

Suffolk Constabulary

Police and Crime Plan Performance Progress Report



September 2015

Police & Crime Plan Objectives (June 2015)

Police & Crime Plan Objectives						
Objective	Measure	12 months to 30 Jun 15	Baseline ¹	Comparison to baseline ^{1,2}	Status ³	National ranking ⁴
Responding to Emergencies	999 Call Handling ⁵	90.6%	92.0%	-1.4%	⬇️ ⬆️	N/A
	Response to Emergency Incidents	92.1%	91.1%	+1.0%	⬆️ ⬇️	N/A
Solving Crime	Violence with Injury – Solved	43.3%	50.1%	-6.8%	⬇️ ⬆️	8th
	Domestic Burglary – Solved	20.8%	21.2%	-0.4%	⬇️ ⬆️	2nd
	Robbery – Solved	28.1%	33.4%	-5%	⬇️ ⬆️	17th
	Serious Sexual Offences – Solved	15.3%	20.6%	-5.3%	⬇️ ⬆️	37th
	Drug Trafficking – Solved	106.0%	94.3%	+11.7%	⬆️ ⬆️	9th
Preventing & Reducing Crime	Violence with Injury – Crimes	4,294	3,761	▲14.2%	⬆️ ⬆️	14th
	Domestic Burglary – Crimes	1,499	1,573	▼5%	⬆️ ⬆️	11th
	Robbery – Crimes	185	208	▼11%	⬆️ ⬆️	12th
	Anti-Social Behaviour Incidents	19,341	24,897	▼22%	⬆️ ⬆️	15th
	Total - Crimes	40,645	38,150	▲7%	⬆️ ⬆️	N/A
Caring	Victims' Satisfaction – Whole Experience	84.8%	86.6%	-1.8%	⬇️ ⬆️	11th
	Victims' Satisfaction – Follow-up	78.9%	79.4%	-0.5%	⬇️ ⬆️	6th
	Domestic Abuse Repeat Victimization (existing)	60.0%	64.8%	-4.8%	⬆️ ⬆️	N/A
	Domestic Abuse Repeat Victimization (proposed)	31.0%	30.7%	+0.3%	⬆️ ⬆️	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 Job ⁶	66.8%	64.2%	+2.6%	⬆️ ⬆️	12th
	Public Confidence – Community Priorities ⁶	66.5%	63.4%	+3.1%	⬆️ ⬆️	4th
	Public Confidence – Fair Treatment ⁶	71.7%	69.2%	+2.5%	⬆️ ⬆️	4th
	Public Confidence – Overall Confidence ⁶	77.7%	77.2%	+0.5%	⬆️ ⬆️	13th

- 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 twelve months performance against the baseline.
- The status graphic is a subjective assessment of current performance compared to the baseline. Symbol key: ⬆️ Meeting baseline target; ⬇️ Not meeting baseline target; ⬆️ Performance/measure improved; ⬆️ Performance/measure not changed; ⬆️ Performance/measure deteriorated.
- Latest known rankings shown. For crimes recorded and solved, data is collected from police forces by the Home Office and rankings published monthly, those shown being for the period June 2014 – May 2015. Public Confidence and Victim Satisfaction rankings are published quarterly by the Office for National Statistics from respondents to the Crime Survey of England & Wales; the period of the latest data is shown at footnote 6. Anti-Social Behaviour rankings are published annually, the latest being for the financial year 2013/14. 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).
- National guideline standard 90% (http://library.college.police.uk/docs/homeoffice/call_handling_standards.pdf)
- These indicators are updated on a quarterly basis, the latest being for the period April 2014 to March 2015

Police & Crime Plan Objectives (July 2015)

Police & Crime Plan Objectives						
Objective	Measure	12 months to 31 Jul 15	Baseline ¹	Comparison to baseline ^{1,2}	Status ³	National ranking ⁴
Responding to Emergencies	999 Call Handling ⁵	90.5%	92.0%	-1.5%	⬇️	N/A
	Response to Emergency Incidents	92.0%	91.1%	+0.9%	⬆️	N/A
Solving Crime	Violence with Injury – Solved	42.0%	50.1%	-8.1%	⬇️	7th
	Domestic Burglary – Solved	18.5%	21.2%	-2.7%	⬇️	3rd
	Robbery – Solved	24.9%	33.4%	-9%	⬇️	15th
	Serious Sexual Offences – Solved	14.2%	20.6%	-6.4%	⬇️	36th
	Drug Trafficking – Solved	94.5%	94.3%	+0.2%	⬆️	4th
	Violence with Injury – Crimes	4,409	3,761	▲17.2%	⬇️	15th
Preventing & Reducing Crime	Domestic Burglary – Crimes	1,469	1,573	▼7%	⬆️	11th
	Robbery – Crimes	181	208	▼13%	⬆️	11th
	Anti-Social Behaviour Incidents	18,525	24,897	▼26%	⬆️	15th
	Total - Crimes	41,460	38,150	▲9%	⬆️	N/A
	Caring	Victims' Satisfaction – Whole Experience	Data not yet available			
Victims' Satisfaction – Follow-up		Data not yet available				
Domestic Abuse Repeat Victimization (existing)		58.0%	64.8%	-6.8%	⬆️	N/A
Domestic Abuse Repeat Victimization (proposed)		32.0%	30.7%	+1.3%	⬆️	N/A

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999 Call Handling – Lead Officer: Supt (Operations)

Emergency 999 calls answered within 10 seconds

Calls received	Year to date 18,694	Last 12 months 79,192	3-year baseline 83,138	National rank N/A
Within target	Year to date 91.7%	Last 12 months 90.6%	3-year baseline 92.0%	National rank N/A

Performance

The Constabulary aims to answer **at least** 92% of 999 calls within ten seconds. In the twelve months to the end of June 2015 it answered 90.6% within ten seconds. Since April 2015 (this period is referred to as year to date) 91.7% of 999s have been answered within the target time. This is in the context of falling numbers of 999 calls, which reduced by 5.3% over the last twelve months.

To illustrate how far the Constabulary is to meeting it’s target it is helpful to consider performance in terms of calls per day. Suffolk’s Contact and Control Room (CCR) received an average of 217 emergency calls per day in the last twelve months and answered 196 of those within ten seconds (on average). The Constabulary estimates that a further 3% of calls are answered within between 11 and 20 seconds meaning that the difference between achieving the target and not is small.

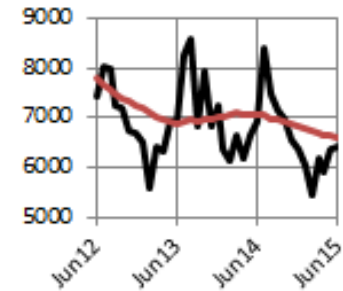
Analysis

The improvement since April 2015 in calls answered within ten seconds is in part due to a new shift system implemented in May. The new system provides more staff for peak times of calls. Long-term sickness among CCR staff has also fallen and the CCR continues to prioritise emergency calls by using ring-fenced staff . Additionally staffing levels in the CCR have increased by 14 new starters during February and June. The CCR staffing level is now under establishment by 9.60 FTE, which will be filled through targeted part time recruitment during January 2016. This is the earliest any further recruitment can take place due to Athena ‘go live’ and December high demand period.

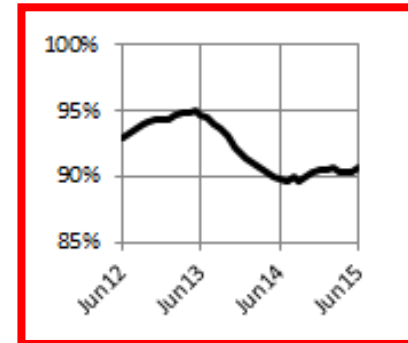
Police Response

The review & analysis of the service desk trial has now been completed, and as a result the service desk has been re-instated to assist in reducing the demand on front line officers and assist staff in the control room. The introduction of the ‘THRIVE’ process as a way of assessing mentioned in greater detail under 101 call handling has had a positive impact on call handling performance, in terms of ensuring the right service response is provided to each caller. A concept called ‘Mission Control’ is in place to further improve efficiencies and enhanced performance through enhanced triaging and risk management. This will be evaluated in September.

Monthly & average demand



Rolling annual performance



101 Call Handling – Lead Officer: Supt (Operations)

Non-emergency 101 calls answered within 20 seconds

Calls received	Year to date 46,687	Last 12 months 181,468	3-year baseline 178,313	National rank N/A
Within target	Year to date 60.6%	Last 12 months 64.1%	3-year baseline 76.8%	National rank N/A

Whilst not a measure included in the Police & Crime Plan, information relating to non-emergency 101 call handling remains in this document to provide context to the 999 issues as above.

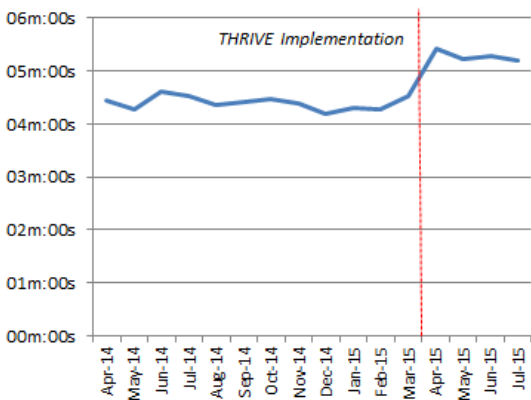
Performance Summary

The number of calls 101 calls received by Suffolk has plateaued since early 2014 following an 18 month period of general growth. In the last year the Constabulary took 497 non-emergency calls per day on average year to date is 0.8% higher than the same period last year. The proportion of calls answered within twenty seconds remains below 70%.

Analysis

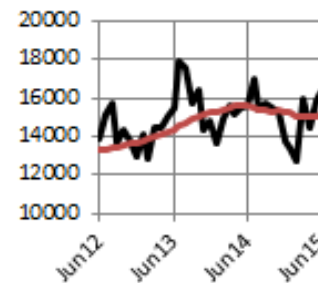
The Constabulary has had an unofficial aim of answering 80% of 101 calls in 20 seconds but has not achieved that rate since 2013. 999 calls are prioritised above 101 calls and have been the focus of CCR staff. Staffing levels in CCR may also have contributed. The actual staffing level remains under establishment by 9.6 full time equivalent posts along with one staff member on maternity leave. The CCR continues to prioritise the answering of 999 calls against 101 calls.

The THRIVE project was supported by the Joint Chief Officer Team (JCOT) and has now been introduced in the Control room. THRIVE stands for Threat, Harm, Risk, Investigation, Vulnerability and Engagement, and provides a new way of assessing calls to ensure the right policing response is provided to meet the needs of the caller. The new system assists front line officers by reducing demand and providing officers with better quality information, obtained during initial contact.

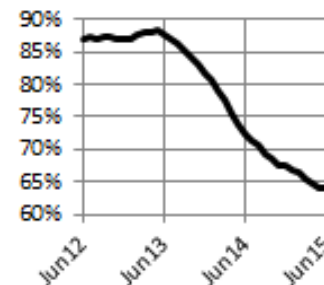


Whilst the volume of calls has plateaued since early 2014, the introduction of THRIVE has led to increased time taken to resolve calls. This chart displays the average call duration for 101 calls between April 2014 and July 2015. A notable increase in average call duration is apparent from April 2015 onwards, coinciding with the introduction of THRIVE. Whilst the use of THRIVE will ensure the correct response is provided to meet the needs of the caller, data suggests each call takes longer to resolve due to this more sophisticated assessment. On average, 101 calls between April and July 2015 have taken 49 seconds longer to resolve than in the same period last year. It is likely the time taken to deal with these calls will reduce somewhat as staff familiarisation with THRIVE increases.

Monthly & average demand



Rolling annual performance



Policing Response

There is a continuing focus on quality and service delivery, and a review of shift patterns / flexible working has been completed as part of a wider CCR review as mentioned on the previous page.

As mentioned in the '999' call handling section, action has been taken to address CCR understaffing, with fifteen new controllers having started in February and June 2015.

The Central Call Answering (CCA) is continuing to trial an automated call answering system to reduce demand on the team and ensure calls are filtered to the correct area. A review paper is in the process of being completed to report on performance at the conclusion of the 3 month trial along with recommendations for consideration.

Response to Emergency Incidents – Lead Officer: Supt (Operations) *Grade 1 emergency incidents attended within 15 minutes (urban) / 20 minutes (rural) of call receipt*

Incidents attended	Year to date 4,713	Last 12 months 16,621	3-year baseline 13,370	National rank N/A
Within target	Year to date 90.9%	Last 12 months 92.1%	3-year baseline 91.1%	National rank N/A

Performance Summary

Suffolk officers were required to attend 46 emergency incidents per day on average in the last twelve months – a rise of 24% on the average of the previous three years. Despite this the percentage of those emergencies attended by officers within target times has increased.

Analysis

CCR Supervisors continue to review key categories of events phoned in to identify higher risk incidents and the downgrading of any CAD requires supervisor ratification. All calls are assessed according to Threat, Risk & Harm and are graded accordingly (THRIVE).

The introduction of THRIVE in April 2015 has seen a slight increase in incidents being assessed as requiring an emergency response (a 3% increase). These now make up just over 12% of all calls still below the National average of 19%. This trend runs contrary to the level of 999 calls (page 4). While emergency calls diminish the number of times officers attend has risen.

Leiston/Beccles and Mid Suffolk policing commands remain a challenge in meeting response targets due to the large geographical areas they cover and the significant increase in Emergency incidents in their areas. Whilst Leiston / Beccles remains below target based on year to date figures, there has been a notable improvement in the last month. Emergency response times have reached 91.5% attended within target, equating to a 10% increase over July 2014.

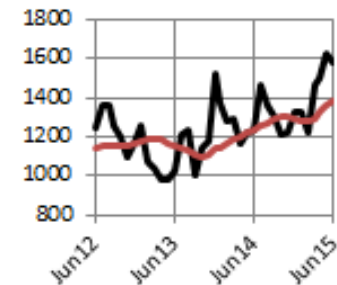
Policing Response

Detailed auditing of incidents where response times are not met is completed on a daily basis and is discussed at the force daily management meeting. Reasons for missed response times are provided for management review and followed up by commanders.

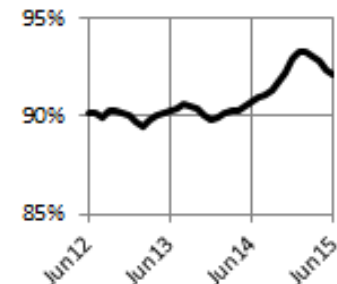
In terms of the issues in Beccles/Leiston and Mid Suffolk, new deployment plans have been introduced with the aim of improving response times in the future. The roll out of tough books to allow better remote working by officers has taken place and it is hoped this will have a positive impact upon emergency response. The Constabulary is evaluating this initiative throughout August.

Mission control has been introduced to critically and dynamically review resources deployed to increase efficiencies.

Monthly & average demand



Rolling annual performance

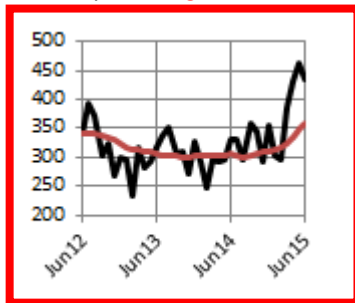


Violence with Injury – Lead Officer: Supt (CPC Ipswich)

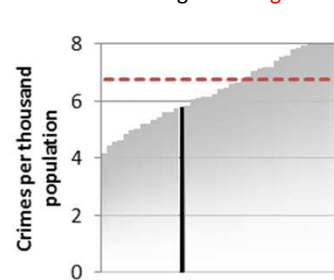
Assaults causing injury irrespective of intent, ranging from ABH to murder

Crimes recorded				Solved rate			
Last 12 months	4,294	Year to date	1,331	Last 12 months	43.3%	Year to date	36.8%
3-year baseline	3,761	National ranking	15/43	3-year baseline	50.1%	National ranking	7/43

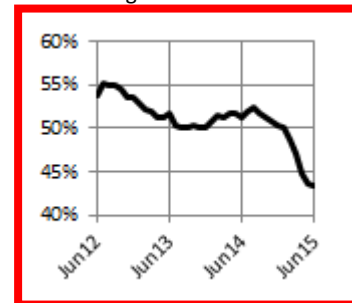
Monthly & average crime rate



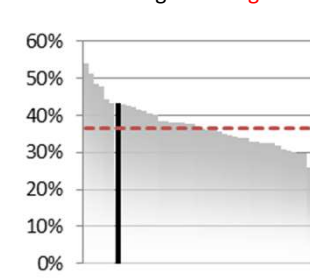
National ranking & average



Rolling annual solved rate



National ranking & average



Performance Summary

Since the beginning of 2015, Suffolk has experienced a significant rise in the level of reported violent crimes with injury. Since April, each month has been higher than every preceding month going back to May 2010. In the twelve months to June 2015, the volume of offences was up 14.2% against the 3-year baseline, and up 17.5% compared to the twelve months to June 2014. The result has been a decrease in solved rates from around 50% to between 30 – 40% and a corresponding drop in national rankings.

Analysis

The rise in reported violent crime are not limited to Suffolk, it is a national trend linked to an increased focus on National Crime Recording Standard compliance. Work produced by the National Police Chiefs Council cites research it commissioned comparing calls for service and crimes. It showed little change in calls for service in 2014/15, but a significant increase in crimes recorded by police. A recent analysis of CAD and Crime data in Suffolk supports the theory that the current increase in VWI is likely to be as a result of changes in National Crime Recording Standards. The solved rate for VWI has decreased alongside the increase in crime.

Counting Rules and Recording Standard (NCRS) changes effective from April 2004, April 2009 and April 2012 all caused “overnight” changes to the rate of recorded violent crime. The introduction of NCRS in 2002/03 caused a 7% increase in the total rate of police-recorded crime, at which time the British Crime Survey reported a slight decrease in crime (Wiles, 2003).

In Suffolk, the analysis also showed a steady increase over the last 12 months in the proportion of incidents ‘opened’ as Violence Against the Person, also being ‘closed’ as Violence Against the Person. It stood at 62% in May 2015, compared to 52% in March 2015 and 45% in May 2014. This would suggest an improvement in the quality and accuracy of the initial assessment of incidents reported to police, which is in part due to the implementation of THRIVE in the CCR where incoming CAD are assessed in relation to threat, risk and harm and graded accordingly and partly due to the work of the Crime Integrity Group, which has been reviewing crime data quality intensively since March 2015.

There has also been an increase in the volume of such incidents reported to police via the control room, which averaged 412 per month between January 2014 and February 2015. This average rose to 536 between March and May 2015 (with the implementation of THRIVE) – or a growth of 30%.

Continued overleaf

The National Police Chiefs Council (NPCC) produced a report in July 2015 (referred to previously) that sought to understand the changes in levels of police recorded violent crime and sexual offences nationally. It found that calls for service for violent crime rose by just 1% in 2014/15, compared to 2013/14, whereas police recorded violence against the person rose by 23%. This appears to strongly corroborate that the rise in police recorded violence is due to a change in recording practice rather than an actual rise in violent crime.

In addition, on 13th April 2015 three new offence types were introduced across the country under the Violence with Injury category. These are as follows:

8/68 – Fail to Protect girl from risk of genital mutilation (no offences recorded)

8/69 - Care worker ill treat neglect individual (2 offences recorded between 13th April 2015 and 30th June 2015)

8/70 - Care provider breach duty of care = neglect (7 offences recorded between 13th April 2015 and 30th June 2015)

Policing Response

The Joint Performance and Analytical Department have been commissioned to produce a piece of work that will seek to identify offenders and locations of offences, and what is driving these offences (alcohol, domestic abuse etc.) Once this work has determined what is lying at the heart of the increase in VWI figures, the organisation will look to target resources and interventions accordingly.

The constabulary is committed to dealing with Night Time Economy (NTE) related violence, and crimes and disorder linked to licensed premises are reviewed regularly. Plans for policing the Night Time Economy (one of the drivers of Violence With Injury) are being reviewed by the Evidence Based Policing Partnership. The partnership will seek to review policing plans and tactics against the evidence of ‘what works’ in policing these issues to ensure the constabulary’s response is targeted, effective and efficient. Third sector organisations (e.g. Town Pastors and Taxi Marshalls) have provided vital support.

Procedures involving the use of bail for VWI offenders have been reviewed. Repeat victims of VWI are being referred to other agencies if there is some vulnerability which may contribute to them being a victim again in the future e.g drug and alcohol treatment.

Use of technology and mobile working e.g. Toughbooks (laptops) has contributed to the delivery of an enhanced service to victims, and to the faster processing of detainees. CCTV evidence can now be sent directly to CPS to avoid having to bail an offender ahead of a CPS decision, so offenders are brought to justice more quickly. There is also a project ongoing to roll out the use of Body Worn Video Cameras in Suffolk, and it is thought that the roll out of this technology will both act as a deterrent to those committing (particularly) public place violence, and as an additional tool for gathering evidence by recording offenders actions, and documenting victims injuries.

Domestic Burglary – Lead Officer: D/Supt (CPC Investigations)

Burglary of domestic dwellings, including attempts and distraction offences

Crimes recorded				Solved rate			
Last 12 months	1,499	Year to date	395	Last 12 months	20.8%	Year to date	11.4%
3-year baseline	1,573	National ranking	11/43	3-year baseline	21.2%	National ranking	3/43

<p>Monthly & average crime rate</p>	<p>National ranking & average</p>	<p>Rolling annual solved rate</p>	<p>National ranking & average</p>
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Performance Summary

Whilst particularly high volumes of offences were recorded in February (129), March (148), April (169) and May (136), offending in June 2015 (90) has returned to the lowest level of monthly offences since January 2014 (82). The monthly solved rate of these offences correspondingly dropped to their lowest levels since 2009, and stood at between 7.7% and 8.3% between February and April 2015. In May and June the monthly solved rate began to rise again, in line with lower volumes of offending (to 16.7% in June 2015).

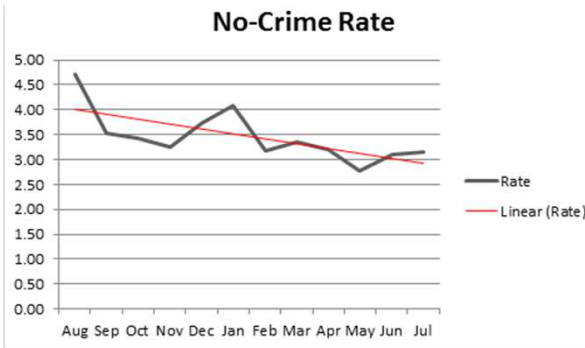
Dwelling burglary solved rates have reduced across the country as is indicated by Suffolk’s rise to 3rd highest solved rate despite its recently declining rate.

Analysis

The West of the county has experienced a series of around 100 crimes in recent months which has pushed up the number of burglaries with ongoing investigations (which decreases the solved rate temporarily). The Constabulary anticipates that it will detect at least 40% of these crimes and so the rate should rise again in coming months as these solved crimes are officially classified as solved.

However, challenges to burglary reduction and detection remain. The impact of more stringent crime recording has also led to more crimes being reclassified as burglary dwellings. For example a criminal damage offence where the door of a house has scuff marks on, is now more likely to be classified as an attempted burglary dwelling. A more stringent adherence to crime recording standards also means that there is a greater likelihood that crimes with little evidence of having occurred and few or no further lines of enquiry will be recorded by police, but also remain as undetected offences on police systems.

Continued overleaf



This chart displays the Suffolk no-crime rate, based on total no-crimes per month divided by total crimes per month, on all notifiable crimes. There has been a distinct downward trend in the number of no-crimes since August 2014. *(Please note, this relates to all crime, not just domestic burglaries)*

Whilst not definitive, it provides some support to the theory that whilst more crimes are being recorded, more are also remaining recorded on police systems as undetected offences, rather than being 'no-crimed'.

Furthermore, between 2007 and the beginning of June 2015, Suffolk's 'Priority Crime Teams' provided 'premium' burglary investigations. These teams have seen a 33% reduction in staff in April 2015 (from nine constables to six) and have their work reprioritised to focus on sexual offences. Burglary dwelling investigation is now undertaken by the Crime Investigation Department which will mean a shift in the amount of tasks that can be undertaken because of CIDs wide workload. This may lead to a future fall in resolution rates.

Policing Response

During the period where spikes in offending were identified, the county experienced a number of burglary dwelling 'series' where offenders from outside the county travelled to Suffolk to offend. A number of arrests have since been made in relation to these series. One of these series was identified as impacting within the county, and later offences were identified across the country linked to the same group (Operation Domain).

Operation Nebraska was set up in West Suffolk as an overarching policing operation co-ordinating a response to three burglary dwelling series in the West of the county, comprising of more than 100 offences. Since the 6th May 2015, 14 arrests have been made under this operation, the majority of which have been for burglary related offences.

Where cross border series are identified the constabulary works closely with other forces involved in the investigation, and in the case of Operation Domain (series of burglaries targeting jewellery), offences recorded in Suffolk and Norfolk will be brought into a wider 'conspiracy' charges against offenders, which will deliver an improvement in the solved rate of these offences once these offences are formally 'detected'. The three suspects in this series of offences have been reported for 44 offences in Suffolk and Norfolk, and will be formally charged when they appear in court.

The Constabulary's Integrated Offender Management Model is also highlighted as being an effective tool to co-ordinate the management of prolific offenders, including burglary and robbery offenders. This links in with local tasking processes to ensure offenders are managed appropriately.

The policing response to Burglary (and Robbery) is managed via a detailed Operational Delivery Plan, which is monitored via the Joint Operational Improvement Group and where force leads are held to account.

Robbery – Lead Officer: D/Supt (CPC Investigations)

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

Crimes recorded				Solved rate			
Last 12 months	185	Year to date	51	Last 12 months	28.1%	Year to date	19.6%
3-year baseline	208	National ranking	11/43	3-year baseline	33.4%	National ranking	15/43

<p>Monthly & average crime rate</p>	<p>National ranking & average</p>	<p>Rolling annual solved rate</p>	<p>National ranking & average</p>
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Performance Summary

The overall trend in volumes of robbery offences over the last three years has been one of decline. However, offences have plateaued towards the end of 2014 and there has been a slight increase in recent months. It should be borne in mind that this is a comparatively ‘low volume’ offence (between 10 – 20 offences per month), and small changes in numbers have a large ‘effect’ on percentages.

The solved rate of these offences has reduced since correspondingly dropped to their lowest levels since 2009, and stood at between 7.7% and 8.3% between February and April 2015. In May and June the monthly solved rate began to rise again, in line with lower volumes of offending (to 16.7% in June 2015).

Analysis

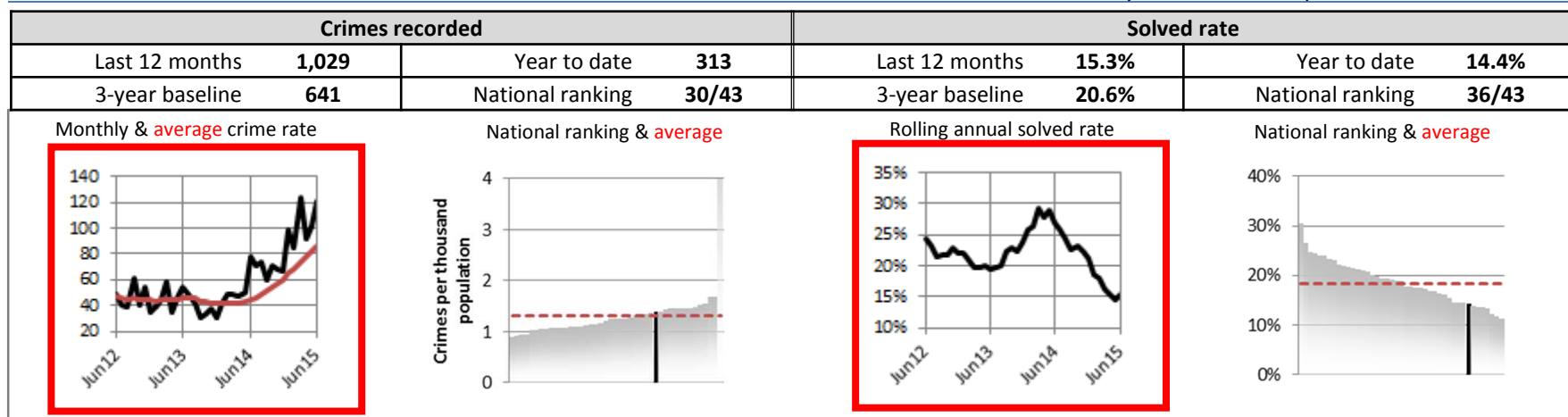
Robbery performance is typically influenced by the same issues as burglary dwelling. Higher thresholds for proving crimes did not happen or were not robbery mean that administratively Suffolk has more unsolved cases. At the same time, Priority Crime Teams are no longer providing a premium service to robbery investigations due to a shifting focus to sexual crimes.

Policing Response

All robbery offences continue to be reviewed at Constabulary Daily Management Meetings to ensure that any specific issues are identified and that adequate resources are allocated. The Constabulary’s Integrated Offender Management Model continues to be an effective tool to co-ordinate the management of prolific offenders robbery offenders. Robbery investigations and suspects receive focussed attention of staff to ensure every opportunity is taken to prevent offending and to identify suspects / detect offences. This is managed via local tasking processes to ensure offenders and investigations are managed appropriately. As with Burglary, the policing response to Robbery is managed via a detailed Operational Delivery Plan, which is monitored via the Joint Operational Improvement Group and where force leads are held to account

Serious Sexual Offences – Lead Officer: D/Supt (Public Protection)

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



Performance Summary

As a proportion of recorded offences, Suffolk Constabulary is solving less serious sexual offences and is down to 36th in the national rankings for this indicator. However, the solved rate has to be considered in the context of a statistically significant rise in sexual offending. The last version of this report (for data up to the end of December 2014) stated that 537 serious sexual crimes had been recorded in the previous 12 months. Six months later that number is 1,029 – almost double). As such, while the proportion of solved crimes has declined, the actual number of solved crimes has risen. In the last twelve months the Constabulary solved 157 serious sexual offences. At the end of December that figure was 110. This indicator conceals the fact that the Constabulary detected 43% more serious sexual offences in the latest period.

Analysis

Although previous editions of this report have stated this the reasons for the increase in volume of recorded offences remain the same; firstly, the significant effort the Constabulary has made into improving crime recording following the HMIC Crime Data Integrity inspection, and secondly, the confidence of victim's to report offences to police. The rise has been seen across the country and is pronounced in offences reported more than a year after the event and offences against under sixteens. A bespoke paper on serious sexual offences to a future Accountability and Performance Panel will also include offences occurring in private /public places.

Policing Response

The development of a new performance report around serious sexual offences will provide both a greater level of detail to the OPCC in scrutinising performance in this area, and provide additional detail for officers around what is driving performance, and needs to be addressed. Resourcing provided to the 'Gemini' Teams (specialist teams investigating rape and serious sexual offences) have been increased, assisted by the re-focus of 'Priority Crime Teams' onto Serious Sexual Offending. However, even this increased staffing will not equal the scale of the increase of reported offences. In order to better understand the experience of victims through the criminal justice system, victim's forums are due to commence shortly to seek qualitative feedback.

Drug Trafficking – Lead Officer: Supt (CPC West)

Production, supply or possession with intent to supply controlled drugs

Crimes recorded		Solved rate	
Last 12 months	284	Year to date	54
3-year baseline	357	National ranking	19/43
Last 12 months	106.0%	Year to date	118.5%
3-year baseline	94.3%	National ranking	4/43

Monthly & average crime rate	National ranking & average	Rolling annual solved rate	National ranking & average

Performance Summary

The general trend in volumes of drugs offences is that of gradual decline over the last two years, with Suffolk sitting well below the three year baseline figure in the last twelve months. The solved rate for these offences has also remained consistently above 90% over the last eighteen months, sitting at 106% for the last twelve months. This solved rate can rise above 100% due to the nature of the calculations involved. It is of course, not possible for police to detect more than 100% of crimes.

Analysis

Decreasing volumes are unlikely to reflect a declining size in drug markets and more likely to be indicative of less proactive drug enforcement by Police. Most drug crimes would not be recorded were Police not undertaking proactive activities. When crimes are recorded it is typically because drugs have been seized which is why detection rates are high compared to other forms of crime.

The use of section 152 (the ability to detain persons in custody for up to 192 hours if suspected of ‘plugging’ drugs) in custody has meant a more robust manner in dealing with the drug dealers tactics of concealing drugs about there person in this way, allowing more drugs to be recovered and charges following.

Policing Response

The constabulary continues to resource two major ongoing drug enforcement operations which have links to serious harm

The Constabulary previously had three proactive teams which have been combined one new Tactical Aid Unit to reduce officers posts. The new unit comprises three teams covering East Suffolk, West Suffolk and Ipswich and a drugs team based in Ipswich of one detective sergeant and six officers (meaning Ipswich drugs capability remains unchanged). It is unclear what the long term effects of the change will be. As mentioned in previous reports, a Special Constabulary Tactical Support Team has been set up in West Suffolk which carries out one drugs warrant per week. A similar team in Ipswich has just been launched and a further team covering East Suffolk is being scoped.

Anti-Social Behaviour – Lead Officer: C/Insp. (Community Safety)

Recorded incidents finalised as any classification of Anti-Social Behaviour

Incidents recorded	Year to date 4,422	Last 12 months 19,341	3-year baseline 24,897	National rank 15/43
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Performance Summary

The trend of declining incidents of ASB seen in Suffolk (and nationwide) continues, with Suffolk recording around 1,500 incidents or less each month since November 2014. Previously this figure was consistently above 2,000.

Analysis

The downward trend of instances of ASB is thought to be linked to a number of factors. The constabulary has improved methods of identifying and targeting problem solving of repeat victims, offenders and locations and made effective use of the new ASB powers which came into effect from October 2014.

Close working with partners over the last twelve months has led to a better understanding within the partnership arena of ASB. The Operational partnership Teams have seen less third party reporting as partners recognise what does sit under police responsibilities and what does not. This has included closer partnership working with mental health services and children and young peoples services (CYPS).

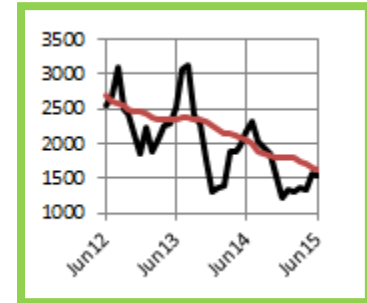
Reduced instances of ASB also means staff have greater capacity to take a more problem solving approach to issues.

Policing Response

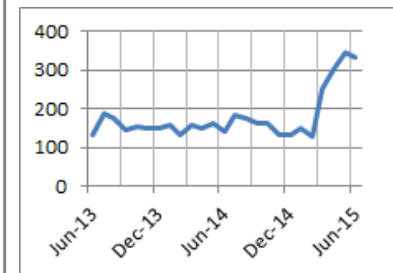
The Constabulary’s response to crime recording, mentioned numerous times throughout this report, has also had an impact on ASB figures. One of the outcomes has been the reclassification of events to the most serious possible classification unless there is enough proof to establish otherwise. This has meant that a number of events previously recorded as ASB are now typically reclassified to public disorder crimes. Crimes in this category have increased to levels around twice that have been seen previously, as demonstrated in the chart on the right. This incorporates offences such as: Fear or Provocation of Violence and Cause Harassment, Alarm or Distress.

The triage pilot in Lowestoft mentioned in the previous report aimed at providing a more effective decision making model for children and young people is currently under evaluation in partnership with the Youth Offending Service to review its effectiveness.

Monthly & average inc. rate

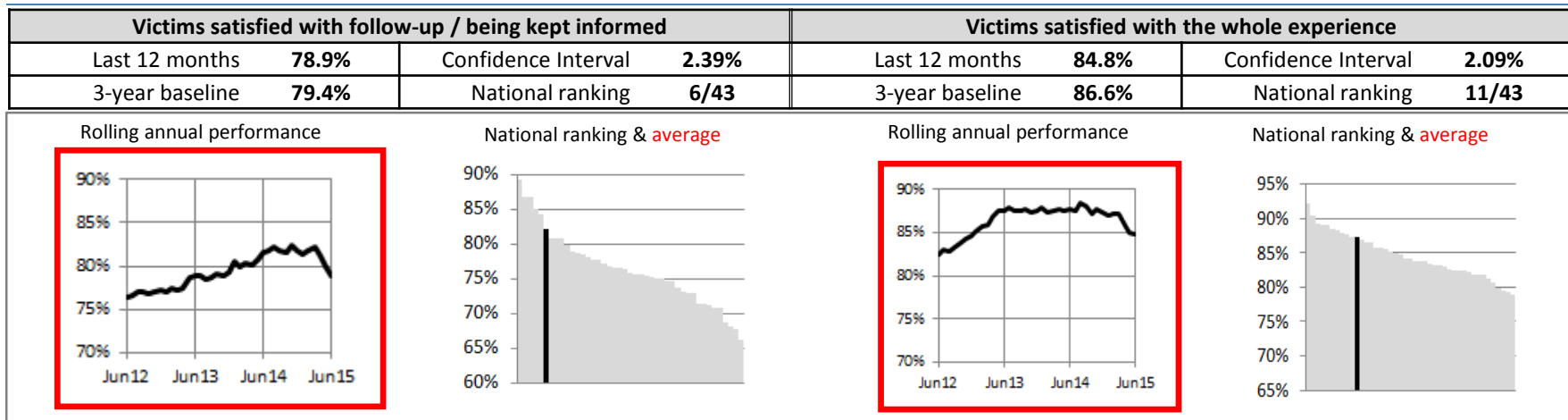


Monthly 'Public Disorder' in Suffolk



Victims' Satisfaction – Lead Officer: Supt. (CPC East)

Percentage of telephone survey respondents satisfied with the follow-up and their whole experience



Performance Summary

Performance against both measures of victim satisfaction (in relation to Burglary Dwelling, Vehicle Crime and Violent Crime) has declined marginally since March 2015. Satisfaction with follow up has declined by 3% and currently sits just below the baseline target by half a percentage point. Satisfaction with the whole experience has declined by 2.4% over the same period, and also sits just below the baseline

National ranking data reflects performance up to March 2015, with updated data next released in mid-August.

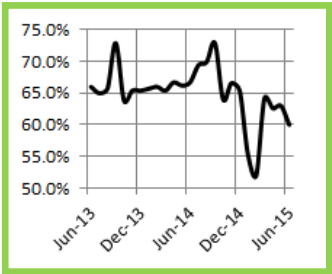
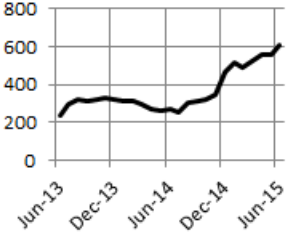
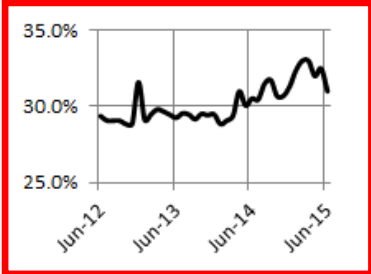
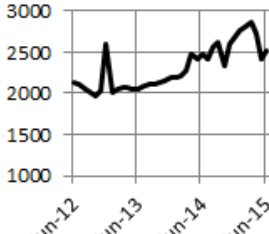
Analysis

Satisfaction performance is measured by surveys to a sample of victims. As such the results are 'estimates' of the views of all victims based on that sample. This method means that the results are the mid point of a range (known as a 'confidence interval'). The surveys used by Suffolk Constabulary are strong and this range is small – for example the 78.9% figure for the last 12 months reported here is subject to a 2.39% confidence interval meaning the actual level of satisfaction is just as likely to be 76.5% or 81.3% or anything in between. The implication of this is that performance is in line with the baseline.

Policing Response

The Victim Satisfaction Improvement Group referred to in previous reports no longer runs, with victim satisfaction issues being incorporated into the Constabulary's Confidence Board (next due to meet in August 2015). The two primary actions to take forward via that forum will be the creation of a victim satisfaction and customer service award for staff displaying exceptional customer service, aimed at raising the profile of customer service. The second is the development of a training video for staff, where victims of crime experiencing both positive, and not so positive service discuss their experiences. The focus continues to be on keeping victims of crime up to date on the progress of their cases.

Domestic Abuse Repeat Victimization – Lead Officer: Supt (Public Protection) *Victims of repeat Domestic Abuse who are reoffended against three times or more within a twelve month period*

Repeat Victimization (existing measure)				Repeat Victimization (proposed measure)			
Last 12 months	60.0%	Year to date	N/A	Last 12 months	31.0%	Year to date	N/A
3-year baseline	64.8%	National ranking	N/A	3-year baseline	30.7%	National ranking	N/A
Rolling annual performance		Monthly cohort size		Rolling annual performance		Rolling 12 month cohort size	
							

Performance Summary: Existing Measure

The existing domestic abuse repeat victimisation rate indicates that 60% of domestic abuse victims suffering three or more such offences within a twelve month period were further offended against in the subsequent twelve months.

The rate dropped well below baseline levels in January and February 2015, and has remained at below baseline levels since that time. Repeat victimisation is presently highest amongst ‘medium’ risk victims, at 63.2%. Repeat victimisation in ‘high risk’ victims has dropped to 55.2% (from 64.5% in March 2015). Repeat victimisation in the ‘low risk’ category stands at 47.9%.

Performance Summary: Proposed measure

The proposed repeat victimisation measure shows that 31% of domestic abuse victims have suffered more than one offence within a twelve month period.

The rate has remained stable at just below 30% to June 2014, when the rate began to rise, peaking at 33% in March 2015. In June 2015 the rate has fallen to 31%, just 0.3% above the three year baseline. In this context a change in the number of all repeat reports can be considered a more accurate indication of the impact of police and partner interventions, not just those of specialist teams.

Analysis

As discussed in the end of year report, the significant efforts the constabulary has made around ethical crime recording , and particularly around victim engagement have contributed towards the continuing increase in the volume of cases where repeat victimisation is apparent. This trend is likely to continue with the enhanced activity taking place in this area to support victims and encourage reporting, as discussed in the separate paper referred to in the policing response section.

Policing Response

In September 2013, Her Majesty's Inspectorate of Constabulary (HMIC) carried out an inspection of the effectiveness of Suffolk Constabulary to identify, investigate and manage the risks relating to domestic abuse. The inspection report made nine Suffolk specific recommendations, which were to be addressed in a national action plan. Six of those nine actions have since been completed, one will remain ongoing and the remaining two are in progress. Work around the three actions which are not complete is as follows:

Recommendation 1

The Force should review the training currently provided to staff to ensure all staff understand coercive control, stalking, harassment and so-called honour-based violence.

Progress – This forms part of a 3-year programme to roll out training to all frontline staff. A guide for frontline officers and supervisors is being developed to cover attitudes and behaviours of officers, and investigative guidelines.

Recommendation 3

The Force should consider how multiple contacts with victims, by different officers or police staff and other agencies can be streamlined to provide a better service for the victim.

Progress – The force is now working with a new Independent Domestic Violence Advocacy (IDVA) service and other voluntary organisations to ensure a more streamlined approach. Work is ongoing to improve the experience of victims contacts with the Criminal Justice system.

Recommendation 4

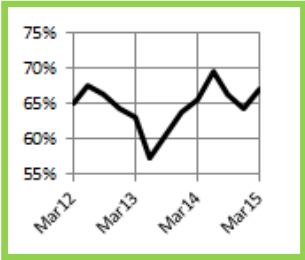
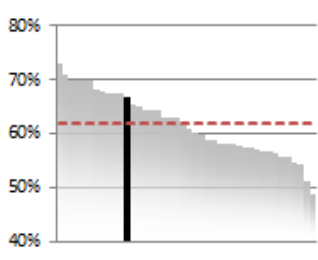
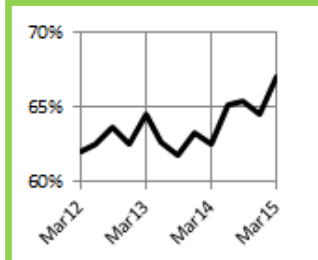
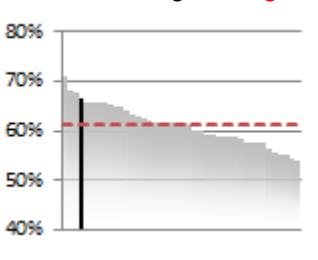
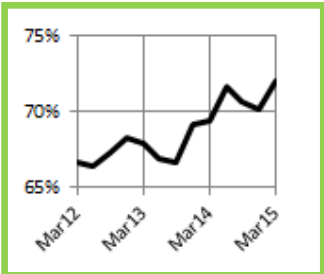
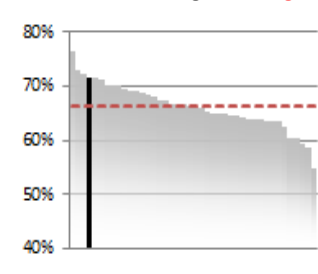
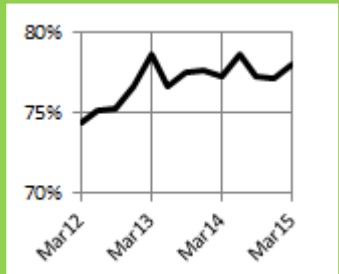
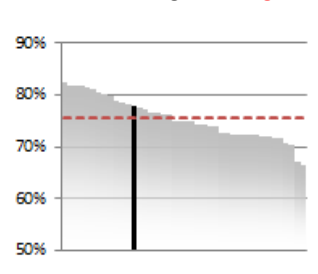
The Force should review the investigative process for domestic abuse to ensure that officers collect all available evidence to help build strong cases against perpetrators

Progress – Guidance provided by CPS and ACPO on Domestic Abuse Investigations is in use across the force and a wider document providing guidance on investigation, supervision and audit continues to be developed to ensure it works across Suffolk / Joint units.

Full details of Suffolk Constabulary's progress against the Domestic Abuse Action plan are included within a separate report for the OPCC.

Public Confidence – Lead Officer: C/Supt County Policing

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	66.8%	Confidence Interval	2.8%
3-year baseline	64.2%	National ranking	12th
Rolling annual performance		National ranking & average	
			
Rolling annual performance		National ranking & average	
			
...who think the police would treat them fairly		...who have overall confidence in the police	
Last 12 months	71.7%	Confidence Interval	2.5%
3-year baseline	69.2%	National ranking	4th
Rolling annual performance		National ranking & average	
			
Rolling annual performance		National ranking & average	
			

Performance Summary

Suffolk is sitting at above baseline levels, and is above national average rates of confidence in all four measures. Its national ranking has improved in three of the four measures, and the force is in 4th position nationally in terms of both police dealing with community priorities and police treating members of the public fairly.

Analysis

The Constabulary has previously had a 'Confidence Board' to provide governance around Public Confidence. It has been decided to evolve this forum to incorporate victim satisfaction, and is now known as the Confidence and Satisfaction Board. The board will sit on a six weekly basis, chaired by the Assistant Chief Constable (ACC). The next meeting will be held on 19th August 2015. A Terms of Reference for the new board has been agreed, and there is an extensive action plan which has been developed to improve the confidence of the public in policing which is monitored via this process.

Policing Response

Public confidence in police (and local authorities) relies upon many different variables. Work is ongoing to assist in increasing public confidence across a number of work streams including community engagement, police fairness, police effectiveness and perceptions of crime and disorder. As part of the evolution to becoming a Confidence and Satisfaction board, an additional work stream with associated actions will be developed around Victim Satisfaction. Governance of the Children and Young Peoples Strategy will also be incorporated into this board. Some of the actions identified to be progressed via these streams of work (and monitored by the Confidence Board) include:

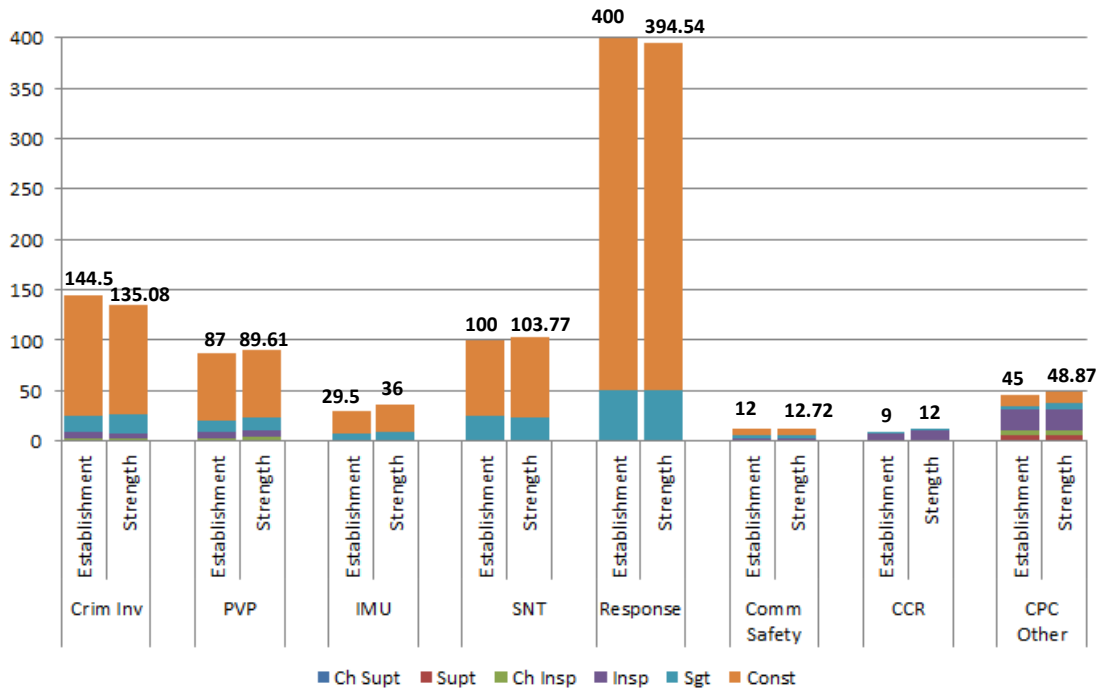
- Developing a new website with public interactive capability,
- Safer Neighbourhood Teams to review engagement with the public to set community priorities, and if necessary develop new and improved methods to do so
- Increasing and improving use of Body Worn Video,
- Introducing 'Toughbooks' (Lap Top computers) to Safer Neighbourhood Teams and Neighbourhood Response Teams (to allow frontline officers to have desktop functionality whilst on patrol to improve the level of decision making, and service provided to the public
- Ensuring social media is used effectively and proactively to deliver co-ordinated communications to the public

Human Resources - Establishment

Number of officers and staff employed

Total No Officers		Total No PCSOs		Total No Staff		Total No Specials
Current strength of officers	Officer FTE Establishment	Current strength of PCSOs	PCSO FTE Establishment	Current strength of police staff	Police Staff FTE Establishment	Current strength of Specials
1,118.96	1,131.9	159.34	166	797.01	N/A	246

Current FTE Strength and Establishment of Police Officers by Suffolk Constabulary County Poling Command (as at June 30th 2015).



The current strength of Police Officers is 1.14% below establishment. However, both the establishment and strength of officers have reduced compared to March 2015. The overall establishment of officers has dropped by 5.3% (from 1194.9) and the overall strength of officers has dropped by 1.9% (from 1140.44 to 1118.96).

PCSOs stand at 4.0% below establishment at 159.34, and again, overall establishment has also dropped by 1.78% compared to March 2015. The combined strength of 1278.3 is 2.2% lower than that reported in March 2015, and 7.2% lower than June 2014. The strength of Police Staff stands at 797.01, which is 2.2% lower than March 2015. The current strength of the Specials is 246, an increase of 5.1% over March 2015.

The chart displays the strength and establishment of County Policing Command Teams (police officers) as at 30th June 2015. Teams currently under police officer establishment include criminal investigations, and Response teams. CPC strength overall currently stands at 832.59 compared to an establishment of 827. It should be noted that the establishment for CPC has reduced by 7% from March 2014, when establishment stood at 890.

Data for Police Staff is unavailable at this time as staff establishment is currently being reconciled on the new Enterprise Resource Planning System.

Human Resources – Long and Short Term Sickness

Number of officers and staff on sickness leave

Total No. Officers	Current (combined officer & staff)		Target		National Ranking	N/A
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<p><i>Sickness Hours lost for Suffolk Police Officers compared to force target and national average</i></p>	<p><i>Sickness Hours lost for Suffolk Police Staff compared to force target and national average</i></p>
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Data for staff sickness is currently unavailable due to irregularities in the data from the new Enterprise Resource Planning (ERP) System.

Human Resources – Restricted and Recuperative Duties

Number of officers not available for full front line duties

Total No. Officers	Current	129	12 month average		National Ranking	N/A
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<p>Data for staff on restricted and recuperative duties is currently limited due to irregularities in the data from the new Enterprise Resource Planning (ERP) System.</p> <p>As of 31th June 2015, 129 officers were on recuperative or restricted duties. This represents a slight increase of % compared to March 2015.</p> <p>Data shows numbers of officers rather than FTE so as a guide, as a proportion of the total officer 'headcount' (1119), the current level of this restriction represents 10.6% of the total number of officers.</p>	<i>Number of Officers R&R over time</i>
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Human Resources – Workforce Diversity

Number of officers and staff employed

% of Workforce	BME	2.16%	Female	41.89%	Lesbian, Gay, Bisexual	2.36%
	Part-time	18%	Disabled	5.18%		

<p>Proportions of Black and Minority Ethnic (BME) Officers, Staff and Specials remains the same as per the previous quarter, standing at 2.16%</p> <p>The female to male ratio of the workforce dropped slightly this quarter (+0.7%). There is generally greater female representation among police staff (61.52%) compared to PCSOs (43.71%), police officers (28.41%) and Special Constabulary (31.30%).</p> <p>82% of the workforce is full time, with no significant changes have been seen compared with the previous quarter.</p> <p>Sexual Orientation is unknown in 33.27% 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 at 2.36%.</p>
