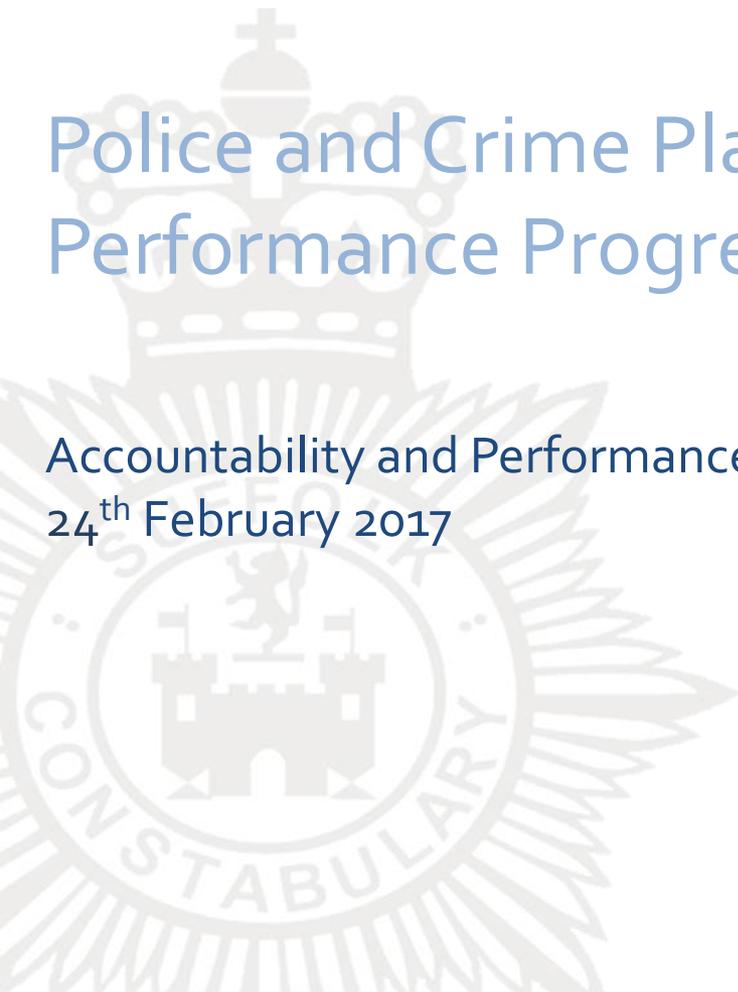


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# Police and Crime Plan Performance Progress Report

Accountability and Performance Panel

24<sup>th</sup> February 2017



# PERFORMANCE REPORT: Introduction

The Suffolk Police & Crime Plan 2017-2021 sets out four objectives that underpin monitoring of the Constabularies performance.

OBJECTIVE 1: RESPONDING TO CALLS FOR URGENT ASSISTANCE

OBJECTIVE 2: CARING ABOUT VICTIMS, COMMUNITIES, THE LOCAL ECONOMY AND OUR PEOPLE

OBJECTIVE 3: PROTECTING THE MOST VULNERABLE PEOPLE & COMMUNITIES BY PREVENTING, REDUCING & SOLVING CRIME & ASB

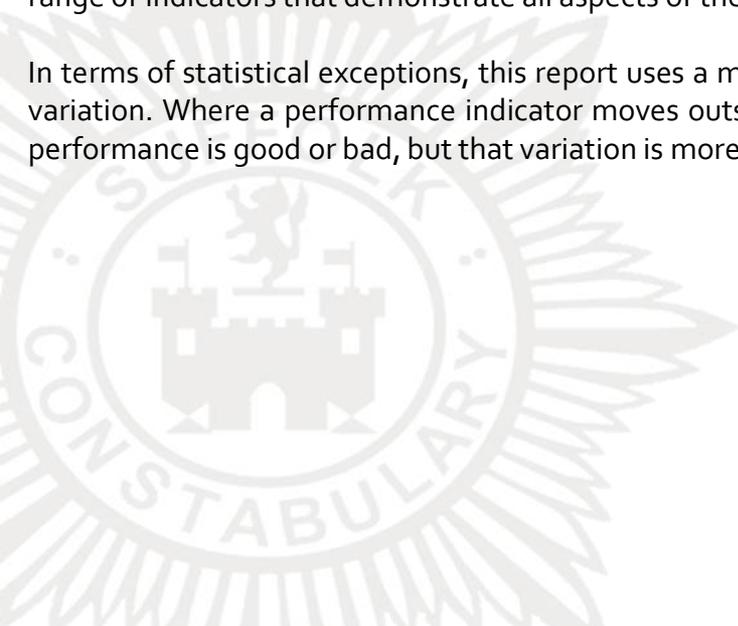
OBJECTIVE 4: MAKING SUFFOLK SAFER – AN ETHICAL, EFFICIENT AND EFFECTIVE SERVICES WITH THE RIGHT RESOURCES

Within these objectives, the PCC monitors the Constabulary particularly in respect of domestic abuse, serious sexual offences, child sexual abuse, hate crime, online crime, rural crime, business crime, burglary, robbery, violence with injury, drugs, reoffending and anti-social behaviour. Public confidence, 999 and 101 calls, emergency response times, road safety and workforce characteristics are also monitored.

However, apart from 999 calls and emergency response times, there are no targets set within the police and crime plan.

Instead the plan monitors the Constabulary for continuous improvement. The PCC recognises that monitoring performance in relation to police and crime issues is complex and in many cases cannot be determined with a single indicator. Therefore this report, which informs the PCCs Accountability and Performance Panel, is based on two guiding principles; 1) performance is tracked for statistical exceptions and 2) a range of indicators that demonstrate all aspects of the PCC's objectives are tracked.

In terms of statistical exceptions, this report uses a method known as **statistical process control**. This method measures a range of 'normal' variation. Where a performance indicator moves outside of this range, performance is termed 'exceptional'. This does not necessarily mean performance is good or bad, but that variation is more than normal. In these cases further analysis is provided to explain this change.



# PERFORMANCE REPORT: Introduction

This report covers the following performance measures which will appear in the forthcoming Suffolk Police and Crime Plan (each measured against a set of indicators):

- [Domestic Abuse \(slide 4\)](#)
- [Serious sexual Offences \(slide 5\)](#)
- [Child Sexual Abuse \(slide 6\)](#)
- [999 Call Handling \(slide 7\)](#)
- [Emergency Response \(slide 8\)](#)
- [Killed and Seriously Injured collisions \(slide 19\)](#)
- Confidence ([slide 10](#) and [slide 11](#))
- [Workforce \(slide 12\)](#)
- *(Hate Crime, Cyber Crime, Rural Crime and Business Crime will be included once performance measures have been developed).*

## Performance measure dates for this report

Last Month	December 2016
Rolling 12 months	January-December 2016
Previous 12 months	January-December 2015
3 year average	January 2014- December 2016

In addition, annual and bi-annual reports will cover the following business areas:

- Burglary Dwelling
- Violence With Injury
- Robbery
- Antisocial Behaviour
- Reoffending
- Drug Trafficking
- Satisfaction (for victims of serious sexual offences, domestic abuse and hate crime\*)

**Crime data** for this report is compiled from the Suffolk Performance Framework.

*\* These measures are still under development*

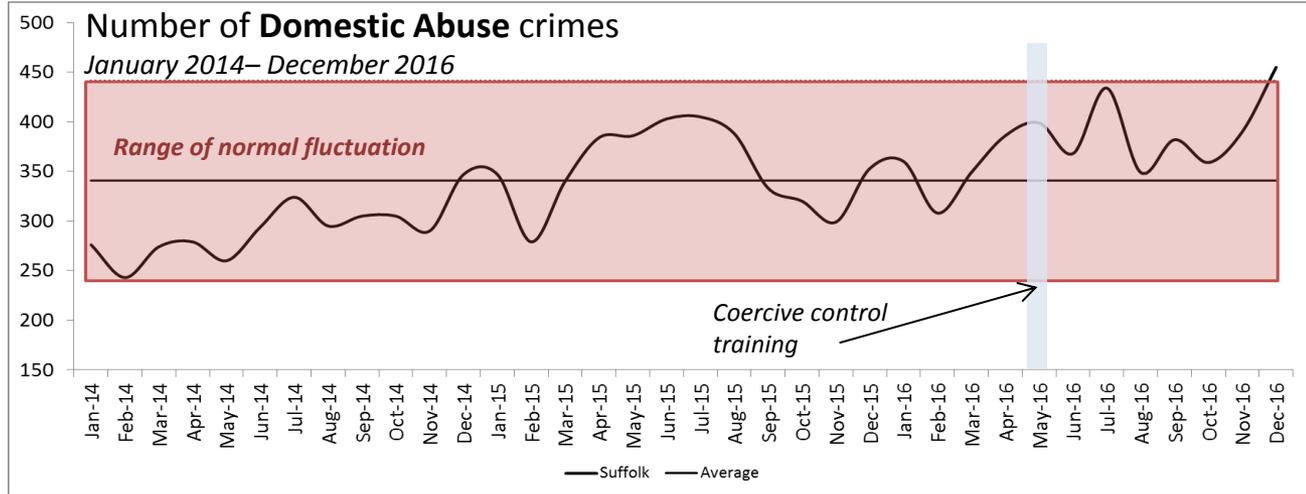
# PERFORMANCE REPORT: Domestic Abuse

## POLICE and CRIME PLAN OBJECTIVES

Suffolk Constabulary's work on domestic abuse is aimed at reducing and solving crimes, raising awareness and providing a high quality service to victims.

### Performance at a glance

Level of crime	Significantly higher than the norm in December
Level of successful investigations	9% higher in December than the average for 2016
Level of victim support for police investigations	6 in 10 victims engage with an investigation
Satisfaction of victims	The force is currently developing a method for surveying victims safely.
Comparison to most similar forces	Not yet available from the Home Office



### Analysis and Comment:

In December 2016 the number of domestic abuse crimes recorded reached a three year high. Practitioners believe this was because of recent training in coercive control leading officers to record crimes which they may previously have defined as non-crimes. This training, which was funded by the PCC, has been evaluated positively and shared with the College of Policing.

Despite rising crime workloads the solved rate in December was also the highest it has been in the last three years.

Further work to improve DA processes is planned for spring 2017.

### Last 12 Months in Detail

(difference to 3 year average in brackets)

Number of crimes	4,539 (+11%)
% of crimes where an investigation was possible	97%
% crimes where victim supports police investigation	60%
% crimes solved by police	29% (+4 ppt)
% of cases convicted in court	Not yet available
% victims satisfied overall	Not yet available

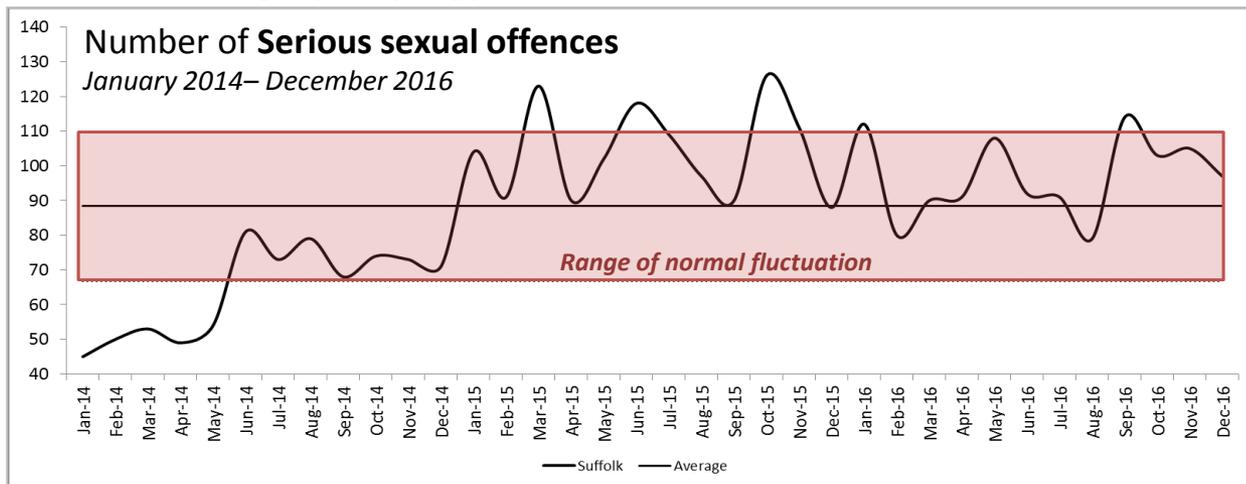
# PERFORMANCE REPORT: Serious Sexual Offences

## POLICE and CRIME PLAN OBJECTIVES

Suffolk Constabulary's work on serious sexual offences is to ensure the most vulnerable victims receive high quality support in accordance with the Victims Code of Practice.

### Performance at a glance

Level of crime	Continued downward trend away from exceptionally high levels
Level of successful investigations	12% higher in December than the average for 2016
Level of victim support for police investigations	Almost 8 out of ten victims engage with an investigation
Satisfaction of victims	The force is currently developing a method for surveying victims safely.
<b>Comparison to most similar forces</b>	<b>Not yet available from the Home Office</b>



### Analysis and Comment:

Despite a year on year reduction, the number of serious sexual offences consistently remains above the three year average. This illustrates a change in reporting trends believed to be a result of raised awareness and positive police engagement. The levels seen in 2016 are likely to be sustained.

While this presents challenges in maintaining detection rates, the sexual offences improvement board continue to provide cross-command governance on improving a range of measures including detections, and will be complemented by forthcoming academic research on victim engagement.

### Last 12 Months in Detail

(difference to 3 year average in brackets)

Number of crimes	1162 (+9.6%)
% of crimes where an investigation was possible	95%
% crimes where victim supports police investigation	79%
% crimes solved by police	12% (-1 ppt)
% of cases convicted in court	Not yet available
% victims satisfied overall	Not yet available

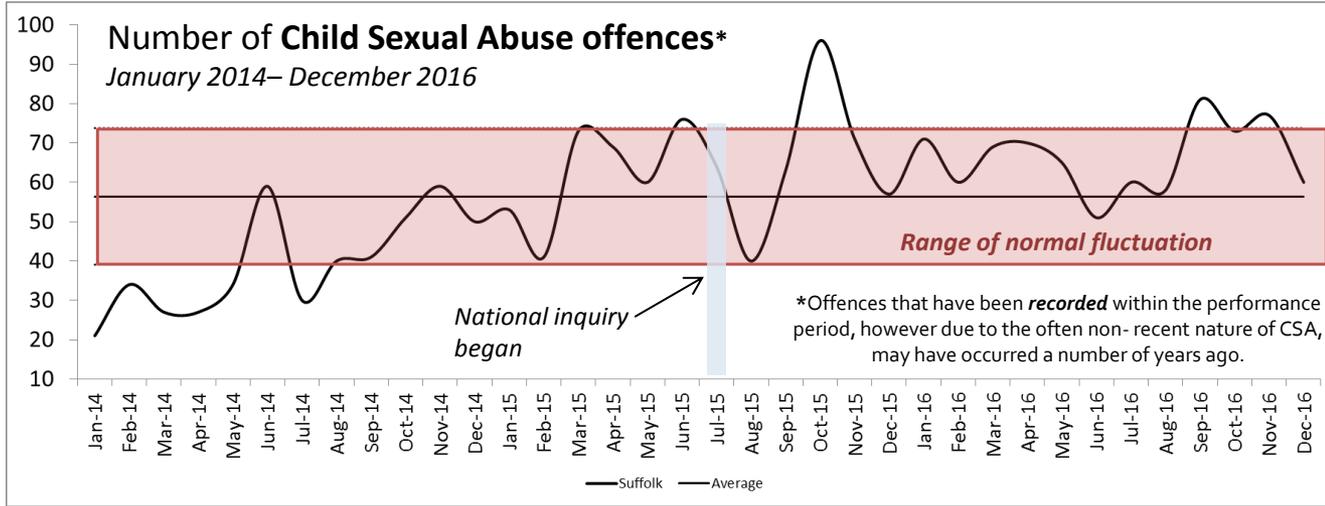
# PERFORMANCE REPORT: Child Sexual Abuse

## POLICE and CRIME PLAN OBJECTIVES

Suffolk Constabulary's work on child sexual abuse is to improve awareness and understanding of hidden harm so that victims have the confidence to report, and receive appropriate high quality support from police and commissioned services.

### Performance at a glance

Level of crime	Downward trend since breaching upper exceptions in November 2016
Level of successful investigations	Double the rolling 12 month average in December, and the highest for 2 years.
Level of victim support for police investigations	Almost 9 out of 10 victims engage with an investigation
Comparison to most similar forces	Not yet available from the Home Office



### Analysis and Comment:

A 68% increase in offences between 2014 and 2016 reflected similar national trends (60% increase between 2011 and 2015) and correlates with growing awareness and the launch of the national inquiry into historic child sexual abuse.

Despite the significant increase in investigator caseloads, the % of crimes solved by Suffolk Constabulary has remained stable. The Constabulary continues to prioritise victim's welfare through application of the Victim's Code of Practice and the work of the Sexual Assault Referral Centre and Multi-agency Safeguarding Hub.

### Last 12 Months in Detail

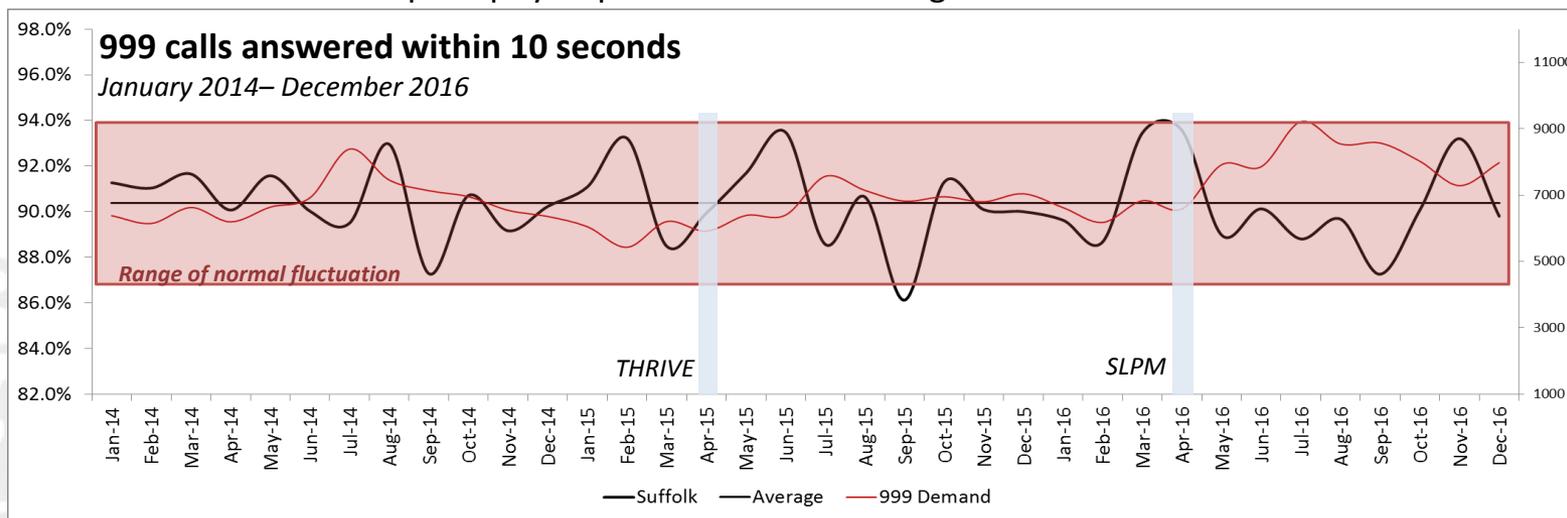
(difference to 3 year average in brackets)

Number of crimes	795 (+17.4%)
% where an investigation was possible	97%
% where victim supports police investigation	87%
% crimes solved by police	8% (0 ppt)
% of cases convicted in court	Not yet available

# PERFORMANCE REPORT: 999 call handling

## POLICE and CRIME PLAN OBJECTIVES

Suffolk Constabulary's work on 999 call handling is to ensure we respond as promptly as possible to calls for urgent assistance.



### Performance at a glance

Level of demand	16% higher than the previous year
Proportion of all calls that are 999	Almost 1 in 3 calls are emergency calls
Service level	Consistent with previous year and three year average

### Analysis and Comment:

The number of emergency calls received by Suffolk's Contact and Control Room rose substantially last year. The constabulary also underwent significant change with the implementation of its new policing model. Despite these challenges, the service level of 90% of 999 calls answered within 10 seconds has been maintained.

Further improvements are planned for 2017. A new telephony system will assist with call answering and triage while a review of demand levels will lead to an adjusted deployment plan aimed at coping with periods of peak demand.

### Last 12 Months in Detail

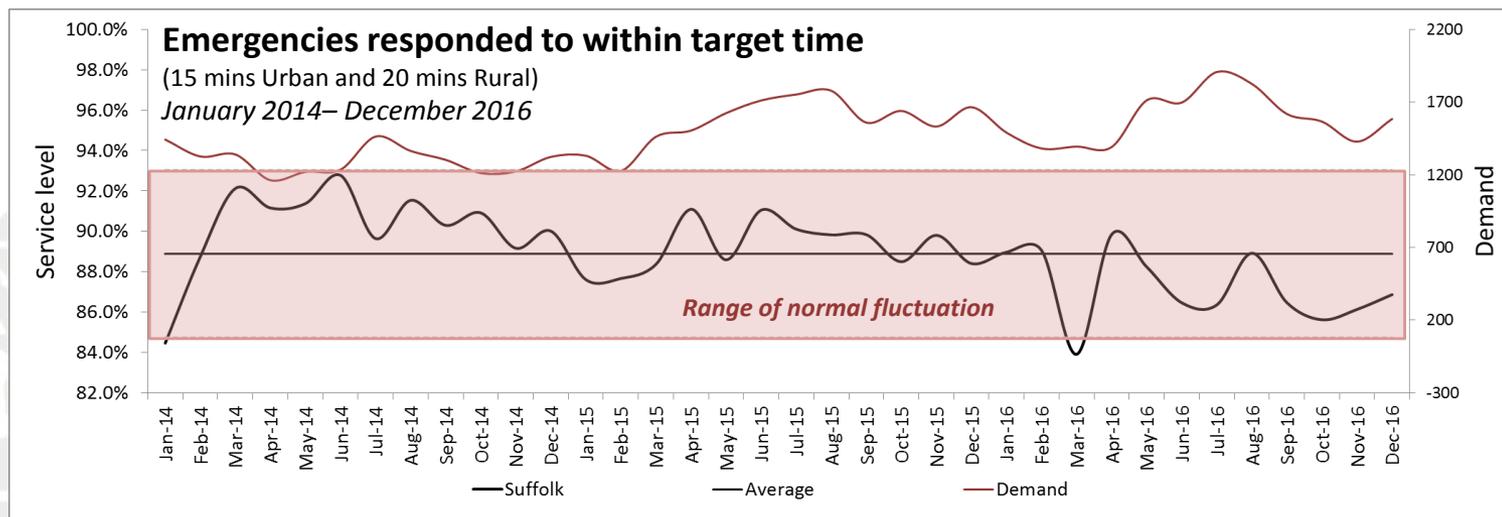
(difference to 3 year average in brackets)

Number of 999 calls	91,591 (+9%)
% answered within 10 seconds	90.3% (no change)
% of all calls that are 999	33% (+1.6%)
Average calls per day	250

# PERFORMANCE REPORT: Emergency Response

## POLICE and CRIME PLAN OBJECTIVES

Suffolk Constabulary's work on Emergency Response is to protect the most vulnerable people in the community by responding promptly to calls for assistance.



### Performance at a glance

Level of demand	Increase in December following downward trend over previous 4 months.
Service level	Remains below the 3 year average for the 4 <sup>th</sup> month but improving
Response times	Increase of 43 seconds in 2016

### Analysis and Comment:

The spike in emergency call demand in the summer of 2016 placed considerable pressure on neighbourhood response officers at a time of reorganisation and adjustment to the new policing model (implemented in April 2016). Local policing commanders instigated a review process for each incident of a 'missed target' in order to ensure timely feedback and deployment changes. This process is ongoing, with the County Policing Command currently trialling further adjustments to deployment times to further improve response times in rural areas in particular.

### Last 12 Months in Detail

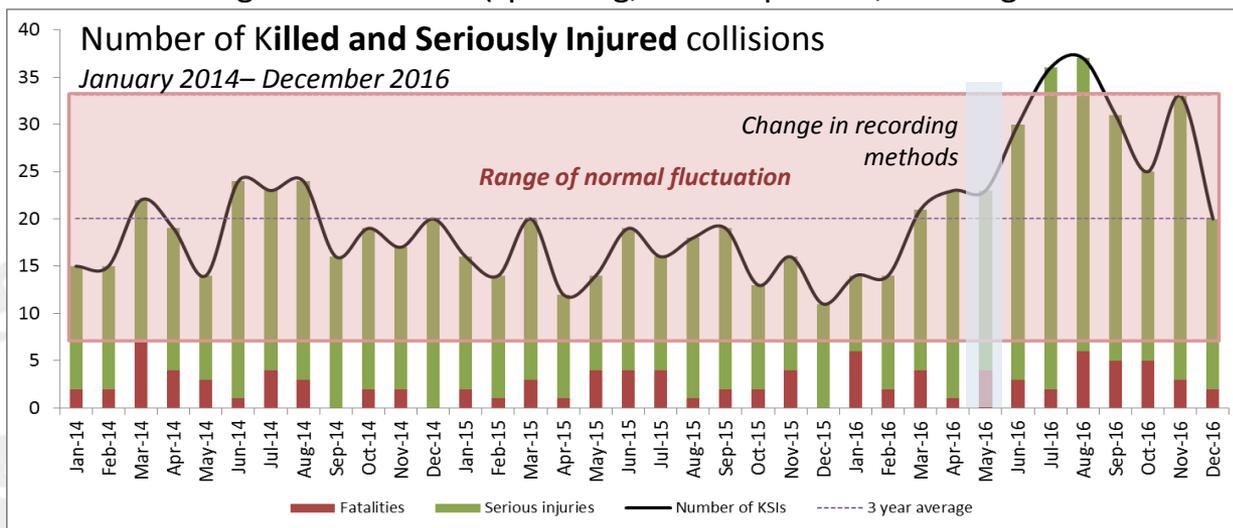
(difference to 3 year average in brackets)

Number of emergencies responded to	18,993 (+6.7%)
% attended within target	87.2% (-1.9pp)
% of police events requiring emergency response	11.8% (+14.9%)
Average emergency responses per day	52

# PERFORMANCE REPORT: Killed and Seriously Injured collisions

## POLICE and CRIME PLAN OBJECTIVES

Suffolk Constabulary's work on KSI collisions is to make our roads safer through initiatives such as tackling the Fatal Four (speeding, mobile phones, drinking and seat belts).



### Last 12 Months in Detail

(difference to 3 year average in brackets)

Number of KSI collisions recorded*	307 (+25.4%)
% fatalities	14% (<1%)
Number of "Fatal Four" interventions	Not yet available

### Performance at a glance

Level of demand	Returned to the three year average in December 2016.
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### Analysis and Comment:

With the exception of December, a steady decrease in the number of KSI collisions over the past six months has been noted by the serious collisions investigations team as correlating with recent positive impacts of regular media campaigns. In particular, support from local radio stations and councillors around Fatal Four interventions (mobile phone, speed, seat belts and drink/driving) included having "Hands Off" messages appearing on matrix boards and resulted in members of the public reporting seeing fewer drivers using mobile phones.

\* The performance report published in December 2016 highlighted a change in recording practices for KSI which made reference to slight and severe injuries and was linked to the increase over the summer period. This was misleading in its explanation of the change and its impact on figures. To clarify: KSI figures are collated from statistics forms which were previously only completed for collisions resulting in severe injury. However, these are now completed for **all** collisions, regardless of severity, meaning that if a slight injury collision is re categorized to a severe injury collision, this will now be captured (previously there would have been no statistics form completed at the outset). As a result, the increase in KSI over that period likely reflects a larger statistical pool as opposed to a change in classification of injury or a true increase in KSI.

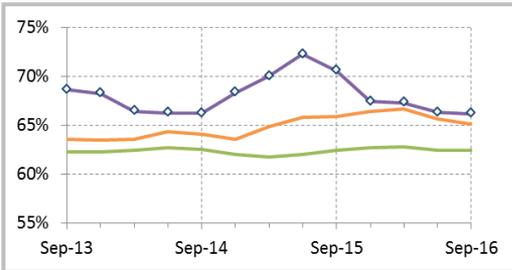
# PERFORMANCE REPORT: Public Confidence

Data from Crime Survey for England and Wales up to September 2016.

## POLICE and CRIME PLAN OBJECTIVES

Suffolk Constabulary's work on confidence is to ensure communities have the trust and confidence to report, and that they feel valued and are properly resourced.

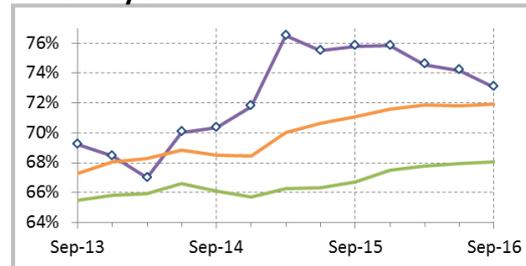
### "Police do a good or excellent job"



### Quarterly performance (previous quarter in brackets)

Confidence level	65.5% (65.7%)
National ranking (of 43)	15 <sup>th</sup> (15 <sup>th</sup> )
MSG rank (of 8)	5 <sup>th</sup> (5 <sup>th</sup> )

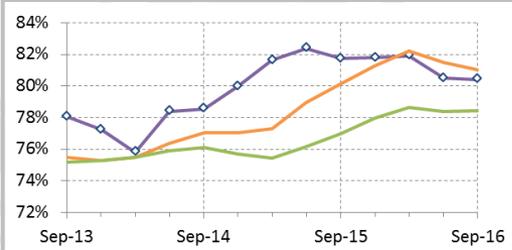
### "Police treat everyone fairly regardless of who they are"



### Quarterly performance (previous quarter in brackets)

Confidence level	71.5% (71.9%)
National ranking (of 43)	11 <sup>th</sup> (9 <sup>th</sup> )
MSG rank (of 8)	4 <sup>th</sup> (5 <sup>th</sup> )

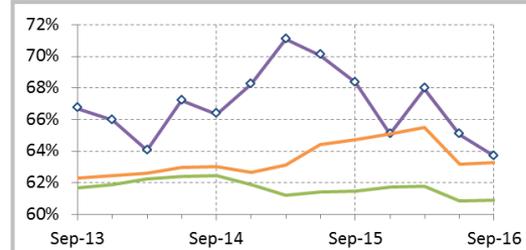
### "I have confidence in the police in this area"



### Quarterly performance (previous quarter in brackets)

Confidence level	80.9% (81.8%)
National ranking (of 43)	16 <sup>th</sup> (10 <sup>th</sup> )
MSG rank (of 8)	4 <sup>th</sup> (3 <sup>rd</sup> )

### "Police are dealing with things that matter to the community"



### Quarterly performance (previous quarter in brackets)

Confidence level	59.7% (61.4%)
National ranking (of 43)	26 <sup>th</sup> (21 <sup>st</sup> )
MSG rank (of 8)	7 <sup>th</sup> (6 <sup>th</sup> )

### Performance at a glance

Service provision	Small reductions are in keeping with general patterns of normal variation
National comparison	Small fall across all measures, although within the top 20% for fair treatment
MSF comparison	Improvement in "overall confidence"

### Analysis and Comment:

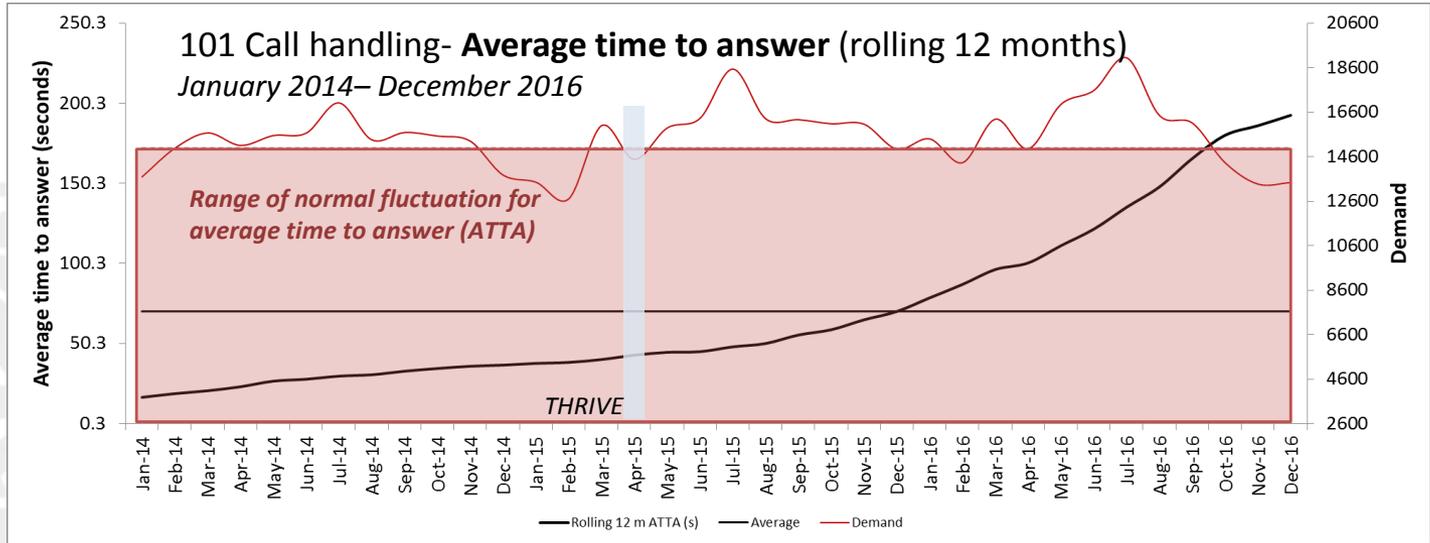
The Constabulary continues to invest police officer and PCSO time in community engagement through its Safer Neighbourhood Teams. The constabulary has received positive feedback from Her Majesty's Inspectorate of Constabulary for its work collating and responding to these issues.

All Suffolk front line officers have now received training on the Victim's Code. The Constabulary is currently reviewing how well it complies with the code in order to provide the best service it can to victims.

# PERFORMANCE REPORT: Confidence: 101 call handling

## POLICE and CRIME PLAN OBJECTIVES

Suffolk Constabulary’s work on 101 call handling is to ensure that our resourcing capabilities across different systems work effectively to meet demands, maintaining community confidence.



### Analysis and Comment:

The average time taken to answer non-emergency calls has risen steadily since 2015 as the Constabulary has undergone structural changes, implemented major IT systems and prioritised the response to emergency calls. The rate of increase is now declining and the force has developed plans for further improvements. A new telephony system will increase the efficiency of non-emergency call answering, while additional resources invested in the CCR will help manage demand at peak times.

The constabulary also continues to pursue efforts to reduce demand through triage, problem solving and online services.

### Performance at a glance

Level of demand	Declining in keeping with seasonal norms
Service level (ATTA)	Rate of monthly increase in December was two thirds lower than the rest of 2016.

### Last 12 Months in Detail (difference to 3 year average in brackets)

Number of 101 calls	188,238 (+1%)
Average Time To Answer	192.8 (+92%)
Average 101 calls per day	515 (+1%)
Average call duration	5m 41 seconds

## POLICE and CRIME PLAN OBJECTIVES

Suffolk Constabulary's workforce focus is to promote a diverse, multi-skilled organisation that will effectively tackle hidden harm and deliver an ethical, efficient and effective service, and with appropriate support.

Indicator	Officers	PCSOs	Staff	Commentary
Total posts (funded)	1097	107	901	The current strength of Police Officers now stands at 2.83% below establishment.
Total posts (actual)	1066 (97%)	91 (85%)	790 (87.6%)	<p>The strength of officers has reduced by 6 FTE since the end of the previous quarter.</p> <p>PCSOs strength stands at 14.95% below establishment at the conclusion of the quarter.</p> <p>The current police staff strength stands at 12.32% below establishment.</p>
% working hours lost to sickness (force target 3.40%)	5.00%	*	5.13%	<p>Sickness absence for police officers increased in Q3 2016/16 compared with the previous quarter 3.89% to 5.00% (1.11%). Year to date, the constabulary is 0.89% over the force target for sickness absence for police officers.</p> <p>Sickness absence for police staff increased in quarter 3 2016/17 d in compared with the previous quarter from 4.28% to 5.13% (0.85%). Year to date, the constabulary is 1.01% over the force target for sickness absence for police staff.</p> <p>Sickness for officers and staff has been above the force target since June 2016.</p>
Number on recuperative duties (as at January 2017)*	151 (officers and staff)			76 of the 151 individuals on recuperative duties are situated within the county policing command.
Number on adjusted duties (as at January 2017)*	50 (officers and staff)			12 of the 50 individuals on adjusted duties are situated within the county policing command

\*Additional measures of recuperative and adjusted duties (by percentage, and for PCSOs) will be available in future versions of this report