

Suffolk Constabulary

Police & Crime Plan Performance Progress Report

June 2014



Police & Crime Plan Objectives

Objective	Measure	12 months to 30 Jun 14	Baseline ¹	Comparison to baseline ^{1 2}	Status ³	National ranking ⁶
Responding to Emergencies	999 Call Handling⁷	89.7%	92.0%	-2.3%	◆	N/A
	Response to Emergency Incidents	90.8%	90.3%	+0.5%	●	N/A
Solving Crime	Violence with Injury – Solved	51.2%	52.5%	-1.3%	▲	8th
	Domestic Burglary – Solved	23.3%	20.1%	+3.2%	●	10th
	Robbery – Solved	36.5%	31.1%	+5.4%	●	9th
	Serious Sexual Offences – Solved	26.8%	24.5%	+2.3%	●	16th
	Drug Trafficking – Solved	101.0%	91.0%	+10%	●	3rd
Preventing & Reducing Crime	Violence with Injury – Crimes	3,653	3,864	▼ 5.5%	●	16th
	Domestic Burglary – Crimes	1,342	1,744	▼ 23%	●	6th
	Robbery – Crimes	203	262	▼ 22%	●	11th
	Anti-Social Behaviour Incidents	24,646	29,626	▼ 17%	●	N/A
Caring	Victims' Satisfaction – Whole Experience⁵	87.7%	84.7%	+3.0%	●	16th
	Victims' Satisfaction – Follow-up⁵	81.6%	77.2%	+4.4%	●	14th
	Domestic Abuse Repeat Victimisation	66.7%	65.4%	+1.3%	▲	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	63.9%	62.7%	+1.2%	●	16th
	Public Confidence – Community Priorities⁴	63.2%	61.6%	+1.6%	●	18th
	Public Confidence – Fair Treatment⁴	69.2%	68.0%	+1.2%	●	8th
	Public Confidence – Overall Confidence⁴	77.7%	74.7%	+3.0%	●	13th

Footnotes

1. 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. Baselines have been updated as per the previous quarterly report (AP14/26 – Appendix A).
2. The comparison to the baseline represents the last 12 months performance against the baseline.
3. 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 and not improving
4. Public Confidence data is collected via the Crime Survey for England & Wales, reported quarterly on a rolling annual basis. The latest data available in July 2014 is for the period **January-December 2013**. Newer data will be published on or after 17 July 2014.
5. Victims' Satisfaction data is collected monthly but reported only on a rolling annual basis, hence it is not usually possible to report the confidence and satisfaction data on a year-to-date basis. The latest data available in July 2014 is for the period **July 2013-June 2014**.
6. National ranking data is collected via monthly Home Office returns, which are published around three weeks after the month-end. The latest data in July 2014 is for the period **June 2013-May 2014**, with the exception of Victims' Satisfaction data which is for the period **April 2013-March 2014**. 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).
7. National target 90% http://library.college.police.uk/docs/homeoffice/call_handling_standards.pdf

Part A: Police & Crime Plan indicators

999 Call Handling *Emergency 999 calls answered within 10 seconds*

Calls received	Year to date 19,746	Last 12 months 84,587	3-year baseline 89,092	National rank N/A
Within target	Year to date 90.6%	Last 12 months 89.7%	3-year baseline 92.0%	National rank N/A

The monthly proportion of 999 calls answered within 10 seconds has consistently remained above the national standard of 90% for six consecutive months, despite June demand increasing to the highest level of the year so far.

However rolling annual performance has fallen over the last 12 months, and year to date levels remain below the baseline.

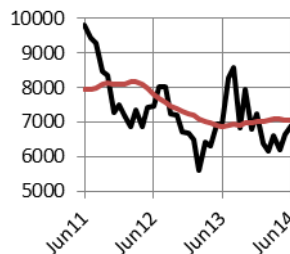
At the last Accountability & Performance Panel Meeting it was requested that some analysis be conducted into CCR leavers over the last six months to establish if this could be having an impact with regard to a slight reduction in performance during this same period.

During the six month period to May 2014 just 4 members of CCR staff left. None of these leavers returned their exit interview forms and therefore we do not have a record of their reasons for leaving. However this is not considered to be a high turnover rate and it is therefore unlikely that this will be significantly contributing to performance.

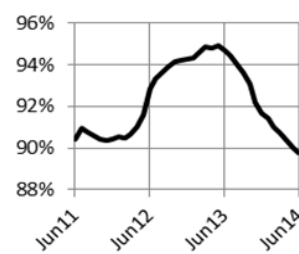
In general terms the CCR management feel that the current resourcing level is adequate to meet Police & Crime Plan performance measures, being at 95% of its funded establishment, with six new operators recruited recently. Through fortnightly meetings between the DCC and HR it is ensured that any vacancies within the CCR are filled as a matter of priority.

There are a number of actions currently being taken by CCR management with a view of addressing the decline in call performance. These are primarily flexible/part time working, and attempts to increase the numbers of trained staff that can be brought into the CCR to provide additional resilience.

Monthly & average demand



Rolling annual performance

**101 Call Handling** *Non-emergency 101 calls answered within 20 seconds*

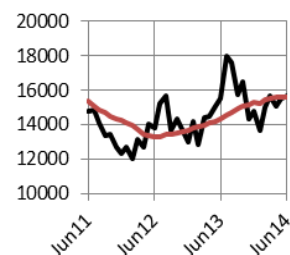
Calls received	Year to date 46,308	Last 12 months 187,562	3-year baseline 172,855	National rank N/A
Within target	Year to date 66.1%	Last 12 months 72.4%	3-year baseline 82.6%	National rank N/A

Whilst not a measure in the Police & Crime Plan, performance relating to the non-emergency number, 101, has been included in this paper to draw attention to the ongoing trend of increasing demand and deteriorating performance.

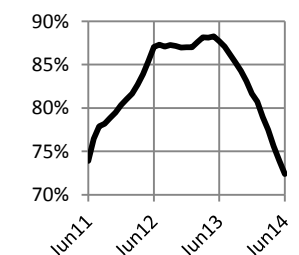
The number of calls received in the last quarter rose 4.5% on the previous three months and 2.7% on the same quarter last year, whilst the proportion of calls answered within target was down nearly 6% on the previous quarter and almost 21% lower than the same period last year.

The Force seeks to answer 80% of such calls within twenty seconds, however performance has fallen sharply in recent

Monthly & average demand



Rolling annual performance



months. 999 calls are always prioritised above 101 and call taker resources apportioned accordingly, factoring in expected demand.

Analysis has identified that since the replacement of Polaris with Storm there has been a notable difference in the non-emergency call handling performance levels. Although there has been little difference in actual call times, the amount of time operators need to 'wrap up' the call has increased by an estimated 10%, due to the higher level of data & intelligence available when creating a Storm CAD. Storm provides the operator with much more background information about the caller or address that police will attend, which in turn allows a more effective identification of risk. However as a result operators need more time to analyse, assess and grade this information before moving onto the next call.

With the increased focus placed upon the delivery of quality customer service and positive outcomes, rather than the speed of calls answered, the assessment of CCR management is that it would not be possible to increase current non-emergency call handling performance without an increase in resources.

The victim satisfaction survey, which asks about ease of contact, feedback and overall satisfaction, does yield data relevant to the CCR, however this is not reliable due to low sample numbers. Initial analysis of survey data identifies 43 people who were either completely dissatisfied, very dissatisfied, fairly dissatisfied, neither satisfied nor dissatisfied or 'don't know' in the last 12 months. 10 of these (23%) made contact via 999 and 11 (26%) made contact via 101. The highest proportion was where contact was made via 'other telephone call' (28%) followed by personal visit to a police station (21%) and direct to an officer on the street (2%).

Response to Emergency Incidents

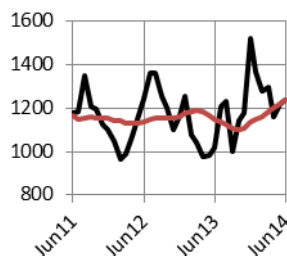
Grade 1 emergency incidents attended within 15 minutes (urban)/20 minutes (rural) of call receipt

Incidents attended	Year to date 3,618	Last 12 months 14,854	3-year baseline 14,021	National rank N/A
Within target	Year to date 94.4%	Last 12 months 90.8%	3-year baseline 90.3%	National rank N/A

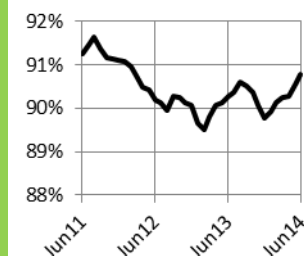
Response within target stands comfortably above the baseline for the year to date, whilst the rolling annual figure is just above target.

The last quarter saw the number of incidents attended fall by 8.3% compared with the previous 3 months, although demand was up by 21.4% compared to the same period last year, and the highest level seen in a first quarter since 2010, when performance was 6.3% lower than current levels.

Monthly & average demand

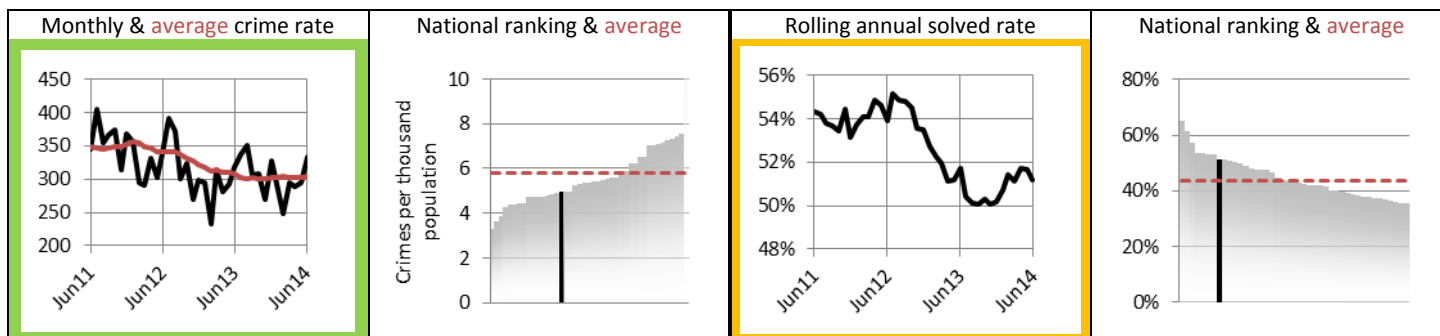


Rolling annual performance



Violence with Injury*Assaults causing injury irrespective of intent, ranging from ABH to murder*

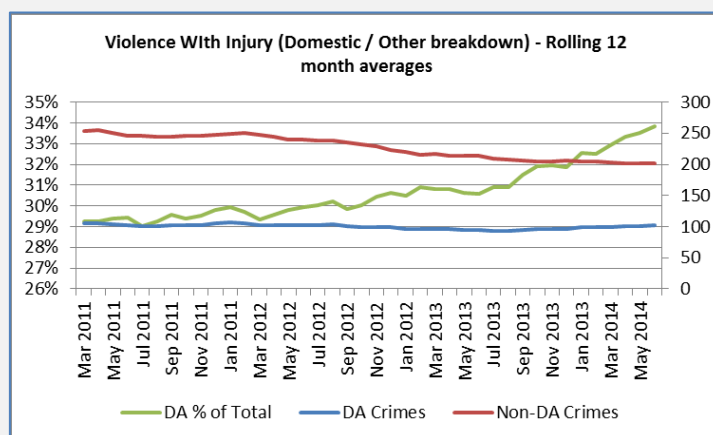
Crimes recorded		Solved rate	
Last 12 months	3,653	Year to date	917
3-year baseline	3,864	National ranking	16/43
		Last 12 months	51.2%
		Year to date	50.2%
		3-year baseline	52.5%
		National ranking	8/43



Suffolk has seen a stabilisation in the number of recorded violent offences involving injury over the last year, following a period of reduction in the previous year. An improvement has also been seen in the national rankings compared with the previous quarter – rising from 18th to 16th. A quarter on quarter increase is normal at this point in the year, and analysis shows that there was a 10% rise, driven largely by Assault Occasioning ABH which accounted for over two thirds of VWI this quarter and 80% of the rise.

The monthly CPC Performance Meeting has requested analysis with the remit of examining common themes and high cluster areas of Violence with Injury to inform a demand reduction strategy.

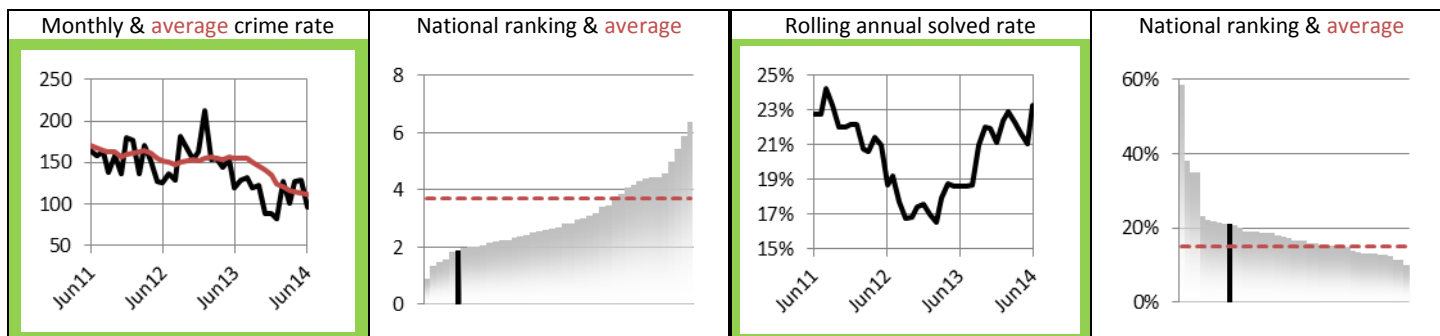
Whilst Domestic Abuse reports saw an increase in the last quarter, performance was not unusually high. Domestic Abuse makes up an increasing proportion of Violence With Injury but as the graph below shows this is driven by a long term reduction in non-DA crime rather than an increase in DA, which has actually seen a very flat trend over the last few years.



Suffolk has also seen an improvement in the national rankings for the solved rate, moving up three places to 8th. This is despite a small deterioration in performance in the last quarter. An Operational Delivery Plan is being implemented with crime audits being undertaken as part of the Detective Inspectors' remits. There is also an initiative to improve the quality of handovers to Custody Investigation Units, with the aim of improving solved rates as well as reducing demand and increasing victim satisfaction.

Domestic Burglary*Burglary of domestic dwellings, including attempts and distraction offences*

Crimes recorded		Solved rate	
Last 12 months	1,342	Year to date	353
3-year baseline	1,744	National ranking	6/43
		Last 12 months	23.3%
		Year to date	23.8%
		3-year baseline	20.1%
		National ranking	10/43



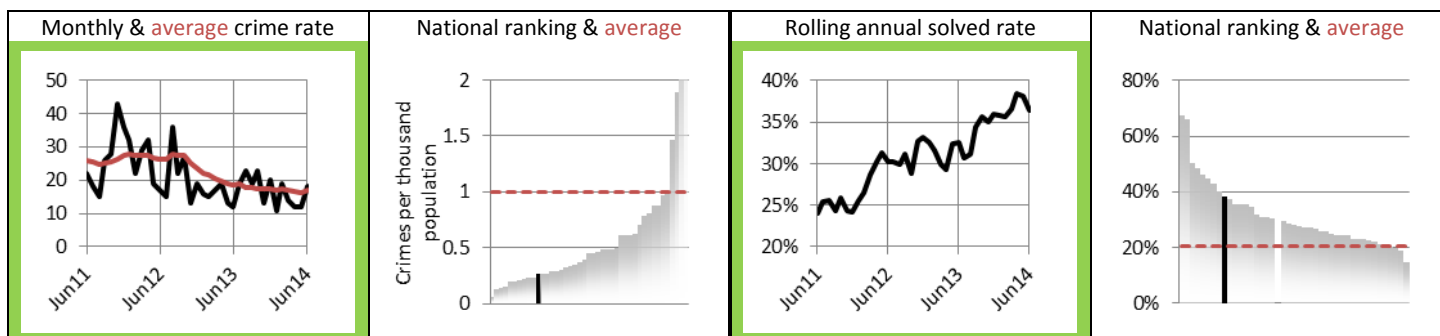
The Domestic Burglary rate has begun to level out following a reduction over the last year, and nationally Suffolk has moved up one place to 6th compared with the previous quarter.

The solved rate stands at 23.8% for the year to date, whilst the rolling annual rate of 23.3% is the highest it has been since late 2011. Suffolk has fallen from being the 5th best performing force in the previous quarter to the 10th, but remains above the 3-year baseline for the last 12 months.

Analysis has recently been completed identifying the top offenders and locations for Domestic Burglary in Suffolk, based on crime data from the last decade. This information will be used to carry out proactive targeting of key offenders and prevention work in those locations most vulnerable to this type of crime.

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

Crimes recorded		Solved rate	
Last 12 months	203	Year to date	42
3-year baseline	262	National ranking	11/43
		Last 12 months	36.5%
		Year to date	42.9%
		3-year baseline	31.1%
		National ranking	9/43



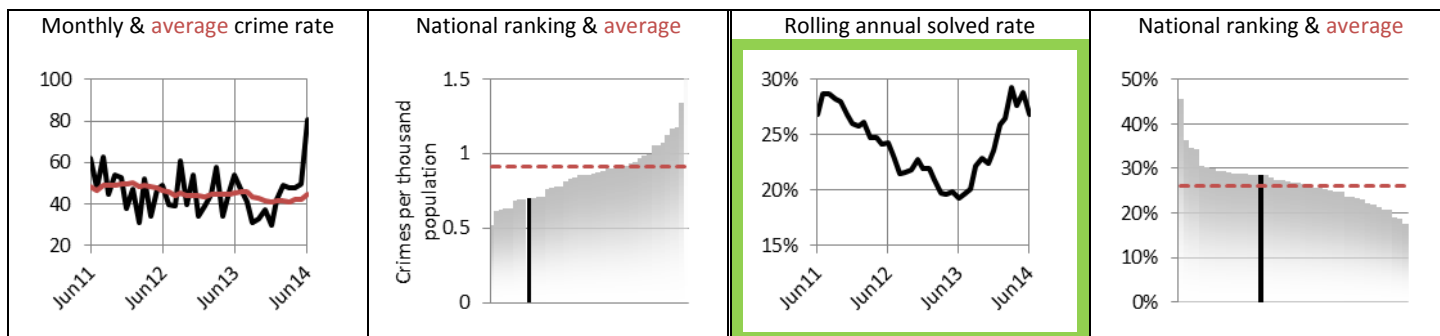
Robbery performance has been strong in Suffolk with a continued downward trend seen in the crime rate, improving the national standing by one place to 11th compared to the previous quarter. There was also a notable rise in the solved rate which stands at 42.9% for the year to date, pushing the force up from 13th to 9th in the national rankings.

The number of reported robberies fell by 6.8% against the previous quarter, a reduction driven largely in Ipswich.

As with Domestic Burglary, analysis of the last ten years' crime data has been conducted to identify the key robbery offenders and victims with a view to focusing intelligence, prevention and enforcement activity.

Serious Sexual Offences*Offences of rape and sexual assault, plus sexual activity with vulnerable persons*

Crimes recorded		Solved rate	
Last 12 months	537	Year to date	179
3-year baseline	540	National ranking	9/43
		Last 12 months	26.8%
		Year to date	17.9%
		3-year baseline	24.5%
		National ranking	16/43



Suffolk's performance has stabilised in the national context, remaining at the 9th lowest rate of serious sexual offending. However a sharp rise was seen in June with 81 offences recorded, the highest level seen in over seven years. Crime increased by half against the average in Ipswich and the Eastern Area, and doubled on the Western Area. The key crime category driving the increase was Sexual Assault, particularly against females, whilst smaller rises were seen in terms of Rape and Other Serious Sexual Offences.

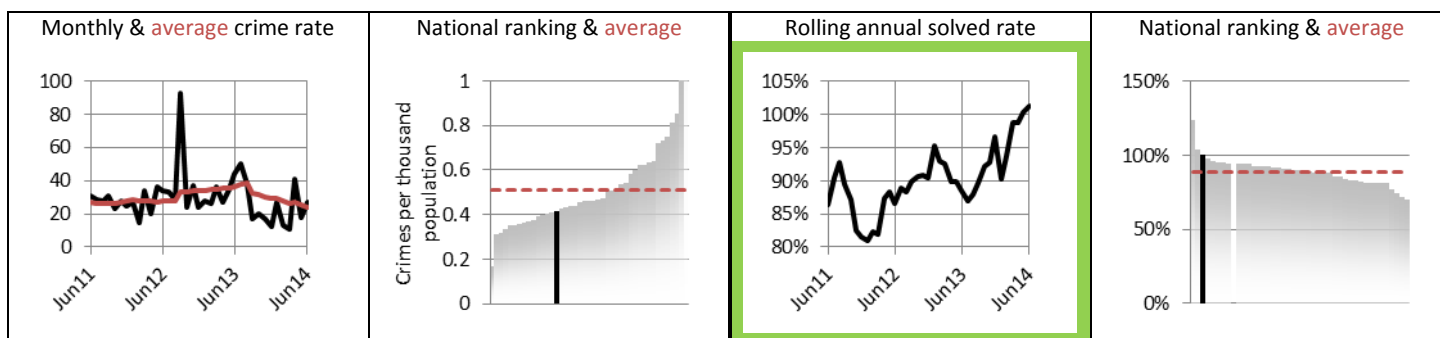
This rise coincides with some changes in local crime recording procedures following the recent HMIC Inspection of Crime Data Integrity in Suffolk. This was specifically in respect of 3rd party investigations, some of which were not previously crimed, and an increased focus on victim perceptions when recording crime. Further analysis over a longer period of time will be required to fully evaluate the impact of these changes on levels of recorded Sexual Offences but it appears that a notable increase is likely.

The solved rate has suffered largely as a result of the spike in demand, but the rolling average remains well above the baseline, and Suffolk's ranking nationally has improved notably from 24th to 16th.

A Strategic Profile of Rape has been circulated amongst key business leads for consultation, and through further analysis this is currently being developed into a Strategic Profile of all Sexual Offences. This will result in a series of recommendations aimed at further improving prevention and detection of crime, and the quality of service to victims.

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

Crimes recorded		Solved rate	
Last 12 months	291	Year to date	86
3-year baseline	356	National ranking	15/43
		Last 12 months	101.0%
		Year to date	74.4%
		3-year baseline	91.0%
		National ranking	3/43



The number of drug trafficking offences has reduced since a change in the Force's policy for such offences, whereby a recordable crime report is only created once the nature of the offence and the classification of the substance have been validated. This eliminated a process which gave an artificially high count of crimes under investigation, which in turn has now resulted in a higher, more representative solved rate for these crimes.

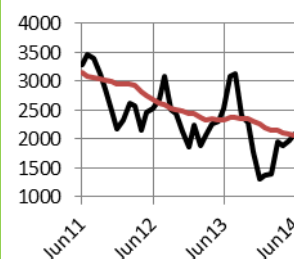
Suffolk is now ranked 3rd for the solved rate of drug trafficking offences, up 14 places from 17th in the last quarter with a rolling annual rate of 101.0%. A solved rate exceeding 100% is possible as it looks at the number of crimes recorded within a specific period, and the number of outcomes recorded within the same period, irrespective of when the crime was originally recorded.

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

Incidents recorded	Year to date	5,963	Last 12 months	24,646	3-year baseline	29,626	National rank	N/A
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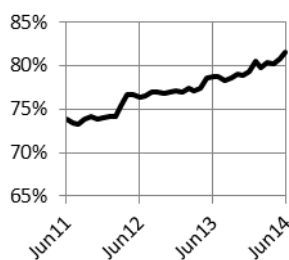
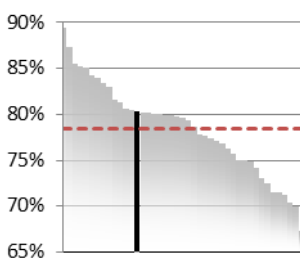
The number of incidents of anti-social behaviour reported to police remains on a downward trajectory albeit the last quarter has seen the beginning of the traditional rise towards summer. However the number of incidents remains lower than last year with year-on-year reductions of between 14% and 16% in each of the last three months.

The ASB Operational Delivery Plan is focusing on the impending new ASB legislation, including development of proposals for the Community Trigger Plan and establishment of a working group, action plan and risk register.

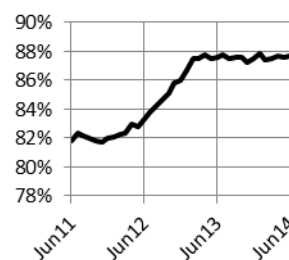
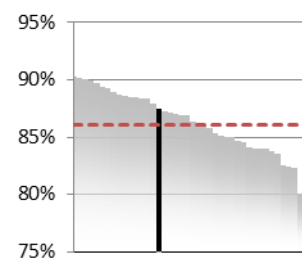
Monthly & **average** inc. rate**Victims' Satisfaction***Percentage of telephone survey respondents satisfied with the follow-up and their whole experience*

Victims satisfied with follow-up/being kept informed				Victims satisfied with the whole experience			
Last 12 months	81.6%	Year to date	N/A	Last 12 months	87.7%	Year to date	N/A
3-year baseline	77.2%	National ranking	14th	3-year baseline	84.7%	National ranking	16th

Rolling annual performance

National ranking & **average**

Rolling annual performance

National ranking & **average**

The rising trend in satisfaction with being kept informed has continued in the last period with the rolling 12 month figure standing at 81.6% in June. Suffolk's national standing has risen from 20th to 14th in the last quarter.

Satisfaction with the whole experience continued to remain stable with a rolling annual rate of 87.7% in June. Suffolk's ranking in the national figures is unchanged compared with last quarter at 16th.

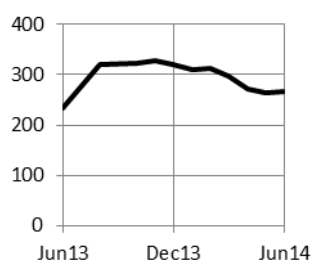
The work of the Satisfaction Improvement Group has continued, including the establishment of a working group to develop a training package around Victim Satisfaction issues.

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

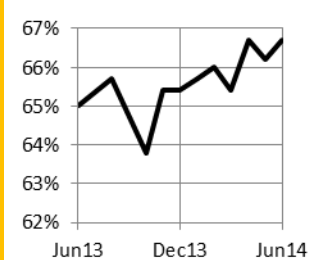
Repeat victimisation	Year to date	N/A	Last 12 months	66.7%	3-year baseline	65.4%	National rank	N/A
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The most recent calculation of the domestic abuse repeat victimisation rate indicates that 66.7% of the cohort of domestic violence victims suffering three or more such offences within a twelve month period, were further offended against in the subsequent twelve months. The nature of this measure is such that the cohort changes with every calculation, hence it is designed as a snapshot-style diagnostic indicator, with further case-specific information provided to local commanders for their action.

The rate has exceeded the base line in each of the last three months. Repeat victimisation is presently highest amongst the high risk victims, at 72%, with 61.4% of medium risk repeat

Monthly & **average** cohort size

Repeat victimisation rate



victims reoffended against within one year, and 67% of low risk.

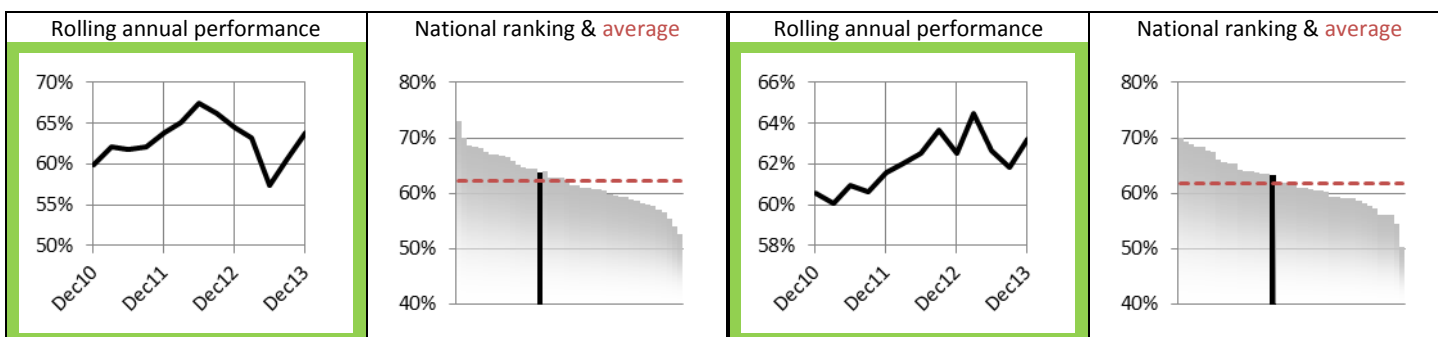
This performance measure is a complex calculation that is currently being reviewed, with a view to identifying alternative measures that are simpler to understand and interpret.

With regard to current prevention activity, there is a focus on early intervention opportunities which will be enhanced when the DA processes are aligned with the MASH.

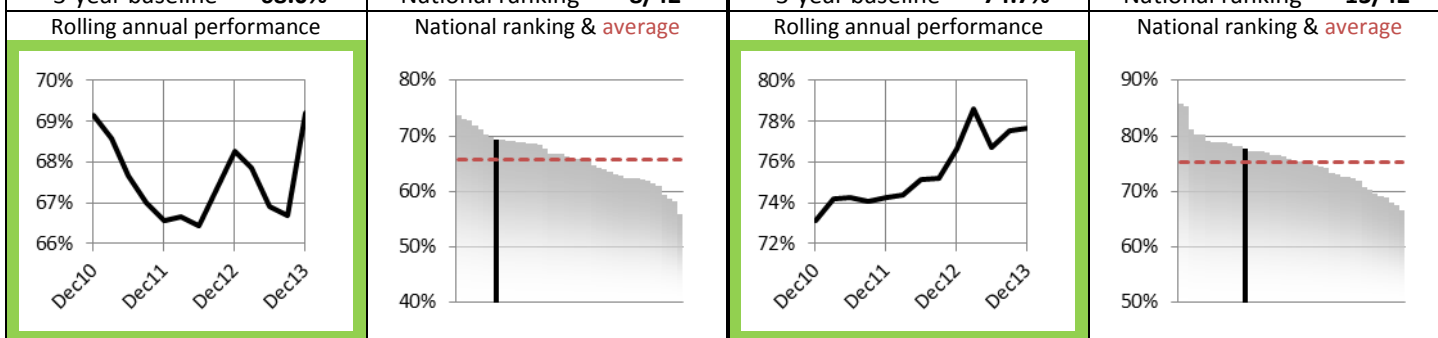
Part B: Quality of Service indicators

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	63.9%	Year to date	N/A
3-year baseline	62.7%	National ranking	16/42



...who think the police would treat them fairly		...who have overall confidence in the police	
Last 12 months	69.2%	Last 12 months	77.7%
3-year baseline	68.0%	3-year baseline	74.7%
Year to date	N/A	Year to date	N/A
National ranking	8/42	National ranking	13/42



Data for the period to March 2014 is due for publication on or after 17 July 2014, so the information presented above is unchanged from that reported in the most recent monthly update report.

The previous full APP paper, published in April, reported confidence data for the twelve months to the end of September. The December data, above, shows increases across the board compared with September data, and all measures performing above the baseline.

The most notable rise was in the percentage of surveyed residents who think the police do a good/excellent job, which rose 3.2 percentage points and saw Suffolk's national ranking rise 11 places to 16th. The percentage of surveyed residents who think the police would treat them fairly has also seen a strong performance, up 2.5 percentage points, which took performance back above the baseline and saw the national ranking rise from 18th to 8th.

The percentage of survey respondents who think the police are dealing with community priorities rose 1.4%, pushing Suffolk up the national rankings to 18th. The rise in those who have overall confidence in the police was smaller, at just 0.2%, and Suffolk actually fell two places in the national rankings to 13th.

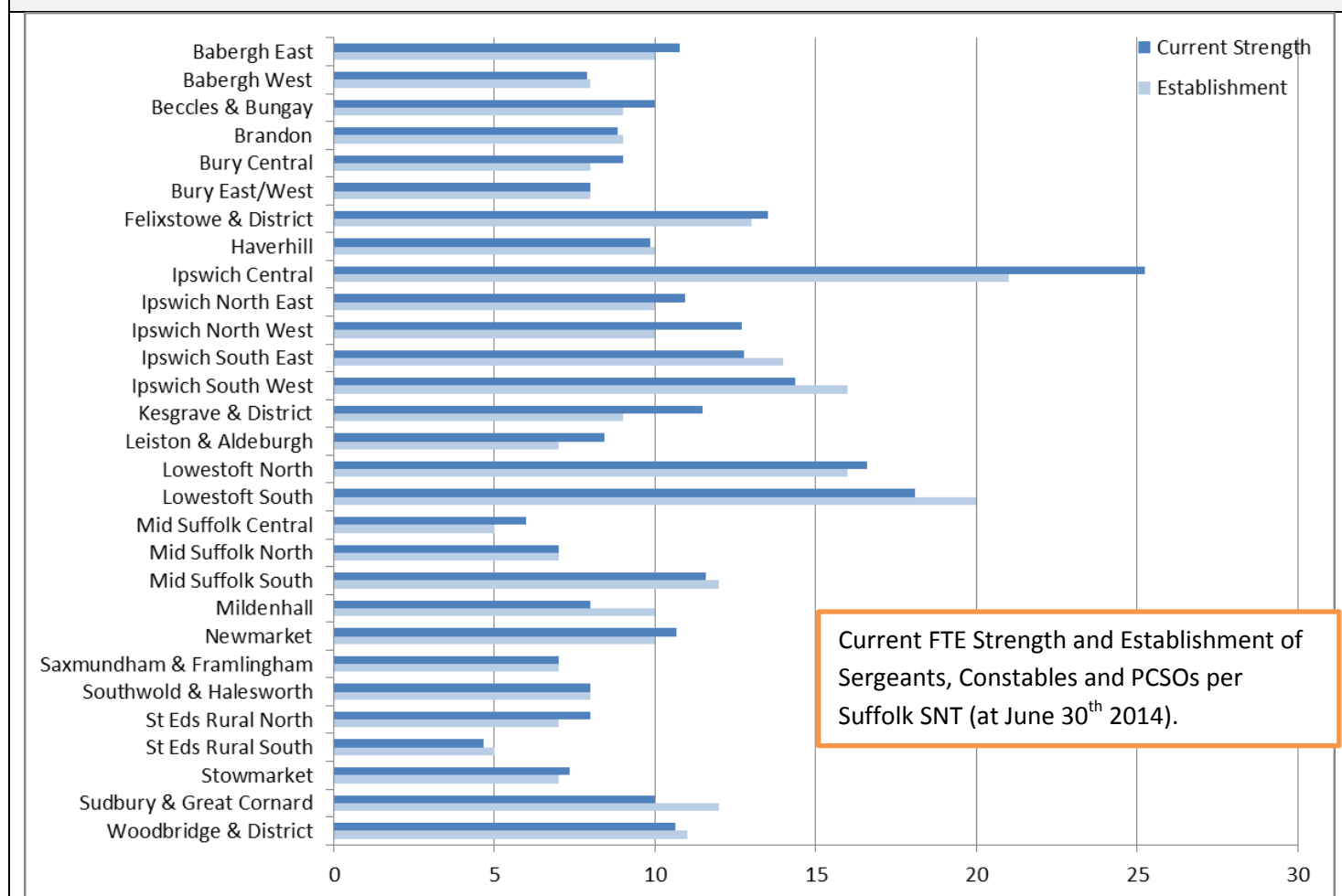
A Confidence Board, led by the ACC, is being developed in Suffolk and will identify areas for improvement through a Strategic Action Plan and recently has undertaken a review of local SNT priority setting arrangement.

Part C: HR

Establishment			Number of officers and staff employed			
Total No. Officers	Current strength of Officers and PCSOs	1378.19	Officer and PCSO FTE Establishment	1377	National ranking	N/A
Total No. Staff	Current strength of Police Staff	844.48	Police Staff FTE Establishment	912.84	National ranking	N/A
Total No. Specialists	Current strength of Specialists	240				

The current strength of Police Officers and PCSOs is 1378.19, which is only just above the establishment of 1377 and standing 1.5% lower than in March. The strength of Police Staff stands at 844.48, 7.5% under the establishment figure. The current strength of the Specialists is 240.

There are currently 299 established officer (Sergeant and Constable) and PCSO posts allocated in Safer Neighbourhood Teams, with a strength level of 307.3 FTE deployed within those posts. Both datasets are shown by SNT in the chart below. In five cases SNTs are understaffed by more than one post. Sudbury & Great Cornard, Newmarket and Lowestoft are down by 2 posts, whilst Ipswich South West and South East are down by a combined total of 3. Of the county's 29 SNTs, 19 have at least their budgeted number of officers. Ipswich Central, Ipswich North West and Kesgrave & District are more than 2 posts over establishment each.



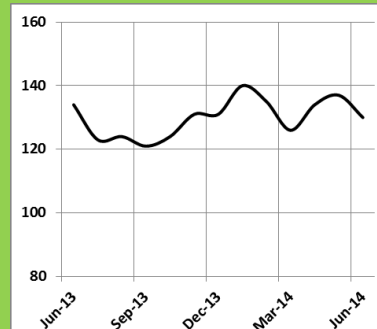
Restricted and Recuperative Duties*Number of officers not available for full front line duties*

Total No. Officers	Current	130	12 month Average	130	National ranking	N/A
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As of 30th June 2014, 130 officers were on recuperative or restricted duties. This represents a reduction of 5.1% on the previous month, and stands 3% below the level seen in June 2013.

The current level of this restriction represents 9.4% of the total officer strength. Between departments this rate ranges from those where officers are deployed because of restricted or recuperative status, such as Investigation Management (71.2%) to 5.9% in CID.

71% of restricted and recuperative duty officers are on medium to long-term restrictions.

Number of Officers R&R over time**Long and Short Term Sickness***Number of officers and staff on sickness leave*

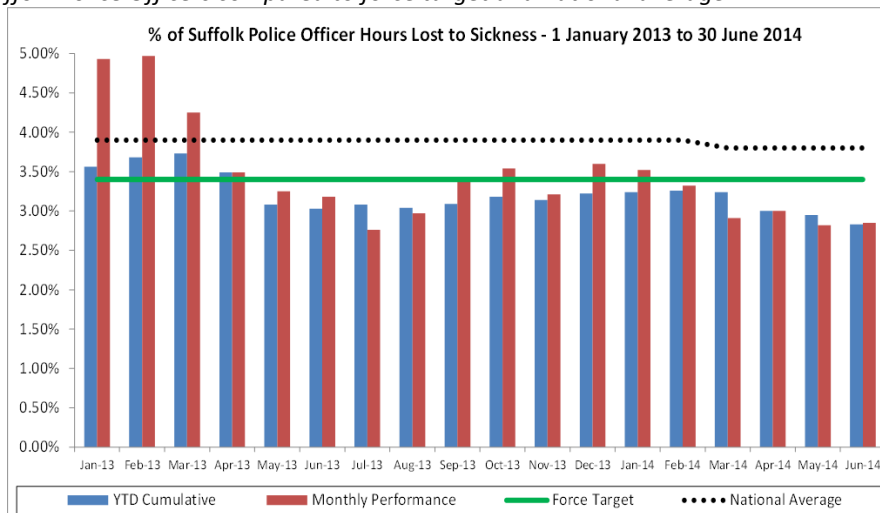
Total No. Officers	Current (combined officer & staff)	2.95%	Target	3.4%	National ranking	N/A
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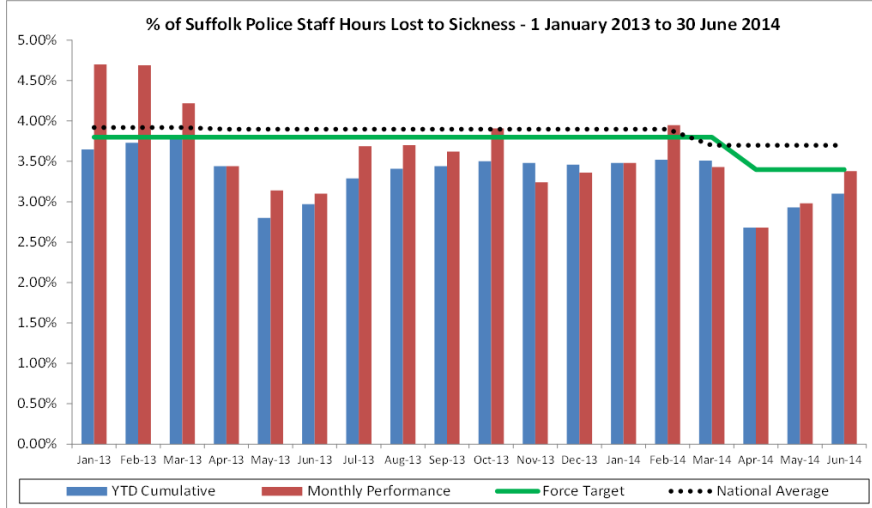
Monthly performance combined for police officers and police staff as at 30 June 2014 was 2.95% compared to 2.89% as at 31 May 2014.

The first chart below demonstrates monthly and YTD performance for Police Officers. The YTD figure has continued to perform under the target, which has not been exceeded since May 2013. Similarly the second chart demonstrates monthly and YTD performance for Police Staff with the YTD figure having consistently remained under target since March 2013.

29% of recorded sickness in June for Police Officers was related to short term absence, 31% for Police Staff. Medium term absence made up 18% of recorded Police Officer sickness and 27% for Police Staff. Long term absence accounted for 53% of recorded Police Officer sickness and 42% for Police Staff.

Sickness Hours lost for Suffolk Police Officers compared to force target and national average:



Sickness Hours lost for Suffolk Police Staff compared to force target and national average:**Workforce Diversity***Number of officers and staff employed*

% of Workforce	BME	1.9%	Female	41.8%	Lesbian, Gay, Bisexual	2.3%
	Part-time	18.4%	Disabled	4.9%		

Proportions of Black and Minority Ethnic Officers, Staff and Specials fell slightly on the previous quarter, but have been relatively consistent over the last four quarters, differing just 0.1% between 1.91% and 2.01%. There has been a notable fall in the proportion of BME Special Officers, with the current level of 1.67% down 1.13% on that seen in Q2 2013/14 (2.8%).

Similarly the male/female ratio of the workforce has been consistent across all categories. There is generally greater female representation among police staff (59%) compared to police officers (28%) and Special Constabulary (30%).

82% of the workforce is full time. This proportion reduces to 72% amongst police staff and increases to 90% amongst officers. The proportions have not changed since the previous quarter.

Sexual Orientation is unknown in 34% of the workforce although this percentage has been reducing gradually since 2012/13. The proportion of Lesbian, Gay & Bisexual Officers, Staff and Specials has remained consistent with the previous quarter, although the Specials have seen a sustained increase, rising to 2.5% from 2% in Quarter 2 of 2013/14.