

07/10/2015

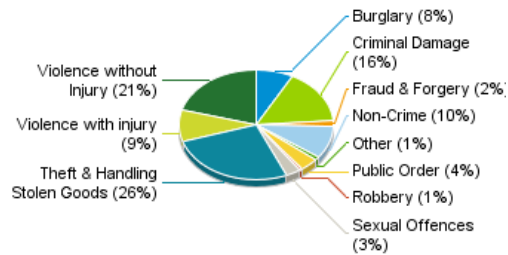
Police and Crime Commissioner Suffolk

Quarter 2 2015/2016 Reporting

Referrals

Referrals	2014/2015		2014/2015		2014/2015		2015/2016		2015/2016	
	2	3	4	1	2	3	4	1	2	
Number of Self Referrals	41	1%	45	1%	45	0%	20	0%	19	0%
Internal referrals	1	0%					3	0%		
Other Agency Referrals	16	0%	31	0%	15	0%	23	0%	11	0%
Police referrals	6,913	99%	7,986	99%	9,575	99%	11,958	100%	11,299	100%
Total Number of referrals	6,971	100%	8,062	100%	9,635	100%	12,004	100%	11,329	100%

	2015/2016	
Latest quarter	2	
Burglary	882	8%
Criminal Damage	1,812	16%
Fraud & Forgery	193	2%
Non-Crime	1,080	10%
Other	114	1%
Public Order	439	4%
Robbery	65	1%
Sexual Offences	352	3%
Theft & Handling Stolen Goods	3,000	26%
Violence with injury	1,055	9%
Violence without Injury	2,340	21%



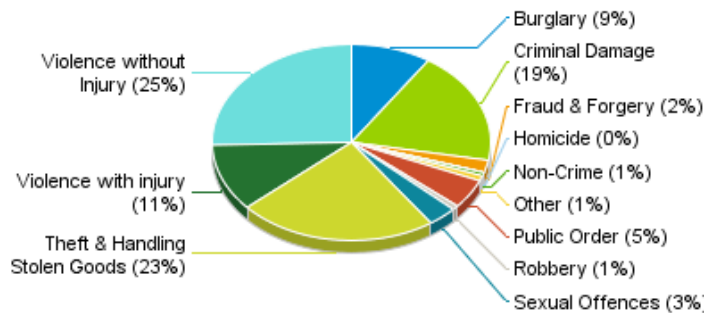
% Comparable Police recorded crime referred - latest quarter	2	Non conversion of referrals to cases				
		2014/2015	2014/2015	2014/2015	2015/2016	2015/2016
Burglary	352%					
Criminal Damage	465%					
Robbery	137%					
Sexual Offences	541%					
Theft & Handling Stolen Goods	3,110%					
Violence with injury	118%					
Violence without Injury	194%					
Total	314%					

Quarter	2	3	4	1	2
Data quality	148	329	302	454	347
No consent	0	0	7	0	1
unsupported crime	3,640	3,932	4,312	1,354	1,651
other	525	863	1,338	420	33
Total number non conversion	4,313	5,124	5,959	2,228	2,032
% of total referrals	62%	64%	62%	19%	18%

Cases

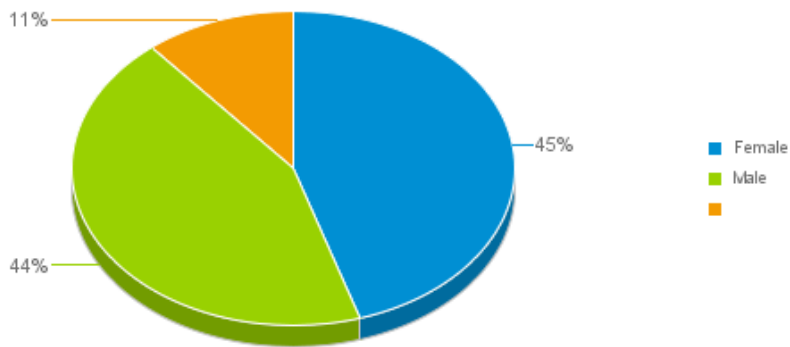
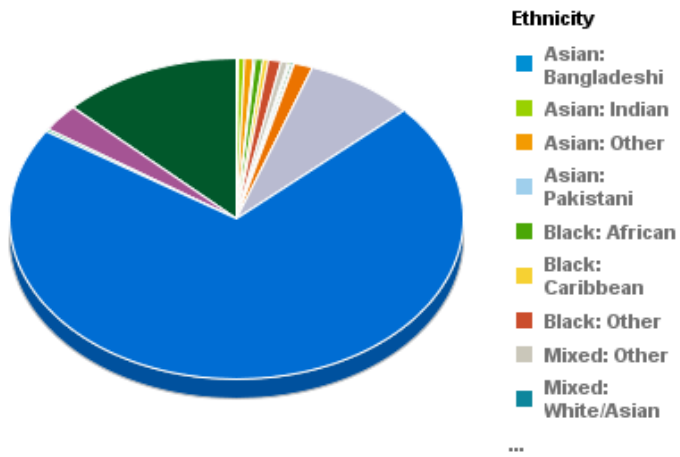
	2014/2015	2014/2015	2014/2015	2015/2016	2015/2016
Quarter	2	3	4	1	2
Number of cases transferred into PFA	249	287	277	347	428
Total number of cases created	2,752	3,034	3,729	9,815	8,948
Number of cases transferred out of PFA	129	152	195	445	462

Quarter	2
Burglary	832
Criminal Damage	1,663
Fraud & Forgery	179
Homicide	5
Non-Crime	50
Other	77
Public Order	431
Robbery	65
Sexual Offences	302
Theft & Handling Stolen Goods	2,066
Violence with injury	989
Violence without Injury	2,274

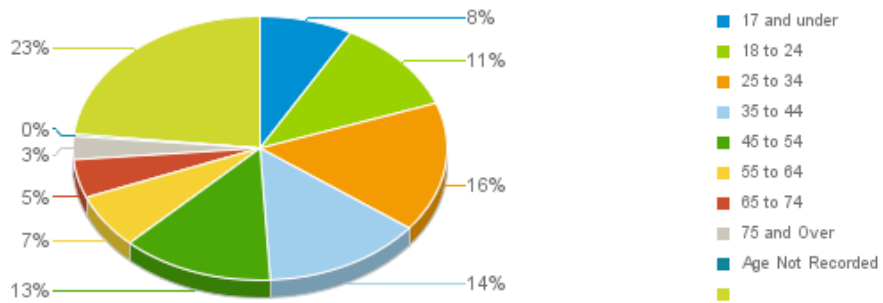


Case characteristics / flags	2014/2015	2014/2015	2014/2015	2015/2016	2015/2016
	2	3	4	1	2
Number of Cases flagged as Vulnerable	357	412	537	1,121	1,334
Number of cases flagged as repeat / persistently targeted	24	31	22	8	13
Number of cases flagged Domestic Violence	439	488	505	917	1,108
Number of Cases flagged as Hate crime	37	46	66	94	87
Number of Cases flagged as ASB	0	0	0	0	0
Priority Cases	2014/2015	2014/2015	2014/2015	2015/2016	2015/2016
	2	3	4	1	2
Total number of cases identified for enhanced service offer	969	1,150	1,659	2,853	3,289
% of total Cases	35%	38%	44%	29%	37%

Breakdown of latest Quarter



Note: Blank sectors indicate where no data has been collected



Sub PCC location of cases	2014/2015	2014/2015	2014/2015	2015/2016	2015/2016
	2	3	4	1	2
Babergh	282	260	373	838	859
Forest Heath	224	212	284	565	544
Ipswich	673	774	894	2,422	2,247
Mid Suffolk	212	218	287	686	734
St Edmundsbury	369	370	500	1,127	1,067
Suffolk Coastal	280	298	352	916	858
Waveney	412	511	585	1,306	1,260

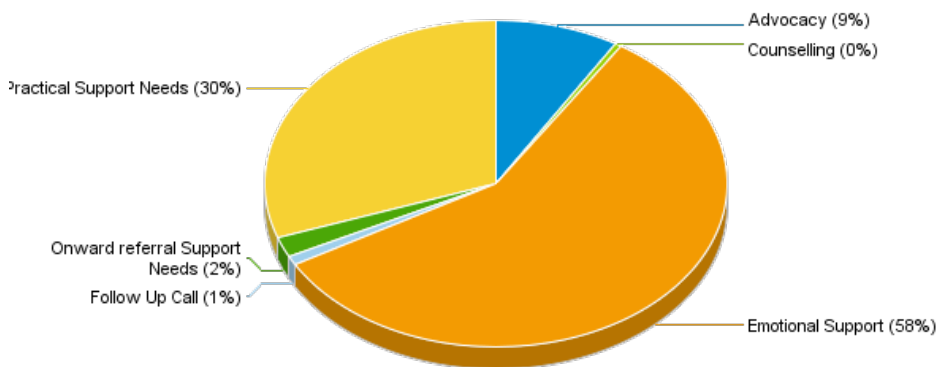
Contact

Enhanced Service Cases	2014/2015		2014/2015		2014/2015		2015/2016		2015/2016	
	2	% enh	3	% enh	4	% enh	1	% enh	2	% enh
Total number of cases identified for enhanced service offer	969	100%	1,150	100%	1,659	100%	2,853	100%	3,289	100%
Number of enhanced service cases contacted within 24 hours	115	12%	174	15%	139	8%	397	14%	455	14%
Number of enhanced service cases contacted between 24 and 48 hours	68	7%	89	8%	102	6%	144	5%	140	4%
Number of enhanced service cases contacted after more than 48 hours	240	25%	199	17%	285	17%	194	7%	198	6%
Number of enhanced service cases - phone contact unsuccessful and no other contact made	126	13%	132	11%	193	12%	187	7%	199	6%
Number of Enhanced service cases – phone unsuccessful written contact made	126	13%	155	13%	153	9%	334	12%	324	10%
Number of enhanced service cases where phone contact was not attempted.	306	32%	417	36%	800	48%	1,604	56%	1,981	60%
All Cases	2	% tot	3	% tot	4	% tot	1	% tot	2	% tot
Number of cases initially contacted by phone	843	31%	800	26%	766	21%	794	8%	819	9%
Number contacted by letter, text or e mail no call attempted	1,137	40%	1,310	42%	1,979	52%	1,245	12%	645	7%
Number contacted by letter, text or e mail call attempts unsuccessful	403	15%	428	14%	340	9%	348	4%	332	4%
Number of cases where initial contact made in person	2	0%	3	0%	4	0%	1	0%	0	0%
Number no contact	364	13%	499	16%	637	17%	7,430	76%	7,152	80%
No Contact	2	% tot	3	% tot	4	% tot	1	% tot	2	% tot
No contacts - safe phone contact for DV and hate referrals not provided	0	0%	0	0%	0	0%	138	1%	191	2%
No contacts - incorrect or insufficient contact information	0	0%	1	0%	0	0%	22	0%	68	1%
No Contact - case open	4	0%	1	0%	2	0%	6	0%	4,055	45%
Other No Contact - case closed	360	13%	495	16%	631	17%	6,923	71%	2,288	26%
Lost Contact with Victim			0	0%	0	0%	0	0%	1	0%
Other Agency Dealing					1	0%	337	3%	543	6%
Suspended Waiting for Details	0	0%	2	0%	1	0%	1	0%	1	0%
Unable to contact Victim					2	0%	0	0%	3	0%
VS Withdrawing Service							3	0%	2	0%

Needs

Needs Assessments	2014/2015		2014/2015		2014/2015		2015/2016		2015/2016	
Quarter	2		3		4		1		2	
Number of cases receiving a needs assessment	922		879		872		849		867	
Number of needs assessments - no needs identified (and case closed)	544	59%	542	62%	555	64%	584	69%	610	70%
Number of needs assessments - immediate needs identified and met	180	20%	181	21%	162	19%	80	9%	84	10%
Number of needs assessments - onward referral for further support within Victim Support	278	30%	226	26%	219	25%	221	26%	213	25%
Number of needs assessments - onward referral external agency support	7	1%	9	1%	1	0%	4	0%	2	0%

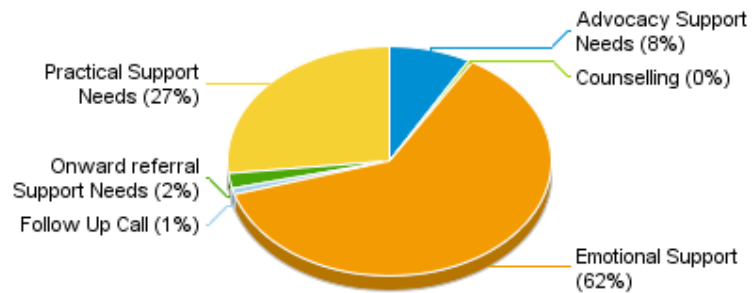
Latest Quarter	2
Advocacy	39
Counselling	2
Emotional Support	260
Follow Up Call	4
Onward referral Support Needs	9
Practical Support Needs	137



Services

Service Delivery Activity	2014/ 2015	2014/ 2015	2014/ 2015	2015/ 2016	2015/ 2016
Quarter of VS Year	2	3	4	1	2
number of cases assigned a volunteer during the measure period	183	187	187	182	179
number of cases assigned a specialist worker during the measure period	36	15	9	14	5
Number of follow up support visits by volunteers	150	134	105	120	115
Number of follow up support visits by staff	16	18	17	96	26
Total Visits	166	152	122	216	141
Number of follow up support calls by volunteers	498	537	603	530	535
Number of follow up support calls by staff	306	358	272	338	387
Total Calls	804	895	875	868	922
total volunteer hours contributed during measure period	1292	1253	1165	333	404
total staff hours contributed during measure period	389	483	366	399	415

Latest Quarter	2
Advocacy Support Needs	38
Counselling	2
Emotional Support	289
Follow Up Call	4
Onward referral Support Needs	10
Practical Support Needs	125



Service User Survey

SUS completion - latest quarter	2
Total Number of Cases eligible for Tier 1 SUS	25
Number of eligible victims completing the tier 1 VS survey	25
Total Number of Cases eligible for Tier 2 SUS	73
Number of eligible victims completing the tier 2 VS survey	28

SUS response level 1 and 2 - latest quarter	2
% those surveyed satisfied or very satisfied with service	96%
% those surveyed who found the service easy to access	91%
% those surveyed reporting improved health and wellbeing as a result of services	85%
% reporting feeling safer as a result of service	79%
% reporting service helped manage aspects of everyday life	92%
% reporting feeling better informed as a result of service	83%
% helped dealings with police and other agencies as a result of service	81%

SUS response level 2 only - latest quarter	2
Number where crime impacted on confidence	26
% reporting service helped cope with the impact	92%
Number where crime impacted on shelter and accommodation	16
% reporting service helped cope with the impact	88%
Number where crime impacted on relationships and social life	16
% reporting service helped cope with the impact	88%
Number where crime impacted on work and study	8
% reporting service helped cope with the impact	63%
Number where crime impacted on finances	7
% reporting service helped cope with the impact	71%