



# SUFFOLK CONSTABULARY

**ORIGINATOR: CHIEF CONSTABLE**

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**SUBMITTED TO: ACCOUNTABILITY AND PERFORMANCE PANEL –  
22 MAY 2026**

**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 priority areas for Suffolk Constabulary. In the 2023-2025 Police Effectiveness, Efficiency and Legitimacy (PEEL) report by HMICFRS, Suffolk were rated 'Good' in 'Preventing and deterring crime and antisocial behaviour and reducing vulnerability'.
- 1.2 The Constabulary is committed to maintaining this standard through effective partnership working and the application of recognised good practice, to ensure victims and communities receive a high-quality service.
- 1.3 This paper supports Objectives 1 and 3 of the Police and Crime Plan, which require the Constabulary to:
- Prevent and tackle ASB, neighbourhood crime and disorder (with focused patrol activity in geographic hot spots) – Objective 1.
  - Support a partnership problem solving approach to preventing Anti-Social Behaviour and crime. (*alongside other agencies compelled by the ASB, Crime and Policing Act and through commitment to the Countywide ASB Steering Group*) – Objective 3.
- 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 The below data table shows the volume of ASB-Personal calls for service across the three areas of Suffolk - East, South and West. The data period is up to 31<sup>st</sup> March 2026.

District	Last 12 months	Previous 12 months	Long Term Avg	Last 12 vs Previous 12	Last 12 vs Long Term Avg
East	342	265	371	29.1%	-7.9%
South	386	327	459	18%	-16%
West	396	341	477	16.1%	-17%
<b>SUFFOLK</b>	<b>1123</b>	<b>935</b>	<b>1309</b>	<b>20.1%</b>	<b>-14.2%</b>

- 2.2 Compared to the previous 12 months, there has been an increase in ASB-Personal however, there continues to be a reduction in the volume when compared to the long-term average.
- 2.3 Single Online Home (SOH) provides members of the public an online portal to report crime and ASB. The algorithm will divert reports through police to other agencies where a partner agency is the appropriate lead. This approach has been embedded within the Contact and Control Room (CCR). An ASB Open Call Script is completed on every ASB call to service to enhance reporting consistency.
- 2.4 The sustained long-term reduction is supported by the current policing model that allows Community Policing Teams (CPT) to focus on problem solving and prevention, particularly in relation to ASB, and the benefits of Op Spotlight (further details below) demonstrating effective, evidence led hotspot policing.
- 2.5 In 2024 the Government mooted a potential change in ASB recording, moving away from three Classifications (Personal, Environmental, Nuisance) to two (Personal and Community). Should classification changes be implemented in the future this will require amendments to all our ASB processes including Single Online Home, Contact and Control Room (CCR) process and crime recording.
- 2.6 **Governance**
- 2.7 The CPPH provides strategic coordination and oversight of the force's response to ASB.
- 2.8 The Neighbourhood Policing Delivery Group was established to oversee delivery of the Home Office Neighbourhood Policing Guarantee (NPG). This is chaired by the Western Area Commander (Superintendent). The objectives include the effective delivery of NPG pillars including uplift of Community Police Officers, 'Police back on the beat', 'Community-led Policing' (Neighbourhood Alert), 'Clear performance standards and professional excellence'.
- 2.9 The Neighbourhood Policing Guarantee Operational Group is chaired by the CPPH Chief Inspector monthly. It is attended by each area's CPT Inspector and area Chief Inspector along with stakeholders including CPPH and Corporate Communications Team. Objectives of the group include effective operational delivery of NPG pillars specifically 'Safer town centres' and 'Crackdown on anti-social behaviour'. The CPPH Chief Inspector reports to NPG Delivery Group chair as a result.
- 2.10 The ASB Team within the County Partnership and Prevention Hub (CPPH) provide ongoing support to practitioners, through training, feedback, advice and review of policy and process to drive improvement. They also monitor performance and compliance with policy and National Recording Standards through daily auditing.
- 2.11 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 CPPH Superintendent, but membership includes all District, Borough and County Councils, Youth Justice services (YJS), Health, Crown Prosecution Service (CPS), Adult and Children Social Service representatives. This steering group feeds into and is accountable to the Suffolk Safer and Stronger Communities Board (SSCB).
- 2.12 **Key Areas of Work**
- 2.13 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. HMICFRS recognised the significant work undertaken to understand ASB demand, while identifying areas for improvement in crime identification and recording.

- 2.14 HMICFRS are currently reinspecting the force.
- 2.15 The Crime Data Integrity (CDI) team produce performance reports in relation to ASB Crime Recording Standards. This was an annual process but has been updated to bi-annual to better understand and react to performance.
- 2.16 The creation of the ASB Performance Power BI Dashboard has significantly improved performance insight. Key data can now be viewed dynamically and in real time, providing a live picture of demand and performance. As a result, quarterly and annual performance packs are no longer required, reducing a resource intensive process and enabling more timely, relevant oversight based on current rather than historic performance.
- 2.17 The ASB Team monitor effective performance and delivery through the Power Bi ASB Dashboard. ASB Performance packs are delivered to CPC Area Chief Inspectors monthly to discuss within area performance meetings. Chief Inspectors hold local Inspectors to account where poor performance is experienced. This has seen improvements with policy compliance.
- 2.18 An ASB CAD Open Call Script was developed and embedded within Smart Storm providing guidance to the Contact and Control Room (CCR) Operator. This reinforces early consideration of substantive crime and supports accurate crime recording.
- 2.19 The CCR completes an ASB Closure Checklist for all CADs proposed for closure under an ASB code. The checklist provides an assurance mechanism to support compliance with policy requirement and reduces dependence on audit intervention.
- 2.20 The last 12-month period has seen a 93% compliance of using the Opening Call Script and 90% compliance of the Closure Checklist. Compliance monitoring is maintained via CCR's internal performance management mechanisms. A small review into the effectiveness of the closure checklist revealed, when completed correctly, resulted in a 95% success rate of Risk Assessment compliance.
- 2.21 The completion of Risk Assessments (RAM) is important to recognise the impact on the victim and to steer investigative processes. A new digital RAM has been launched on 2nd April 2026 providing officers access to a RAM through any force device (mobile or desktop) thus improving accessibility.
- 2.22 Upon completion of a Digital RAM, launched on April 2<sup>nd</sup> 2026, the officer and supervisor are automatically emailed a copy of the RAM, the risk level, a unique reference number, policy next step guidance based on the risk and substantive crime recording reminder. The victim is emailed (optional) with Officer in the Case (OIC) details, CAD/Athena reference number and links to advice and resources for prevention, welfare and ASB Case Review information.
- 2.23 The Community Partnership and Prevention Hub (CPPH) ASB team review all ASB Personal classified CADs that are closed without receiving an Athena reference. These should be Standard risk incidents that are deemed unlikely to reoccur due to attending officers' immediate intervention. The ASB Team check for any missed Crime Recording opportunities and seek resolution.
- 2.24 Any ASB investigation recorded on Athena receives 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.
- 2.25 To improve investigation quality, Eight Point Plans (8PP) were introduced on ASB non crimes to encourage officers to adopt an investigative mindset and ultimately improve positive outcomes for victims.
  - 2.26 ASB Officers conduct daily reviews of all 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.
  - 2.27 ASB investigations are regularly reviewed by supervisors. High Risk ASB Investigations receive an additional monthly review by ASB Officers.
  - 2.28 High Risk investigations are flagged early to a Duty Inspector for immediate safeguarding and intervention oversight and shared with relevant partners through the ECINS system which is an information sharing platform for partners to aid communication and improve risk mitigation.
  - 2.29 ASB Officers are on hand as ASB subject matter experts to respond to front line advice requests either face to face or remotely.
  - 2.30 24/7 ASB Guidance is available to officers via the ASB Hub intranet page. This includes intervention options, guidance, victim support and partnerships, and various tool links. ASB News articles are released via the intranet with updates and shared learning.
  - 2.31 ASB Officers are qualified and deliver ASB training to CCR, Community Policing Teams (CPT), Response Investigation Teams (RIT), IDT (Student Officers), Multi-Agency Safeguarding Hub MASH and other departments on demand. Plans are in place to deliver training to the Special Constabulary. Furthermore, CPT officers are completing the College of Policing Neighbourhood Policing Programme.
  - 2.32 The ASB Team chair an ASB Scrutiny panel attended by front line representatives from Community Policing (CPT) and Response (RIT), Contact and Control Room (CCR) and the Crime Data Integrity Team (CDIT). ASB incidents are reviewed from reporting to finalisation and provides two-way dialogue between those dealing with ASB incidents and the CPPH who are providing the governance and structure to support the delivery. Learning is shared force wide.
  - 2.33 ASB Team organise force strategy to support National campaigns such as the ASB Awareness Week, with a strong focus on engagement and partnerships.
  - 2.34 **ASB Case Reviews**
  - 2.35 All ASB Case Reviews are initiated through the relevant District Councils, with any appeals considered by Suffolk County Council. Suffolk Constabulary provides ongoing support by attending and, where appropriate, chairing ASB Case Review meetings. The ASB Team has worked closely with the Contact and Control Room (CCR) to maximise opportunities to inform victims of the Case Review process at the earliest stage.
  - 2.36 This has included training for all CCR teams to improve awareness of the ASB Case Review process. An enhanced ASB CAD Open Script, introduced on 24 March, includes prompts for identifying repeat victimisation and ensures callers are informed of the Case Review process, with the option to receive further information. In addition, SmartStorm now enables call

takers to send a text message containing a hyperlink to the Suffolk Police webpage, providing further details and access to application forms.

- 2.37 Between October 2025 and April 2026, the CCR recorded 1,824 CADs with an ASB classification, of which 22% were identified as repeat victimisation. This remains consistent with the previous period (April to October 2025), where 2,719 CADs were recorded, with 21% flagged as repeat victimisation.
- 2.38 In February 2026, the CDI team completed an audit of 100 ASB personal incidents. This audit identified 49 cases involving repeat victimisation and/or vulnerability, with 48 of these appropriately recognised by either CCR staff or attending officers.
- 2.39 The ASB Open Script supports the CCR in identifying repeat victimisation and vulnerability, which is then recorded within the CAD. This information informs the THRIVE (Threat, Harm, Risk, Investigation, Vulnerability, Engagement) assessment, supporting appropriate grading and allocation decisions.
- 2.40 Investigating and supervising officers consider repeat victimisation and vulnerability as part of the risk assessment process when determining investigation levels. Higher-risk cases are escalated to the duty Inspector to ensure appropriate oversight and mitigation.
- 2.41 Officers also consider available safeguarding pathways, including referrals to Protecting Vulnerable Persons (PVP) teams and signposting to partner agencies such as housing providers, local authorities, mental health services, and the Suffolk Information Partnership. Investigation plans may also include measures such as mediation, aimed at achieving positive resolutions and reducing the likelihood of repeat victimisation.

	1 Apr 2025 – 30 Sep 2025	1 Oct 2025 – 31 Mar 2026
ASB CAD (open code)	2719	1824
Percentage tagged as Repeat Victim	21%	22%

- 2.42 In the period October 2025 to April 2026, the Constabulary recorded and finalised 548 ASB-related investigations on Athena, of which 99.5% included a completed risk assessment with the victim. Performance has remained consistent with the previous period (April 2025 to October 2025), during which 977 ASB-related investigations were recorded and finalised, with 100% of cases having a risk assessment completed.

<b>Finalised ASB Athena Victim Risk Assessment</b>	<b>1 Apr 2025 – 30 Sep 2025</b>	<b>1 Oct 2025 – 31 Mar 2026</b>
Missing or Incomplete	0	3
Standard	326	185
Medium	592	328
High	59	32

2.43 The Digital RAM project has been completed and launched on April 2<sup>nd</sup> 2026. It includes the functionality to automatically send an email to the victim which contains information – including ASB Case Review info.

#### 2.44 **Anti-Social Behaviour Orders**

2.45 When used effectively, these orders can have an immediate and positive impact on offending behaviour. As early intervention measures, Community Protection Warning Letters and Community Protection Notices help prevent escalation and can be issued alongside criminal sanctions or where criminal behaviour has not yet occurred. Where individuals continue to engage in serious or persistent anti-social behaviour, courts may impose Criminal Behaviour Orders upon conviction to further restrict reoffending. Similarly, injunctions can be used to prohibit specific behaviours, reducing the likelihood of continued offending.

<b>ASB Orders Summary</b>	<b>1 Apr 25 – 30 Sep 25</b>	<b>1 Oct 25 – 31 Mar 26</b>
Community Protection Warning Letters (CPWL)	46	34
Community Protection Notice (CPN)	26	19
Criminal Behaviour Orders (CBO)	4	3
Injunctions	5	1

2.46 The data is taken via an Athena advanced search for orders with a valid from date between 1st October 2025 and 31st March 2026 and shows a comparator to the previous reporting period.

2.47 Data accuracy is dependent on officers correctly recording orders against an individual's record. As a result, the figures presented are likely to under-represent the true volume of orders issued.

2.48 Further ASB Orders training, advice and intranet guidance are planned to improve officer awareness and recording practices. In addition, a Preventative Orders Sergeant is now in post within the CPPH to provide improved force-wide coordination, with ongoing monitoring in place to enhance data reliability.

2.49 The ASB Team continues to work closely 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, with the aim of improving application success rates.

2.50 The ASB Team has introduced an escalation ladder to improve outcomes in cases of anti-social behaviour. This structured approach is designed to reduce demand while strengthening the success of court order applications through clearly evidenced, failed early interventions. Additional resources, including accessible templates and guidance, are now available to support this process.

2.51 In collaboration with Op Divert, restorative justice options are now offered to perpetrators of ASB, providing an alternative pathway to address behaviour and reduce reoffending.

2.52 Close consultation takes place between police, Youth Justice Services (YJS) and wider partners when orders are being considered, particularly in relation to young people. Early intervention and diversion opportunities are prioritised before enforcement options are pursued.

- 2.53 The CPPH Schools Team has secured Virtual Reality headsets and developed a bespoke ASB diversion package, using interactive methods to divert young people from criminality and anti-social behaviour. CPT officers are trained to deliver this content within educational settings.
- 2.54 **ASB Hotspot Policing**
- 2.55 Operation Spotlight was launched in April 2024 to coordinate Suffolk Constabulary's response to delivering Hotspot Policing following award of a £1m national grant 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.
- 2.56 Operation Spotlight in 2024–25 delivered measurable operational and community safety benefits including over 11,500 extra patrol hours across the hotspots, assisting in delivering a number of targeted operations and working with a number of partner organisations to help deliver diversionary activity. This not only contributed significantly to a 54.6% reduction in ASB incidents in hotspot compared to forecast figures, but helped us try new innovative things, helped to build public confidence and embed sustainable problem-solving activities across the communities most in need of our support.
- 2.57 Operation Spotlight was refreshed in April 2025 following the extension of the Home Office grant for 12 months, with refreshed data used and improved technological capabilities allowing more precise hotspots to be identified, with 26 hotspots throughout Suffolk this year. From Op Spotlight patrols and supported operations, starting on 2<sup>nd</sup> June and ending on 31<sup>st</sup> March 2026, there were 249 arrests made, 109 positive stop searches, 195 negative stop searches and 25 weapons seized across 10,192 hours of patrol. Public feedback received has been consistently positive including emails being sent to the Operation Spotlight team.
- 2.58 One key area of Operation Spotlight has been Project Vigilant where deployments have taken place within the night-time economy, targeting the busiest locations at peak times to tackle sexual offending and predatory behaviour. This approach uses proven tactics to identify and disrupt predatory behaviour, ensuring public safety when and where it's most needed.
- 2.59 Night time economy deployments to tackle sexual offending and predatory behaviour which saw various deployments between November 2025 and March 2026 resulted in numerous interventions, arrests, stop searches and 535 dispersals as well as targeted activity at individuals identified as posing a higher risk.
- 2.60 Throughout December and January there were increased patrols in conjunction with the 'Winter of Action', providing high visibility policing at key events such as Christmas Fayres and Light Turns Ons, as well as increased presence in the NTE in the lead up to Christmas, New year and January sales.
- 2.61 Funding was also provided to local organisations and charities in order to provide sporting activities and mentorship opportunities to young persons in Ipswich to help reduce involvement in anti-social behaviour or wider crime.
- 2.62 The Constabulary delivered a multi-platform, digital and out of home engagement campaign aimed to engage and educate (14-25 year olds), a target audience. 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.

### 3. NEIGHBOURHOOD CRIME – RESIDENTIAL BURGLARY

- 3.1 Residential burglary crime classification changed in April 2023. It is now split into two subcategories: residential burglary of a dwelling, managed by Crime, Safeguarding & Incident Management (CSIM), and residential burglary of a non-connected building (e.g. sheds or garages), which is managed by Response Investigation Teams or the Crime Coordination Centre (CCC). Trends, series offences and identified prolific offenders continue to be managed through force daily management meetings, tasking and coordination processes, and performance oversight structures.
- 3.2 As shown in Table 1 below, residential burglary levels have largely stabilised, with year-on-year reporting remaining relatively low and consistent. This is partly attributed to changes in working patterns, including increased home working. A total of 1,142 offences were recorded in the last 12 months, representing a 1.1% reduction against the long-term average and a 1% decrease compared to the previous 12-month period.
- 3.3 The solved rate for residential burglary over the last 12 months was 8.5%, equating to 97 solved offences. This reflects a reduction compared to the long-term average. The decrease is largely linked to reduced availability of Operation Converter officers, who support the use of the Taken into Consideration (TIC) process. Operation Converter is a small team of three officers who were deployed to the Joint Major Investigation Team (JMIT), returning in June 2025, followed by further abstractions to the MASH for a six-week period. These abstractions limited opportunities to secure detections through the TIC process, with outcomes primarily achieved through charging offenders. When analysed separately, dwelling burglary solved rates are higher at 14.35%, representing an improvement on the previous 12 months.
- 3.4 Due to the change in classification, long-term solved rate comparisons should be treated with caution. When compared to Most Similar Group (MSG) data (January 2026), Suffolk ranks highest for positive outcomes at 12.6%.

Residential Burglary	Last 12 months	Long-term Average	Different against long-term average	Previous 12 months	Difference against previous 12 months
No of Burglary Residential	1142	1155	-1.1%	1154	-1.0%
Solved No.	97	127	-23.6%	105	-7.6%
% Solved	8.5%	11.1%	-2.6%	9.1%	0.6%

**Table 1 – Residential burglary reporting and solved Suffolk**

#### 4. NEIGHBOURHOOD CRIME – ROBBERY

- 4.1 Table 2 shows an increase in overall reported robbery offences compared to the previous 12 months; however, levels remain in line with the longer-term trend. Robbery has also undergone a classification change, now including shoplifting offences where violence has been used. A total of 265 offences were recorded in the last 12 months, an increase from 213 offences in the previous year. This represents a 24.4% increase year-on-year and a 10.4% increase against the long-term average. When separating robbery of business property (which includes shoplifting involving violence), a decrease in offences is observed.
- 4.2 The Constabulary continues to maintain a low robbery rate compared to both its Most Similar Group (MSG) and wider forces. Based on the latest available MSG data (January 2026), Suffolk has a positive outcome rate of 16.1%, which is the highest within the group. A continued focus on both personal and business robbery ensures these offences are robustly investigated by CSIM, alongside reinforcing a strong public-facing message.
- 4.3 The solved rate has decreased slightly; however, there have been no significant changes in the Constabulary’s approach to robbery. This reduction is likely influenced by the recent classification change and will continue to be monitored as the full impact becomes evident over the next reporting cycles.

Robbery	Last 12 months	Long-term Average	Different against long-term average	Previous 12 months	Difference against previous 12 months
No of Robbery	265	240	+10.4%	213	+24.4%
Solved No.	48	48	0%	45	+6.7%
% Solved	18.11	20.84%	- 2.7%	21.1%	-2.9%

**Table 2 – Robbery reporting and solved Suffolk**

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

- 5.1 As illustrated in Table 3, theft of motor vehicle offences has increased by 2.6%, equating to an additional 15 offences. The solved rate has also seen a marginal increase of 0.5%.
- 5.2 As illustrated in Table 4, there has been a slight decrease in theft from motor vehicles, with one fewer offence recorded. However, in line with theft of motor vehicle offences, the solved rate has also increased marginally by 0.5% over the last 12 months.

Theft of MV	Last 12 months	Long-term Average	Different against long-term average	Previous 12 months	Difference against previous 12 months
No theft of MV	557	548	1.5%	543	2.6%
Solved No.	41	44	-6.8%	37	10.8%
% Solved	7.36%	8.09%	-0.7pp	6.81%	0.5%

**Table 3** – Theft of Motor vehicle reporting and solved Suffolk

Theft from MV	Last 12 months	Long-term Average	Different against long-term average	Previous 12 months	Difference against previous 12 months
No theft from MV	1,105	1,116	-1.1%	1,106	-0.1%
Solved No.	59	54	8.1%	53	11.3%
% Solved	5.3%	4.9%	0.4pp	4.8%	0.5%

**Table 4** – Theft from Motor vehicle reporting and solved Suffolk

- 5.3 Theft of motor vehicle offences are primarily managed through the Crime Co-ordination Centre (CCC), using a desk-based approach to record incidents and allocate resources where evidential opportunities are identified, or by Response Investigation Teams. Improving investigative standards and outcomes for victims remains a Constabulary priority and is subject to governance at Chief Officer (Assistant Chief Constable) level. Significant work has been undertaken, with further activity planned, to strengthen investigative quality and improve outcomes.
- 5.4 The Roads and Armed Policing Team and Sentinel Teams continue to support operational activity, utilising Automatic Number Plate Recognition (ANPR) across key routes into and out of the county. This includes the use of hotlists and targeted deployments directed through daily management meetings to disrupt and detect offending.

## 6. NEIGHBOURHOOD CRIME – RETAIL THEFT/SHOPLIFTING

- 6.1 The Constabulary has an appointed strategic lead for retail crime, covering both retail theft and wider retail offending, who is responsible for delivery of the National Police Chiefs’ Council (NPCC) Retail Crime Action Plan. Progress against this plan is monitored through the Local Policing Board.
- 6.2 The Constabulary is an active member of the National Retail Crime Action Group (RCAG). To support local delivery, Suffolk Constabulary also chairs both a Business Improvement District (BID) Working Group and an internal Retail Crime Working Group (RCWG). Oversight of the Retail Crime Action Plan is provided through the RCWG, which reports into the Local Policing Board.
- 6.3 While retail crime remains under-reported when compared with data held by individual retailers, there has been a continued increase in reporting both locally and nationally compared to historic levels. This trend is expected and reflects changes in reporting mechanisms and increased awareness among retailers, particularly in relation to Single Online Home and revised retailer reporting policies.
- 6.4 As shown in Table 5 (to 31<sup>st</sup> March 2026), using the most recent Office for National Statistics (ONS) police recorded crime data available, Suffolk continues to record one of the lowest rates of shoplifting offences per 1,000 population among police force areas in England and Wales. Based on the year ending March 2025 dataset, Suffolk ranks third lowest nationally, remains the lowest within its Most Similar Group (MSG), and continues to sit significantly below the England and Wales average.
- 6.5 Despite national increases in recorded shoplifting, Suffolk Constabulary continues to maintain strong detection performance for retail theft compared to other offence types. This reflects a sustained focus on investigation quality and achieving positive outcomes in acquisitive crime.

Shoplifting	Last 12 months	Long-term Average	Different against long-term average	Previous 12 months	Difference against previous 12 months
No of Shoplifting	4321	3922	+10.1%	3881	+440
Solved No.	1398	1324	+5.6%	1277	+121
% Solved	32.3%	33.8%	-1.5%	32.9%	0.6%

**Table 5 – Retail Theft reporting and solved Suffolk**

- 6.6 The number of recorded offences in Suffolk has increased by 11.3% over the last 12 months compared to the previous year. This increase is largely attributed by retailers, police, and partners to changes in reporting processes, rather than a genuine rise in offending.

- 6.7 Analysis shows that alcohol and food items remain the most commonly stolen goods, and Tuesday has emerged as the peak day for offending. Weekend activity has reduced, with offending now more prevalent mid-week. Fewer than 4.7% of offenders were aged under 18, with the majority aged between 30–39. Many offenders are associated with street drinking and anti-social behaviour, and as a result are being targeted through coordinated operations across the force, including the use of Community Protection Notices and Criminal Behaviour Orders.
- 6.8 Evidential capture continues to present challenges, particularly where incidents are reported retrospectively or without sufficient supporting material. To strengthen ownership and local problem-solving, responsibility for retail theft and wider retail crime investigations will transfer to Community Policing Teams during the next reporting period. This will align investigations more closely with neighbourhood policing, supporting improved local engagement, offender management, and partnership working.
- 6.9 The Constabulary is currently midway through a trial of the ShopSafe Alert Platform, designed to enhance engagement with retailers and partners and support the identification of outstanding suspects. This represents the first initiative of its kind in Suffolk. Early indications suggest the platform has the potential to improve information sharing and increase visibility of prolific offenders. Further work is underway to explore how digital platforms and reporting tools can strengthen the quality, consistency, and completeness of retail crime reporting and address current evidential gaps. Suffolk Constabulary has also established Information Sharing Agreements with most Business Improvement Districts (BIDs) and is progressing work to enable more direct access to partner systems to further improve intelligence sharing.
- 6.10 Suffolk Constabulary continues to work closely with the NPCC National Business Crime Centre (NBCC) and remains an active partner in Safer Business Action Days and Weeks. Activity delivered locally has been shared with other forces and recognised as good practice.
- 6.11 Nationally, concerns remain regarding the timeliness and consistency of court processes in relation to Criminal Behaviour Orders (CBOs). Despite this, the Constabulary continues to promote their use where appropriate, recognising their effectiveness in managing prolific and persistent offenders. Ongoing engagement with the NBCC supports efforts to improve understanding, application, and court outcomes, reinforcing the role of CBOs as a key preventative and disruption tool within the retail crime response.

## **7. FINANCIAL IMPLICATIONS**

- 7.1 None identified.

## **8. OTHER IMPLICATIONS AND RISK**

- 8.1 None identified.

## **9. CHIEF OFFICER CONCLUSION**

- 9.1 Suffolk Constabulary continues to deliver a strong and effective response to neighbourhood crime and anti-social behaviour, underpinned by a clear focus on prevention, partnership working, and robust governance. Performance remains stable, with ASB levels showing a long-term reduction despite recent increases compared to the previous 12 months, and continued improvements in the identification of vulnerability and repeat victimisation. Enhanced processes within the Contact and Control Room, alongside improved data insight through Power BI, are strengthening consistency, early intervention, and service delivery to victims.

- 9.2 Targeted operational activity, particularly through Operation Spotlight and hotspot policing, has delivered measurable reductions in anti-social behaviour in key locations, increased visibility, and strengthened public confidence. This is supported by a comprehensive problem-solving approach, including the use of preventative orders, diversionary activity, and strong multi-agency collaboration. Investment in early intervention, including youth focused initiatives and digital engagement, is contributing to longer-term prevention and community resilience.
- 9.3 Across neighbourhood crime, performance remains strong relative to national and most similar forces, with low levels of burglary, robbery and shoplifting when benchmarked nationally. While some areas have seen marginal increases in reported offences, these are largely attributed to improved reporting mechanisms rather than increases in offending. Investigative outcomes remain a focus, with continued work to improve quality and consistency, supported by strengthened governance and specialist capability.
- 9.4 Overall, Suffolk remains a safe and comparatively low-crime area, with a maturing and balanced approach that combines visible policing, data-led targeting, prevention and enforcement. Maintaining this position will require continued focus on early intervention, partnership delivery, and improving investigative outcomes, particularly as demand evolves and reporting increases.