



SUFFOLK CONSTABULARY

ORIGINATOR: CHIEF CONSTABLE

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**SUBMITTED TO: ACCOUNTABILITY AND PERFORMANCE PANEL –
9 MAY 2025**

SUBJECT: NEIGHBOURHOOD CRIME AND ANTI-SOCIAL BEHAVIOUR (ASB)

SUMMARY:

1. This report will explain the Constabulary's approach to Neighbourhood Crime and Anti-Social Behaviour (ASB). It details the current performance, demand, and activity with the inclusion of statistical information where relevant.

RECOMMENDATION:

1. The Police and Crime Commissioner (PCC) is asked to consider the progress made by the Constabulary and raise issues with the Chief Constable as appropriate to the PCC's role in holding the Chief Constable to account.

1. INTRODUCTION

- 1.1 Neighbourhood crime and anti-social behaviour (ASB) remain as priorities for Suffolk Constabulary. In the 2023-2025 Police Effectiveness, Efficiency and Legitimacy (PEEL) report by HMICFRS, Suffolk were rated 'Good' in the area of 'Preventing and deterring crime and antisocial behaviour and reducing vulnerability'.
- 1.2 Suffolk are committed to maintaining this standard by working with partners on a local and national level, using best practice to ensure victims and communities receive the highest level of service.
- 1.3 This paper is underpinned by objective 1 and 2 of the Police and Crime Plan, which states the Constabulary will:
 - Prevent and tackle ASB, crime and disorder (with focussed activity in geographic hot spots e.g. town centres) – Objective 1.
 - Support a partnership problem solving approach to preventing Anti-Social Behaviour and crime. (*Through working with CSP partners in respect of crime prevention solutions and ASB Case Review mechanisms*) – Objective 2.
- 1.4 ASB is the responsibility of the County Policing Command (CPC). The portfolio is held by the County Partnership and Prevention Hub (CPPH) Superintendent with oversight from the CPC Commander. The CPPH will ensure that partnership and problem-solving approaches are used to prevent and resolve ASB in the most effective and enduring way, with tactical delivery falling to the Community Policing Teams (CPTs) on each area.
- 1.5 The Crime, Safeguarding and Investigation Management department (CSIM) are the owners of burglary and robbery offences but rely on a one team approach with CPC colleagues to focus on the prevention, detection and long-term problem solving for these and other crime types.

2. ANTI-SOCIAL BEHAVIOUR

- 2.1 As seen in table 1 below Suffolk has seen a reduction in the volume of ASB Personal calls across all areas. With a **42% reduction** in the last 12 months and a **36.2% reduction** over the long-term average. Similar reductions have been seen in ASB Environmental (57% 12M, 57% LTA) and ASB Nuisance (43.8% 12M, 46.9% LTA).

District	Last 12 months	Previous 12 months	Long Term Average	Last 12 vs Previous 12	Last 12 vs Long Term Avg
East	283	442	420	-36%	-32.7%
South	332	585	522	-43.2%	-36.4%
West	342	620	557	-44.8%	-38.7%
SUFFOLK	958	1,652	1,502	-42.0%	-36.2%

Table 1 – ASB Personal reports Suffolk

- 2.2 Single Online Home (SOH) continues to effectively divert unnecessary reporting through police to other agencies including the local authority and provides an effective filter for nominating the lead agency. This good practice has been replicated into a new Open Call Script function within the Contact and Control Room (CCR).
- 2.3 Whilst hard to conclusively evidence, these reductions are likely also a result of the success of the new policing model that allows Community Policing Teams (CPTs) to focus on problem solving and prevention, particularly in relation to ASB, and the benefits of Op Spotlight and effective, evidence led hotspot policing.
- 2.4 The government was due to be changing ASB classifications in 2024 but since the General Election there has been no update on this. Suffolk continue to work with the 3 classifications, but with a focus on ASB personal as per government direction. Should classification changes be implemented in future this will require amendments to all our ASB processes including Single Online Home, Contact and Control Room (CCR) triage and crime recording.

2.5 Governance

- 2.6 The ASB portfolio is held by the County Partnership and Prevention Hub. The ‘Hub’ promotes, supports and directs the tactical delivery of each area’s Community Policing Team’s to problem solve and effectively resolve ASB incidents, based on national strategy and best practice.
- 2.7 The Neighbourhood Policing Working Group chaired by a County Policing Command (CPC) Area Superintendent and attended by force wide area leadership and other internal partners such as CPPH and Communications Team, review ASB performance and drive improvement holding to account the delivery of standards and policy.
- 2.8 The ASB Team within the County Partnership and Prevention Hub (CPPH) provide ongoing support to practitioners, through training, feedback, advice and review of best practice and

internal processes to drive improvement. They also monitor compliance and delivery with the National Recording Standards through daily auditing and dip sampling, addressing repeat and non-compliance.

2.9 The County ASB Steering Group exists to ensure a partnership approach is taken to tackle ASB in a consistent way across the whole county. The group is currently chaired by police, but membership includes all district, borough and county councils, youth justice services, health, crown prosecution service and adult and children social service representatives. This steering group feeds into and is accountable to the Suffolk Safer and Stronger Communities Board (SSCB).

2.10 **Key Areas of Work**

i) **Performance Packs** - A quarterly performance pack produced by colleagues in the Strategic Business and Operational Service (SBOS) allows ASB performance across the county to be reviewed and improvement requirements identified.

Compliance with the Suffolk ASB policy as well as National Reporting Standards is checked bi-annually through auditing both by the Performance Improvement Unit and the Crime Data Integrity Team.

Additionally, the ASB Team are able to monitor effective performance and delivery through a PowerBi Dashboard. This allows CPPH to provide the Neighbourhood Policing Working Group with regular ASB reports highlighting area performance against policy and to tailor resources to improve and simplify the guidance on processes around ASB recording and finalisation to assist CPT and Response Investigation Team (RIT) colleagues.

ii) **Intervention and Feedback** – ASB Officers conduct daily reviews of new ASB investigations providing early advice to the Officer in Charge (OIC). The ASB Officers perform a secondary review of the investigation for potential missed crime, vulnerability and policy non-compliance taking intervention action with the OIC and Supervisor to drive improvement and learning.

A new ASB Computer Aided Dispatch (CAD) Closure Checklist has been introduced in Control Room which is designed to prevent ASB CADs being closed without policy compliance such as the Risk Assessment Matrix (RAM) or Athena completion. This is aimed at getting it right at the start rather than reliance on audit.

iii) **HMICFRS and the PEEL Inspection** – His Majesty's Inspectorate of Constabulary and Fire & Rescue Service (HMICFRS) in the reporting period 2023-2025 have rated the Constabulary 'Good' at preventing crime and anti-social behaviour in the Police Effectiveness, Efficiency and Legitimacy (PEEL) report. Whilst recognising the significant work the Constabulary have undertaken to understand ASB demand, they identified that improvement was needed in how we identify and record crime when ASB 'personal' is being reported and as a result the following work has been undertaken to realise improvement in this area:

- All investigations go through a QA process by the Investigation Management Unit (IMU) who will identify missed crime opportunities and set actions for the OIC. Similarly, the ASB

Team when reviewing new ASB investigations will set an action if a potential crime has been missed for recording or negation.

- To assist with National Crime Recording Standard (NCRS) Athena action data monitoring, the ASB Team introduced the use of the “NCRS Requirements – Complete” subcategory to make Athena researchable to find investigations that have an NCRS action and its status.
- Training delivery to CCR, CPT, Supervisors (including new promotions) to improve ASB awareness and procedure. Training includes understanding ASB and identification of crime within ASB amongst other important topics such as risk assessment. Intentions are to eventually train all RIT Officers and Learning and Development are developing training for new recruits.
- ASB guidance has been improved and available 24/7 via the ASB Intranet Hub. This includes information on recognising crime within ASB. Pocket Notebook sized ASB guides were produced and circulated to all.
- An ASB CAD Open Call Script was developed and embedded within SmartStorm that provides guidance to the CCR operator to consider whether there is a potential substantive crime. If so, it will guide the operator to open the CAD as a crime rather than ASB opening code. This will act as a nudge to attending officers to have the mindset of potential crime to record. In March 2025 an upgraded version of this was launched which is simpler to complete but provides improved guidance and flagging of important information. The script aims are Crime Consideration, consistency with SOH, highlighting vulnerability, highlights repeat victims, ASB Case Review prompt and correct opening codes.
- Eight Point Plans (8PP) were introduced to improve ASB investigation and to encourage officers to see all ASB as an investigation (whether crime or non-crime). Work is ongoing for IMU to include 8PP as a QA check.
- The Digital RAM (in development) will improve officers access to a RAM to complete with a victim. Upon completion the officer and their supervisor will receive an email containing the RAM, policy guidance for that risk and guidance around considering substantive crime recording.

iv) **ASB Case Reviews** – All ASB Case Reviews are raised via the relevant District Councils with appeals being heard by Suffolk County Council. Suffolk Constabulary provide ongoing support by attending and/or chairing ASB Case Review meetings when appropriate.

The ASB Team have worked with the CCR to maximise opportunity to inform victims of the Case Review process at the earliest opportunity.

This has involved training for all CCR teams to improve call taker awareness of the ASB Case Review. The improved ASB CAD Open Script that went live on the 24th of March includes Repeat Victimisation flagging and prompt to inform the victim of the ASB Case Review Process and offer of sending further information. We have also embedded into SmartStorm the ability for

Call Takers to send a text message to the caller with a hyperlink to the Suffolk Police webpage which contains more info on the case review process and links to the application forms.

When the Digital RAM project is completed, it will also include the functionality to automatically send an email to the victim which contains information – including ASB Case Review info.

2.11 Anti-Social Behaviour Orders

2.12 Used effectively, these orders can have an instant positive impact on offender behaviour. As an early intervention tool, community protection warning letters and full community protection notices prevent situations escalating and can be issued either in addition to criminal sanctions or in situations where criminal behaviour is yet to occur. Where a perpetrator continues to commit serious, persistent criminal offences of an anti-social nature courts can issue criminal behaviour orders upon conviction to further restrict that person's ability to commit further anti-social behaviour. Similarly, injunctions can have the same effect by targeting those responsible and prohibiting them from conducting further activities to prevent repeat offending.

2.13 Table 2 below provides a summary of the number of recorded orders issued compared to the previous reporting period:

ASB Orders Summary	Oct 23-Apr 24	Apr 24 – Oct 24	Oct 24 – April 25
Community Protection Notice Warning Letters (CPNWL)	70	172	193 
Community Protection Notice (CPN)	24	77	87 
Criminal Behaviour Orders (CBO)	7	26	20 
Injunctions	1	0	0

Table 2 – ASB Orders use Suffolk 2023 - 2025

2.14 The ASB team continue to engage with our frontline officers delivering training and ongoing Continuing professional development (CPD) to increase awareness and to enhance confidence in their ability to pursue early preventative intervention.

2.15 The ASB and Prevention Teams are working even closer with officers and the Crown Prosecution Service (CPS) to support the quality completion of orders such as Community

Protection Notices (CPN), Criminal Behaviour Orders (CBO), Closure Powers and Injunctions to improve application success.

2.16 The ASB Team are implementing an escalation ladder to improve positive outcomes with ASB. This will provide an improved structure hopefully reducing demand whilst also increasing court order application success through improved evidenced failed early interventions. Improved resources for early interventions are now available with easily accessible templates and guidance (further guidance in development).

2.17 **ASB Hotspot Policing**

Operation Spotlight was launched in April 2024 to coordinate Suffolk Constabulary's response to delivering Hotspot Policing following aware of a national grant of £1m from the Home Office. The aim of the Hotspot based project was to ensure an enhanced uniformed presence in 16 identified ASB hotspot areas, following detailed analytical mapping of ASB demand across Suffolk. Suffolk Constabulary committed to provide an additional 9,000 police patrol hours across the 16 hotspots, as well as developing initiatives with partners to prevent, deter and educate those who commit ASB

Operation Spotlight has been a great success, not only contributing significantly to a 42% reduction in ASB incidents recorded, and helped us try new innovative things, but also helped to build public confidence and embed sustainable problem-solving activities across the communities most in need of our support.

2.18 In addition to achieving in excess of 9,000 hours of additional patrol, other highlights for 2025 include:

Live Facial Recognition -Trialled the use of Live Facial Recognition technology, in Ipswich Town Centre. This activity resulted in 5 arrests.

Operation Mapleton - This saw nighttime drug testing in BSE, in total throughout the night with 357 persons engaged with

Funded RAPT Day of Actions across county to target travelling criminality and anti-social use of vehicles

Project Vigilant - Nighttime economy deployments to tackle sexual offending and predatory behaviour which saw various deployments throughout March 2025 with:

- 62 interventions
- 16 stop searches
- 16 S35 dispersals
- 2 arrests for sexual assault
- 1 arrest for an RSO showing predatory behaviour

Partnership Working– funding of a variety of initiatives aimed at addressing behaviours associated with ASB

Social Media Campaign - we launched a multi-platform digital and out-of-home advertising campaign that aimed to engage and educate our target audiences (14–25-year-olds). Platforms including TikTok and YouTube were at the forefront of our strategy, complemented by Instagram to maintain our strong presence with existing followers. This cross-platform approach allowed us to maximise engagement and expand our reach. The media campaign was viewed over 1 million times.

2.19 We are now in the process of building a new bid to access similar funds for 2025 and hope to be able to build on the efforts of the last 12 months. We anticipate that the goals of the 2025 fund will be closely aligned to the objectives of the new Neighbourhood Policing Guarantee, announced in January this year and which will see a national uplift of police resource in Community Policing roles.

3. NEIGHBOURHOOD CRIME – RESIDENTIAL BURGLARY

3.1 CSIM retains responsibility for the investigation of residential burglaries. Trends, series offences and identified prolific offenders continue to be managed through the force daily local meetings, force tasking and co-ordination, and performance management structures.

3.2 As shown in Table 3 below, Residential burglary has largely stabilised with year-on-year reporting remaining relatively low and stable, this can partly be attributed to increased numbers of employees working from home. 1152 offences were recorded last year, this is a 4.1% reduction on the long-term average and a 4.3% reduction on the previous 12 months.

3.3 The solved rate was 8.9% for the last 12 months, this represents 103 solved offences. This is a decrease in solved rates when compared to the long-term average. The decrease has been largely linked to the reduction of available Op Converter officers to utilise the TIC process to detect dwelling burglaries. Op Converter is a small team of three officers who have all been utilised on Joint Major Investigation Team (JMIT) investigations since August 2024. Due to this abstraction, the detection opportunities have been limited to charging offenders. Return of the Op Converter staff is in train for April 2025 to ensure this trend is reversed and all opportunities to detect these offences are taken.

Residential Burglary	Last 12 Months	Long Term Ave	% Difference (L12M to LTA)	Previous 12 months	% Difference (P12M to L12M)
Offences Recorded	1152	1201	-4.1%	1104	-4.3%
Number Solved	103	134	-23.5%	133	-22.6%
Percentage Solved	8.9%	11.3%	2.3%	12.0%	-3.1%

Table 3 – Residential burglary reporting and solved Suffolk

4. NEIGHBOURHOOD CRIME – ROBBERY

4.1 As shown in Table 4 below there has been another small reduction in overall reported robbery offences with low monthly numbers recorded across the County. There have been 210 offences recorded in the last 12 months, this is another year-on-year reduction from 230 in the last APP reporting period. This represents an 8.7% reduction on the previous 12 months and a 16.2% reduction on the long-term average.

4.2 The Constabulary maintains a low robbery reporting rate compared to both the MSG and wider forces. A focus on both personal and business robberies has ensured these offences are robustly dealt with by CSIM investigators and a strong community message is delivered.

4.3 Due to the low recorded number and high solved rate, there has been no specific changes in the Constabulary approach to Robbery. The current approach and governance have seen year on year positive performance.

Robbery	Last 12 Months	Long Term Ave	% Difference (L12M to LTA)	Previous 12 months	% Difference (P12M to L12M)
Offences Recorded	210	250	-16.2%	230	-8.7%
Number Solved	47	49	-4.7%	45	4.4%
Percentage Solved	22.4%	19.9%	2.5%	19.6%	2.8%

Table 4 – Robbery reporting and solved Suffolk

5. NEIGHBOURHOOD CRIME – THEFT OF AND THEFT FROM MOTOR VEHICLE

5.1 As demonstrated in Table 5 and 6 below there has been a decrease in the number of offences of theft of motor vehicle (545 down from 565) and a small increase in theft from motor vehicle (1,106 up from 1,058) in the last 12 months.

5.2 The solved rate for theft from motor vehicle has decreased slightly by 0.7% and theft of motor vehicle by 1.5%, these will be areas of focussed attention in coming months.

TOMV	Last 12 Months	Long Term Ave	% Difference (L12M to LTA)	Previous 12 months	% Difference (P12M to L12M)
Offences Recorded	545	546	-0.3%	565	-3.5%
Number Solved	36	51	-30.7%	45	-21.7%
Percentage Solved	6.6%	9.7%	-3.1%	8.1%	-1.5%

Table 5 – Theft of Motor vehicle reporting and solved Suffolk

TFMV	Last 12 Months	Long Term Ave	% Difference (L12M to LTA)	Previous 12 months	% Difference (P12M to L12M)
Offences Recorded	1106	1,189	-7.0%	1,058	4.5%
Number Solved	49	54	-9.3%	54	-9.3%
Percentage Solved	4.4%	4.6%	0.1%	5.1%	-0.7%

Table 6 – Theft from Motor vehicle reporting and solved Suffolk

5.3 Theft of Motor is generally dealt with via the Crime Co-ordination Centre (desk-based recording and allocation to resources where evidential opportunities are identified) or via the Response Investigation Teams. Improving outcomes and the standards of investigations is a Constabulary priority and subject to governance at Chief Officer (Assistant Chief Constable) level. Significant effort has taken place and is planned with front facing police officers to improve the standards of their investigations and given them tools to help them achieve better outcomes for victims. This includes in person training events over the next three months for all front facing officers.

5.4 The Roads and Armed Policing Team and Sentinel Teams continue to support operations and utilise Automatic Number Plate Recognition (ANPR) on the main roads into and out of the County, this is through the use of both Hotlists and specific taskings through daily management meetings.

6. NEIGHBOURHOOD CRIME – RETAIL THEFT/SHOPLIFTING

6.1 The force has an appointed strategic lead for retail crime, which includes retail theft and shop lifting, who holds responsibility for delivery against the National Police Chiefs' Council (NPCC) Retail Crime Action Plan monitored through the Local Policing Board.

6.2 The Constabulary is an active member of the National Retail Crime Action Group (RCAG) and, in support of local delivery, following the Suffolk Retail Crime Forum, Suffolk Constabulary has formed is first working group with the Business Improvement Districts to improve information sharing, target prolific offenders and establish supporting working groups.

6.3 Shoplifting continues to be under-reported nationally and locally with retailers adopting different criteria for reporting to the police. However, we are now seeing an increase in reporting from several national retailers who previously changed their policies in response to the National Retail Action Plan, reporting all retail crime to police and as such are seeing an upturn in overall figures.

6.4 As shown in table 7 below for the year to September 2024, Suffolk continued to record the second lowest volume of shoplifting offences per 1000 of the population nationally and is the lowest in its most similar group and remains lower than the national average. The next ONS data is not released until April 2025. The Constabulary continues to maintain a high detection rate for retail theft, when considered against other offence types.

	Last 12 M	Long-Term Avg	Difference to LTA	Previous 12m	Difference to Previous 12m
No. Recorded	3,807	3,341	13.9%	3,523	8.1%
No. Solved	1,222	1,209	1.0%	1,334	-8.4%
% Solved	32.1%	36.2%	-4.1pp	37.9%	-5.8pp

Table 7 – Retail Theft reporting and solved Suffolk

- 6.5 The number of recorded offences in Suffolk has seen an 8.1% increase in the last 12 months, versus the previous. This is significantly lower than the national increase of 23% recorded by the most recent ONS data. Force data monitoring indicates that this increase is largely attributable to retailers who have changed reporting processes. Over 81.75% of arrests were made within 2 days of offending and of these 84.52% are charged with an offence. Identification remains a barrier to enforcement and Suffolk Constabulary are working closely with retailers to improve this.
- 6.6 The Constabulary has developed a bespoke data product to drive enforcement that is able to highlight peak areas and times of demand. Recent analysis shows that Clothing, Alcohol and Food stuffs are the top three items stolen and that Saturday remains the peak day.
- 6.7 The Constabulary continues to see significant variance in evidential capture and quality between different retailers and businesses and as such is working closely with third party digital system partners to improve police access to retailer crime recording systems. This will support the identification of prolific offences, case file building and the use of the Taking into Consideration (TIC) processes.
- 6.8 Suffolk Constabulary is currently piloting a new method of investigating prolific offenders with a major UK retailer to enhance evidential capture and improve the sharing of information. We are also working in collaboration with a national crime prevention systems provider to improve information sharing between police and retailers.
- 6.9 Suffolk Constabulary continues to work closely with the NPCC National Business Crime Centre and will be an active partner in Safer Business Action Days and Weeks. The force is working closely with the national portfolio to transition to digital solutions to reporting, evidence upload and capture with the adoption of single online home and Digital Asset Management Systems.
- 6.10 The Constabulary supports the use of Criminal Behaviour Orders to target prolific offenders and has established a Retail Crime Dashboard to support local teams in identifying individuals and targeting activity. A bespoke operation is being piloted in the Southern Area which sees the most significant demand and will be rolled out force wide if successful.

7. FINANCIAL IMPLICATIONS

- 7.1 None identified.

8. OTHER IMPLICATIONS AND RISK

- 8.1 None identified.

9. CHIEF OFFICER CONCLUSION

- 9.1 The Constabulary has well developed plans and clear strategic ownership of the crime types covered in this report. There is strong evidence of effective partnership working and compliance with national strategies and actions plans when considered against NPCC portfolio lead guidance.

9.2 There have been very encouraging reductions in most crime types which is against trends in most areas of the country that is seeing increases in victimisation. The Constabulary respond well to reports made and is achieving good levels of solved crimes whilst continuing to develop service provision through appropriate investment and innovation.