

Suffolk Constabulary

Police & Crime Plan Performance Progress Report

December 2013



Police & Crime Plan Objectives

Objective	Measure	12 months to 31 Dec 13	Baseline ¹	Comparison to baseline ^{1 2}	Status ³	National ranking ⁶
Responding to Emergencies	999 Call Handling	91.7%	92.4%	-0.7%	▲	N/A
	Response to Emergency Incidents	89.4%	90.2%	-0.8%	▲	N/A
Solving Crime	Violence with Injury – Solved	49.5%	52.9%	-3.4%	◆	11th
	Domestic Burglary – Solved	21.2%	21.2%	=	●	7th
	Robbery – Solved	35.4%	28.2%	+7.2%	●	15th
	Serious Sexual Offences – Solved	23.2%	24.1%	-0.9%	▲	32nd
	Drug Trafficking – Solved	96.3%	88.7%	+7.6%	●	9th
Preventing & Reducing Crime	Violence with Injury – Crimes	3,628	4,093	▼11.4%	●	18th
	Domestic Burglary – Crimes	1,622	1,944	▼16.6%	●	11th
	Robbery – Crimes	212	295	▼28.1%	●	11th
	Anti-Social Behaviour Incidents	24,254	31,175	▼22.2%	●	N/A
Caring	Victims' Satisfaction – Whole Experience⁵	86.8%	83.3%	+3.5%	●	15th
	Victims' Satisfaction – Follow-up⁵	78.5%	75.3%	+3.2%	●	20th
	Domestic Abuse Repeat Victimisation	65.0%	68.0%	-3.0%	●	N/A

Additional measures for Quality of Service

The following measures of quality are not included in the Police and Crime Plan but are included here to assist in delivering the high quality of service required to support the delivery of Police and Crime Plan objectives.

Quality of Service	Public Confidence – Police Do a Good Job⁴	57.4%	60.1%	-2.7%	◆	33rd
	Public Confidence – Community Priorities⁴	62.6%	59.9%	+2.7%	●	16th
	Public Confidence – Fair Treatment⁴	66.9%	68.0%	-1.1%	▲	17th
	Public Confidence – Overall Confidence⁴	76.7%	72.4%	+4.3%	●	12th

Footnotes

- The baseline figures are static and represent the performance required by year-end to improve upon the three-year averages published at the start of the year.
- The comparison to the baseline represents the last 12 months performance against the baseline.
- The status graphic is a subjective assessment of current performance compared to the baseline. Symbol key: ● Meeting target; ▲ Not meeting target but improving; ◆ Not meeting target
- Public Confidence data is collected via the Crime Survey for England & Wales, reported quarterly on a rolling annual basis. The latest data available in January 2014 is for the period **July 2012-June 2013**. Updated data will be published in February 2014
- Victims' Satisfaction data is collected monthly but reported only on a rolling annual basis, hence the confidence and satisfaction data are not able to be reported on a year-to-date basis.
- National ranking data is collected via monthly Home Office returns, which are published around three weeks after the month-end. The latest data in October 2013 is for the period **September 2012-August 2013**, with the exception of Victims' Satisfaction data which is for the period **July 2012-June 2013**. Rankings are out of the 43 Police Forces in England & Wales, with the exception of data for Public Confidence which is of 42 (Metropolitan Police and City of London combined).

Part A: Police & Crime Plan indicators

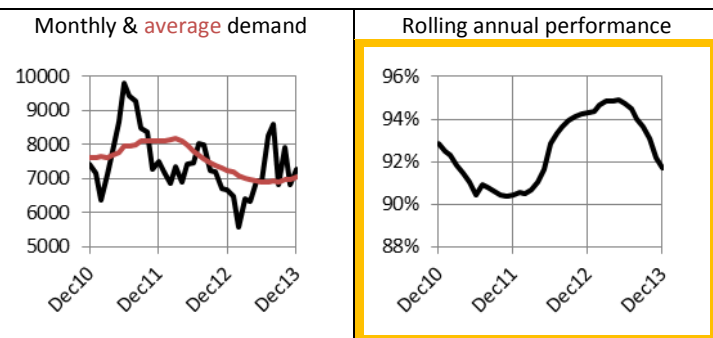
999 Call Handling 999 calls answered within 10 seconds

Calls received	Year to date 65,887	Last 12 months 84,378	3-year baseline 91,266	National rank N/A
Answered within tgt.	Year to date 90.5%	Last 12 months 91.7%	3-year baseline 92.4%	National rank N/A

After the peak in demand seen during the summer months 999 call volumes have dropped back to more normal levels. Despite spikes in demand relating to the summer and significant weather events in October and December average call volumes are down by 3.1%. This is mainly due to the reduced demand in February, March and April 2013 where daily call volumes were down by 15% on historic levels.

Performance in answering 999 calls has dropped over the course of 2013 after a year of significant improvement, but remains above the national standard of 90%. Improvements were mainly due to excellent performance during periods of peak demand in the summer which historically have seen poorer performance.

The roll out of the STORM command and control system in November has impacted on performance this year, with staff abstractions for training and then a need for staff to familiarise themselves with the system therefore impacting on capacity in the CCR. November showed the lowest level of performance so far this year, with 84.5% of calls answered in 10 seconds during the month. Performance in December, and going into January, is improving and it is expected that performance will maintain above target for the year end.



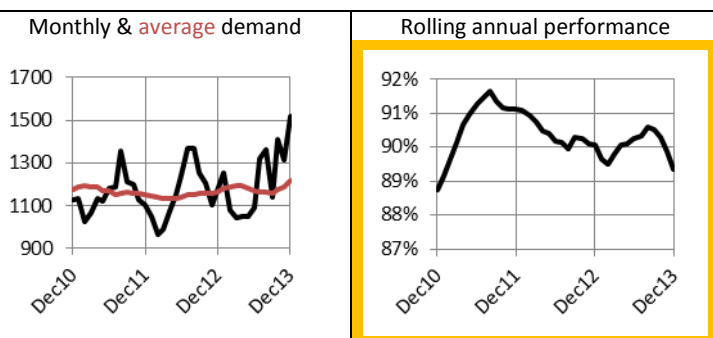
Response to Emergency Incidents Grade 1 emergency incidents attended within 15 minutes (urban)/20 minutes (rural) of call receipt

Incidents attended	Year to date 11,239	Last 12 months 14,614	3-year baseline 14,043	National rank N/A
Within target	Year to date 89.4%	Last 12 months 89.3%	3-year baseline 90.2%	National rank N/A

Emergency response demand has shown significant increases in volumes since the roll out of STORM in November, in part due to the significant weather events during the last three months of 2013, with demand for the year up by 4.1%, 571 events, compared to the three year average.

Response performance has dropped during the end of the year, and this is linked to the abstractions, training and familiarisation of staff with the new STORM command and control system. Performance for October, November and December dipped below 90% although it is important to highlight that both October and December show historic performance below target for the past three years.

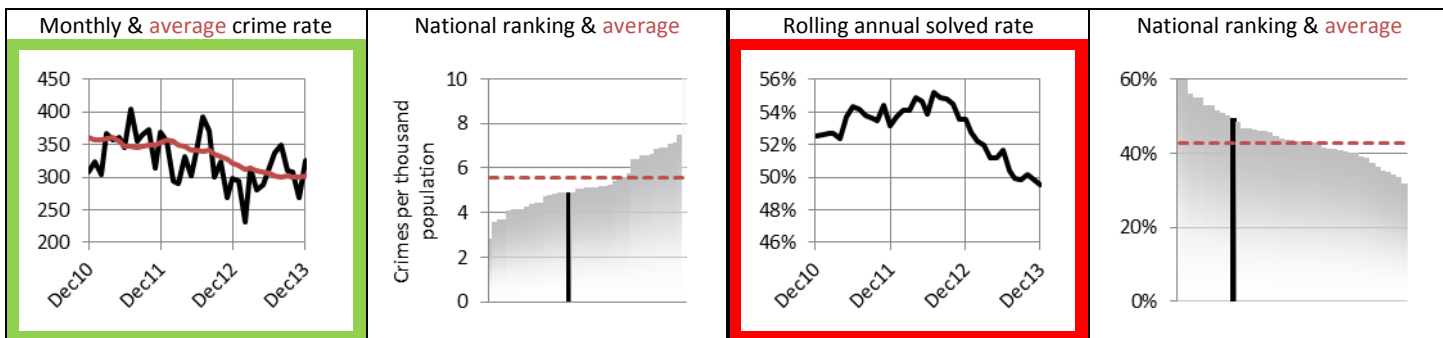
Performance has been improving through December and into January.



Violence with Injury

Assaults causing injury irrespective of intent, ranging from ABH to murder

Crimes recorded		Solved rate	
Last 12 months	3,628	Year to date	2,786
3-year baseline	4,093	National ranking	18/43
Last 12 months	49.5%	Year to date	49.7%
3-year baseline	52.9%	National ranking	12/43



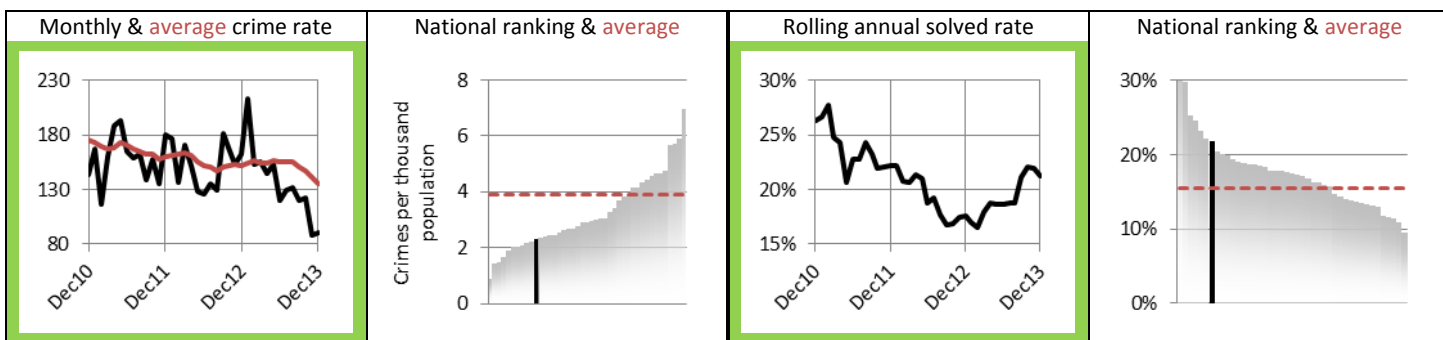
Recorded violence with injury figures continue to decline, with Suffolk now placed 18th nationally from 28th 12 months ago. Recorded crime figures are currently 11.4% below the three year average although it appears that the rolling levels of recorded offending are starting to normalise at an average of 300 crimes per month. The largest declines in recorded offences are seen in the night time economy, and this is due to a proactive approach of dealing with offenders early to ensure that low level behaviour does not escalate into violence.

While solved rate performance continues to decline from the three year baseline, Suffolk still performs above the national average and is ranked 12th, an improvement of 5 places from 12 months ago. Looking at the data in line with the overall reduction of offences the volume of detections has dropped by 8% over 12 months while community resolution (CR) use has dropped by 31%. This means that 19% of resolved crimes are via a CR compared to 25% 12 months ago and while the moratorium on their use for domestic offences will have some impact there is a risk that officers have been put off using this form of disposal. A refresh of the CR process and forms is expected at the end of January/early February 2014 and this will remind operational staff around the appropriate and acceptable use for CR which may boost these outcomes.

Domestic Burglary

Burglary of domestic dwellings, including attempts and distraction offences

Crimes recorded		Solved rate	
Last 12 months	1,622	Year to date	1,100
3-year baseline	1,944	National ranking	12/43
Last 12 months	21.2%	Year to date	23.8%
3-year baseline	21.2%	National ranking	6/43



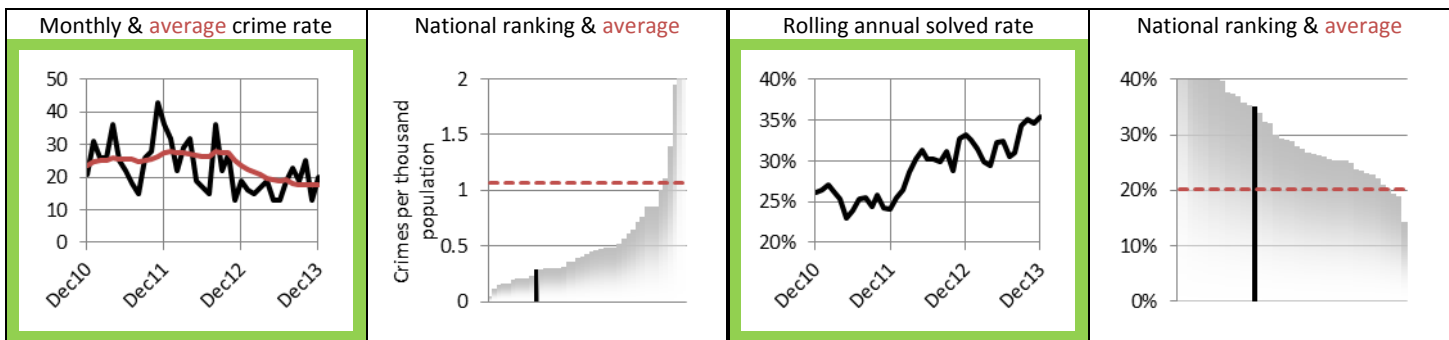
Suffolk continues to show reductions in the levels of recorded domestic burglary, consistent with the national trends of decreasing offences. Of particular note is the lack of demand in the Waveney area which has been high over the past two years.

Solved rates have dropped back to normal monthly levels after good performance in the last three months of the year at 22.9%, just above the year to date performance. This positive performance has pushed Suffolk to 6th nationally, with national performance at 15.4%, and Suffolk showing the 5th highest improvement over the past twelve months.

Robbery

Theft, or attempted theft, of personal or business property by use or threat of violence/force

Crimes recorded		Solved rate	
Last 12 months	212	Year to date	164
3-year baseline	295	National ranking	10/43
		Last 12 months	35.4%
		Year to date	35.4%
		3-year baseline	28.2%
		National ranking	16/43



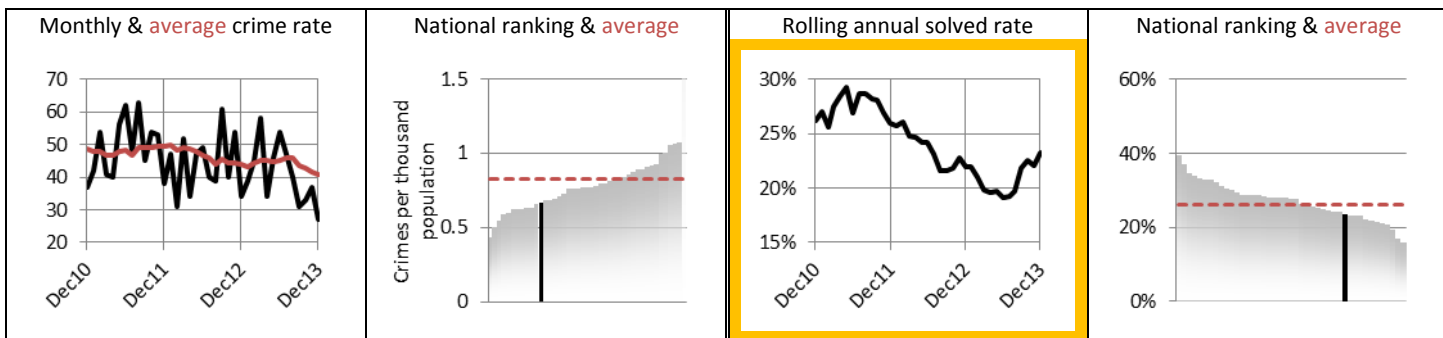
Recorded robbery levels have continued to remain low, averaging 18 offences a month over the past 12 months. Offence rates are 28.8% down from the three year baseline, with Suffolk showing the largest reduction in robbery offences nationally compared to last year. The last quarter of the year tends to show low levels of recorded offending and the current reductions are likely to be carried through to the year end.

Solved rates have continued to improve over the course of the year, with 35.4% of crimes solved, and only two disposed of via a community resolution. National performance is still strong, with Suffolk ranked 16th.

Serious Sexual Offences

Offences of rape, sexual assault and sexual activity with vulnerable persons

Crimes recorded		Solved rate	
Last 12 months	491	Year to date	349
3-year baseline	563	National ranking	12/43
Last 12 months	23.2%	Year to date	28.1%
3-year baseline	24.1%	National ranking	24/43



The levels of recorded Serious Sexual Offences has declined over the last 6 months, with the average number of offences per month dropping from a baseline of 47 to 39 a month this financial year, down by 17%. This is focused around a reduction in the numbers of Sexual Assaults and Other Sexual Offences while the number of Rape offences remains in line with normal levels.

As previously stated Suffolk is continuing to see an increase in the proportion of historic offences reported, with 24.4% reported after a year, up from 19.4% in 2010/2011. 33% of cases are reported within a day of being committed, and this is down from 41% in 2010/2011. Despite this increasing profile of historic cases solved rate performance is improving, with Suffolk’s national ranking up from 38th twelve months ago to 24th currently. 12 month rolling performance is still below the national average of 25.8%, however year to date performance for Suffolk is above the national average.

Due to the lag in time to solve a crime after it is recorded, currently at 115 days for Serious Sexual Offence, it is predicted that the year-end solved rate may dip based on the current low recorded crime levels.

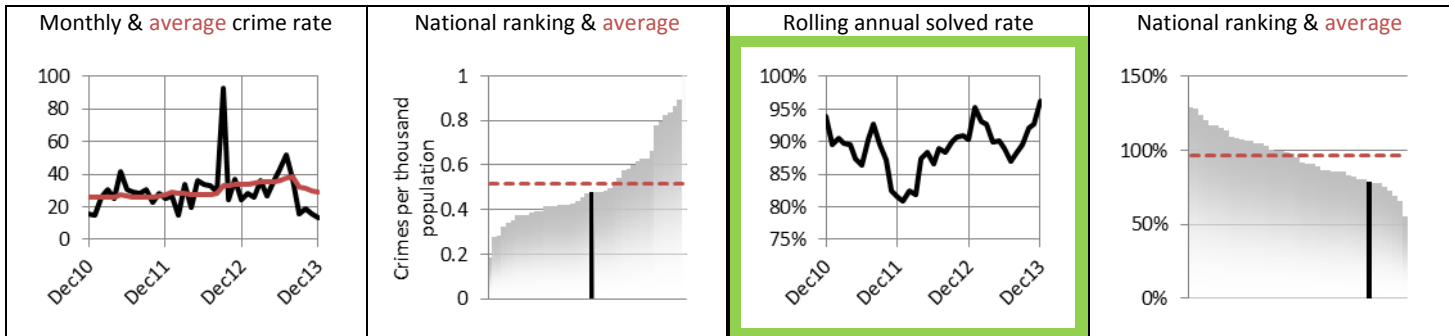
The Suffolk senior management team reviewed the findings from the College of Policing peer review carried out in October 2013 and agreed the following key actions to take forward and improve general performance and understanding around serious sexual offences:

- SSO Problem Profile to be developed by the Joint Performance and Analysis Department, with a joint profile with Norfolk to be considered. This is currently scheduled to be completed by June 2014
- Review of attrition rates and undetected SSO cases
- Strategic Change will consider whether Gemini and CAIU (Child Abuse Investigation Unit) should sit under one Directorate
- ISVA (Independent Sexual Violence Advisors) capacity to be reviewed and victim satisfaction questionnaire undertaken
- Alternative SOIT (Sexual Offences Investigation Technique) model to be considered to maintain operational experience of staff and continuing professional development
- Development of a joint rape action plan as set out in the NPJA Investigating Rape guidance manual, with closer working and training with the CPS

These actions have been mainstreamed into the CPC business plan to ensure oversight by the Chief Superintendent CPC and will be delivered as part of this process

Drug Trafficking *Production, supply or possession with intent to supply controlled drugs*

Crimes recorded		Solved rate	
Last 12 months	348	Year to date	258
3-year baseline	357	National ranking	23/43
Last 12 months	96.3%	Year to date	96.9%
3-year baseline	88.7%	National ranking	36/43



Recorded Drug Trafficking offences have dropped slightly below the 3 year baseline, due to the four months September to December averaging only 16 crimes a month. This will impact on the total volumes solved, and any increase in the number of offences will likely depress the year end solved performance as it takes an average of 54 days to solve a Drug Trafficking offence.

Focusing on the number of solved offences, 12 month performance has improved from 278 for the previous three years (excluding the exceptionally high performance in September 2012) to 333, up by 19.8%. However as stated above the low number of offences recorded will likely to start to have an impact on detection volumes in the last quarter of the year.

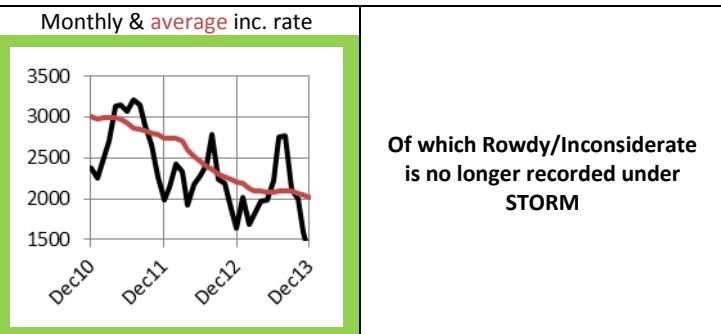
The focus on Drugs Trafficking offences is expected to disrupt the Class A drugs market, with 41% of offences this year relating to Class A drugs and 53% to Cannabis. A number of significant operations have been carried out this year across the county, targeting London based drug dealers. The most significant of these is Operation Volcanic within Ipswich which has had a number of significant successes. While these aim to target Class A drugs markets the nature of offenders means that suspects may be in possession of other drugs at the time of arrest.

Anti-Social Behaviour *Recorded incidents finalised as any classification of Anti-Social Behaviour*

Incidents recorded	Year to date	18,729	Last 12 months	24,254	3-year baseline	31,175	National rank	N/A
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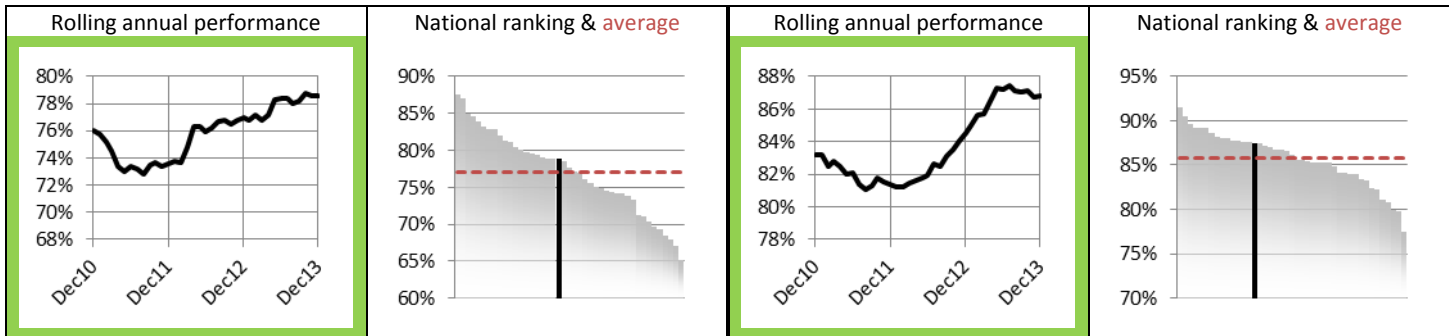
The change in command and control systems within the Constabulary's CCR during November has had an impact on the recording of Anti-Social Behaviour. Of note is the change in the closing codes to align these with those used in Norfolk which therefore no longer includes the category of Rowdy/Inconsiderate Behaviour. As such reporting now focuses on total ASB as the most consistent long term measure.

The reduction in offences recorded under STORM has been linked to a stronger audit process to ensure that calls are recorded more accurately on the system. This would imply that an element of over recording was present within the POLARIS system. This is supported by results from the Crime Survey for England and Wales where ASB measures have consistently shown Suffolk as being in the lowest 5 forces for levels of ASB.



Victims' Satisfaction *Percentage of telephone survey respondents satisfied with the follow-up and their whole experience*

Victims satisfied with follow-up/being kept informed		Victims satisfied with the whole experience	
Last 12 months	78.5%	Year to date	N/A
3-year baseline	75.3%	National ranking	21/43
Last 12 months	86.8%	Year to date	N/A
3-year baseline	83.3%	National ranking	17/43



Satisfaction with follow-up has been at just over 78% since May 2013 which is just above the three year baseline. Nationally other forces are seeing improvements and as such the national ranking has slipped by one place since last quarter to 21st from 20th.

After a steady increase in overall satisfaction during 2011/2012 the current financial year has seen a slight reduction in the level of performance, although this is not statistically significant. Of note is the decline in vehicle crime satisfaction seen since June while both domestic burglary and violent crime have continued to improve. The decline in vehicle crime is linked to a drop in the satisfaction with actions taken by staff although the quality of treatment received by victims remains excellent.

Increases in overall satisfaction have been mainly driven by improvements in Ipswich SPC, with increases in the East and West less noticeable though still present. This is in part due to the historical lower performance of Ipswich which is improved significantly over the past year.

In comparison to national performance with the whole experience Suffolk is above, but not statistically significantly, the national average and ranked 17th. While this is up over the last 12 months this is drop of two places since last quarter.

Domestic Abuse Repeat Victimization *Victims of serial Domestic Abuse who are reoffended against within a twelve month period*

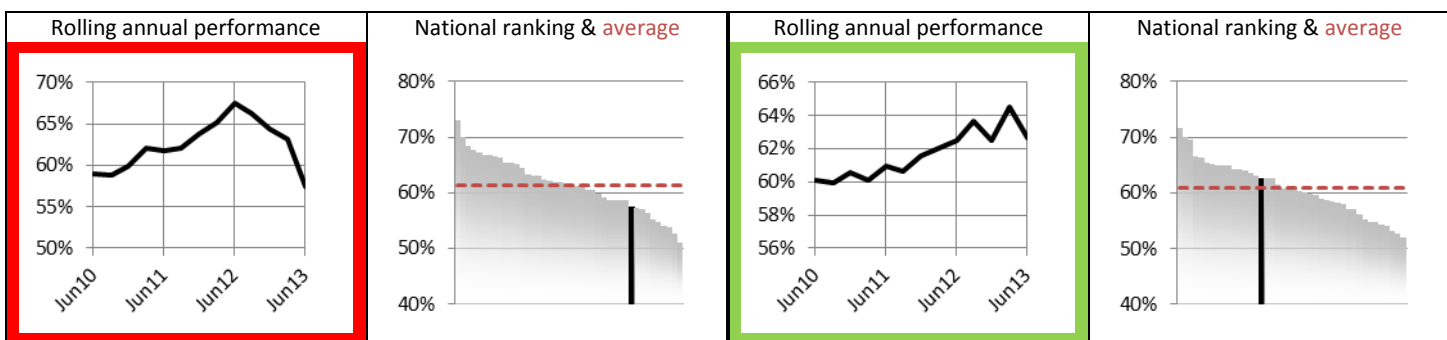
Repeat Victim. rate	Last 12 months	65.0%	3-year baseline	68.0%	National ranking	N/A
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<p>This indicator is intended to measure the number of victims of Domestic Abuse who are repeatedly offended against.</p> <p>Persons who report they have been victims of Domestic Abuse three times within a twelve month period, who are then victimised for a fourth time within the subsequent twelve months, are considered repeat victims. In the twelve months to December 2013, 65% of the victims identified after three offences were offended against a fourth time, this is down 3 percentage points from the three year average.</p> <p>The police take all reports of Domestic Abuse seriously, irrespective of how many times an individual has been a victim. However research has shown that as the number of repeat offences increase so does the risk of future victimisation and so by identifying and locally case-managing these victims, it is possible to break this cycle and reduce their risk of further victimisation.</p>	<p>Monthly & average crime rate</p>	<p>Repeat victimisation rate</p>
	<p>Chart to be produced once full year data available</p>	<p>Chart to be produced once full year data available</p>

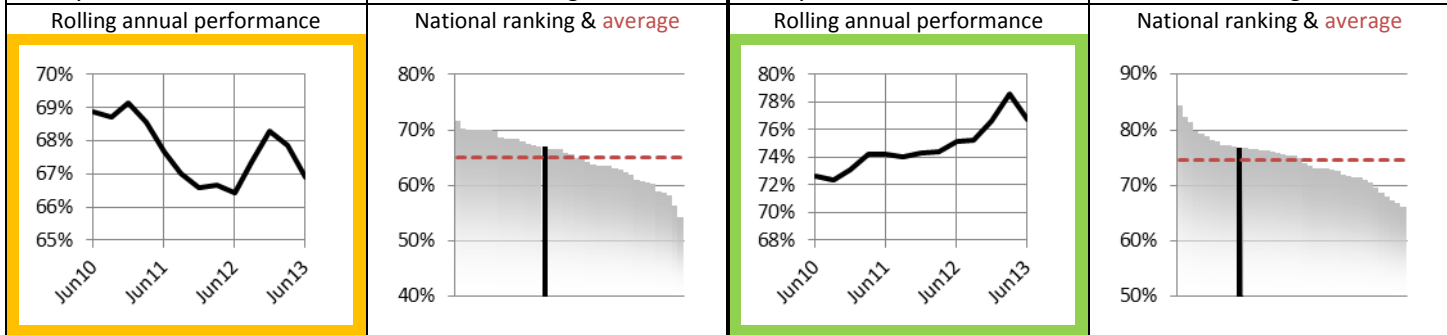
Part B: Quality of Service indicators

Public Confidence *Responses to the Crime Survey of England & Wales, relating to confidence in the Police*

People who think the police do a good/excellent job		...who think the police are dealing with community priorities	
Last 12 months	57.4%	Year to date	N/A
3-year baseline	60.1%	National ranking	33/42



...who think the police would treat them fairly		...who have overall confidence in the police	
Last 12 months	66.9%	Last 12 months	76.7%
3-year baseline	68.0%	3-year baseline	72.4%
Year to date	N/A	Year to date	N/A
National ranking	17/42	National ranking	12/42



The latest update for the Crime Survey for England and Wales is due on the 23rd January 2013. As such it is not represented in this paper and an update will be made when the data is available. The data above sets out performance to the end of June 2013.

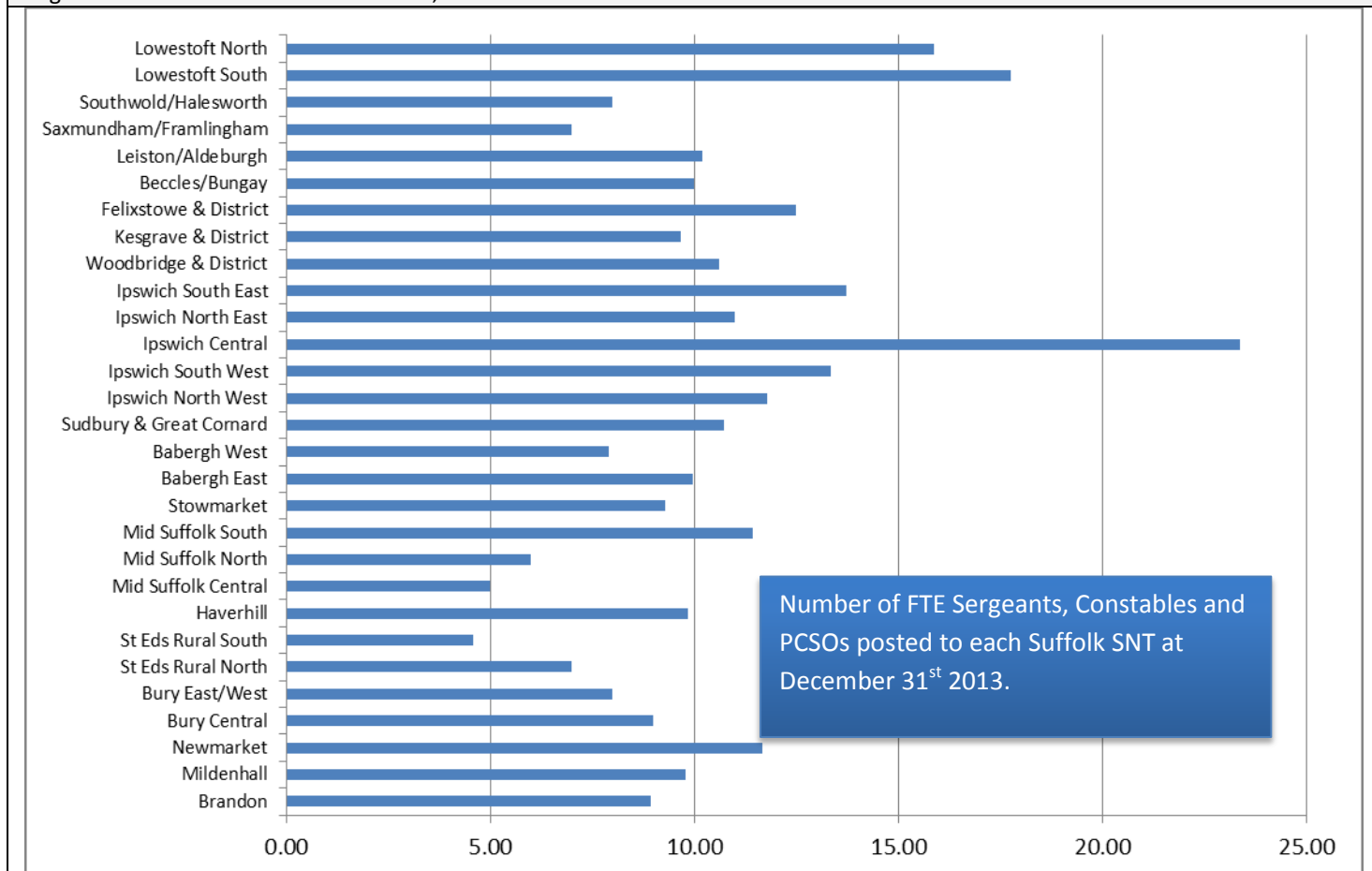
The Constabulary is currently setting up a Confidence Board chaired by ACC Skevington. This is currently in development and is expected to host its first meeting on the 31st January 2014. The OPPC will be represented on this board and an update will be made available alongside the updated CSEW results when published.

Part C: HR

Establishment		<i>Number of officers and staff employed</i>			
Total No. Officers	Current Establishment Incl officers, staff, PCSOs and Specials	2286		National ranking	N/A

Overall establishment stands at 2286 including Special Constabulary. Current strength is 2235.38 (as at 01.1.2013). There are 1,377.5 budgeted officers and PCSOs (52% of the workforce) against an establishment of 1,384 posts.

There are currently 299 established officer (Sergeant and Constable) and PCSO posts allocated in Safer Neighbourhood Teams, up from 296 in October, broken down as per the graph below, with a strength level of 304 FTE deployed within those posts. Currently a single SNT is 2 staff below establishment, with another SNT 3 staff above.



Workforce Diversity*Number of officers and staff employed*

% of Workforce	BME	3.2%	Female	41.4%	Lesbian, Gay, Bisexual	2.2%
	Part-time	17.9%	Disabled	5.0%		

At the last Diversity Programme Board (DPB) in September 2013 it was agreed to formulate a small working group to understand the profile of our workforce and make recommendations to the DPB to enhance representation of underrepresented groups in specific ranks, grades or roles.

Proportions of Black and Minority Ethnic Officers, Staff and Specials have remained consistent since 2012/13 with slight growth in BME officer proportions among officers and specials. Similarly the male/female ratio of the workforce has been consistent across all categories. There is generally greater female representation among police staff (58%) compared to police officers (29%) and Special Constabulary (28%).

82.1% of the workforce is full time. This proportion reduces to 73% among police staff and increases to 90% among officers. Again these proportions have been consistent over time.

Sexual Orientation is unknown in 36% of the workforce although this percentage has been reducing gradually since 2012/13. There has been a slightly greater level of reduction in confirmation of religious status although overall a greater proportion of the workforce (46%) has not disclosed its religion.