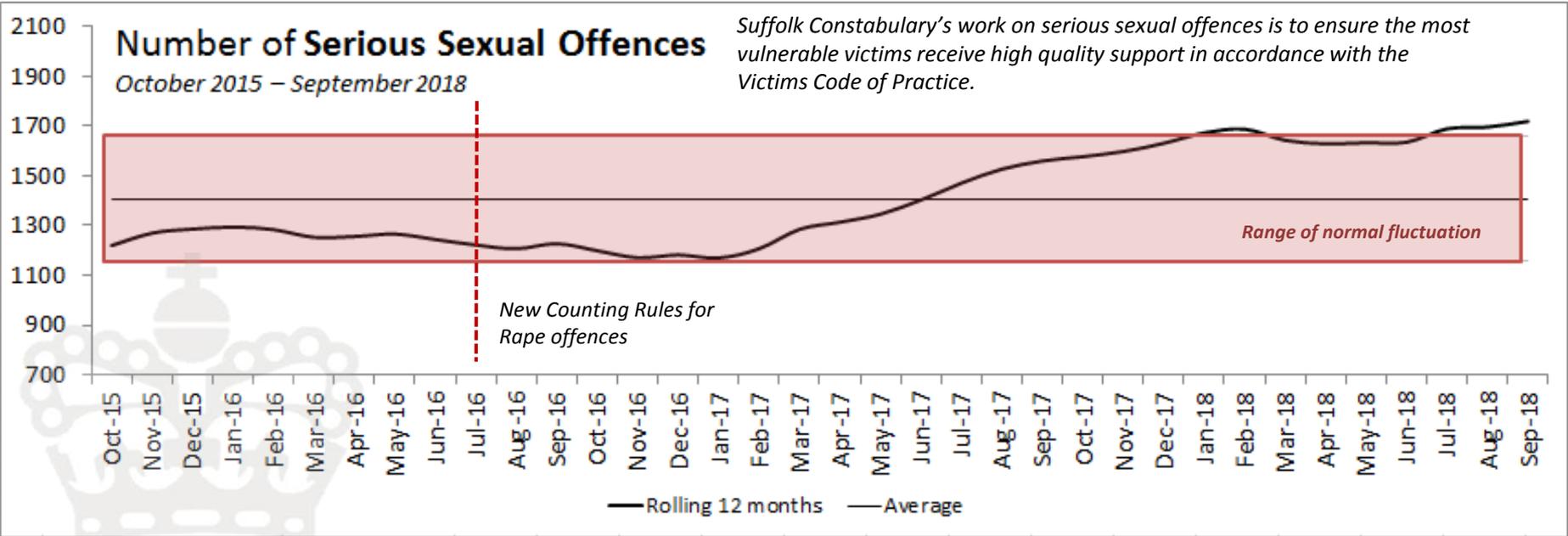
Work continues in respect of the Annual Data Return 444 (DA victim satisfaction survey). The vulnerable victim coordinator have been recruited, and will sit within the DA teams in the Safeguarding and Investigations department. The surveys started on 19th November 2018 with reporting due around a year later.

The DA scrutiny panel continues to review DA investigations in partnership with the Crown Prosecution Service and Charitable Sector promulgating feedback and learning on a strategic, directorate and individual basis. The change to the structure of the Domestic Abuse teams as a result of the Suffolk Constabulary 2025 project has now been fully implemented and appears to be working well.

A formal review of the DA Perpetrator programme has been completed and a process of change is being implemented. This is currently in action with a completion date at the end of 2018. This will be subject to review in 2019.

Further DA reform has revised the Multi Agency Risk Assessment Conferences (MARAC). New MARAC chairs have been identified and trained to increase the partnership buy-in to resolving DA issues. Secondary risk assessment process change is now complete and 11 MARAC chairs are trained and in place.

PERFORMANCE REPORT: Serious Sexual Offences (SSO)



Performance at a glance

Level of crime	Remained stable recently since surpassing upper exception following a significant upward trend
Level of successful investigations	1 in 16 crimes are solved
Level of victim support for police investigations	2 out of 3 victims support police investigations
Comparison to most similar forces (rape only)	2 nd highest out of 8 forces per 1,000 population (to Sept 2018)

Last 12 Months in Detail

(difference to 3 year average in brackets)

Number of crimes	1,722 (+23.6%)
% of crimes where an investigation was not possible	2.8% (-0.1pp)
% crimes where victim does not support police investigation	34.8% (+5.4pp)
% crimes solved by police	6.3% (-4.6pp)
% of rape cases convicted in court	65.9% (to March 2017)
% of rape cases convicted in court – comparison to Norfolk, Cambridgeshire and Essex	Highest level of convictions (to 1 March 2017)

Analysis:

Nothing has significantly changed in terms of solved numbers and solved rate since the last quarterly report. The consequence of additional crimes being recorded is that the rate of solved SSO declines compared to the three year average. This has occurred across forces nationally, regionally and in Suffolk's most similar group. The number of reported serious sexual offences (SSO) has continued to increase. Analysis shows that a significant proportion of the extra crimes involved the same victim, who experienced multiple historic rapes. This is likely to occur more often as the constabulary's training around recording of sexual offences to officers and staff becomes embedded.

SSO victim disengagement continues to increase compared to the three year average, with only two thirds of all SSO victims supporting police investigations. Recent analytical work looking at rape offences in one of our most similar forces highlighted:

- 30% of all rapes disengage at first contact with police. Reasons for disengagement included 51% of victims not wanting police involvement or to go to court, 18% of victims not wanting to relive bad memories, 7% of victims not thinking it is rape, and 5% admitting the offence did not take place.
- A further 30% of all rapes disengage through the investigation process citing similar concerns as above. This 60% disengagement rate could be explained by the fact that 60% of all rapes are notified to police by a third party (family member, charity, social worker, school).
- Of the remaining 40%,
 - o 20% of all rapes in the last 12 months are waiting for an outcome,
 - o 13% result in other non-positive outcomes.

Operational Commentary:

The SSO delivery board continues to deliver on the SSO strategy. This board is now supported by the VAWG steering group to provide an integrated partner approach to dealing with SSO as part of a wider remit to reduce all forms of VAWG between 2018 and 2021.

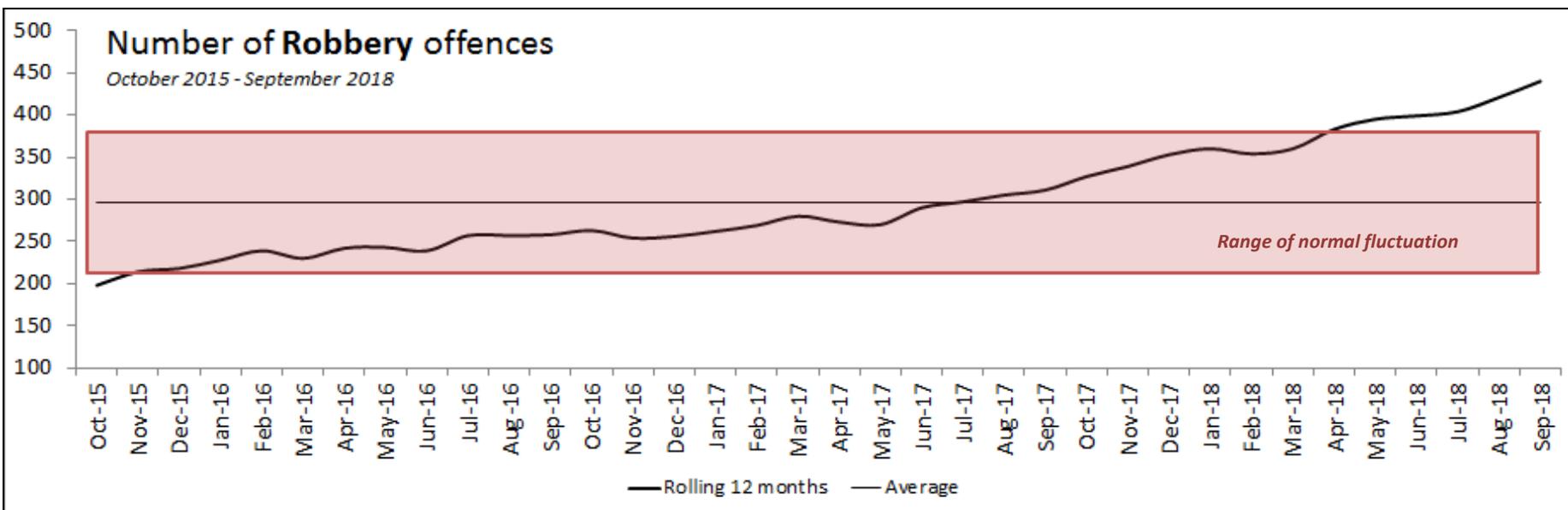
Significant focus has been placed on crime data integrity this period, in particular with audit, review and messaging. This work has been undertaken in advance of HMICFRS inspection. Advice and guidance has been disseminated across the constabulary and front end process change is being developed to better capture immediate recording of SSO. This work will continue in conjunction with the crime registrar.

The rape scrutiny panel continues to provide analysis of police investigations and decision making, with partners and charitable organisations making a direct contribution to learning and strategy. This is seen as an area of good practice regarding independent review and will continue.

Operationally there has been a further review of safeguarding unit workloads. Work is now ongoing to assist officers in managing workloads in an effective and efficient manner with a review of administrative process to streamline case management. Additional support has been put in place to assist staff with the audit of SSO. This ensures that a high quality victim focussed investigation is undertaken at all times.

The constabulary, jointly with Norfolk, continues to develop a multi-agency media campaign aimed at tackling the issue of 'consent' in an SSO context. This is a wide ranging piece of work targeting local and regional TV, newspaper groups and all social media streams. Specific social media content has been developed for the relevant demographic.

PERFORMANCE REPORT: Robbery



Performance at a glance

Level of crime	Continued increasing trend and above the exceptional level, similar to that seen regionally, nationally and across the MSF group
Level of successful investigations	1 in 6 crimes are solved
Level of victim support for police investigations	Approx. 2 out of 3 victims support police investigation
Satisfaction of victims	Not available
Comparison to most similar forces	2 nd highest out of 8 forces per 1,000 population (to September 2018)

Last 12 Months in Detail

(difference to 3 year average in brackets)

Number of crimes	439 (+51.3%)
% of crimes where an investigation was not possible	0.0%
% crimes where victim does not support police investigation	35.5%
% crimes solved by police	15.9% (-6.2pp)
% of cases convicted in court	Not available
% victims satisfied overall	Not available

Analysis:

Robbery remains a relatively low volume offence type locally and nationally. In Suffolk, robbery offences continue to increase (up 51.3% on the 3 year average). Of the 43 forces in England & Wales, 40 have experienced year-on-year increases in robbery offences. Whilst significant increases in robbery have been reported across all Suffolk's policing districts, the main impact is in the South (predominantly in and around Ipswich town centre) where increases in theft from the person offences have also occurred.

A number of factors underpin this increased demand including, but not exclusively, high levels of drug related activity and continued rigid adherence to the National Crime Recording Standards (NCRS)/Home Office Counting Rules (HOCR).

In terms of solved rates, there has been a decline to the 12 month rolling average to 15.9%. This is due to the increased reporting as the number of robberies solved is higher this year than the three year average. As at September 2018, Suffolk's solved rate compares favourably with the MSG, regional and national averages.

A profile of robbery for Suffolk and Norfolk in April 2018 reported that 57% of robbery victims are connected to drugs and/or other criminality. This victim group presents differing challenges to the police service than victims not connected to drugs and/or other criminality. These include victim disengagement with robbery investigations, frequency of prior or subsequent victimisation in relation to other offences, and levels of injury and prevalence of reports of weapons associated with robbery.

Operational Commentary:

The force operates a bespoke robbery strategy and associated delivery plan to record and co-ordinate force activity. All robberies in the South are reviewed by the district DI and the majority are allocated to a CID officer. In addition to CID leading investigations, there is a concerted inter-departmental drive to tackle robbery and associated criminality in Ipswich (Operation Skeeby). The key activity includes:

Intelligence and Analysis resources focussed on: (a) Identifying offenders, crime patterns and enforcement opportunities, (b) Liaising with other agencies (national and international), (c) Producing weekly analytical maps and briefings, (d) Monitoring prison releases and managing robbery offenders.

Targeted proactive enforcement focussed on: (a) Reviewing all offences and effecting arrests (Serious Crime Disruption Team), (b) Daily deployments to target hotspot areas at peak robbery times (Scorpion, Safer Neighbourhood and Roads Policing Teams), (c) Intelligence gathering on subject's based on low level offending and through the use of stop and search, (d) Identifying opportunities for removal / deportation of offenders.

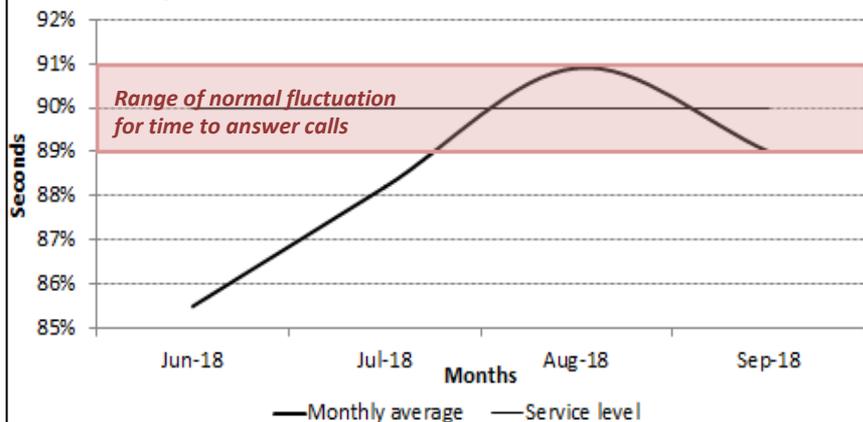
Engagement activity focussed on: (a) Liaising with affected community groups, (b) Working with the county council in local primary schools, Suffolk new college and the university of Suffolk to explain acceptable social norms, (c) Using all available ASB legislation linked to housing provision in partnership with district council or private landlords, (d) Undertaking crime prevention activity in business premises within the town centre, (e) Distributing press releases via the constabulary's corporate communications department.

PERFORMANCE REPORT: Emergency call handling

Suffolk Constabulary's work on 999 call handling is to ensure we respond as promptly as possible to calls for urgent assistance.

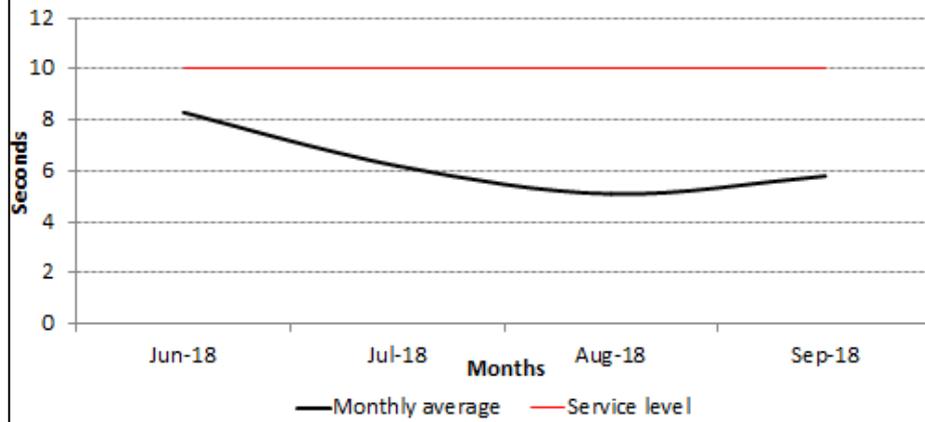
999 calls answered within 10 seconds

June - September 2018



999 - average time to answer calls

June - September 2018



Performance at a glance

Level of demand

Approx. 3% higher than the previous year

Proportion of all calls that are 999

38% of calls are emergency calls in the last 12 months

Service level

Returning to normal levels after change to the telephony system in May 2018. 999 calls answered before and after implementation is not comparable at the current time

Analysis:

999 call handling demand continues to rise. Over 10,000 calls received in both July and August 2018. This is the first time that this has happened in recent years.

The actual number of 999 calls in the last 12 months increased by 5% compared to the 3 year average. The Suffolk Force Management Statement, published in June 2018, predicts that demand will continue to increase by up to 10% in the next 4 years.

At the time of reporting, the 999 performance data pre and post implementation of the new telephony system (May 2018) is not currently comparable, because of the differences between the old and new telephony systems. This position may change in future.

The average time to answer has reduced from 8.3 seconds in June 2018 to 5.8 seconds in September 2018.

Last 12 Months in Detail

(difference to 3 year average in brackets)

Number of 999 calls

100,891
(+5.0%)

% of all calls that are 999

38.0%
(+2.9%)

Average calls per day

276
(+5.0%)

PERFORMANCE REPORT: Non-emergency call handling

Suffolk Constabulary's work on 101 call handling is to ensure that our resourcing capabilities across different systems work effectively to meet demands, maintaining community confidence.

Performance at a glance

Level of demand	Reduction in demand in the last 12 months compared to the 3 year average
Average Time to answer	Non-emergency calls answered before and after implementation of the new telephony system is no longer comparable

Analysis:

Non-emergency call handling demand continues to reduce to its lowest level of 11,882 calls in September 2018. This is a 7.8% reduction in calls in the last 12 months compared to the previous 3 years.

Data from the new telephony system introduced in May 2018 is not directly comparable with data from the old telephony system. The constabulary will report non-emergency call data once a baseline of 12 months data is available.

Last 12 Months in Detail

(difference to 3 year average in brackets)

Number of non-emergency calls	164,229 (-7.8%)
Average non-emergency calls per day	450 (-7.8%)

Operational Commentary:

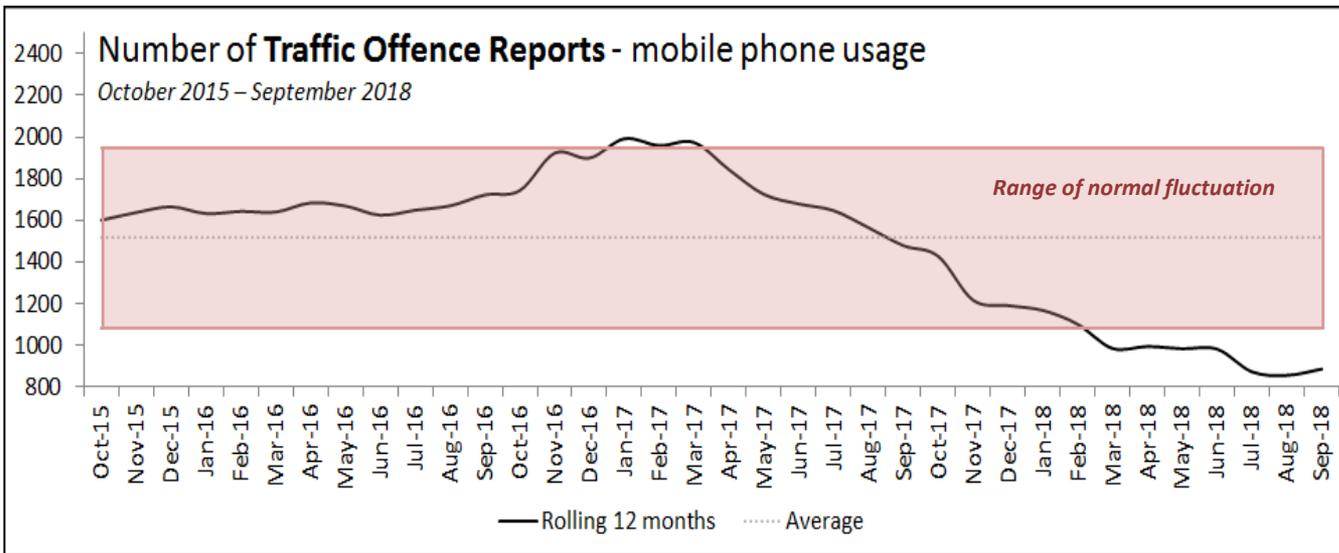
The CCR continues to work hard to embed the new digital telephony system and take advantage of the flexibility it offers. As part of the embedding process, the organisation is learning from feedback, and the self-service messaging and options continue to evolve to provide the best possible experience for the caller by directing them to the best location to resolve their enquiry. The new telephony system has highlighted the importance of Central Call Answering (CCA - Switchboard) function in managing demand. Work is currently underway to relocate the team to within the main CCR room and provide extra training, to further improve the efficiency of this process.

As part of the next phases of the telephony project, workforce management will be installed. This software is already in use within another police service, which staff from Suffolk have visited to witness the benefits of the new system. The software learns from the call demand data to forecast ahead, helping to maximise the efficiency of the CCR workforce and to further improve the customer experience. Staff will benefit from features such as a personalised app, that can be installed on their phones, which gives them access to live duty information.

Nine new staff started in the CCR in October and will be in place to support the raised demand experienced over the Christmas period, with work already scheduled to recruit for the next intake in the new year. The current strength as at 30/09/2018 for Suffolk CCR is 141.2 against an establishment of 150.2. In November, as part of a 3 month pilot scheme, a CCR Supervisor will be seconded into the role of "CCR Performance Manager". Supporting individuals and teams, they will use the management information from the new telephony system to coach, reward and develop CCR staff, focusing on quality assurance and improving call answering performance.

As part of the 2025 project, the CCR is moving to the Safeguarding and Investigations Command. This move brings the CCR under the same management as the Incident and Case Management Hub (ICMH), which records and investigates the majority of crime reports. This closer alignment is designed to ensure that the CCR and ICMH work seamlessly to reduce duplication, take advantage of the benefits of the new telephony system and Athena, and to provide a quality experience throughout the crime reporting and investigation process. In addition, the CCR continues to be involved with the ongoing development of the Constabulary website, to make it the first place to go for non-urgent police matters. The most recent developments include an improved crime reporting interface and a bespoke guidance tool "Is it a police matter?" to give advice regarding civil disputes.

PERFORMANCE REPORT: Traffic Offence Reports



Suffolk Constabulary's work on killed and seriously injured collisions is to make our roads safer through initiatives such as tackling the 'Fatal Four' (speeding, mobile phones, drink/drugs and seat belts).

Last 12 Months in Detail

(difference to 3 year average in brackets)

Number of KSI collisions recorded	264 (+5.9%)
Number of TORs issued for mobile phone use	866 (-42.2%)
Number of TORs issued for seatbelts	882 (-5.7%)

All figures up to 30/09/2018

Analysis:

Comparing 2016/17 and 2017/18, all Suffolk's most similar forces experienced between 17 - 44% decreases in mobile phone usage TORs (Suffolk's was 37%), and nationally the decrease is 47%. This illustrates that Suffolk is in line with the most similar and other national forces. Recorded TORs for mobile phone use continue to fall since 2016's peak in enforcement activity.

Operational Commentary:

Suffolk Constabulary remains committed to target 'Fatal 4' offenders as a priority in line with the national roads policing strategy. The force conducts robust enforcement activity in support of the NPCC national roads partnership calendar which is coordinated with the National Roads Policing Intelligence Forum. This calendar identifies key dates throughout the year where particular road safety campaigns are promoted nationally. These campaigns not only address the 'Fatal 4' (e.g. NPCC Using Mobile phone Whilst Driving campaign) but also wider road safety work and commercial vehicle enforcement.

A number of enforcement campaigns are run over the year in conjunction with Suffolk RoadSafe partners and stakeholders ensuring the public of Suffolk receive joined up road safety messages, contained within the Suffolk Road Safety Strategy.

The Suffolk Driver Offender Rehabilitation Group (DORG) partnership has funded Road Casualty Reduction Team (RCRT) posts for 2018/19, consisting of four motorcyclists based at PHQ. In the last year, Roads & Armed Policing Team (RAPT) units have been utilised to target drivers causing danger on our roads with use of Operation Showdown (an ANPR initiative). Greater effort has been focused on drug drive offences following funding from the Suffolk DORG partnership to provide drug wipe kits and the associated forensic costs has allowed for greater enforcement capability leading to increases in arrests relating to drug driving.

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