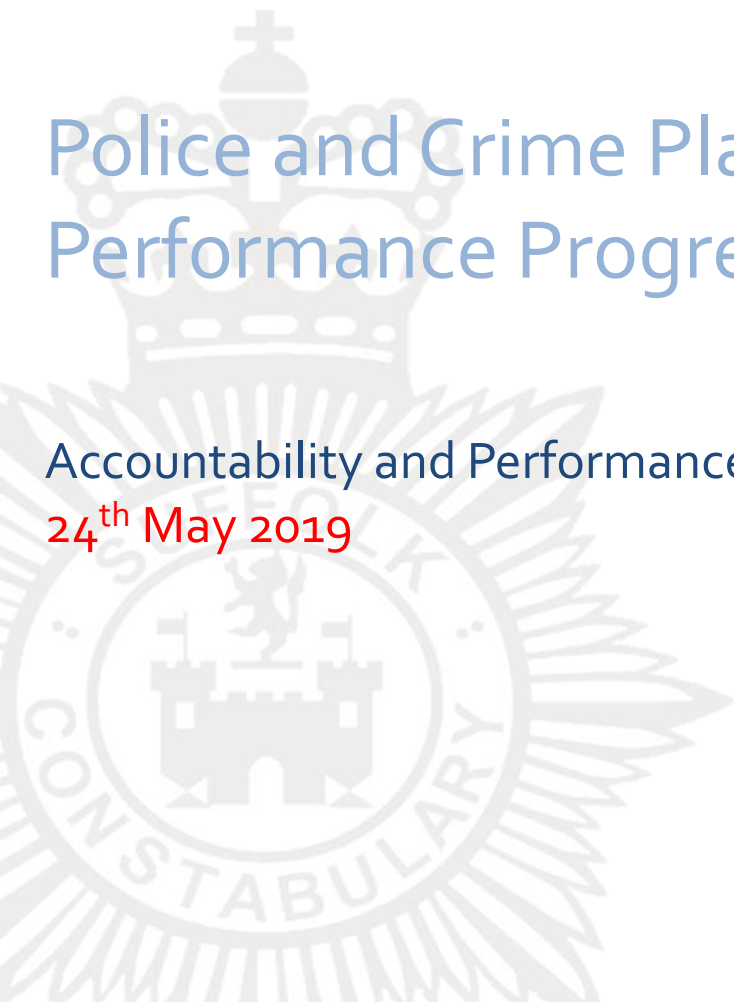


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# Police and Crime Plan Performance Progress Report

Accountability and Performance Panel

24<sup>th</sup> May 2019



# PERFORMANCE REPORT: Introduction

The Suffolk Police & Crime Plan 2017-2021 sets out four objectives:

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 & anti-social behaviour

OBJECTIVE 4: Making Suffolk safer – ethical, efficient and effective services with the right resources

Within these objectives, the Police & Crime Commissioner (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, emergency and non-emergency calls, emergency response times, road safety and workforce characteristics are also monitored.

Other than answering emergency calls and emergency response times, there are no numerical 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 PCC's 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 makes use of 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 greater than normal. In these cases further analysis is provided to explain this change.

# PERFORMANCE REPORT: Introduction

This report covers the following performance measures from the Suffolk Police and Crime Plan (each measured against a set of indicators):

- Performance summary (slides 4 - 7)
- Workforce (slide 8)
- Domestic Abuse (slides 9 and 10)
- Serious Sexual Offences (slides 11 and 12)
- Call Handling (slides 13 and 14)
- Traffic Offence Reports (slides 15 and 16)

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

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

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

*\*\*\* These measures are still under development*

# PERFORMANCE REPORT: Summary

Data is correct as at 23/04/2019

Data up to 31/03/2019

Objective	Measure	Data up to 31/03/2019		
		Last 12 months	Three Year Average	Difference
<b>Domestic Abuse Crimes</b>	Number of Crimes	7,895	6,008	31.4%
	Solved Number	1,250	1,274	-1.9%
	- Percentage Solved	15.8%	22.0%	-6.1%
	Percentage of Cases where investigation not possible	0.9%	0.6%	0.4%
	Percentage of Cases where victim does not support	49.0%	45.9%	3.2%
	Percentage of victims satisfied with overall service			
	Percentage of victims satisfied with accessibility			
	Percentage of victims satisfied with actions taken	<i>DA victim satisfaction reporting anticipated in Autumn 2019</i>		
	Percentage of victims satisfied with treatment			
Percentage of victims satisfied with updates				
<b>Serious Sexual Offences</b>	Number of Crimes	1,891	1,482	27.6%
	Solved Number	106	138	-23.1%
	- Percentage solved	5.6%	9.8%	-4.2%
	Percentage of Cases where investigation not possible	2.0%	3.1%	-1.1%
	Percentage of Cases where victim does not support	33.2%	31.3%	1.8%
	Percentage of victims satisfied with overall service			
	Percentage of victims satisfied with accessibility			
	Percentage of victims satisfied with actions taken	<i>SSO victim satisfaction reporting still under development</i>		
	Percentage of victims satisfied with treatment			
Percentage of victims satisfied with updates				
<b>Child Sexual Abuse</b>	Number of Child Sexual Abuse Crimes (by Keyword - Athena data only)	1,086		
	Solved Number	102	<i>Three year average reporting for CSA anticipated in Spring 2020</i>	
	- Percentage solved	9.4%		
	Percentage of Cases where investigation not possible	2.0%		
	Percentage of Cases where victim does not support	25.2%		

# PERFORMANCE REPORT: Summary

Data is correct as at 23/04/2019

Data up to 31/03/2019

<u>Objective</u>	<u>Measure</u>	Data up to 31/03/2019		
		Last 12 months	Three Year Average	Difference
<b>Public Safety</b>	% Percentage Emergency Response in Target	90.9%	89.7%	1.2%
	Number of Emergency Response in Target	17,774	17,634	0.8%
	% Percentage Emergency Response in Target - East	86.2%	84.7%	1.5%
	Number of Emergency Response in Target - East	3,140	3,131	0.3%
	% Percentage Emergency Response in Target - South	92.9%	91.8%	1.0%
	Number of Emergency Response in Target - South	8,226	8,126	1.2%
	% Percentage Emergency Response in Target - West	91.0%	89.7%	1.3%
	Number of Emergency Response in Target - West	6,451	6,379	1.1%
	% 999 calls answered within 10 seconds	96.4%	<i>March 2019 only</i>	
	Number of KSI Collisions	274	262	4.7%
	Number of TORs issued for seatbelts	836	908	-7.9%
Number of TORs issued for mobile phone use	808	1,397	-42.2%	
<b>Confidence</b> <i>12-month period to 31/12/2018</i>	% of public who agree police are doing a good job	57.2%	63.2%	-6.1%
	% of public who agree police deal with community priorities	53.2%	59.9%	-6.7%
	% of public who agree police would treat them fairly	67.5%	70.3%	-2.8%
	% of public who have confidence in the police overall	74.6%	79.1%	-4.5%
<b>Non-Emergency Call Handling</b>	Average Time to Answer (Seconds) - Emergency Redirect			
	Average Time to Answer (Seconds) - Urgent Redirect			
	Average Time to Answer (Seconds) - Domestic			
	Average Time to Answer (Seconds) - Mental Health			
	Average Time to Answer (Seconds) - Public Safety			
	Average Time to Answer (Seconds) - Crime			
	Average Time to Answer (Seconds) - ASB			
	Average Time to Answer (Seconds) - Road			
	Average Time to Answer (Seconds) - Advice and Admin			

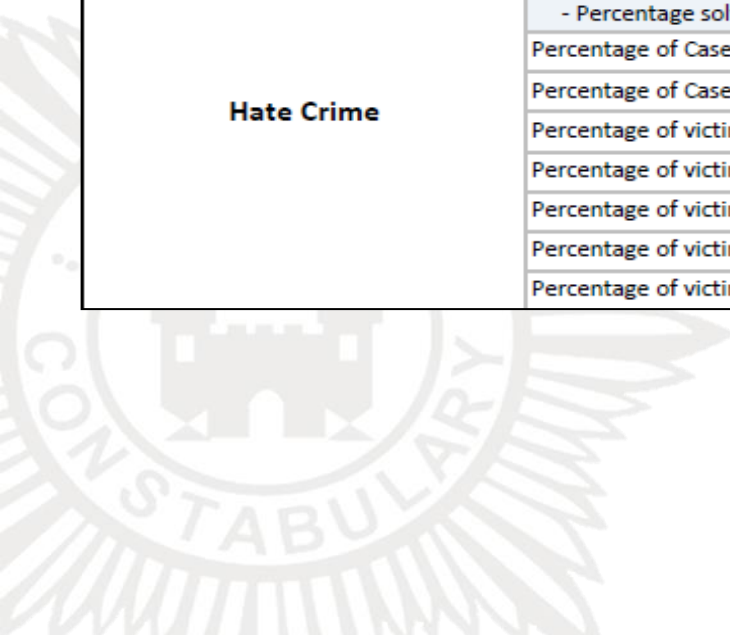
*Non-emergency call handling data is currently unavailable as work is still ongoing to verify its reliability*

# PERFORMANCE REPORT: Summary

Data is correct as at 23/04/2019

Data up to 31/03/2019

<u>Objective</u>	<u>Measure</u>	Last 12 months	Three Year Average	Difference	
<b>Online Crime</b>	Number of Online Crimes <i>(by Keyword - Athena data only)</i>	1,377			
	Solved Number	151			
	- Percentage solved	11.0%			
	Percentage of Cases where investigation not possible	0.3%	<i>Three year average reporting for online crime anticipated in Spring 2020</i>		
	Percentage of Cases where victim does not support	23.7%			
	Percentage of victims satisfied with overall service	76.6%			
	Percentage of victims satisfied with first contact	87.5%			
	Percentage of victims satisfied with actions taken	73.4%			
	Percentage of victims satisfied with treatment	84.0%			
	Percentage of victims satisfied with being kept informed	72.3%			
<b>Hate Crime</b>	Number of Hate Crimes <i>(by Keyword - Athena data only)</i>	998			
	Solved Number	159			
	- Percentage solved	15.9%			
	Percentage of Cases where investigation not possible	1.3%	<i>Three year average reporting for hate crime anticipated in Spring 2020</i>		
	Percentage of Cases where victim does not support	26.4%			
	Percentage of victims satisfied with overall service	67.0%			
	Percentage of victims satisfied with first contact	77.9%			
	Percentage of victims satisfied with actions taken	55.0%			
	Percentage of victims satisfied with treatment	78.0%			
	Percentage of victims satisfied with being kept informed	63.0%			

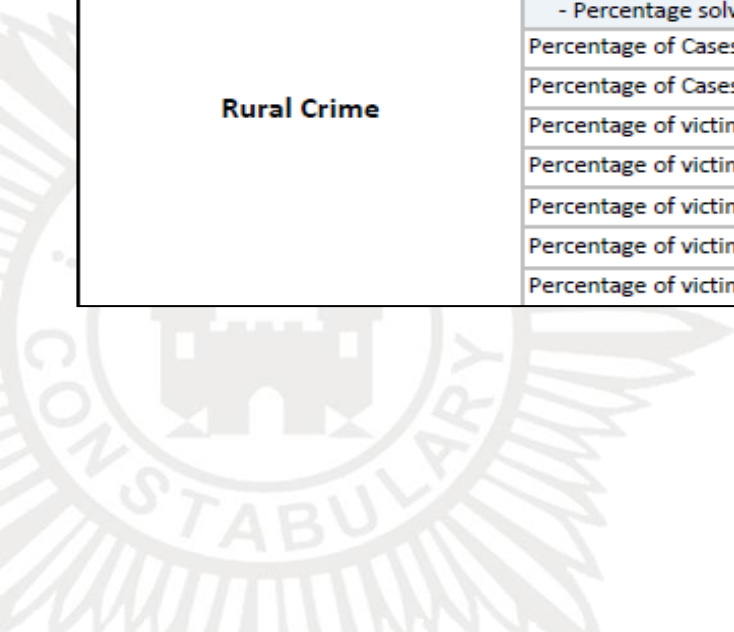


# PERFORMANCE REPORT: Summary

Data is correct as at 23/04/2019

Data up to 31/03/2019

<u>Objective</u>	<u>Measure</u>	Last 12 months	Three Year Average	Difference	
<b>Business Crime</b>	Number of Business Crimes <i>(by Keyword - Athena data only)</i>	7,723			
	Solved Number	2,091			
	- Percentage solved	27.1%			
	Percentage of Cases where investigation not possible	0.2%	<i>Three year average reporting for business crime anticipated in Spring 2020</i>		
	Percentage of Cases where victim does not support	5.1%			
	Percentage of victims satisfied with overall service	72.2%			
	Percentage of victims satisfied with first contact	84.1%			
	Percentage of victims satisfied with actions taken	67.3%			
	Percentage of victims satisfied with treatment	93.2%			
	Percentage of victims satisfied with being kept informed	69.1%			
<b>Rural Crime</b>	Number of Rural Crimes <i>(by Keyword - Athena data only)</i>	342			
	Solved Number	14			
	- Percentage solved	4.1%			
	Percentage of Cases where investigation not possible	0.0%	<i>Three year average reporting for rural crime anticipated in Spring 2020</i>		
	Percentage of Cases where victim does not support	2.0%			
	Percentage of victims satisfied with overall service	77.3%			
	Percentage of victims satisfied with first contact	86.4%			
	Percentage of victims satisfied with actions taken	64.8%			
	Percentage of victims satisfied with treatment	90.9%			
	Percentage of victims satisfied with being kept informed	58.0%			



# PERFORMANCE REPORT: Workforce

Quarter 4 2018/19

As at 31/03/2019 (unless otherwise stated)

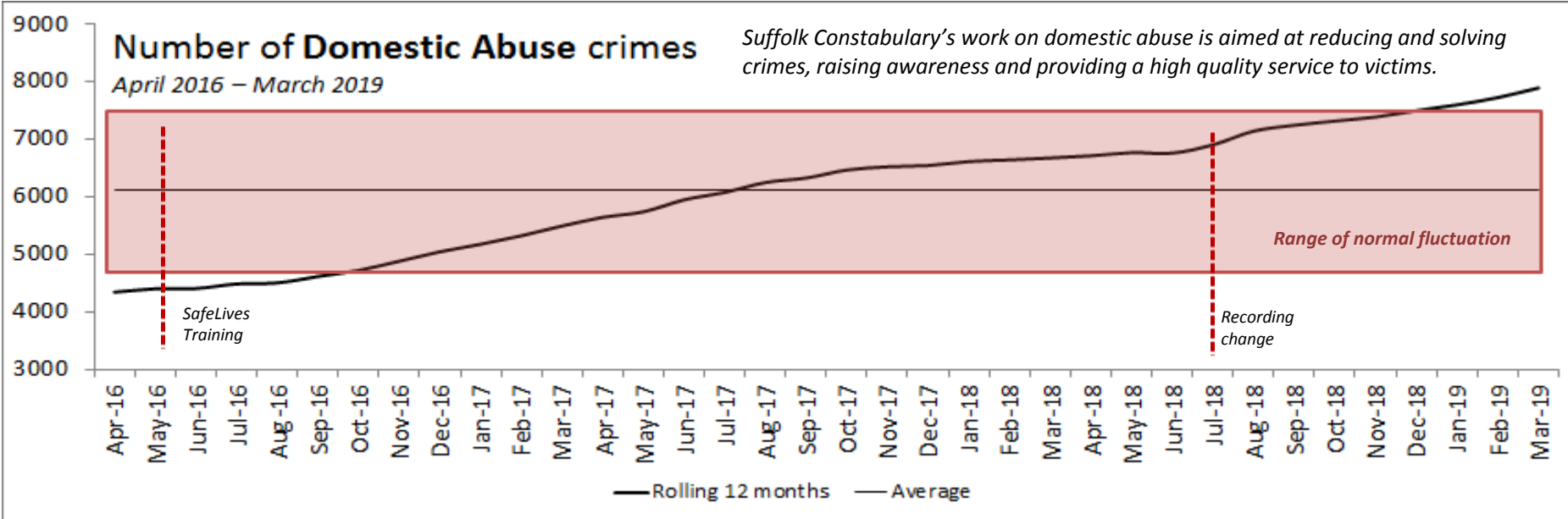
*Suffolk Constabulary's workforce focus is to promote a diverse, multi-skilled organisation that will effectively tackle hidden harm and deliver an ethical, efficient and effective service with appropriate support.*

Indicator	Officers	PCSOs	Staff	Commentary
Establishment	1108	46	886	The strength of Police Officers stands at 0.7% above establishment. Police officer strength is up 3 FTE from the previous quarter.
Strength	1116	41	786	PCSO strength stands at 10.9% below establishment. The current police staff strength stands at 11.3% below establishment.
% working hours lost to sickness (financial year to date - force target 3.4%)	4.0%	4.3%		Sickness absence for Suffolk Police Officers reduced in comparison with the previous financial year from 5.0% to 4.0%. Sickness absence for Suffolk Police Staff remained stable at 4.3% when comparing the end of the previous quarter to the year to date. In comparison with the full previous financial year, sickness reduced by 0.3% this year.
Number on recuperative duties Recuperative means short term, rehabilitative in nature, typically lasting up to 6 months if an individual is unable to return to work on full hours and duties immediately following a period of sickness or following an injury	139	25		There were 5 additional police officers on recuperative duties as at 31/03/2019 than as at 31/12/2018. For police staff and PCSOs, there were 6 less on recuperative duties as at 31/03/2019 than as at 31/12/2018.
Number on adjusted duties Adjusted means long-term and permanent where adjustments have been made to overcome barriers to working. The individual must be attending work on a regular basis working full time hours within their substantive role.	29	3		There were 3 additional police officers on adjusted duties as at 31/03/2019 than as at 31/12/2018. For police staff and PCSOs, there were 3 fewer police staff and PCSOs on adjusted duties than as at 31/12/2018.





# PERFORMANCE REPORT: Domestic Abuse (DA)



## Performance at a glance

Level of crime	Continuing upward trend caused by increased compliance with crime recording practices bringing Suffolk more line with the Crime Survey of England & Wales (CSEW)
Level of successful investigations	Approximately 1 in 6 crimes are solved
Level of victim support for police investigations	Approximately half of victims support police investigation
Number of offences - Comparison to most similar forces	6 <sup>th</sup> highest out of 8 – no. of crimes per 1,000 population compared to most similar forces (to March 2018)

## Last 12 Months in Detail

(difference to 3 year average in brackets)

Number of crimes	7,895 (+31.4%)
% of crimes where an investigation <b>was not</b> possible	0.9% (+0.4pp)
% crimes where victim <b>do not support</b> police investigation	49.0% (+3.2pp)
% crimes solved by police	15.8% (-6.1pp)
% of cases convicted in court	83.3% (to March 2018)
% of cases convicted in court – comparison to most similar forces	2 <sup>nd</sup> highest level of convictions (to March 2018)

## Analysis:

Nothing has significantly changed since the last quarterly report.

The number of crimes recorded continues to increase, as a result of applying the National Crime Recording Standards (NCRS) rigorously, and the rate of solved domestic abuse crimes is slowly declining compared to the long term average.

Domestic Abuse victim disengagement is currently being reported at 49%. Although significant numbers of victims do not support police prosecutions, Suffolk is consistent nationally based on the ONS data (data ending March 2018).

## Operational Commentary:

Domestic Abuse (DA) remains a key priority for policing within Suffolk. The current level of reported DA is unprecedented which has created significant system pressures.

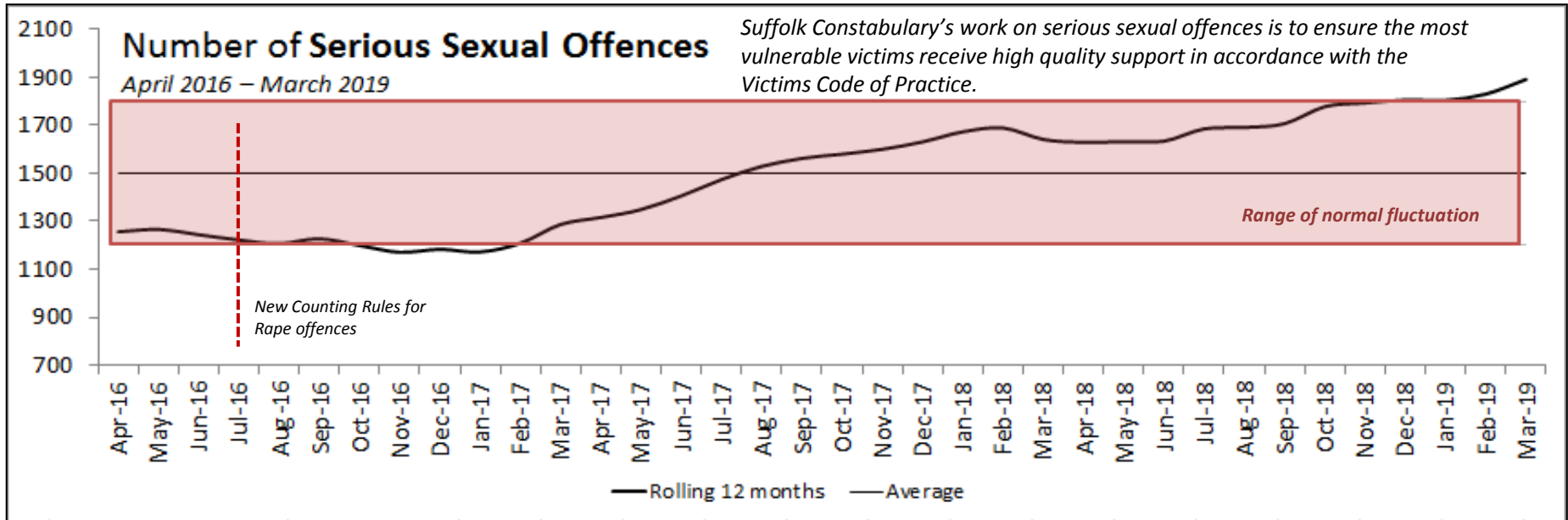
Policy change in the last 12 months has led to no 'High Risk' DA being dealt with in the force Incident & Crime Management Hub. This ensures that such DA reports are dealt with by direct officer interaction with the victim and perpetrator in the vast majority of cases.

There has already been significant investment in the Safelives 'DA Matters' training that was originally delivered in 2014/15 to the majority of frontline officers. This training is being reissued as a refresher to those originally trained, and to a broader range of officers and staff. The Constabulary now has its own trainers who can continue to deliver this training to all new recruits. This training is widely accepted as the standard required, ensuring officers have the appropriate level of understanding regarding coercive and controlling behaviour.

Body Worn Video has now been issued to the entire operational workforce and its use has embedded into the operational culture of the organisation. There are clear policies on use and effective training has been issued to all that are expected to use it in their daily business with DA just one facet of service that will see benefits in evidential collection.

Strategic work continues in relation to the implementation of a fully integrated DA co-ordination centre. The Safelives charity has been commissioned and is working towards options for potential structures appropriate to the needs in Suffolk. The vision is a centre to bring all partners together in a single setting to provide a single point complete service to victims i.e. 8 agencies assess and support a victim, rather than a victim having to seek out and be referred to 8 agencies.

# PERFORMANCE REPORT: Serious Sexual Offences (SSO)



## Performance at a glance

Level of crime	Upward trend caused by increased compliance with crime recording practices
Level of successful investigations	Approximately 1 in 18 crimes are solved
Level of victim support for police investigations	Approximately 2 out of 3 victims support police investigations
Comparison to most similar forces ( <b>rape</b> only)	Highest number of rapes per 1,000 population compared to most similar forces

## Last 12 Months in Detail

(difference to 3 year average in brackets)

Number of crimes	1,891 (+27.6%)
% of crimes where an investigation <b>was not</b> possible	2.0% (-1.1pp)
% crimes where victim <b>does not support</b> police investigation	33.2% (+1.8pp)
% crimes solved by police	5.6% (-4.2pp)
% of <b>rape</b> cases convicted in court	56.9% (to March 2018)

## Analysis:

Nothing has significantly changed since the last quarterly report.

Numbers of reported serious sexual offences (SSO) remains high in comparison to the long term average, this is a trend that the majority of forces are experiencing when reviewing published data for rape and all sexual offences. A consequence of additional crimes being recorded is that the solved serious sexual offences rate has declined. Again, reductions in rape and all sexual offence solved rates have occurred across most forces nationally, regionally and in Suffolk's most similar group. Serious Sexual Offence victim disengagement is currently being reported at 33%. Comparing rape and all sexual offence data shows that Suffolk is lower than national, regional and Suffolk's most similar group averages.

In future APP performance reports, performance analysis and operational commentary needs to focus on all sexual offences rather than serious sexual offences as forces' interpretation of serious sexual offences differs.

## Operational Commentary:

SSO continues to be delivered through an integrated partnership approach, through a delivery board and Violence and Women's Group (VAWG) steering group.

Whilst there have been no significant changes in this period to the department structure, focus is moving towards incorporating improvements in crime data integrity (CDI) with performance and in particular, examining how performance is measured. There is continuing good practice through a number of activities including the rape scrutiny panel, SSO audit and Victim Right to Review (VRR). These take account of the victim journey and the "voice of the victim" which are key elements for these investigations.

CDI has significantly improved over recent months, in particular March 2019 saw a 95% compliance rate. This has come as a direct result of the service level agreement embedded within all teams.

The Rape Scrutiny panel continues to provide analysis of police investigations and decision making, with partners and charitable organisations making a direct contribution to learning and strategy. This is an area of good practice regarding independent review and will continue.

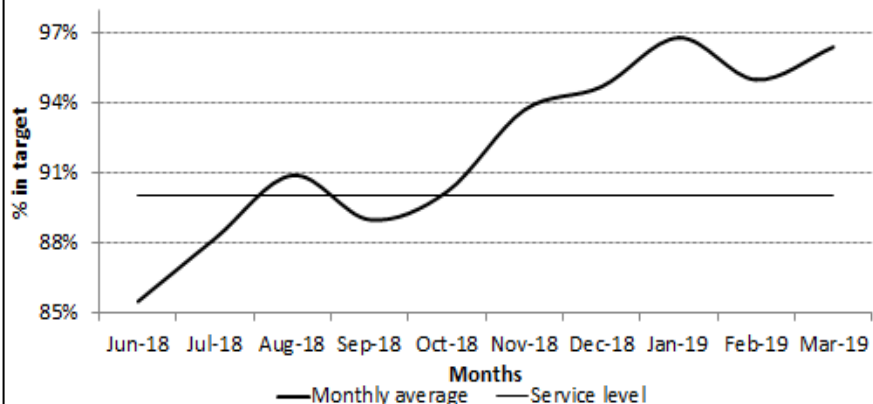
Increases in demand continues to place pressures on staff which are being closely monitored. Through monthly returns, management scrutiny provides greater understanding of pressures on staff and provides a platform through which demand could be reduced, whilst maintaining quality of service. This will be delivered through amendments to the Rape and Serious Sexual Offences (RASSO) investigation guide, providing investigators and Senior Investigator Officers (SIO's) a framework through which a quality investigation can be delivered.

# PERFORMANCE REPORT: Emergency call handling

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

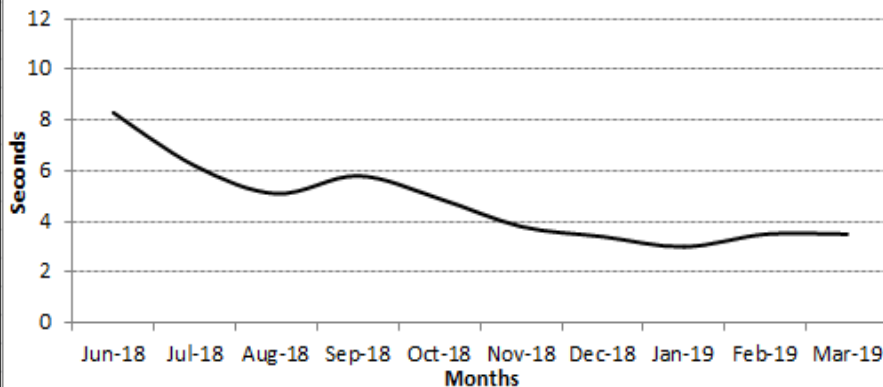
## 999 calls answered within 10 seconds

June 2018 - March 2019



## 999 - average time to answer calls

June 2018 - March 2019



## Performance at a glance

Level of demand	7% higher than the previous year
Proportion of all calls that are 999	42% of all calls were dealt with as an emergency call in the last 12 months
Service level	Performance has improved since the introduction of the telephony system in May 2018 in spite of increasing demand. 999 calls answered before and after implementation is not comparable at the current time

## Analysis:

999 call handling demand continues to rise year on year, with an increase of over 7% in the last 12 months compared to the 3 year average. In spite of this, Suffolk Constabulary has answered a high percentage (over 96%) of calls within 10 seconds between January and March 2019, and the average time to answer calls remains stable below 4 seconds since November 2018.

999 performance data pre and post implementation of the new telephony system (May 2018) is not currently comparable, because of the differences between the old and new telephony systems. This position may change in future, if a technical solution can be established.

As recent 999 performance has improved and remained stable, it is proposed that APP reporting is not necessary unless performance levels fall and become exceptional.

## Last 12 Months in Detail

(difference to 3 year average in brackets)

Number of 999 calls	106,712 (+7.1%)
% of all calls that are 999	42.0% (+4.7%)
Average calls per day	292 (+7.0%)

# PERFORMANCE REPORT: Non-emergency call handling

*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.*

## Performance at a glance

Level of demand	Reduction in demand in the last 12 months compared to the 3 year average
Average Time to answer	Non-emergency calls answered before and after implementation of the new telephony system is no longer comparable

## Analysis:

Non-emergency call handling demand continues to reduce to its lowest level in three years. This is a 19% reduction in calls in the last 12 months compared to the previous 3 years.

Data from the new telephony system introduced in May 2018 is not directly comparable with data from the old telephony system. The Constabulary will report non-emergency call data once a baseline of 12 months data is available.

## Last 12 Months in Detail

(difference to 3 year average in brackets)

Number of non-emergency calls	148,375 (-19.1%)
Average non-emergency calls per day	406 (-19.1%)

## Operational Commentary – call handling (emergency and non-emergency):

Six new staff started in the CCR in March and are currently being trained to support the raised demand experienced over the summer period.

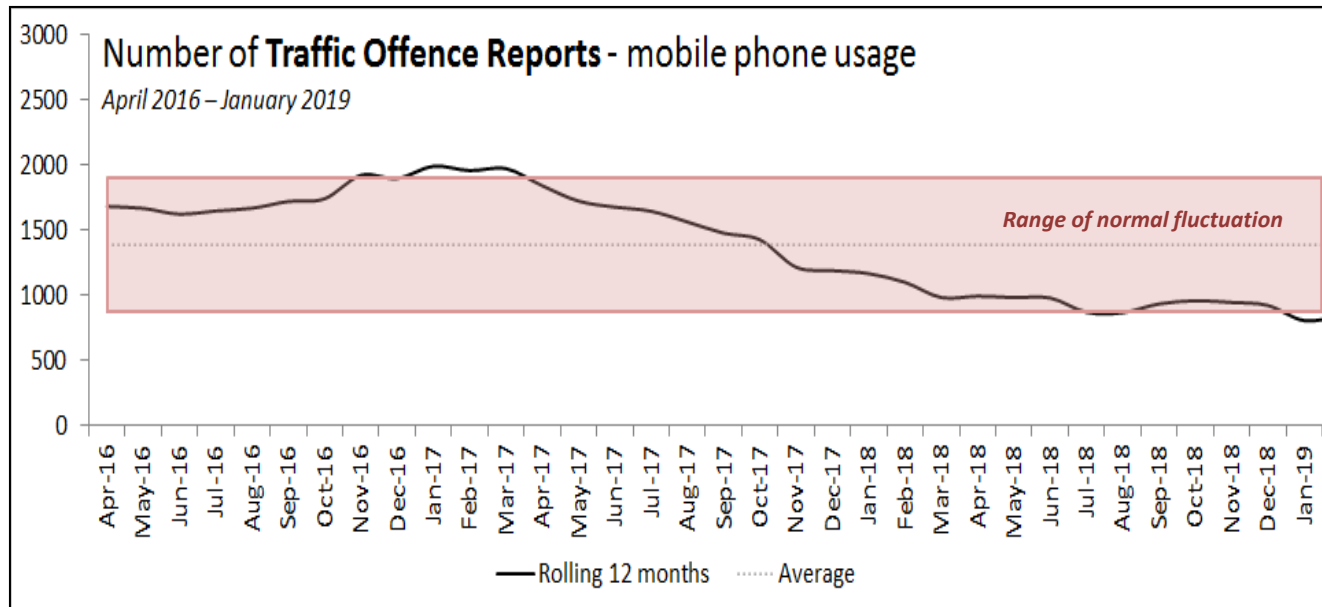
Work is continuing around “Teleopti” workforce management to allow Suffolk to identify and resource future demand based on previous and current demand data. This will ensure that the CCR has staff in the right place and at the right time. The Constabulary continues to develop the new telephony system to best manage the demand coming into the organisation. Tweaks will continue to ensure that priority calls continue to be answered first and that callers are provided with accurate details of how to report information without waiting for an operator. Further work is planned to understand wait times in specific non-emergency categories.

“Lay Listeners” continues to be developed with a review likely to take place over the next few months around its long term viability. Whilst the process has allowed for an extra level of scrutiny it has placed extra demand on Supervisors due to the need to audit trail any incidents and also to provide ongoing training to the volunteers around the types of feedback required. Once reviewed there is likely to be an option to increase numbers on the scheme.

The new website is in full operation for business as usual by the Joint Corporate Communications Team. The website is continually being developed to meet business and public needs. In October 2018, the online crime reporting system was developed to add specified forms for Retail Theft, Theft, Criminal Damage, Hate Crime and ASB. In 2018, Suffolk experienced a 74% increase in online crime submissions compared to 2017. Online crime reporting increased following the launch of the new telephony system in May 2018 and the specified forms in October 2018.

Interactions on social media have also increased with the demand becoming greater. The national social media survey which the Constabulary supported has provided Suffolk with an understanding of how the public want to interact with police on social media.

# PERFORMANCE REPORT: Traffic Offence Reports



Suffolk Constabulary's work on killed and seriously injured collisions is to make our roads safer through initiatives such as tackling the 'Fatal Four' (speeding, mobile phones, drink/drugs and seat belts).

## Last 12 Months in Detail

(difference to 3 year average in brackets)

Number of KSI collisions recorded	274 (+4.7%)
Number of TORs issued for mobile phone use	808 (-42.4%)
Number of TORs issued for seatbelts	836 (-7.9%)

*KSI figures up to 28/02/2019*

*TOR figures up to 31/01/2019*

## Analysis:

Nothing has significantly changed since the last quarterly report. Whilst Traffic Offence Reports (TORs) issued for mobile phone use and seatbelts have reduced from their peak in 2016, these trends are in line with what most similar forces and other national forces have experienced.

## Operational Commentary:

Suffolk is committed to enforcement around the 'Fatal 4' offences and fully supports National Police Chiefs' Council (NPCC) and European Traffic Police Network (TISPOL) campaigns throughout the year. Drivers using mobile phones have been targeted in the week commencing 15<sup>th</sup> April (Operation Ringtone). A two-week seatbelt campaign also occurred in March, where 251 TORs were issued in Suffolk mainly with the use of an HGV cab on main roads where offenders are at greatest risk of being involved in a Killed and Seriously Injured (KSI) collision.

Driver Offender Retraining Scheme funds were secured in order to fund the provision of drug wipes and associated lab submissions. This has allowed Suffolk to effectively identify and prosecute drug drivers. Between April and November 2018, 1,400 tests were undertaken in Suffolk resulting in 463 positive tests, 146 weeks of imprisonment, 224 years of disqualifications, over 38 weeks of community sentences or orders, and £24,356 in fines.

## **Operational Commentary (continued):**

In the last 18 months, Suffolk has operated Op Showdown which has utilised Roads Policing and ARVs to respond to ANPR activations in an effort to target criminality on the strategic road network. This operation has led to significant success with 401 arrests and 541 vehicles seized to date across Suffolk and Norfolk.

A three-month Commercial Vehicle Unit trial commenced in March. The trial involves the use of 50% of two Road Casualty Reduction Team (RCRT) officers and centres around the A14 as the main arterial route through Suffolk. The unit is based at Bury St Edmunds and aims to target drivers and vehicles that might cause a danger on our roads. In the first month, 121 vehicles have been stopped and inspected with £12,050 fines issued. The unit have discovered manipulated tachographs and seized HGVs suspected of being involved in organised crime. Full results will be available from July 2019.

It was decided to restructure the Suffolk Road Safe Partnership in March. A management group will be set up to organise delivery of the Road Safe strategy through the use of task and finish groups to consider joined up approaches involving partners around 'road safety education' and 'community speeding'. The management group will publish details of all initiatives undertaken in Suffolk.

