



SUFFOLK CONSTABULARY

ORIGINATOR: CHIEF CONSTABLE

PAPER NO: AP26/12

SUBMITTED TO: ACCOUNTABILITY AND PERFORMANCE PANEL –
6 MARCH 2026

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.

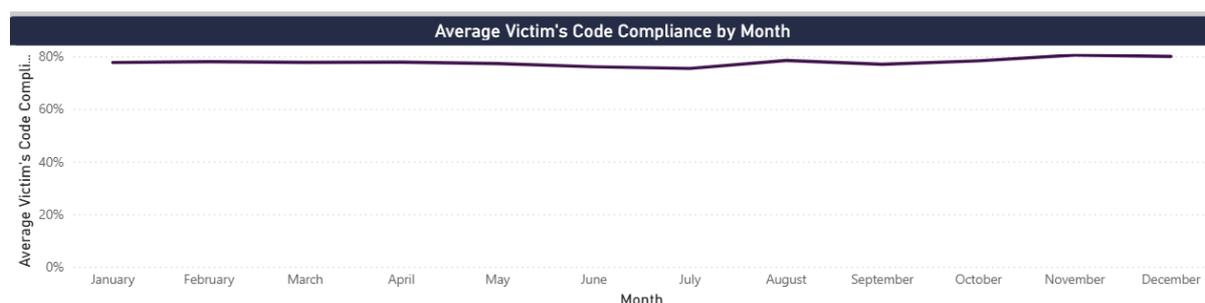
2. NORFOLK AND SUFFOLK CONSTABULARIES SUPPORTING VICTIMS' SUBGROUP

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.

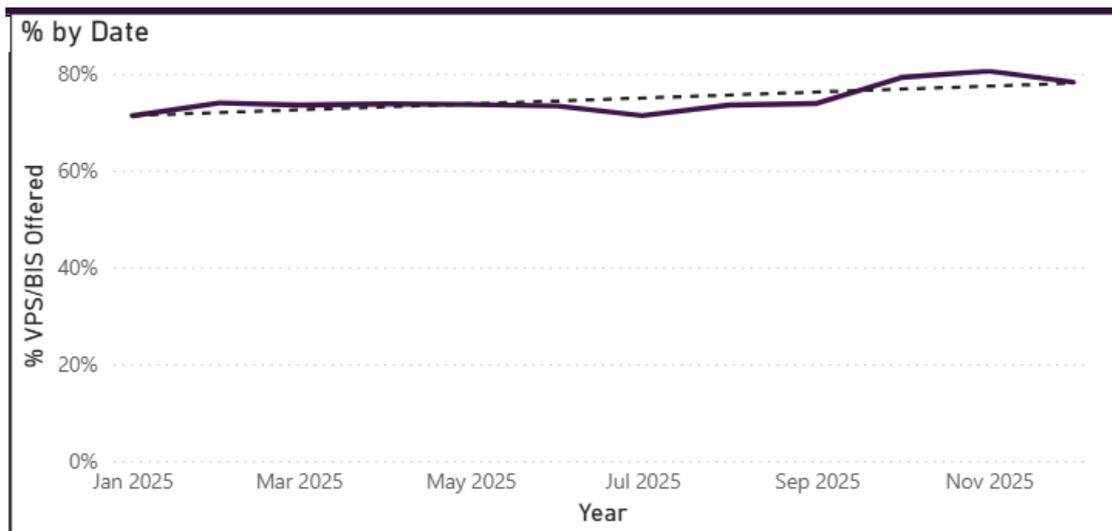
3. VICTIMS CODE AND COMPLIANCE FRAMEWORK

- 3.1 The Victims and Prisoners Act place 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. New Draft Measures have been published which will require consultation and a further review. The metrics are still subject to spending review allocations and ministerial sign off. The reporting period is due to commence in April 2027. However, the abolishment of the PCC's could delay the reporting framework from 2027 into 2028.
- 3.3 Final Decisions reference a Cross System Survey for Victim Feedback is still being considered by the MOJ.
- 3.4 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 Victims Code compliance. The Dashboard will be updated to support the new Victims Code metrics for reporting in 2027 / 2028 once the metrics have been confirmed.
- 3.5 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 (VAWS) and not the Officer in the case.
- 3.6 The overall Victims Code compliance across Suffolk Constabulary between 1st January 2025 to 31st December 2025 for Rights 1-7 was 83.57%



- 3.7 The Supporting Victims Subgroup have identified one priority area to look at with a view to support improving compliance. This is Requirement to offer a Victim Personal Statement (Right 7). Further planned training in the New Victims' Code will support improved compliance once the metrics have been confirmed.

Right 7 - Victim Personal Statement (VPS) Offered - Suffolk Compliance
74.70% (January 1st 2025 to December 31st 2025)



3.8 The Constabulary’s Witness Care Unit (VAWS) continues to carry heavy workloads of over 300 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. These changes impact Victims & witnesses. A Witness Care review has been completed, and the Team changed its working practises as from 5th January 2026 to a One Team approach from 3 separate teams to support the additional workloads. This review also created additional permanent staff within the Team to support the workloads.

3.9 On 1st October 2025 a new Provider for Victim Support Services Catch 22 took over the contract for Norfolk and Suffolk Victim Services (NSVS). Work has commenced with Catch 22 to look at the top 10 repeat victims in Suffolk to utilise opportunities to enhance support for these Victims to support reduced re-victimisation.

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 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 December 2025. Over the past 12 months, recorded domestic abuse crimes have decreased, sitting 3% below the three-year average, with an average of 629 crimes per month. Non-crime investigations have increased over the same 12-month period, averaging 635 per month — a 9% rise above the three-year average

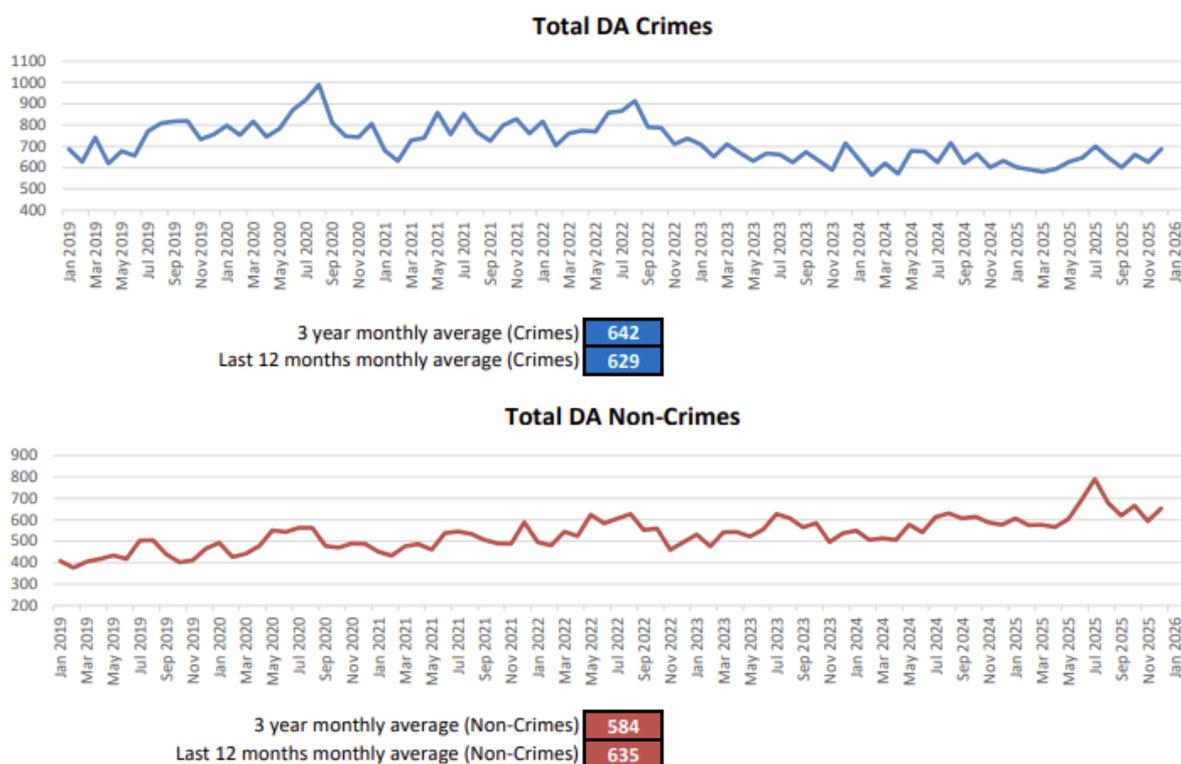


Fig1 DA crimes and Non-crimes Jan 2019 – December 2025

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. Positive action rate is currently 52.7% for the last 12 months, with non-crimes accounting for over 50% of reported domestic matters the positive action rate, this is a good reflection.
- 5.3 The solved rate for domestic abuse crimes over the past 12 months was 13.4%. While this reflects a slight increase in the percentage compared to the previous report, the actual number of solved cases increased from 963 to 1,013 during the same period. Chart 6 below illustrates performance trends from October 2024 to December 2025.

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)*		Grand Total	Count		%
		Count	%	Count	%	Count	%	Count	%				
Q3 2024	Oct 2024	84	13%	171	26%	313	47%	100	15%	668	42	6%	12.6%
	Nov 2024	86	13%	126	20%	341	53%	86	13%	639	34	5%	14.3%
	Dec 2024	92	15%	151	24%	327	52%	59	9%	629	29	5%	14.6%
Q3 2024 Total		262	14%	448	23%	981	51%	245	13%	1936	105	5%	13.8%
Q4 2024	Jan 2025	86	13%	159	23%	357	52%	79	12%	681	24	4%	14.3%
	Feb 2025	74	13%	120	21%	299	53%	66	12%	559	30	5%	12.5%
	Mar 2025	88	15%	131	22%	302	51%	71	12%	592	38	6%	15.2%
Q4 2024 Total		248	14%	410	22%	958	52%	216	12%	1832	92	5%	14.0%
Q1 2025	Apr 2025	82	14%	138	23%	311	52%	64	11%	595	36	6%	13.8%
	May 2025	75	13%	128	23%	285	51%	76	13%	564	39	7%	12.0%
	Jun 2025	75	13%	141	24%	300	52%	66	11%	582	26	4%	11.7%
Q1 2025 Total		232	13%	407	23%	896	51%	206	12%	1741	101	6%	12.5%
Q2 2025	Jul 2025	86	13%	128	19%	356	53%	96	14%	666	43	6%	12.3%
	Aug 2025	98	16%	126	20%	321	52%	75	12%	620	33	5%	15.2%
	Sep 2025	96	15%	128	21%	322	52%	78	13%	624	39	6%	16.0%
Q2 2025 Total		280	15%	382	20%	999	52%	249	13%	1910	115	6%	14.5%
Q3 2025	Oct 2025	96	15%	137	21%	326	51%	86	13%	645	35	5%	14.5%
	Nov 2025	68	12%	133	23%	293	52%	73	13%	567	32	6%	10.9%
	Dec 2025	89	14%	144	23%	322	51%	73	12%	628	44	7%	12.9%
Q3 2025 Total		253	14%	414	23%	941	51%	232	13%	1840	111	6%	12.8%

Table 1 DA Crime Outcomes in Suffolk 2024 - 2025

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. 86% of those are granted as DVPO’s at the Magistrates’ court. There is a program of training taking place to improve the use of DVPN/O’s.
- 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 and there is a year-on-year increase in applications for SPO’s.

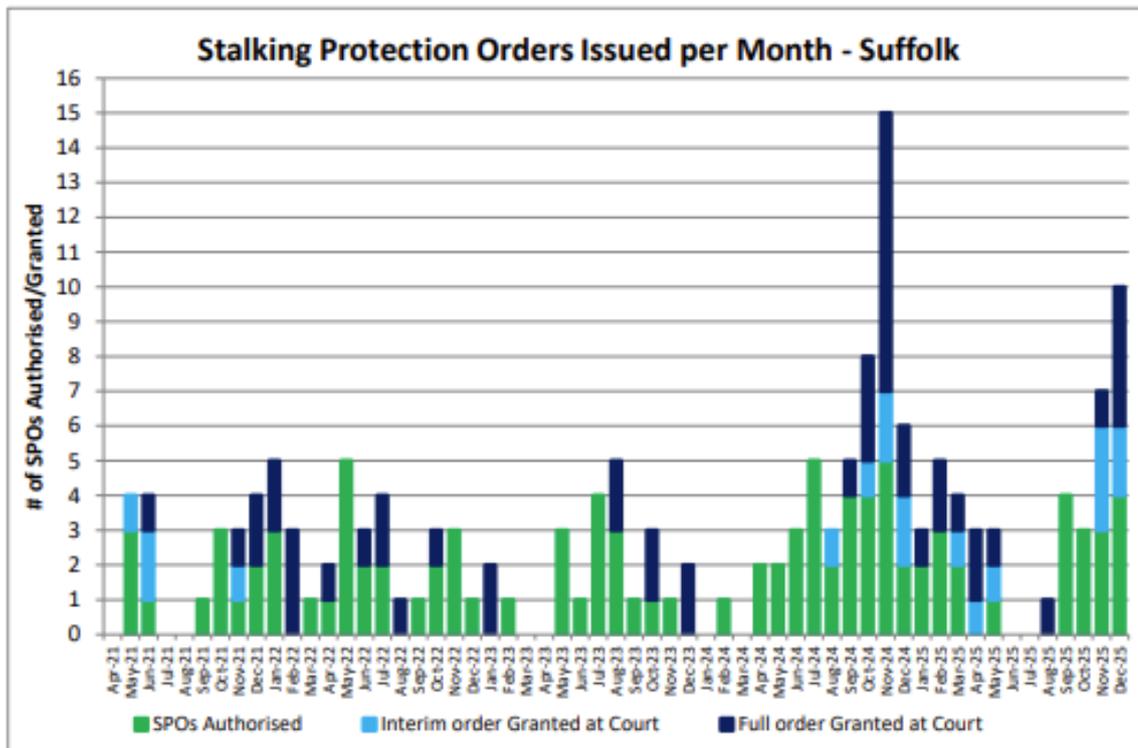


Fig 2 – Stalking Protection Order use in Suffolk 2021 – 2025

Domestic Violence Disclosures Scheme (DVDS) - (Claire’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 Recent media releases during white ribbon have provided clarity to the public about the types of applications that are accepted. One recipient of a DVDS disclosure, who was in the early stages of a relationship, commented that the service was such good information to have and said “What an amazing service you provide.”
- 5.8 Applications under both schemes have steadily increased, particularly for DVDS. In 2022, there were 819 DVDS applications, increasing year on year to 1888 in 2025. This is an overall rise in applications of 27% from 2024 and an increase of 839% over a ten-year period. Figure 3 below illustrates the upward trend in applications, reflecting both growing public confidence in the schemes and our continued commitment to their use.

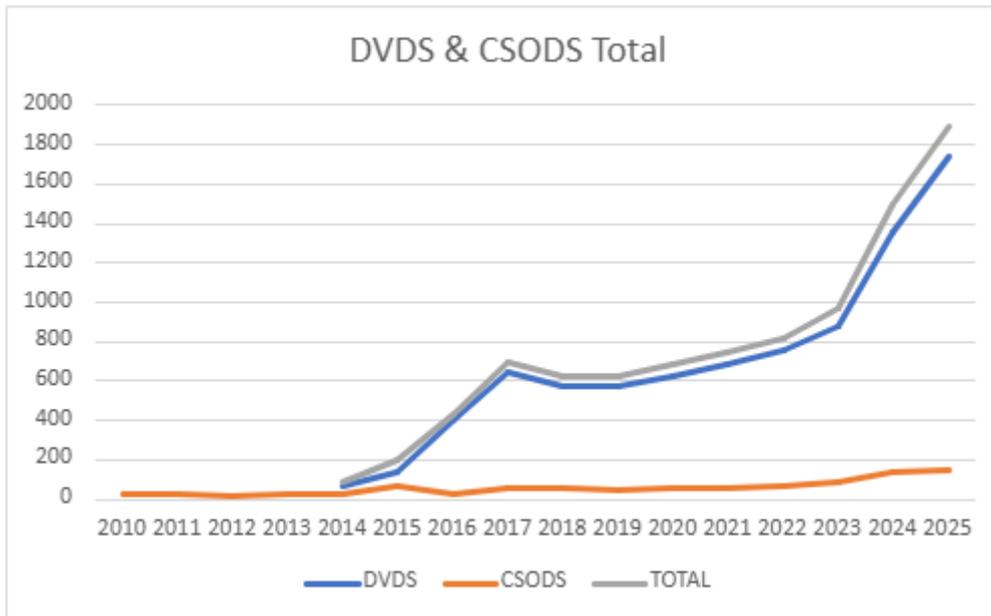


Fig 3- DVDS and CSODS use in Suffolk 2010 - 2025

6. RAPE AND SERIOUS SEXUAL OFFENCES (RASSO)

- 6.1 Following the completion of the Soteria Self-Assessment, the Constabulary were visited by the national Soteria Team in December 2025. The team were impressed with the progress made by the Constabulary and positive with the feedback delivered. We are at an advanced stage of our implementation plan and working towards continued professional development. This would see us recognised as being capable of working independently of the national Soteria Team.
- 6.2 To satisfy ourselves that we are at capable of working independently. We have devised a series of quantitative and qualitative audits designed to ensure we are delivering a high-quality service in this area. Each pillar lead will be responsible for completing the audits which are focused on us being suspect focused, victim centred, and context led.
- 6.3 A quarterly Continuing Professional Development (CPD) bulletin that focuses on what is happening here in Suffolk is produced for all officers and staff across the investigation. It captures what we are doing well and where we can improve. Key partners such as our Independent Sexual Violence Advisor (ISVAs) and the Crown Prosecution Service (CPS) feed into the publication, to ensure we cover every aspect of the Criminal Justice System. As well as hearing directly from our victims.
- 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. However, we continue to see improvements in this area. With joint training to be delivered shortly, aimed at improving police adherence to file quality standards. We are making better use of early advice appointments.
- 6.4 Suffolk Constabulary have continued to improve the solved rate for RASSO offences. Alongside embedding of the Op Soteria principles. We continue to perform well with victim engagement, with the best rates of engagement across the region.
- 6.5 We have trained Subject Matter Experts (SMEs) to deliver Soteria modules 1 and 2 and delivered them to the majority of our Professionalising Investigation Programme (PIP) 2 Investigators. The Frontline Responder course is due to be replaced. In order to prepare for

this we are training trainers internally, so the new package can be delivered to students as they come through training school.

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
RASSO					
<i>Crime volume</i>	1,977	1,969	↑0.4%	2,025	↓2.4%
<i>Solved rate</i>	8.3%	7.7%	↑0.6pp	7.1%	↑1.2pp
<i>Solved number</i>	164	152	↑7.9%	143	↑14.0%
<i>Charged rate</i>	7.3%	6.8%	↑0.5pp	6.4%	↑0.9pp
<i>Charged number</i>	144	134	↑7.5%	129	↑11.1%
<i>Investigation not possible</i>	2.83%	2.39%	↑0.5pp	2.43%	↑0.4pp
<i>Victim not ready to support</i>	45.1%	43.9%	↑1.2pp	47.0%	↓1.9pp
<i>Evidential difficulties</i>	61.4%	61.4%	0pp	62.0%	↑0.6pp
<i>Live investigations</i>	610				
<i>Non recent</i>	26.8%	25.2%	↑1.6pp	26.6%	↑0.2pp

Data up to end of January 2026

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>	918	842	↑9.0%	963	↓4.7%
<i>Solved rate</i>	12.96%	15.32%	↓2.4pp	13.4%	↓0.5pp
<i>Solved number</i>	119	129	↓7.8%	127	↓6.5%
<i>Charged rate</i>	12.5%	13.2%	↓0.7pp	12.1%	↑0.4pp
<i>Charged number</i>	115	111	↑3.6%	115	↓0.3%
<i>Victim not ready to support</i>	26.8%	33.5%	↓6.7pp	33.9%	↓7.1pp
<i>Investigation not possible</i>	2.83%	2.97%	↓0.1pp	2.6%	↑0.3pp
<i>Non recent CSA</i>	27.8%	25.5%	↑2.2pp	27.2%	↑0.6pp

Data up to end of January 2026

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 is now open. The October deadline for ISO accreditation was missed, and this requires that we notify the Court for all forensic reports. We are due to be assessed later this quarter to achieve accreditation. 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 is 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 is up to date and reflects current processes and procedures.
- 7.4 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.

7.5 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.

7.6 Suffolk has seen a slight decrease in reporting of racial hate crimes during this reporting period. The graph below shows that reporting jumped in Q3 of 2024/25 and has continued at that higher level for a year. However, the overall volume remains lower than historical averages. Racial abuse continues to be the most reported type of hate crime.

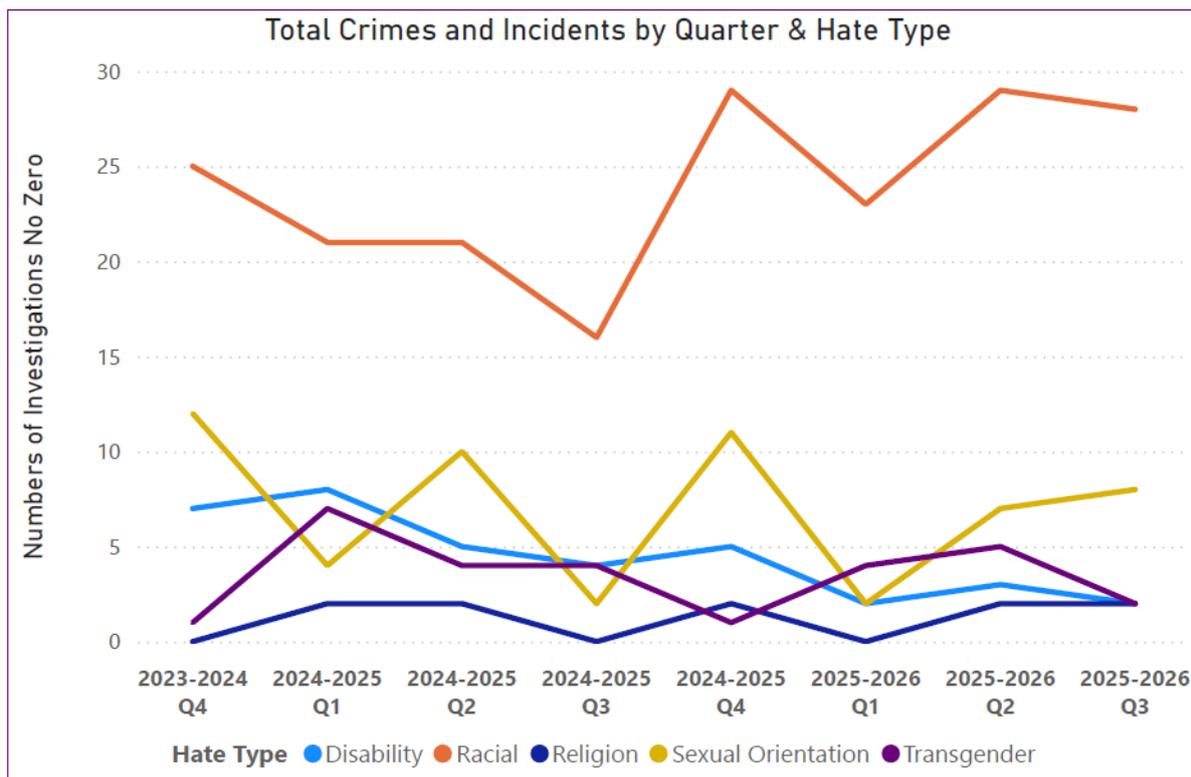


Fig 4 – Hate Crime in Suffolk

7.7 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.

7.8 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.

7.9 The force has a Diverse Communities Coordinator post within CPPH. This role is currently vacant (since 5th January), and a recruitment process is underway with a view to appoint a new post holder by the end of February. This post holder works to build on existing relationships, developing new links with hard-to-reach communities and improving Constabulary investigation standards. They will be 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.

- 7.10 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.
- 7.11 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.
- 7.12 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.
- 7.13 The Constabulary is awaiting the new guidance for recording Non-Crime Hate Incidents (NCHI) once agreed by the National Police Chiefs' Council NPCC and College of Policing.

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 early in 2026 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.
- 8.6 The Constabulary Scorpion Teams have regularly conducted intelligence led visits in connection to concerns regarding sexual exploitation seeking to provide support and reduce vulnerability. These visits will continue, focused on live intelligence related sex work locations as required while locally led or multi agency-based interventions target other areas of interest.
- 8.7 The grey economy is also subject of operational activity in line with National and Regional taskings. As an example, in 2025 the Constabulary has carried out forty multi agency days of action with Immigration Compliance and Enforcement (ICE) Teams with others planned for 2026. The Constabularies work in this area has received National recognition as best practice.
- 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 Suffolk Constabulary continues to prioritise the support provided to vulnerable victims, ensuring they receive clear information, timely updates, and appropriate assistance throughout their journey in the criminal justice process. The force's work is guided by the Victims' Code of Practice, the Police and Crime Plan, and strong partnership arrangements across policing, local authorities, the CPS, health services, and the voluntary sector.
- 11.2 Overall compliance with the Victims' Code remains high, and new dashboard tools are helping teams monitor performance and improve consistency. Specialist teams continue to make progress in key areas such as domestic abuse, sexual offences, stalking, hate crime, and modern slavery. Protective orders are used effectively, victim engagement in rape and serious sexual offence investigations has strengthened, and multi-agency activity to support victims of exploitation and modern slavery continues to be recognised as good practice.
- 11.3 However, system-wide pressures continue to affect victims' experience, particularly the significant delays in both Crown and Magistrates' Courts, which have led to increased workloads for the Victim and Witness Care Unit. In addition, the force continues to work with health partners to address wider safeguarding and support challenges.
- 11.4 Despite these pressures, Suffolk Constabulary remains committed to improving services for vulnerable victims. Ongoing development of specialist training, improved partnership

structures, and additional resources in key areas are supporting this work, ensuring that victims receive a compassionate, consistent, and effective service.