



SUFFOLK CONSTABULARY

ORIGINATOR: CHIEF CONSTABLE

PAPER NO: AP25/39

SUBMITTED TO: ACCOUNTABILITY AND PERFORMANCE PANEL –
12 SEPTEMBER 2025

SUBJECT: SUPPORTING VULNERABLE VICTIMS

SUMMARY:

1. This report sets out the progress that has been made in respect of the support provided to vulnerable victims. It provides background context in respect of the service provided to victims, an update on the work ongoing to increase the delivery of the Victims' Code of Practice (VCOP) and more detailed updates in respect of the work ongoing to support the most vulnerable victims and victims of the most serious crimes.

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 The services provided to victims remain central to Suffolk Police and Crime Commissioner's Police and Crime Plan and the Chief Constable's Delivery Plan. From the first call for service, to a criminal justice outcome the Constabulary aims to deliver a service that delivers the Victims' Code and provides confidence and reassurance for victims and witnesses. Suffolk Constabulary's work in relation to victims focusses on these key elements of the Police and Crime Plan:

- Keeping people informed, and updated, once they have reported a crime;
- Ensuring compliance with the police elements of the Victim Code with a strong focus on how the force supports victims through the investigation;
- Maintaining a continued focus on tackling the crimes which constitute Violence Against Women and Girls (VAWG).

1.2 The service to victims is overseen through the Supporting Victims Group which is chaired by the Head of Justice Services, and this group is a sub-group of the Investigation Standards Board chaired by the Assistant Chief Constable, Local Policing.

1.3 The service provided to victims varies according to need and this paper sets out the work that is ongoing in particular in relation to VAWG, domestic abuse, rape and serious sexual offences and hate crime. These and other specialist areas of crime are managed within the Crime, Safeguarding and Investigation Management Command.

1.4 The Victims and Prisoners Bill received Royal Assent in May 2024, and a formal commencement date is awaited from the new Government. The aims of the Bill include raising awareness of the Victims' Code and requiring improvement to agency compliance which in turn should improve victims' experience of the justice system. It is important that criminal justice partners work together to ensure effective service to victims throughout the criminal justice process. Through the Local Criminal Justice Board Suffolk, Constabulary works closely with its criminal justice partners to provide effective services to victims.

1.5 Whilst the partnership is strong, there are significant challenges within the criminal justice system locally as well as nationally. Court backlogs continue to be significant for the county and delays are emerging in the Magistrates as well as the Crown Courts. This issue continues to be actively monitored through the Local Criminal Justice Board and through representation by the National Police Chief Council Criminal Justice Leads. The Constabulary's Victim and Witness Care Unit provides updates to those whose cases are awaiting trial and, with so many more cases in the system, their work has increased significantly. Additional resources have been provided and are likely to be needed until well into 2025.

2. NORFOLK AND SUFFOLK CONSTABULARIES SUPPORTING VICTIMS SUBGROUP

2.1 The Supporting Victims Subgroup is made up of representatives from various departments and includes colleagues from the Office of the Police and Crime Commissioner for Suffolk.

2.2 The aim of the subgroup is to oversee the delivery of the Victims' Code and to ensure that victims and witnesses are supported through the criminal justice process from first point of contact, ensuring their needs are met and that they receive a consistent, good quality service.

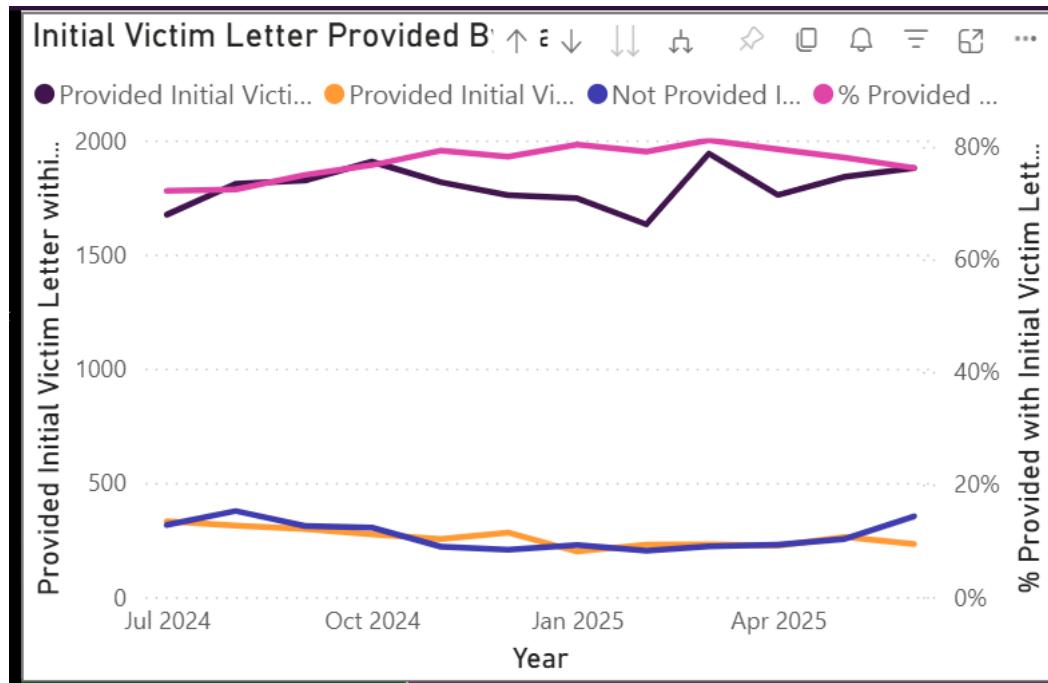
3. VICTIMS CODE AND COMPLIANCE FRAMEWORK

- 3.1 The Victims and Prisoners Act places a legislative requirement on all police forces and other criminal justice bodies, to collect information, both quantitative and qualitative, to review their compliance with the Victims' Code, to drive improvements to services provided to victims.
- 3.2 Following the national metrics pilot that took place between May-July 2024, the Ministry of Justice (MOJ) has been considering next steps. They have confirmed that the Final Metrics for which policing will have to report on will not be confirmed until early 2026 with a second pilot before formal reporting will begin in April 2027.
- 3.3 Current Constabulary data on all victims' rights is collated into a specific Victims Code dashboard. This dashboard secures data automatically from the Constabulary Crime and Intelligence system, Athena. The Constabulary reviews performance against the victim's code at monthly force performance meetings. Managers can also access the dashboard to monitor the performance of their teams in respect of VCOP compliance. The Dashboard will be updated to support the new Victims Code metrics for reporting in 2027 once the metrics have been confirmed.
- 3.4 Whilst the Constabulary contributes to all the rights in some way, for the purpose of accountability and recording, only rights 1 to 9 are assessed and contribute to compliance however rights 8 and 9 are generally the responsibility of the Witness Care Unit and not the Officer in the case.
- 3.5 The overall Victims Code compliance across Suffolk Constabulary between 1st July 2024 to 30th June 2025 is 81.90% across Rights 2-7.
- 3.6 The Supporting Victims Subgroup have identified areas of priority with a view to improving compliance in three areas specifically. These are: Requirement to offer a Victim Personal Statement (Right 7), to provide key investigative updates in a timely manner to victims of crime (Right 6), and to provide written acknowledgements to victims that their crimes have been recorded (Right 3). Further planned training in the New Victims' Code will support improved compliance once the metrics have been finally confirmed but good progress has been made in Suffolk in these Areas of compliance with daily reminder briefings around the Victims Code.

Right 3 – Initial Victim Letter provided within 5 days

Suffolk Compliance 88.53%

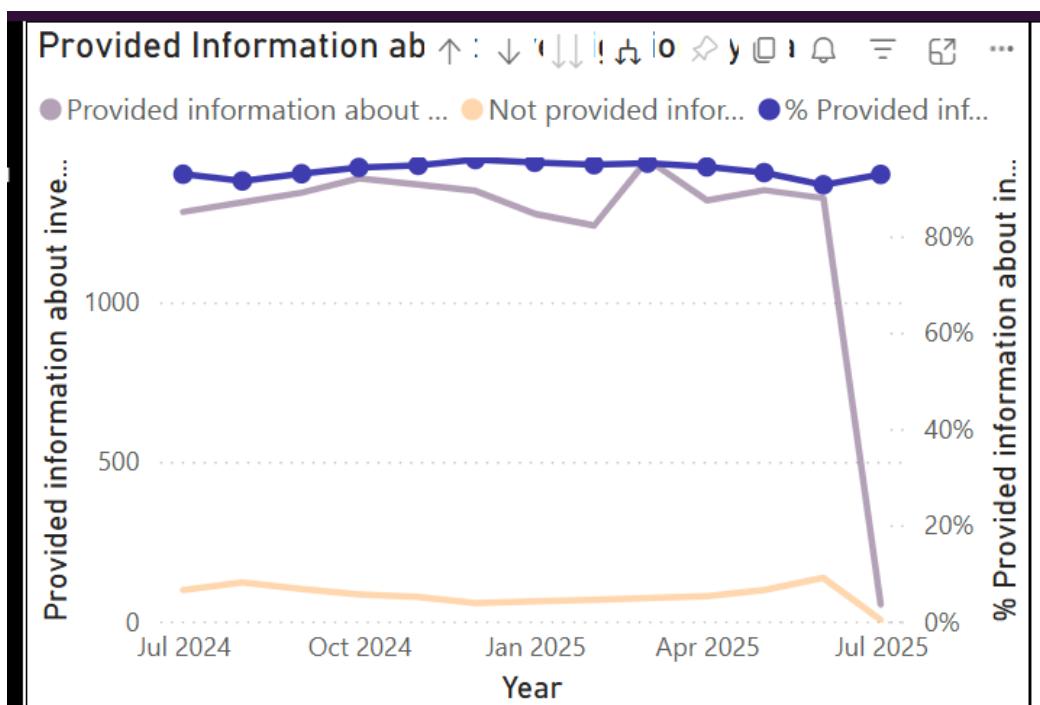
1st July 2024 – 30th June 2025



Right 6 - Provided with key updates on the investigation

Suffolk Compliance 93.94%

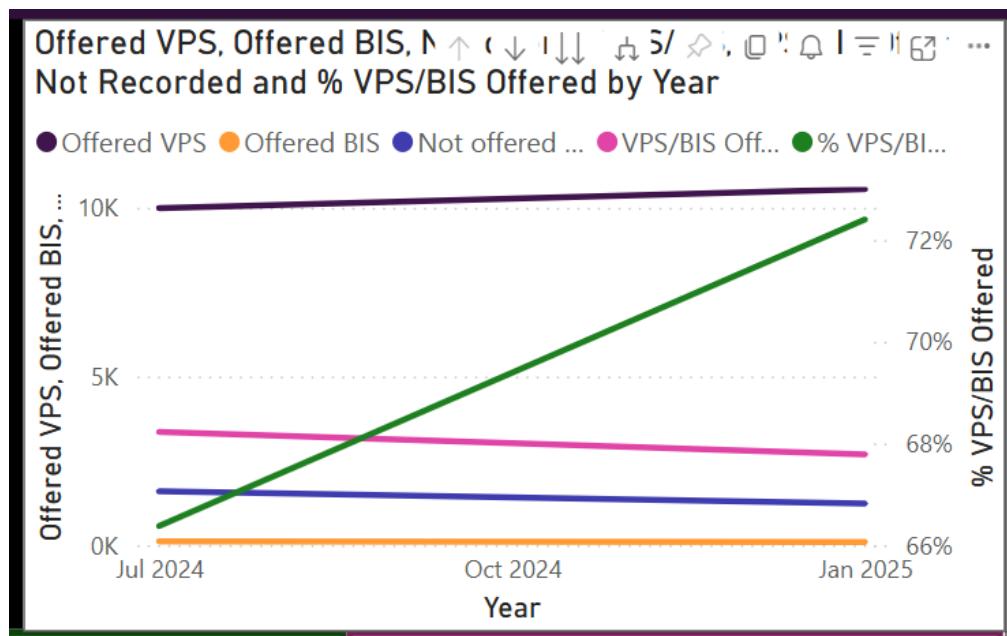
1st July 2024 – 30th June 2025



Right 7 - Victim Personal Statement (VPS) Offered

Suffolk Compliance 69.40%

1st July 2024 – 30th June 2025



3.7 The Constabulary's Witness Care Unit continues to carry heavy workloads of over 100 - 200 cases per witness care officer due to Crown and Magistrates Court backlogs. Court data shows cases are still growing in both the magistrates and Crown Courts. Additional work for the team is also being created by the courts cancelling court and rescheduling cases due to their summer schedule. These changes impact Victims & witnesses. A Witness Care review is being completed by Chief Inspector Howes to look at working practices including exploration of automation opportunities.

3.8 On 1st October 2025 a new Provider for Victim Support Services Catch 22 will be taking over the contract for Norfolk and Suffolk Victim Services (NSVS). Work will continue with the current providers Victim Support and Catch 22 to look at the top 10 repeat victims in Suffolk to utilise opportunities to enhance support these Victims.

4. VIOLENCE AGAINST WOMEN AND GIRLS (VAWG)

4.1 Violence against Women and Girls (VAWG) is an umbrella term that covers a range of offences that disproportionately impact on women and girls, such as domestic abuse, sexual offences, stalking and harassment, female genital mutilation and forced marriage. VAWG is a societal issue that requires a whole system approach. Working together with partner agencies through the Safer Stronger Communities Board (SSCB) is crucial to the local response. A new strategy was published in April 2025 to prioritise areas over the next 3 years. The strategy is called Ending Violence against Women and Girls + and can be found [Suffolk VAWG Strategy 2025-28](#)

4.2 A county wide action plan that has been in place since 2022 and is being redrafted to align to the new strategy to ensure that the partnership response to VAWG remains focused, current, and working towards the Suffolk vision of playing their part in preventing VAWG and supporting victims.

4.3 The Rape Scrutiny Panel continues to meet quarterly, reviewing rape investigations. The panel focuses on investigations where police have decided on No Further Action. It is attended by the Crown Prosecution Service (CPS), Survivors in Transition, Independent Sexual Violence Advisers (ISVA's), Children and Young People's Services (CYPS) and Health. Investigations are reviewed by the panel to establish:

- Whether they have been sufficiently progressed
- Any missed opportunities
- Appropriate victim support
- Whether the investigation should have been referred to the CPS

4.4 The National Domestic Abuse Joint Justice Action Plan has been implemented and there is a now a Domestic Abuse Joint Operational Information Meeting (DAJOIM) with both police and CPS in attendance, replicating the RASSO JOIM. This seeks to identify and remove any barriers to successful prosecutions.

4.5 In 2022, the HMICFRS received a super complaint from the Suzy Lamplugh Trust in relation to the police response to Stalking and Harassment. Following review, a series of recommendations were made. In November 2024 Suffolk Constabulary published an action plan to address the recommendations [Stalking Action Plan | Suffolk Constabulary](#).

5. **DOMESTIC ABUSE**

Investigations Recorded

5.1 Figure 1 below illustrates the number of domestic abuse investigations and non-crime incidents recorded from 1 January 2019 to the end of June 2025. Over the past 12 months, recorded domestic abuse crimes have decreased, sitting 7.5% below the three-year average, with an average of 631 crimes per month. However, there has been a noticeable rise in reports between March and June, compared to the previous two quarters. Non-crime investigations have increased over the same 12-month period, averaging 604 per month — a 7.7% rise above the three-year average

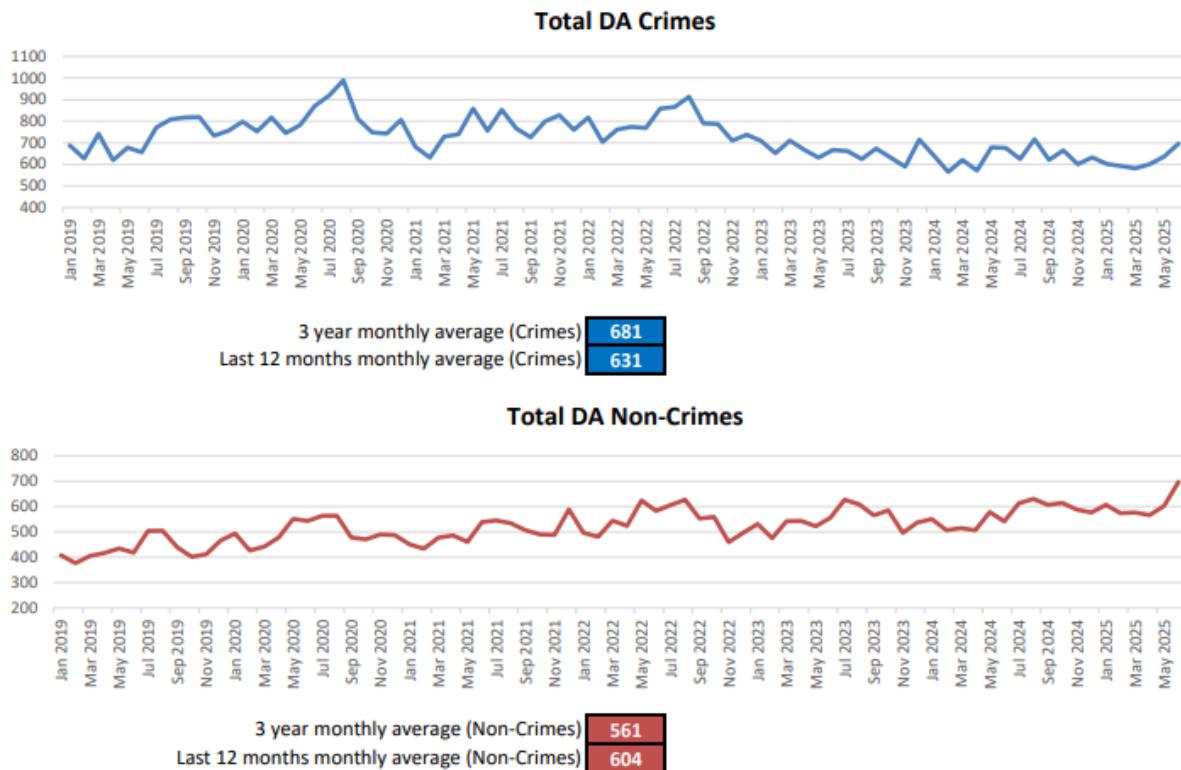


Fig1 DA crimes and Non-crimes June 2019 – November 2024

Positive Action and Outcomes

5.2 Positive action is counted where a suspect has been recorded as 'arrested' or 'interviewed'. The number of arrests has been consistently strong over the last 12 months and the Constabulary are consistently above other Most Similar Group forces with the number of positive actions recorded.

5.3 The solved rate for domestic abuse crimes over the past 12 months was 13.0%. While this reflects a slight decrease in the percentage compared to the previous report, the actual number of solved cases increased from 942 to 963 during the same period. Chart 6 below illustrates performance trends from April 2024 to June 2025 (although the numbers counted are from June to June).

Quarter	Month	Outcome Type								*Of which Outcome 20 (Further action undertaken by another agency)	Solved Rate
		Positive (Outcomes 1-8)		Victim Supports but evidential difficulties (Outcome 15)		Victim Does Not Support (Outcome 16)		Other (Outcomes 9-14, 17-22)*			
		Count	%	Count	%	Count	%	Count	%	Grand Total	
Q1 2024	Apr 2024	72	13%	164	29%	270	47%	63	11%	569	12.6%
	May 2024	70	11%	177	27%	309	47%	96	15%	652	10.3%
	Jun 2024	78	13%	158	25%	304	49%	81	13%	621	11.6%
Q1 2024 Total		220	12%	499	27%	883	48%	240	13%	1842	11.4%
Q2 2024	Jul 2024	72	11%	164	26%	312	50%	82	13%	630	11.6%
	Aug 2024	86	13%	158	24%	340	51%	82	12%	666	12.0%
	Sep 2024	59	10%	152	26%	317	53%	67	11%	595	9.5%
Q2 2024 Total		217	11%	474	25%	969	51%	231	12%	1891	11.0%
Q3 2024	Oct 2024	83	12%	169	25%	312	47%	102	15%	666	12.5%
	Nov 2024	86	13%	127	20%	341	53%	85	13%	639	14.3%
	Dec 2024	91	15%	149	24%	327	52%	59	9%	626	14.4%
Q3 2024 Total		260	13%	445	23%	980	51%	246	13%	1931	13.7%
Q4 2024	Jan 2025	86	13%	158	23%	355	52%	79	12%	678	14.3%
	Feb 2025	74	13%	122	22%	299	53%	65	12%	560	12.5%
	Mar 2025	90	15%	127	21%	302	51%	72	12%	591	15.5%
Q4 2024 Total		250	14%	407	22%	956	52%	216	12%	1829	14.1%
Q1 2025	Apr 2025	82	14%	137	23%	312	52%	64	11%	595	13.6%
	May 2025	77	14%	127	23%	285	51%	75	13%	564	12.1%
	Jun 2025	77	13%	137	24%	300	52%	66	11%	580	11.1%
Q1 2025 Total		236	14%	401	23%	897	52%	205	12%	1739	12.3%

Table 1 DA Crime Outcomes in Suffolk 2023 - 2024

Use of Ancillary Orders

5.4 A Domestic Violence Protection Notice (DVPN) is an emergency non-molestation and eviction notice which can be issued by the police to a perpetrator. Because the DVPN is a police-issued notice, it is effective from the time of issue, thereby giving the victim the immediate support they require in such a situation. Within 48 hours of the DVPN being served on the perpetrator, an application by police to a magistrates' court for a Domestic Violence Protection Order (DVPO) must be heard. A DVPO can prevent the perpetrator from returning to a residence and from having contact with the victim for up to 28 days. Suffolk makes consistent use of DVPNs over time, with the average of 8 issued per month. 81% of those are granted as DVPO's at the Magistrates' court.

5.5 Stalking Protection Orders (SPOs) were introduced in January 2020. In early 2024 an officer within the Crime Coordination Centre was assigned as a Single Point of Contact for improving the use of these orders. There has been work conducted with the retained solicitor's company to ensure that the applications are of sufficient quality for an order to be granted.

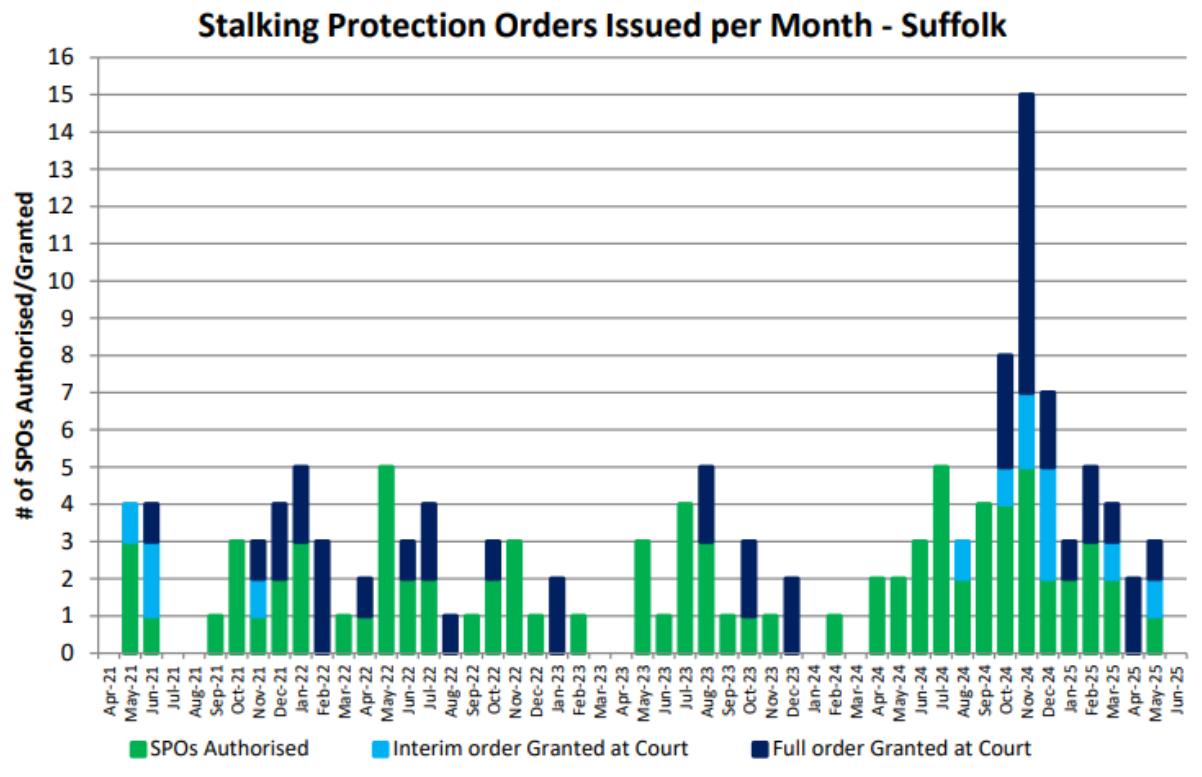


Fig 2 – Stalking Protection Order use in Suffolk 2021 – 2024

Domestic Violence Disclosures Scheme (DVDS) - (Clare's Law)

5.6 The Domestic Violence Disclosure Scheme (DVDS), commonly referred to as “Claire’s Law”, and the Child Sex Offender Disclosure Scheme (CSODS), known as “Sarah’s Law”, were legislated in 2014 and 2011 respectively. Over time, public awareness of both schemes has grown, and are now routinely considered as part of our daily business. Disclosures can be initiated by police or other professionals under the “Right to Know” (RTK) process, or by members of the public through a “Right to Ask” (RTA) application, either for themselves or on behalf of someone else.

5.7 Applications under both schemes have steadily increased, particularly for DVDS. In 2022, there were 819 DVDS applications, increasing year on year to 1,495 in 2024. As of June 2025, there have already been 890 applications indicative of another likely year-on-year rise. Figure 3 below illustrates the upward trend in applications, reflecting both growing public confidence in the schemes and our continued commitment to their use.

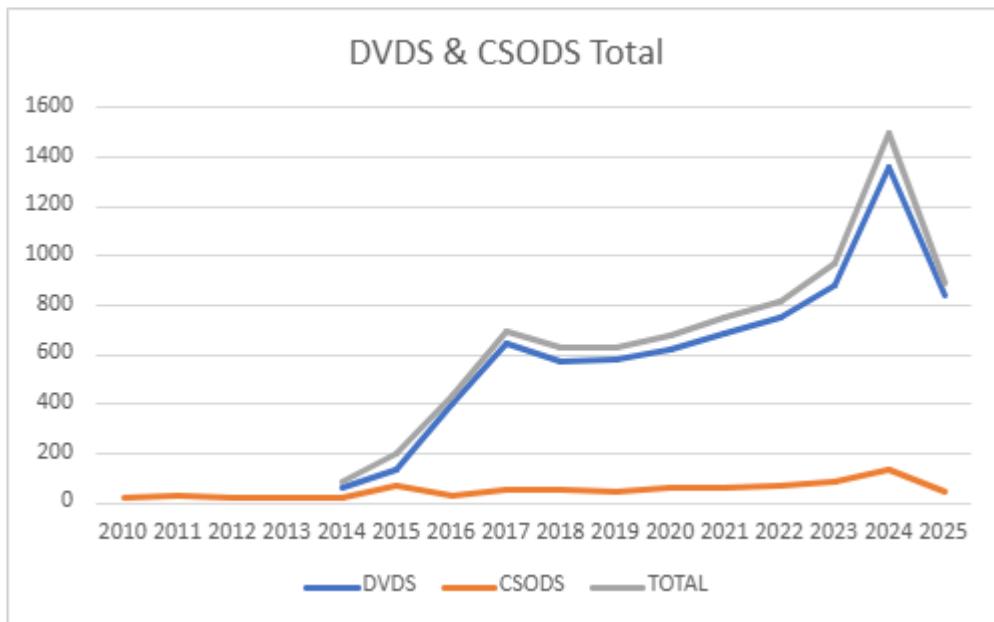


Fig 3- DVDS and CSODS use in Suffolk 2010 - 2025

6. RAPE AND SERIOUS SEXUAL OFFENCES (RASSO)

- 6.1 Op Soteria self-assessment plan has been completed charting progress of the project to date. The document has been submitted to the Op Soteria Central Team for onward submission to the Home Office. This will form the basis of the Central Soteria Team visit when they will attend Suffolk for a full assessment of progress to date. Local meetings continue with the pillar leads and the Project Manager to record updates and monitor progress.
- 6.2 Work has been on going across the six pillars, with strong progress noted in each area. The roll out of the National Operating Model Products will be the primary focus of the implementation plan moving forward.
- 6.3 Monthly Police RASSO lead and regional Crown Prosecution Service (CPS) RASSO lead meetings are now in place, the frequent changes of District Crown Prosecutors in CPS have disrupted continuity and delayed some of the improvement work. At an operational level, joint training has been delivered, and communication between police and CPS is improved. The constabulary continues to monitor progress through structured governance, proactive engagement, and shared learning initiatives.
- 6.4 Suffolk Constabulary have continued to improve the solved rate for RASSO offences, increasing from 5.3% to 9.4% over the last 12 months. Alongside embedding of the Op Soteria principles, there has also been a concerted effort on reducing the number of criminal investigations over 12 months old and on seeking early investigative advice from CPS for new investigations.
- 6.5 The 3-Day National Soteria CPD has been successfully rolled out to all RASSO Investigators, 90% of RASSO investigators having completed the training. Those who have not yet attended are recent additions to the teams and the training will form part of their onboarding. The First Responder training package is currently being delivered to the Response Investigation Teams (RIT), this is being delivered by Safeguarding Investigation Unit (SIU) staff who have expert knowledge of Op Soteria principles.

Supporting vulnerable victims	Last 12M	Previous 12M	Diff against Previous 12m	Long-term average	Diff against long-term average
RASSO					
<i>Crime volume</i>	1,920	2,004	↓4.2%	2,097	↓8.5%
<i>Solved rate</i>	9.4%	5.3%	↑4.1pp	6.7%	↑2.8pp
<i>Solved number</i>	181	107	↑69.2%	138	↑30.4%
<i>Charged rate</i>	8.2%	4.7%	↑3.5pp	6.0%	↑2.2pp
<i>Charged number</i>	158	95	↑66.3%	126	↑25.0%
<i>Investigation not possible</i>	2.1%	3.2%	↓1.1pp	2.4%	↓0.3pp
<i>Victim not ready to support</i>	44.3%	45.7%	↓1.4pp	48.1%	↓3.8pp
<i>Evidential difficulties</i>	63.6%	60.8%	↑2.8pp	60.5%	↑3.1pp
<i>Live investigations</i>	661				
<i>Non recent</i>	25.9%	26.6%	↓0.7pp	26.2%	↓0.3pp
<i>SARC referrals - Child (0-17)</i>	85				
<i>SARC referrals - Adult (18+)</i>	261				

Data up to end of June 2025

Table 2 – Rape and Serious Sexual Offence data for Suffolk

Supporting vulnerable victims	Last 12M	Previous 12M	Diff against Previous 12m	Long-term average	Diff against long-term average
Child Sexual Abuse					
<i>Crime volume</i>	826	886	↓6.8%	1042	↓20.7%
<i>Solved rate</i>	15.3%	12.4%	↑2.8pp	12.5%	↑2.8pp
<i>Solved number</i>	126	110	↑14.6%	127	↓1.0%
<i>Charged rate</i>	13.7%	11.2%	↑2.5pp	11.2%	↑2.5pp
<i>Charged number</i>	113	99	↑14.1%	113	↓0.9%
<i>Victim not ready to support</i>	30.3%	35.7%	↓5.4pp	35.1%	↓4.8pp
<i>Investigation not possible</i>	1.9%	3.3%	↓1.3pp	2.5%	↓0.6pp
<i>Non recent CSA</i>	28.6%	26.4%	↑2.2pp	26.7%	↑1.9pp

Data up to end of June 2025

Table 3 – Child Sexual Abuse Offence data for Suffolk

- 6.6 The volume of reported Child Sexual Abuse offences has continued to decline; however, when compared with the previous APP, the rate of reduction appears to have levelled off. There has been an increase in the number of solved investigations over the last 12 months.
- 6.7 The Sexual Assault Referral Centre (SARC) contract with Mountain Health Care has been in place 18 months. Both the SARC manager and the regional manager posts have been filled.
- 6.8 The New SARC was due to open in August 2025, however this has been delayed slightly and should now open in September 2025. The October deadline for ISO accreditation will be missed, this will require notification on all forensic reports to the Court from October. This matter is in the hands of Mountain Healthcare to achieve.

7. HATE CRIME

- 7.1 The constabulary maintains a Hate Crime Delivery Plan aligned to the College of Policing Authorised Professional Practice (APP) for Hate Crime. This plan was transferred from the Southern Area Command towards the end of this period and is now overseen by the County Partnership and Prevention Hub (CPPH).
- 7.2 Suffolk Constabulary are represented at the Southeast Regional Hate Crime Forum and meet with regional force colleagues every quarter to discuss working practices, community tensions by exception and sharing best practice.

- 7.3 The force policy was updated during this period to ensure that internal staff and officer grievance processes relating to Non-Crime Hate Incidents (NCHI) are recorded and managed in line with national guidance and complimentary NCHI guidelines.
- 7.4 Suffolk Constabulary continues to develop its response to Hate Crime in sporting events and has updated its briefing products to reflect this and is working to achieve consistency in force planning and response by commanders during the next period.
- 7.5 Statistical data relating to hate crimes is compiled by analysts and shared both internally and with partners via the Community Safety Partnerships. This is shared every quarter and provides a breakdown of crimes and incidents, crime types, location types, victims, suspects, and crime outcomes.
- 7.6 Figure 4 below shows the crimes and incidents by quarter and provides a breakdown according to investigation type. It remains that there is no legal requirement for an individual to disclose the specific element of the protected characteristic and therefore there are some challenges in interpreting the data.
- 7.7 Suffolk has seen a slight increase in reporting of racial hate crimes during this reporting period. This is a continuing trend from Q3 2023/2024 which coincides with international conflicts however, the overall volume remains lower than historical averages. Racial abuse continues to be the most reported type of hate crime.

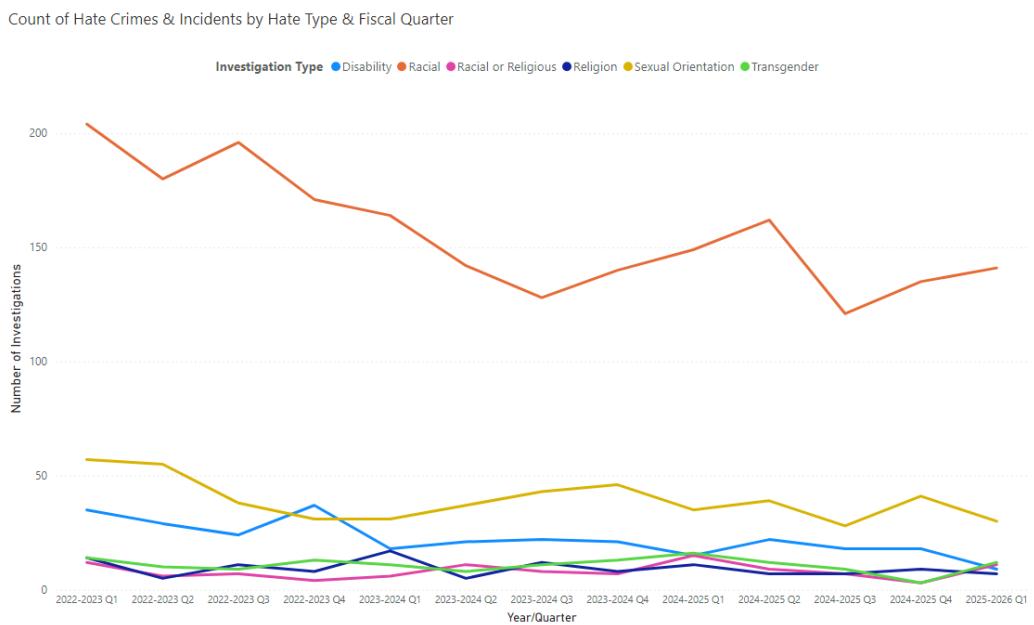


Fig 4 – Hate Crime in Suffolk

- 7.8 Hate Crime is a core responsibility of our Community Policing Teams (CPT), supported by the County Partnership and Prevention Hub (CPPH) Suffolk and a Diverse Communities Coordinator.
- 7.9 Vulnerability, Victims, Offenders and Locations (VVOL) data and the Hate Crime Dashboard provide community policing teams the ability to identify different trends in hate crime and implement problem solving responses. Problem Solving Plans (PSPs) and Police Activity Logs (PALs) are recorded to support the policing response and are scrutinised at a Monthly Intelligence Meeting (MIM) each month.
- 7.10 The force has a Diverse Communities Coordinator within CPPH who works to build on existing relationships, developing new links with hard-to-reach communities and improving

Constabulary investigation standards. They are a subject matter expert for the force and policing teams including hate crime recording and management; supporting victims and communities subject of hate crime; and supporting problem solving.

- 7.11 The Diverse Communities Coordinator reviews all Hate Crimes and all Non-Crime Hate Incidents (NCHI) to assess the standard of recording and investigation. This not only ensures compliance with College of Policing and Home Office Guidelines, but also ensures that victim referrals have been made, expert advice provided and any trends identified.
- 7.12 During the next reporting period CPPH will be increasing scrutiny to Hate Crime (including the exploration of partner involvement).
- 7.13 Proactive engagement with vulnerable and diverse communities is undertaken by CPT Officers, supported by the Diverse Communities Coordinator. These engagements intend to increase confidence and reporting and are subject of scrutiny at the Neighbourhood Policing Working Group.
- 7.14 Data accuracy for Hate Crime remains a priority nationally due to challenges in the availability of information regarding protected characteristics. Victims are often reluctant to disclose voluntary information and as such the Constabulary, through CPTs and the Diverse Community Coordinator are working to build confidence within communities to improve these disclosures locally.

8. MODERN SLAVERY AND HUMAN TRAFFICKING (MHST)

- 8.1 Suffolk Constabulary has Victim Liaison Officers (VLOs) across the three localities. These officers are trained to provide enhanced support when victims are either first encountered or required to assist with ongoing investigations where additional support and rapport building would be beneficial. The VLO's have continued to assist investigations either as first responders or during the ongoing process. The VLO's and the Constabulary Modern Slavery and Vulnerable Communities Advisor also have access to the victim navigator network provided through the Eastern Region Special Operations Unit (ERSOU). The VLO initiative is being reviewed later in 2025 with a view to considering future demand requirements and ongoing support of the officers trained.
- 8.2 A Modern Slavery and Vulnerable Community Advisor continues to provide support and training to frontline officers and staff in various departments using training packages of varying duration and detail all of which are illustrated by Suffolk examples encompassing Modern Slavery and Organised Immigration Crime. The joint work with the Unaccompanied Asylum-Seeking Children Team continues with thirty new Unaccompanied Asylum-Seeking Children (UASC) arrivals into Suffolk since January 2025 both through the National Transfer Scheme (NTS) and spontaneous arrivals.
- 8.3 The Advisor continues to be proactive in supporting multi-agency visits to local businesses and communities highlighting the signs and indicators but also providing advice, support, and signposting to those affected. The adviser is proactive in developing/applying local, regional and national intelligence, in synergy with statutory requirements and guidance, to inform working with frontline staff. This includes ad-hoc provision of advice through to instigating and providing support during days of action, accompanying staff on visits to provide 'at scene' Modern Slavery tactical input.
- 8.4 Operational staff across Suffolk Constabulary continue to be signposted to briefings and training around the National Referral Mechanism (NRM) process for victims of MSHT. Demand reduction staff administer this process. Changes to the Statutory Guidance are reviewed,

summarised, and disseminated to all staff expeditiously, highlighting that the objective factors requirement in the reasonable grounds process has been removed, replaced by specific evidence which should be relied upon for an appropriate decision to be made. Joint training with key partners has been delivered, with a reviewed process to ensure the early sharing of NRM details between agencies where appropriate to do so.

- 8.5 Officers continue to identify potential victims of modern slavery and exploitation during the investigative stage. Many investigations are linked to criminal activities such as drug supply, labour exploitation, sexual exploitation, money laundering/fraud, Immigration offences etc. The Constabulary Scorpion Teams regularly conduct intelligence led visits in connection to concerns regarding sexual exploitation seeking to provide support and reduce vulnerability while locally led or multi agency-based interventions target other areas of interest. The grey economy is also subject of operational activity in line with National and Regional taskings. As an example, since January 2025, the Constabulary has carried out fifteen multi agency days of action with Immigration Compliance and Enforcement (ICE) Teams with others planned.
- 8.6 The intranet page for MSHT has been redesigned making it easier for staff to access support and guidance when dealing with victims. This continues to be reviewed and updated with current guidance.
- 8.7 NRM figures have increased Nationally over the last 12 months, a trend not reflected in Suffolk which have remained consistent in numbers. Also, Nationally MS offence figures have increased with Suffolk showing a reduction in identified offences.

9. FINANCIAL IMPLICATIONS

- 9.1 None.

10. OTHER IMPLICATIONS AND RISKS

- 10.1 None

11. CHIEF OFFICER CONCLUSION

- 11.1 This report outlines Suffolk Constabulary's continued efforts to support vulnerable victims, with a strong focus on compliance with the Victims' Code of Practice (VCOP). Key areas of progress include improved compliance rates for victim communications and updates, although further work is needed to enhance the offering of Victim Personal Statements. The Constabulary's Victim and Witness Care Unit is managing increased workloads due to ongoing court backlogs, with additional resources allocated and a review underway to explore automation opportunities.
- 11.2 Targeted initiatives have been implemented across domestic abuse, rape and serious sexual offences (RASSO), hate crime, and modern slavery. Notable achievements include rising solved rates for RASSO cases, consistent use of protective orders in domestic abuse cases, and proactive engagement with diverse communities to improve hate crime reporting. The upcoming transition to a new victim support provider and the delayed opening of the new Sexual Assault Referral Centre (SARC) are also highlighted. Overall, the report reflects a comprehensive and evolving strategy to enhance victim support services across Suffolk.