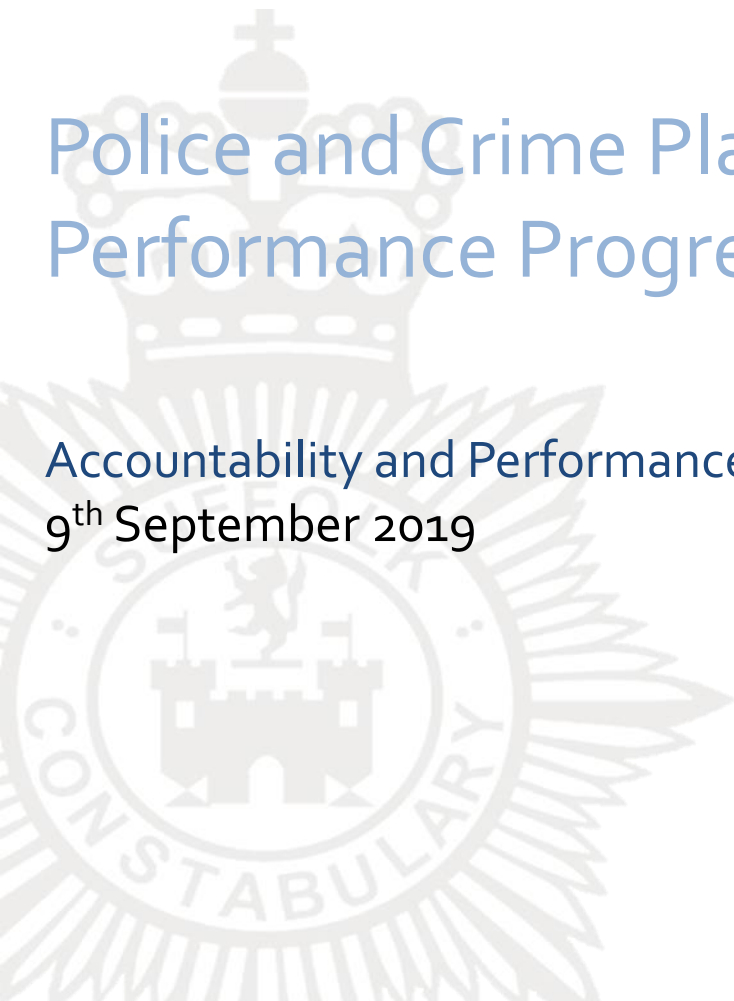

Police and Crime Plan Performance Progress Report

Accountability and Performance Panel
9th September 2019



PERFORMANCE REPORT: Introduction

The Suffolk Police and 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 - 8)
- Workforce (slide 9)
- Domestic Abuse (slides 10 - 12)
- Serious Sexual Offences (slides 13 - 14)
- Call Handling (slides 15 - 17)
- Traffic Offence Reports (slides 18 - 19)

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

- Residential Burglary* (slides 20 - 21)
- Violence with Injury* (slides 22 - 23)
- Robbery* (slides 24 - 25)
- Antisocial Behaviour* (slides 26 - 28)
- Drug Trafficking* (slides 29 - 31)
- Satisfaction** (for victims of serious sexual offences and domestic abuse ***) – Not included in this document

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 19/07/2019


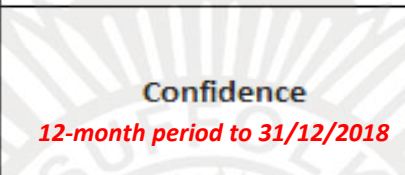
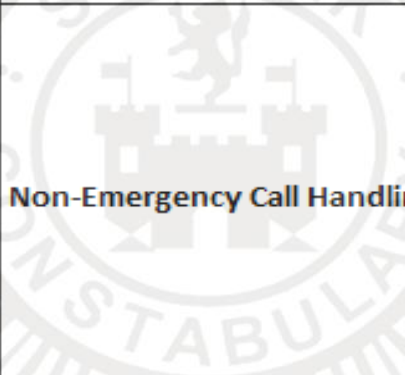
Data up to 30/06/2019

Objective	Measure	Data up to 30/06/2019		
		Last 12 months	Three Year Average	Difference
Domestic Abuse Crimes	Number of Crimes	7,918	6,309	25.5%
	Solved Number	1,241	1,268	-2.1%
	- Percentage Solved	15.7%	20.7%	-5.1%
	Percentage of Cases where investigation not possible	1.0%	0.6%	0.4%
	Percentage of Cases where victim does not support	49.5%	47.3%	2.2%
	Percentage of victims satisfied with overall service			
	Percentage of victims satisfied with accessibility	<i>DA victim satisfaction reporting anticipated in Autumn 2019</i>		
	Percentage of victims satisfied with actions taken			
	Percentage of victims satisfied with treatment			
	Percentage of victims satisfied with updates			
Serious Sexual Offences	Number of Crimes	1,909	1,536	24.3%
	Solved Number	98	132	-25.7%
	- Percentage solved	5.1%	9.1%	-3.9%
	Percentage of Cases where investigation not possible	2.7%	3.0%	-0.3%
	Percentage of Cases where victim does not support	41.3%	31.8%	9.6%
	Percentage of victims satisfied with overall service			
	Percentage of victims satisfied with accessibility	<i>SSO victim satisfaction reporting still under development</i>		
	Percentage of victims satisfied with actions taken			
	Percentage of victims satisfied with treatment			
	Percentage of victims satisfied with updates			
Child Sexual Abuse	Number of Child Sexual Abuse Crimes (by Keyword - Athena data only)	1,076		
	Solved Number	103	<i>Three year average reporting for CSA anticipated in Spring 2020</i>	
	- Percentage solved	9.6%		
	Percentage of Cases where investigation not possible	3.2%		
	Percentage of Cases where victim does not support	32.0%		

PERFORMANCE REPORT: Summary

Data is correct as at 19/07/2019

Data up to 30/06/2019

<u>Objective</u>	<u>Measure</u>	Data up to 30/06/2019		
		Last 12 months	Three Year Average	Difference
 Public Safety	% Percentage Emergency Response in Target	91.0%	89.7%	1.3%
	Number of Emergency Response in Target	17,448	17,649	-1.1%
	% Percentage Emergency Response in Target - East	87.0%	84.7%	2.3%
	Number of Emergency Response in Target - East	3,132	3,131	0.0%
	% Percentage Emergency Response in Target - South	92.9%	91.8%	1.0%
	Number of Emergency Response in Target - South	8,045	8,144	-1.2%
	% Percentage Emergency Response in Target - West	90.8%	89.7%	1.1%
	Number of Emergency Response in Target - West	6,314	6,377	-1.0%
	% 999 calls answered within 10 seconds	92.2%	<i>June 2019 only</i>	
	Number of KSI Collisions	306	269	13.8%
	Number of TORs issued for seatbelts	1,217	921	32.2%
	Number of TORs issued for mobile phone use	1,013	1,341	-24.4%
 Confidence <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%
 Non-Emergency Call Handling	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				
		<i>Non-emergency call handling data is currently unavailable as work is still ongoing to verify its reliability</i>		

PERFORMANCE REPORT: Summary

Data is correct as at 19/07/2019

Data up to 30/06/2019

<u>Objective</u>	<u>Measure</u>	Last 12 months	Three Year Average	Difference
Online Crime	Number of Online Crimes <i>(by Keyword - Athena data only)</i>	1,444		
	Solved Number	177		
	- Percentage solved	12.3%		
	Percentage of Cases where investigation not possible	0.2%	<i>Three year average reporting for online crime anticipated in Spring 2020</i>	
	Percentage of Cases where victim does not support	25.8%		
	Percentage of victims satisfied with overall service	73.8%		
	Percentage of victims satisfied with first contact	85.9%		
	Percentage of victims satisfied with actions taken	69.0%		
	Percentage of victims satisfied with treatment	83.3%		
	Percentage of victims satisfied with being kept informed	70.2%		
Hate Crime	Number of Hate Crimes <i>(by Keyword - Athena data only)</i>	962		
	Solved Number	154	<i>Three year average reporting for hate crime anticipated in Spring 2020</i>	
	- Percentage solved	16.0%		
	Percentage of Cases where investigation not possible	1.4%		
	Percentage of Cases where victim does not support	27.5%		
	Percentage of victims satisfied with overall service	62.1%		
	Percentage of victims satisfied with first contact	72.6%		
	Percentage of victims satisfied with actions taken	52.9%		
	Percentage of victims satisfied with treatment	78.2%		
	Percentage of victims satisfied with being kept informed	60.9%		

PERFORMANCE REPORT: Summary

Data is correct as at 19/07/2019

Data up to 30/06/2019

Objective	Measure	Last 12 months	Three Year Average	Difference	
Business Crime	Number of Business Crimes <i>(by Keyword - Athena data only)</i>	7,506			
	Solved Number	2,079			
	- Percentage solved	27.7%			
	Percentage of Cases where investigation not possible	0.1%	Three year average reporting for business crime anticipated in Spring 2020		
	Percentage of Cases where victim does not support	5.2%			
	Percentage of victims satisfied with overall service	69.6%			
	Percentage of victims satisfied with first contact	84.7%			
	Percentage of victims satisfied with actions taken	63.5%			
	Percentage of victims satisfied with treatment	93.2%			
	Percentage of victims satisfied with being kept informed	66.9%			
Rural Crime	Number of Rural Crimes <i>(by Keyword - Athena data only)</i>	340			
	Solved Number	8			
	- Percentage solved	2.4%		Three year average reporting for rural crime anticipated in Spring 2020	
	Percentage of Cases where investigation not possible	0.0%			
	Percentage of Cases where victim does not support	2.4%			
	Percentage of victims satisfied with overall service	73.4%			
	Percentage of victims satisfied with first contact	90.6%			
	Percentage of victims satisfied with actions taken	59.5%			
	Percentage of victims satisfied with treatment	88.6%			
	Percentage of victims satisfied with being kept informed	59.5%			

PERFORMANCE REPORT: Summary

Data is correct as at 19/07/2019

Data up to 30/06/2019

<u>Objective</u>		<u>Measure</u>		Last 12 months	Three Year Average	Difference
ASB	ASB Environmental			780	1,430	-45.5%
	ASB Nuisance			6,339	7,941	-20.2%
	ASB Personal			1,263	2,074	-39.1%
	ASB Total			8,382	11,445	-26.8%
Violence Against the Person	Violence With Injury			5,720	5,266	8.6%
	Solved Number			1,146	1,287	-10.9%
	- Percentage solved			20.0%	24.7%	-4.7%
Robbery	Robbery			515	352	46.4%
	Solved Number			66	68	-2.8%
	- Percentage solved			12.8%	20.2%	-7.4%
Drug offences	Trafficking of drugs			277	311	-11.0%
	Solved Number			205	225	-8.8%
	- Percentage solved			74.0%	72.7%	1.3%

PERFORMANCE REPORT: Workforce

Quarter 1 2019/20

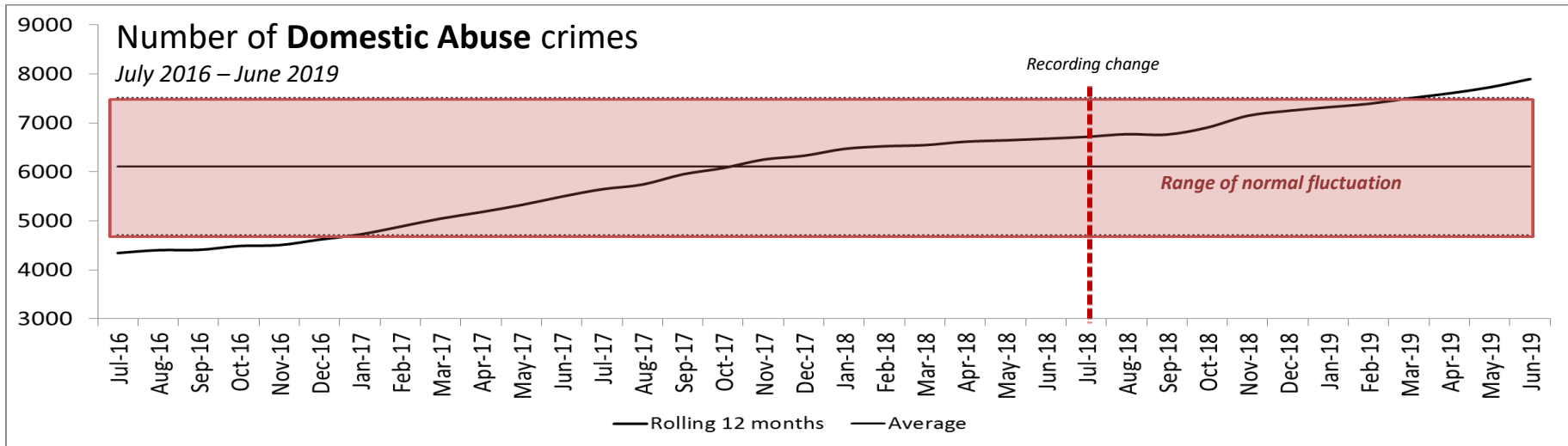
As at 30/06/2019 (unless otherwise stated)

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	1116	45	902	The strength of Police Officers stands at 1.5% above establishment as at 30.06.2019.
Strength	1133	40	795	PCSO strength stands at 11.12% below establishment as at 30.06.2019. The current police staff strength stands at 11.87% below establishment as at 30.06.2019.
% working hours lost to sickness (financial year to date - force target 3.4%)	4.14%	3.15%		Sickness absence for Suffolk Police Officers has increased in comparison with the corresponding point of the previous financial year from 3.86% to 4.14%. Sickness absence for Suffolk Police Staff has decreased in comparison with the corresponding point in the previous financial year from 3.92% to 3.15%.
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	140	22		There was one additional police officer on recuperative duties as at 30.06.19 than as at 31.03.2019. For police staff and PCSOs there were three less on recuperative duties as at 30.06.2019 than as at 31.03.2019.
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.	31	3		There were two additional police officers on adjusted duties as at 30.06.2019 than as at 31.03.2019. For police staff and PCSOs, there were the same number of police staff and PCSOs on adjusted duties than as at 31.03.2019.

PERFORMANCE REPORT: Domestic Abuse (DA)

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	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	In the last 12 months approximately 1 in 6 crimes are solved by police.
Level of victim support for police investigations	Approximately half of victims support police investigation
Number of offences - Comparison to most similar forces	4 th highest out of 8 forces – no. of crimes per 1,000 population compared to most similar forces (to March 2019)

Last 12 Months in Detail

(difference to 3 year average in brackets)

Number of crimes	7,918 (+25.5%)
% of crimes where an investigation was not possible	1.0% (+0.4pp)
% crimes where victim do not support police investigation	49.5% (+2.2pp)
% crimes solved by police	15.7% (-5.1pp)
% of cases convicted in court	83% (to March 2018)
% of cases convicted in court – comparison to most similar forces	2 nd 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 (DA) crimes is slowly declining compared to the long term average. When compared to last quarter the percentage increase in crimes has reduced (5.9pp) and there has also been a slight increase in the solved rate (1.0pp).

DA victim disengagement is currently being reported at 49.5%. Although significant numbers of victims do not support police prosecutions, Suffolk is consistent nationally based on the Office of National Statistics (ONS) data (ending March 2018). Suffolk had 736 convictions year ending March 2018. The next DA ONS data report is due for release in November 2019 for a more up to date comparison.

Operational Commentary:

The focus on domestic abuse (DA) crimes remains a key priority for the constabulary.

All front-line staff have been trained in Body worn video (BWV) and it is now available to all front-line and is utilised on all DA cases to capture early evidence on officer arrival at incidents. This evidence has been successfully utilised to add weight to charging and prosecution decisions in relation to perpetrators. There is the expectation from Chief Officers that BWV will be used to record all incidents of suspected domestic abuse. The use of BWV should be considered as an evidence gathering opportunity.

The Safelives “DA Matters” training programme is nearing conclusion (end Sep 2019), at which point all front-line staff will be trained/re-trained in this key area of business, with particular direction regarding coercive and controlling behaviour offences. There has been a significant programme of recruitment of new officers, and in-house trainers will continue to deliver this training as part of the new recruit induction programme.

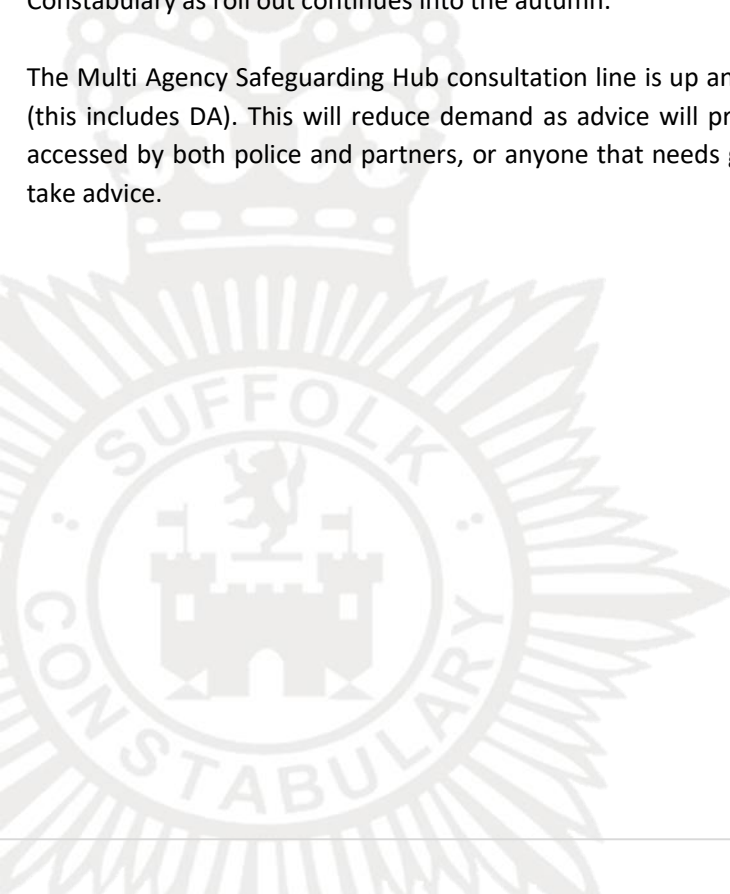
The Independent Domestic Abuse Advisors (IDVA) service remains commissioned in Suffolk, and is provided by “Leeway”. It provides key independent support to victims of domestic abuse, with initial victim engagement taking place within 48 hours in 100% of cases during 2019 so far. Over 90% of victims felt either “as confident” or “more confident” to engage with the police in future following support from the IDVA service.

Operational Commentary: Continued

The strategic work surrounding the implementation of a multi-agency DA Co-ordination Centre continues. The centre is being developed to be a multi-agency one stop-shop for vulnerable victims. The initial outline is for either a physical or virtual hub where someone presenting with needs can get everything they need in one visit (health support, social care support, policing support, educational support and third sector assistance as appropriate). The project is in its infancy but a project team is up and running and Safelives have been commissioned to provide operating models for consideration (debate remains as to whether this will be a knowledge or service hub) . Multi-Agency Tasking and Coordination (MATAC) is being considered as part of this work but is also being considered as a stand-alone entity managed within the Constabulary. Funding for the scoping exercise through Safelives is in place from Suffolk County Council but there is currently no funding in position for the project itself. Multi-Agency Risk Assessment Conference (MARAC) could fall in as part of the process but this will be dependent on the proposals.

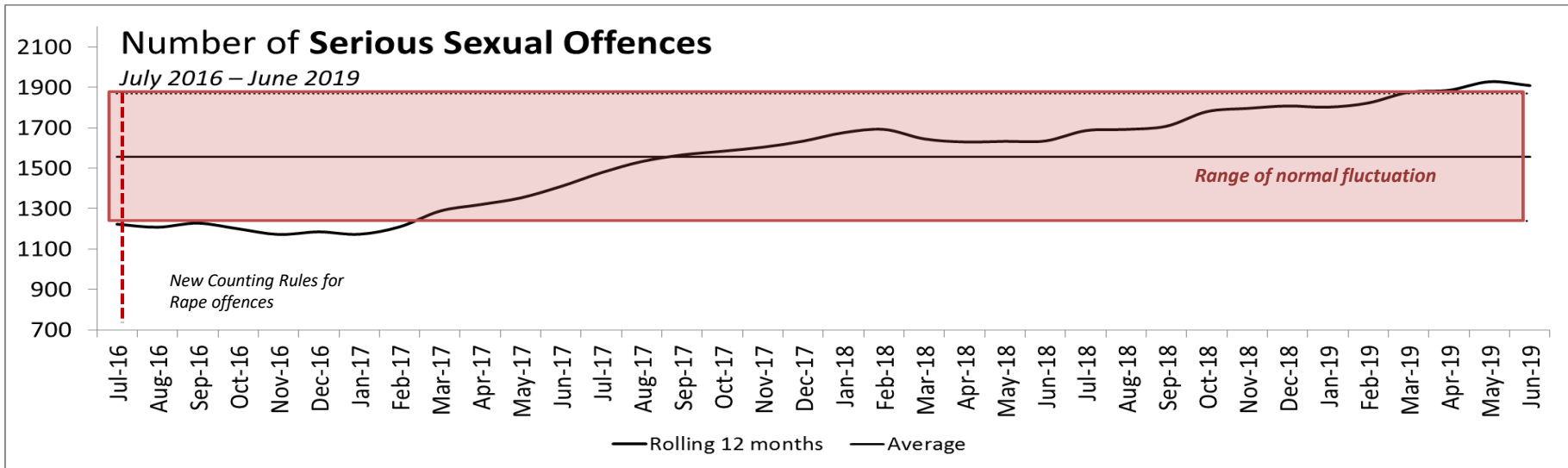
The adult safeguarding framework is also in the process of being delivered across policing and partner agencies and once implemented will create a clear pathway to direct service users to the correct service in the most efficient manner. This will likely have a direct impact on reducing demand for service across the Constabulary as roll out continues into the autumn.

The Multi Agency Safeguarding Hub consultation line is up and running and will identify where formal referral is and is not required in relation to all safeguarding (this includes DA). This will reduce demand as advice will prevent unnecessary time being put into a referral that is not required. The consultation line can be accessed by both police and partners, or anyone that needs guidance on referral to the Multi Agency Safeguarding Hub (MASH) can consider a call to the line to take advice.



PERFORMANCE REPORT: Serious Sexual Offences (SSO)

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	Upward trend caused by increased compliance with crime recording practices
Level of successful investigations	Less than 1 in 10 of crimes are solved
Level of victim support for police investigations	Just over half of victims support police investigations
Comparison to most similar forces (rape only)	Second 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	1,909 (+24.3%)
% of crimes where an investigation was not possible	2.7% (-0.3pp)
% crimes where victim does not support police investigation	41.3% (+9.6pp)
% crimes solved by police	5.1% (-3.9pp)
% of rape cases convicted in court	56.9% (to March 2018)

Analysis:

Numbers of reported Serious Sexual Offences (SSO) remains high in comparison to the long term average, which is a trend that the majority of forces are experiencing when reviewing published data for rape and all sexual offences. Recording levels may be coming to a new norm and plateauing however this will become more apparent in next quarter's report. The increase has slowed since the last quarter when it was up by 27.6%, the increase is now 24.3%. One consequence of additional crimes being recorded is that the solved serious sexual offences rate continues to decline. Again, reductions in rape and all sexual offence solved rates have occurred across most forces nationally, regionally and in Suffolk's Most Similar Group (MSG). Serious Sexual Offence victim disengagement is currently being reported at 33.2%. When comparing Suffolk with its MSG, Suffolk has the second highest number of sexual offences per 1,000 population between June 2018 and May 2019 with 3.1 crimes.

The percentage of crimes where the victim does not support police investigation has increased by 1.8 percentage points to 33.2%.

Operational Commentary:

SSO improvement continues to be delivered, through the Violence against Women's and Girls Group (VAWG) steering group, and the Constabulary's SSO Delivery Board in an integrated partnership approach.

The Rape and Serious Sexual Offences (RASSO) investigation guide, which provides investigators and Senior Investigator Officers (SIOs) with a framework for delivering quality investigations, has been reviewed and amended to allow SIOs to more efficiently investigate offences where a victim chooses not to engage, whilst maintaining a bespoke high quality service delivery.

Workloads across the Safeguarding Investigations Unit (SIU) are stable, with focus being maintained on taking positive action towards outstanding suspects whilst ensuring the suspects who pose the most threat and risk are dealt with as a priority. As a result the outstanding suspect list continues to fall month on month.

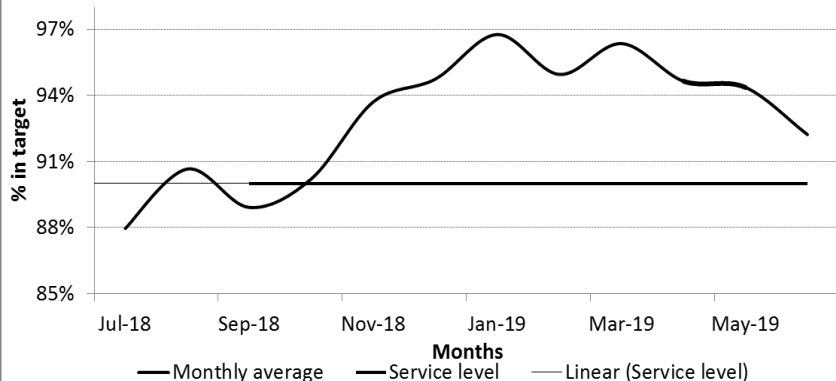
The rape scrutiny panel continues to provide independent scrutiny to our investigations, ensuring we carefully listen and act upon feedback from key stakeholders. As well as recording areas for improvement the panel is recording good practice demonstrating that we are delivering a high quality service to victims of SSO despite police No Further Action decisions.

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.

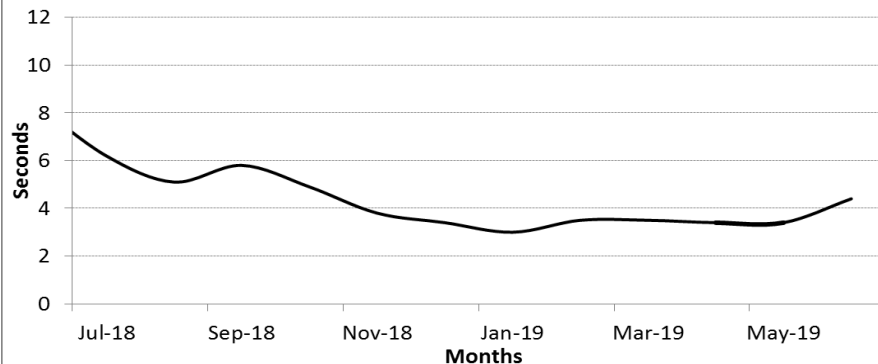
999 calls answered within 10 seconds

July 2018 - June 2019



999 - average time to answer calls

July 2018 - June 2019



Performance at a glance

Level of demand	Overall demand has increased by 7.1%
Proportion of all calls that are 999	43% of all calls were dealt with as an emergency call in the last 12 months
Service level	Performance had been improving since the introduction of the telephony system in May 2018 in spite of increasing demand however performance is now starting to decrease.

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 three year average. In spite of this, Suffolk Constabulary has answered a high percentage (over 93.8%) of calls within 10 seconds between April and June 2019, and the average time to answer calls remains stable below four seconds since November 2018. The answer times remained below four seconds until June 2019, after which there has been a slight increase.

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.

In the last APP report it was agreed to remove the 999 performance, unless exceptional. However, due to a slow down in performance it will be reviewed this month.

Last 12 Months in Detail

(difference to 3 year average in brackets)

Number of 999 calls	107,569 (+7.1%)
% of all calls that are 999	43.0% (+7.0%)
Average calls per day	295 (+8.0%)

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 14.4% reduction in calls in the last 12 months compared to the previous three 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	140,529 (-14.4%)
Average non-emergency calls per day	387 (-14.0%)

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

A new “Out Of Force Enquiries” policy has been adopted to reduce demand placed upon the Contact and Control Room (CCR) by other Forces. Whilst most of these enquiries are transferred through email or CAD it reduces the administration by Operators allowing more time on call-handling.

The Contact & Control Room (CCR) recently reviewed the press release procedure around signposting towards 101. It was felt this was creating unnecessary demand in the CCR. The CCR were keen to signpost users towards the Officer in Case directly, or the website in the first instance, but keep the 101 avenue open for those users who needed to speak with the police directly. The CCR were also conscious of having varying approaches dependent on the type of incident i.e. major incidents. It is difficult to quantify the reduction in demand in the CCR as there is no dedicated ‘press release’ line but it has had a positive effect already and reduced demand on 101.

What3Words (w3w) has now been delivered in the CCR and currently being rolled out on Smart devices across the force enabling operators to geo-base a call quicker, especially in more rural locations. Officers and staff dealing with an incident have the ability to use the w3w app to accurately pinpoint the exact location to aid another agency, where a traditional address may be less ambiguous, i.e. remote rural location in a wooded area. The app allocates three words which are specific to a small geographical location which helps pinpoint someone's location easier.

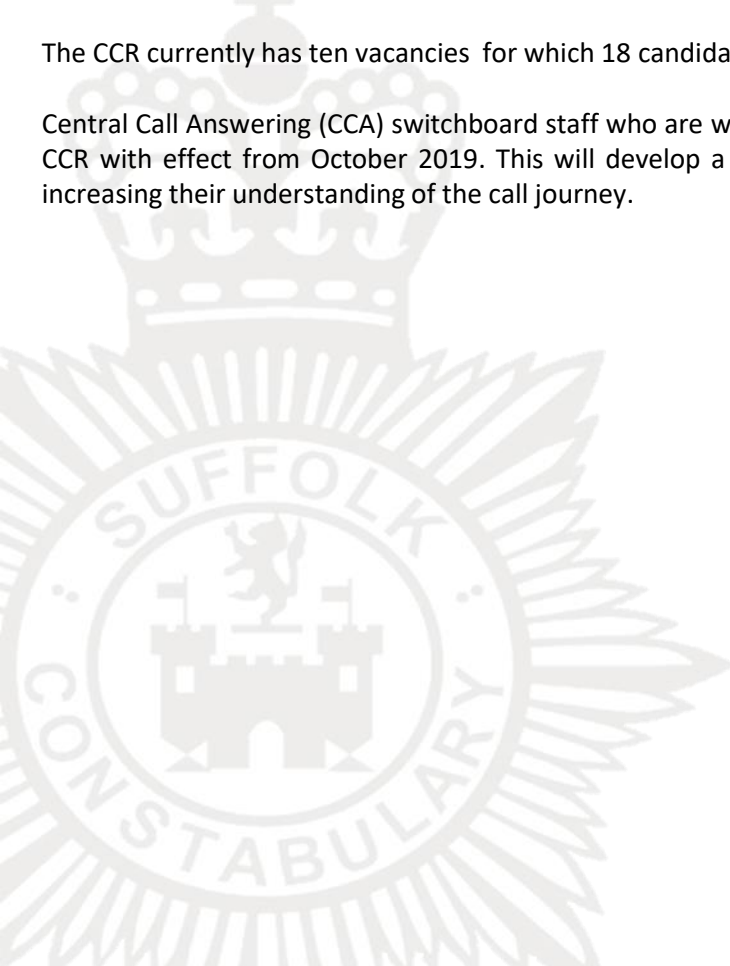
PERFORMANCE REPORT: Non-emergency call handling

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

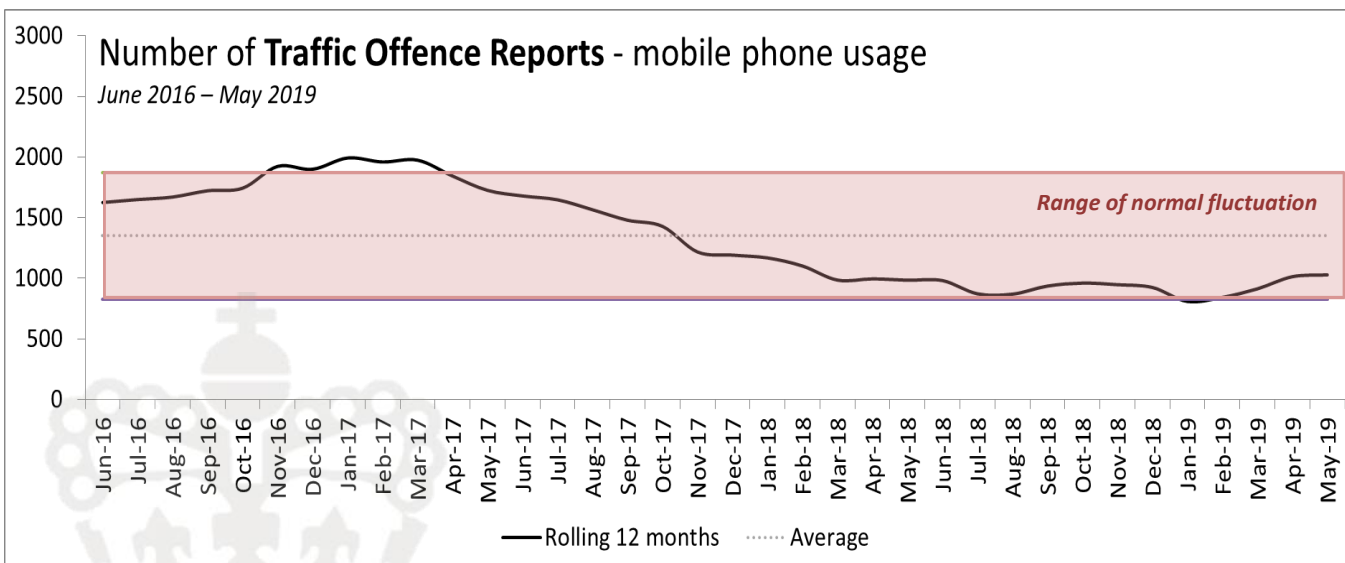
A trial to manage the flow of demand into the Incident Crime Management Hub (ICMH) has been completed and is currently under evaluation. The basis of this trial was that staff in the CCR would book a diary appointment for all incidents that would normally go to ICMH. In doing this, the organisation can more confidently say the victim/caller will receive a call back at a specific time and therefore offering a better service. This would assist the ICMH to manage their demand by diarising everything. The plan is to have around 80 diary slots a day, which mirrors their demand, so they should work no less than 24 hours behind the incoming demand curve. The triage process in the CCR remained the same, it was just to trial a new process. If implemented it would allow ICMH incidents to be diarised and therefore reducing the number of repeat calls by the public requesting updates.

The CCR currently has ten vacancies for which 18 candidates have been invited to an Assessment Centre for an October start date.

Central Call Answering (CCA) switchboard staff who are working day shifts will move to work alongside their CCR colleagues to handle 101 calls within the CCR with effect from October 2019. This will develop a greater understanding of how their call handling colleagues are dealing with call queues and increasing their understanding of the call journey.



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	306 (+13.8%)
Number of TORs issued for mobile phone use	1,013 (-24.4%)
Number of TORs issued for seatbelts	1,217 (+32.5%)

KSI figures up to 30/06/2019

TOR figures up to 31/05/2019

Analysis:

There have been a number of changes this quarter compared to the last quarter's report. There has been an increase in Killed or Serious Injured (KSIs), Traffic Offence Reports (TORs) for mobiles, although still a decrease on the three year average, and an increase in the number of seatbelt TORs. The increase in seatbelt TORs is linked to the TISPOL Seatbelt Campaign in March with 382 reports being produced that month.

Operational Commentary:

Suffolk is committed to enforcement around the 'Fatal 4' offences and fully supports NPCC and TISPOL campaigns throughout the year. Drivers using mobile phones continue to be targeted particularly in NPCC campaigns such as the week long campaign in June 2019 where 92 traffic offence reports were issued. In March a week long campaign targeted seatbelts whereby 255 traffic offence reports were issued.

Operational Commentary (continued):

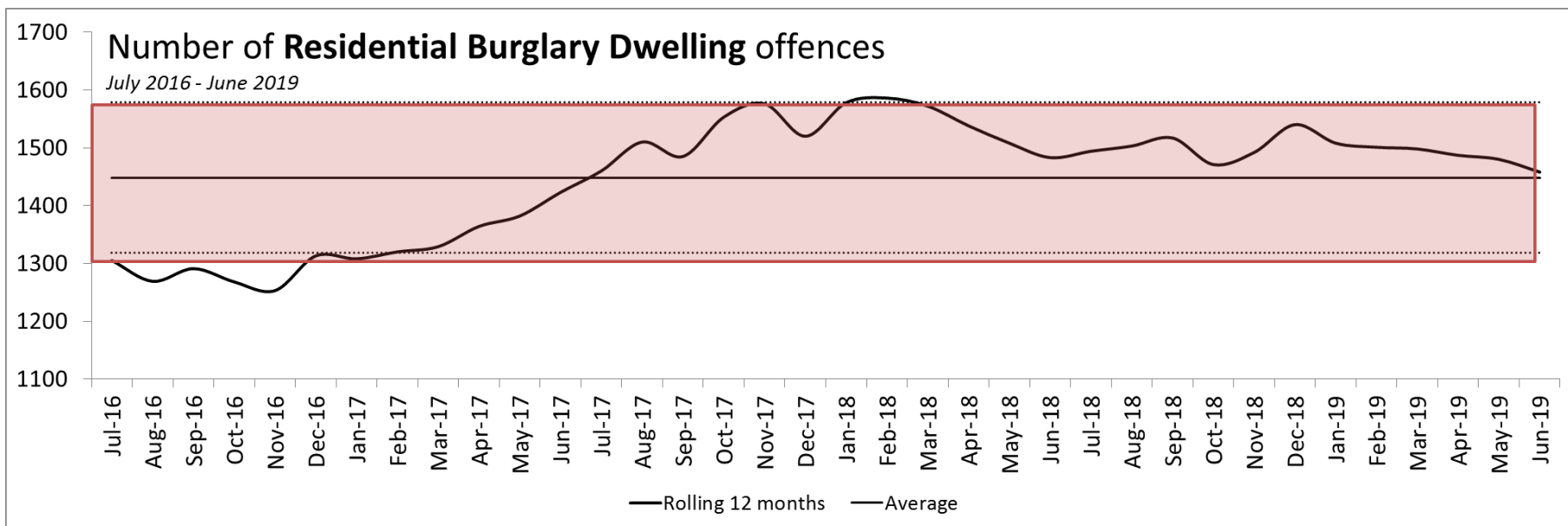
The Constabulary remains a high user of drug wipes in an effort to effectively target and prosecute drug drivers. In 2018/19 1,950 people were drug wiped, with 712 people providing a positive roadside result (37%). 395 people have so far been charged (55%), with 81 people still under investigation (11%). This has resulted in the following court results:-

- £67,330.00 in fines
- 5,660 Months Disqualifications
- 351 Weeks Custodial Sentences
- 2,878 Hours of Community Service
- 368 Days given in Community Orders

There are currently two vacancies in Roads Policing in Suffolk Constabulary.



PERFORMANCE REPORT: Residential Burglary Dwelling



Performance at a glance

Level of crime	The level of burglaries in Suffolk has started to decrease since a peak at the beginning of 2018.
Level of successful investigations	Just over 1 in 10 crimes are solved by police.
Level of victim support for police investigations	Just under 100% of victims support police investigation
Satisfaction of victims	Not available
Comparison to most similar forces	4 th highest out of 8 forces per 1,000 households (to May 2019)

Last 12 Months in Detail

(difference to 3 year average in brackets)

Number of crimes	1,458 (+0.9%)
% of crimes where an investigation was not possible	0.0%
% crimes where victim does not support police investigation	0.0%
% crimes solved by police	14.7% (+1.1%)
% of cases convicted in court	Not available
% victims satisfied overall (whole experience)	Not available

Residential Burglary Dwelling

Analysis:

Residential Burglary Dwelling levels have remained within 'normal' limits for most of the last 12 months. The upper exception for Residential Burglary Dwelling has not been breached since February 2018. For the period June 2018 to May 2019, Suffolk is above the most similar group (MSG), although the direction of travel for burglary offending has been improving since January 2018. The increase in recorded crimes against the long term average was 4.4% for the same period last year whereas in this report it is only an increase of 0.9%. The solved rate last year had also decreased against the long term average by -1.8% whereas this period has shown an increase of 1.1%. Suffolk had eight residential burglaries per 1000 households during this period. The National trend from the CSEW is showing a 3% decrease in burglary.

The rolling 12 month solved rate for Residential Burglary Dwelling has increased this year to 14.7% in last year's report it was reported as 11.6%.

Operational Commentary:

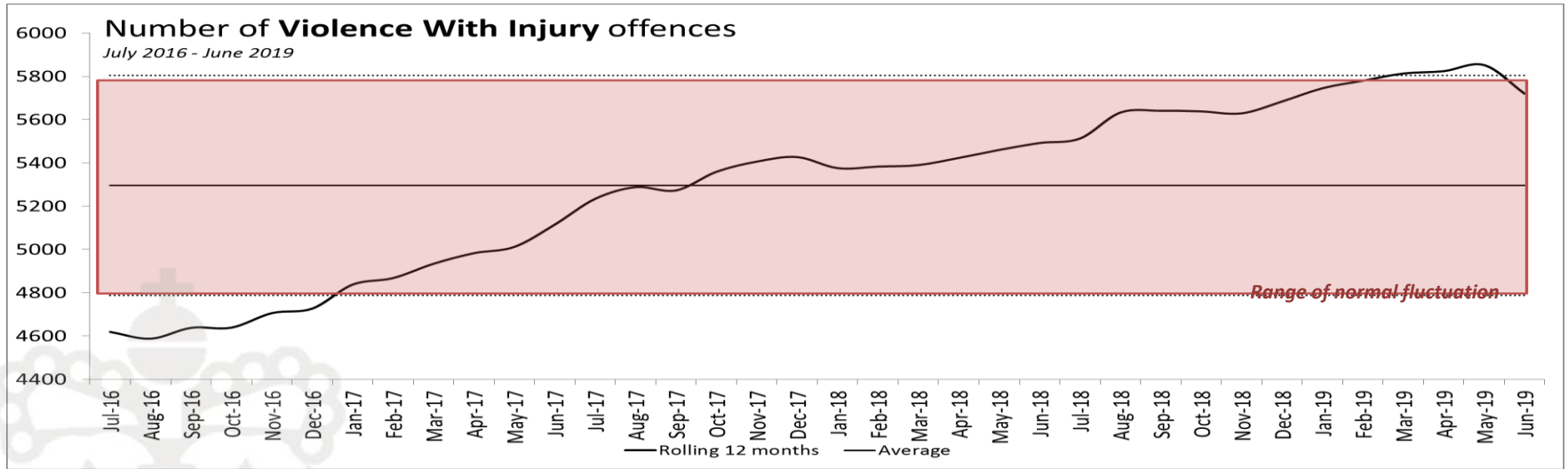
The Constabulary continues to proactively manage and coordinate multi-agency activity through a bespoke burglary plan which is in particular targeting activities both proactively and reactively around our prolific offenders.

Proactive targeting includes, working with our partner agencies and other departments, to closely monitor those being released from prison, understand the behaviour of our prolific offenders, their criminal modus operandi and targeted offender locations and times in order that the Constabulary can identify and target hotspots at the right times and consider other disruption activities to prevent re-offending.

Reactive targeting includes working closely with the Operation Converter Team to actively identify other offences which would have previously remained undetected. This activity directly supports our victims, provides additional intelligence and provides increased opportunities for property recovery. The team also work alongside the Restorative Justice Team where offenders and victims wish to engage in this supportive scheme.

The Constabulary continues to work closely with the Corporate Communications Team to provide both community reassurance and helpful advice to help homeowners prevent residential burglary.

PERFORMANCE REPORT: Violence with Injury



Performance at a glance

Level of crime	Continued increasing trend and above the exceptional level, similar to that seen regionally, nationally and across the MSG.
Level of successful investigations	1 in 5 crimes are solved
Level of victim support for police investigations	6 out of 10 victims support police investigation
Satisfaction of victims (all violent crime)	Not available
Comparison to most similar forces	7 th out of 8 forces per 1,000 population (to May 2019)

Last 12 Months in Detail

(difference to 3 year average in brackets)

Number of crimes	5,720 (+8.6%)
% of crimes where an investigation was not possible	1.5%
% crimes where victim does not support police investigation	39.1%
% crimes solved by police	20.0% (-4.7%)
% of cases convicted in court	Not available
% victims satisfied overall	Not available

Analysis:

Violence with Injury offences have increased by 8.6% when comparing the last 12 months against the three year average, exceeding normal levels between February and May 2019. Since this change the Constabulary have not yet reached new normal levels of offending due to the continuing increase in the number of offences recorded. Almost all police forces have experienced similar upward trends, caused by stricter rules to crime recording of violence and also an increase in reports of Violence with Injury. As a result, Suffolk Constabulary are yet to reach a level of offending that reflects a new 'normal' trend. There has however been a slight decrease in May which is unusual going into the summer season.

Solved numbers have fallen meaning solved rates for Violence with Injury offences have declined in line with the increase in offences recorded over the last rolling 12 month period. This downward trend is also being seen in Suffolk's most similar group, regionally and nationally. Although there has been a decrease in solved rate compared to the long term average, the decrease is reduced (1.4pp) compared to last year's report.

The proportion of victims that do not support police investigation currently stands at 39% of all Violence with Injury. In the case of Domestic Abuse 49.5% of victims did not support a police investigation, a proportion of which will be Violence with Injury.

Operational Commentary:

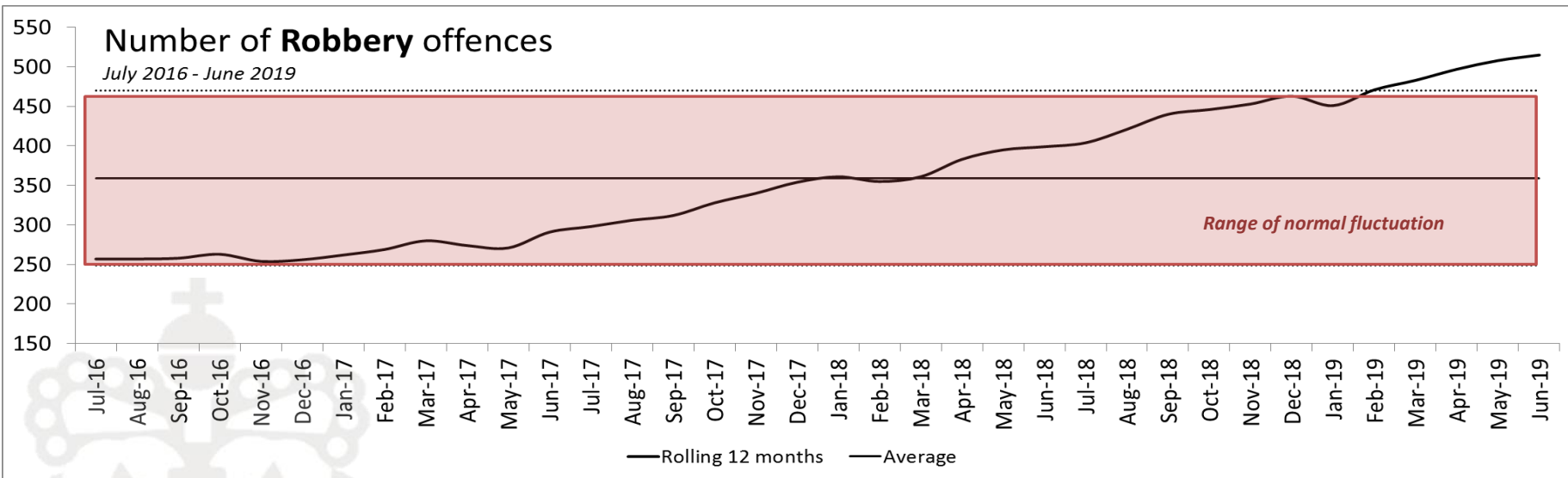
Violence with Injury offences continue to remain a key priority for the Constabulary with a number of plans in place to improve performance in this area. The key piece of work in terms of performance is the Investigative Standards improvement work and associated action plan. The aim is to ensure investigations meet the highest quality. Improvement plans are also in place in relation to Domestic Abuse, Urban Street Gangs & County Lines, as well as Robbery and Knife crime.

The Domestic Abuse (DA) Action plan deals with DA based violence issues in terms of supporting victims and dealing with offenders. The current plan is derived from the national DA plan and DA work is supported by the County DA Scrutiny Panel to improve standards and review policing activity in regard to DA. The key parts of the plan are to; prosecute and disrupt individuals/groups responsible, prevent people from engaging in DA, strengthen safeguards, increase confidence in reporting, and protect vulnerable people and create effective processes and structures to improve victim identification and develop enhanced support services for victims of DA.

Body worn video is now rolled out to all front-line staff and there is the expectation by Chief Officers for it to be utilised at the majority of offences to capture best evidence.

Knife crime has seen an increase in offences in the last 12 months - the pro-active approach of the Scorpion Teams and Urban Street Gang Team in relation to stop searches for drugs and knives will have partially influenced this increased figure; that said, the increase in knife crime is a national trend. Visibility plans surrounding the policing of the night time economy (NTE) remain embedded with high visibility policing a key part of these plans, accordingly, the volume of NTE related Violence with Injury offences is decreasing.

PERFORMANCE REPORT: Robbery



Performance at a glance

Level of crime	Continued increasing trend and above the exceptional level, similar to that seen regionally, nationally and across the MSG.
Level of successful investigations	Approx. 1 in 10 crimes are solved
Level of victim support for police investigations	Approx. 3 out of 5 victims support police investigation
Satisfaction of victims	Not available
Comparison to most similar forces	2 nd highest out of 8 forces per 1,000 population (to May 2019)

Last 12 Months in Detail

(difference to 3 year average in brackets)

Number of crimes	515 (+46.4%)
% of crimes where an investigation was not possible	0.1%
% crimes where victim does not support police investigation	35.9%
% crimes solved by police	12.8% (-7.4%)
% of cases convicted in court	Not available
% victims satisfied overall	Not available

Analysis:

Robbery offences continue to increase (up 46.4% on the three year average) and have remained above exceptional levels since February 2019. Due to the continued increase in robbery being recorded, the range of normal fluctuation has also increased although with the continued increase, the Constabulary are yet to reach new consistent normal levels of record crime.

A recent update (July 2019) of the Robbery Strategic Profile for Suffolk and Norfolk reported that 50% of robbery victims are connected to drugs and/or other criminality. This victim group presents differing challenges to the police service than victims not connected to drugs and/or other criminality. These include:

- Victim disengagement with robbery investigations,
- Frequency of prior or subsequent victimisation in relation to other offences, and
- Levels of injury and prevalence of reports of weapons associated with robbery.

The report found that in 2018 65% of Robberies were in the South (predominantly Ipswich) which is an increase on the previous year. The West accounted for 22% of the robberies and the East, 12%. The proportion of robberies committed in Ipswich has increased compared to 2017.

There has been a continued decline in the solved rate in the 12 month rolling average to 12.8%, and there has also been a slight decline in the number of crimes solved despite an increasing number of crimes.

Nationally there has been an 11% increase in Robbery according to the Office of National Statistics (May 2019). While recording improvements will have had an impact it is considered that the increase is likely to be due to a real change in offending.

Operational Commentary:

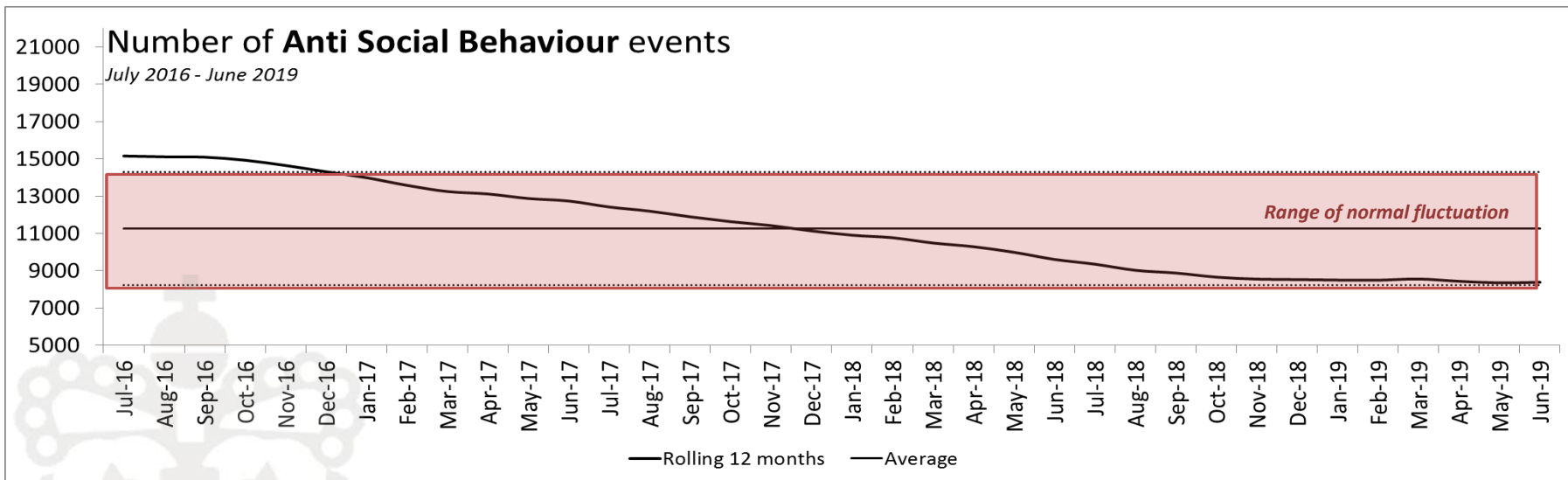
The Constabulary continues to proactively manage and coordinate multi-agency activity through a bespoke robbery plan which is in particular targeting activities both proactively and reactively. Proactive policing initiatives include Op Overture in Ipswich which is targeting hotspot areas for Robbery, and through reactive activity driven through local tactical taskings and commissioned operations. Op Convertor is also used to identify additional offending by criminals and this information is used to better map offence locations, times and methods.

Through research and analysis of trends, method, offender activity and prison releases there is an understanding of past criminality which is being used to improve targeting future activities. This evidence based policing approach is being used to breakdown the core areas for concern which are then regularly reviewed and highlighted. This ensures a targeted approach is used, where required, utilising specialist resources through both disruption tactics and raising awareness within key communities.

Evaluation of activity effectiveness plays a significant role in understanding which tactics are most effective in achieving the objectives of the plan. Examples of tactics being reviewed are; stop search figures and locations, uniform patrolling and identifying whether this has affected robbery and burglary offence numbers and locations with either prevention or displacement.

Offenders continue to be monitored and diversion activities put in place through partner agency support. The activities supported by partners include probation licence conditions and youth justice diversion courses such as training and voluntary work.

PERFORMANCE REPORT: Anti Social Behaviour



Performance at a glance

Level of crime	Persistent downward trend for reported ASB events, however they remain within the normal limits
Level of successful investigations	Not applicable to ASB
Level of victim support for police investigations	Not applicable to ASB
Satisfaction of victims	Not applicable to ASB
Comparison to most similar forces	Not available for ASB

Last 12 Months in Detail

(difference to 3 year average in brackets)

Number of ASB events	8,382 (-26.8%)
% of crimes where an investigation was not possible	Not applicable to ASB
% crimes where victim does not support police investigation	Not applicable to ASB
% crimes solved by police	Not applicable to ASB
% of cases convicted in court	Not applicable to ASB
% victims satisfied overall	Not applicable to ASB

Anti Social Behaviour

Analysis:

Anti Social Behaviour (ASB) in Suffolk has continued to decrease and reduced to its lowest levels in October 2018. The rate of decrease started to plateau in November 2018 suggesting that this level has become the new normal for ASB. In comparison to the three year average ASB has decreased by 26.8%. Police recorded ASB nationally also continues to decrease. It is considered that the increase in Public Order offences, nationally, is due to better recording of ASB. Public Order offences in Suffolk have increased by 16.6% compared to the long term average.

Environmental incidents account for 9% all ASB (similar to what was reported in last year's report), Personal incidents between 15% of all ASB (reducing compared to last year's report), and Nuisance incidents between 75% of all ASB (which is comparable to last year's report).

Operational Commentary:

Anti Social behaviour involves a wide range of unacceptable behaviours, and it means different things to different people. It is an emotive and complex issue and remains a key concern for communities. Data from the Crime Survey of England and Wales shows a reduction in both 'confidence in police' and 'community understanding', which is echoed in feedback from PCC public meetings. These have highlighted community concerns of lack of visibility, anti-social behaviour, drugs and the need for improved communication between the police and public regarding crime and ASB. At a local level ASB remains an issue that is still being captured through community engagements and features regularly as part of locality priority setting and problem solving initiatives (including youth related violence; begging and drug dealing).

In October 2018 changes were made to the local policing model to address public concerns of lack of police visibility, ASB and Drugs. Over 100 more officers were moved into SNTs by increasing the number of PCs from 62 to 159, and this has been further enhanced in Ipswich with an additional eight officers being funded. The SNT officers take responsibility and ownership for all aspects of an investigation including long term problem solving, creating a more equitable and manageable distribution of investigative workloads.

Across the nine Suffolk Policing Area Localities, Community Engagement Officers (CEO) have been created under the Suffolk 2025 model to increase accessibility, engagement and communication in person and online with communities. In addition whilst the numbers of PCSOs have been reduced those retained provide a Link Officer Role to work with partners on high risk & high demand in key areas such as ASB, mental health, vulnerable communities and children and young people.

The Constabulary has invested into a Youth Gangs Prevention Team, whose officers work closely with social care and other partners to divert young people at risk away from crime and ASB.

Operational Commentary Continued:

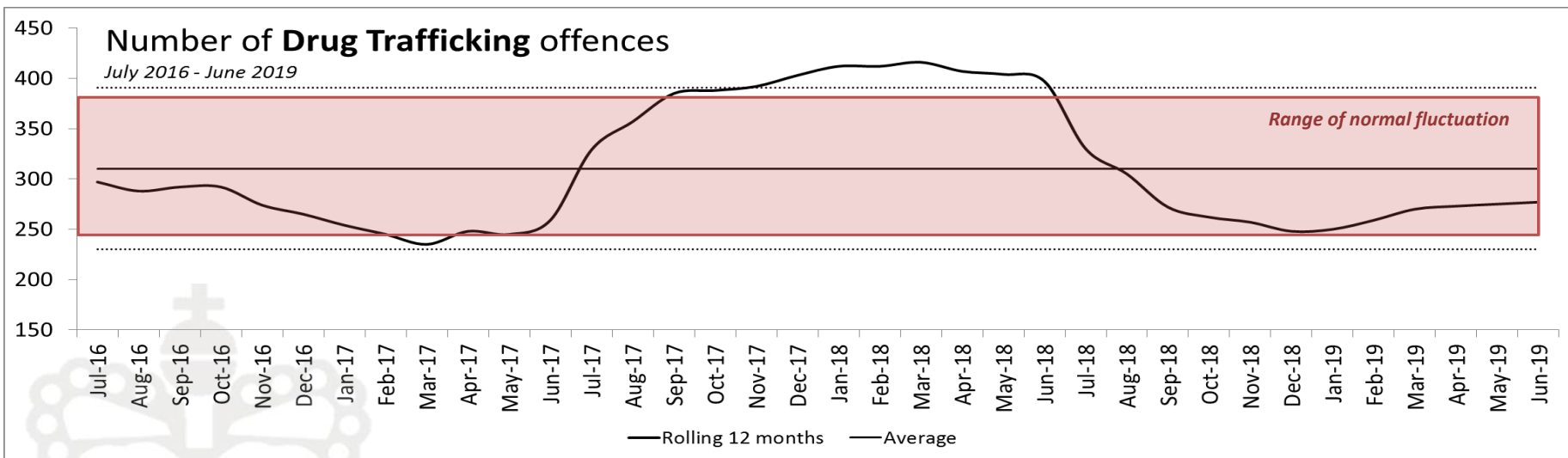
Local action:

The Constabulary run an operation over the summer periods with a view to dealing with the annual spike in ASB across the Southern Area, and involves officers conducting targeted patrols in 'hot-spot' locations where members of the public have reported various incidents of unacceptable behaviour. Between July and September 2018 officers made 13 arrests, imposed four closure notices on properties, conducted 34 stop searches, sent 12 Community Protection Notice warning letters, delivered five community resolutions, and made seven youth offending team referrals for further action. Officers also issued 25 Ring doorbells to victims of repeat ASB. The Ring Doorbell scheme is to work in two forms, firstly as a deterrent to offenders offending in an area and secondly to catch video evidence of ASB and other criminal activity. The initiative was supported by the Special Constabulary who provided 211 hours of patrols.

In Haverhill, anecdotal evidence suggested that there was an issue and had been for several years around ASB in HMOs (Houses of Multi Occupancy) owned by a single company in Haverhill. There is the suggestion that this company were contributing factor. Local policing teams have also been working with operational analysts and local authority partners to reduce anti social problems presented by HMOs. Issues identified were that HMO offered cheap housing with few reference checks available, little or no support in place for vulnerable groups (DV / Drugs / Alcohol/mental health/ prison releases) which created high demand on services. Meeting held with Partners and a joint action plan agreed. As a result the company introduced tighter rules on placements and was quicker to tackle ASB breaches. This resulted in a 49% reduction between 2016 & 2018 of ASB.

Last year an issue was identified where youths congregating, in the evenings, in the Guineas Shopping Centre, Newmarket, causing ASB & Criminal Damage towards shops and restaurants. To tackle this the Safer Neighbourhood Team increased visibility in the area during the key times, they then identified the 'ring leaders' and dealt with them through either youth diversion or ASB legislation. The SNT also engaged with the Newmarket Academy providing inputs to young persons on the impact ASB can have on the community. The SNT worked with the local authority to support and provide a drop in café for a period of time in the Shopping Centre to engage with the youths and identify what they would like to see for young people in the Town. As a result the volume of calls from the centre to the CCR reduced and the group of youths disbanded.

PERFORMANCE REPORT: Drug Trafficking



Performance at a glance

Level of crime	Exceptionally high crime rate since September 2017, although this has reduced from June 2018 onwards
Level of successful investigations	7 in 10 crimes are solved, although this can fluctuate
Level of victim support for police investigations	Not applicable
Satisfaction of victims	Not applicable
Comparison to most similar forces	5 th highest out of 8 forces per 1,000 population (to May 2019)

Last 12 Months in Detail

(difference to 3 year average in brackets)

Number of crimes	277 (-11.0%)
% of crimes where an investigation was not possible	Not applicable
% crimes where victim does not support police investigation	Not applicable
% crimes solved by police	74.0% (+1.3%)
% of cases convicted in court	Not available
% victims satisfied overall	Not applicable

Analysis:

Levels of drug trafficking spike noticeably as a result of proactive tactical operations and this is illustrated by the rolling 12 month average for drug trafficking offences. For instance, Op Velocity was launched in September 2017, alongside locally commissioned operations in each area prior to this continuing the work. The Scorpion Teams and Drugs Team were in existence at the time, the Youth Gang Prevention Unit (formerly Op Woven Team) were also in place, this team came together about two years ago and at the time was focused quite heavily on enforcement around gang and County Line activity rather than diversion as they are now. Levels have been decreasing since July 2018, and the current drug trafficking recorded crime level is now 11.0% less than the three year average.

Solved rates for drug trafficking fluctuate noticeably as investigations take time to progress (lags between the recording and solving of offences) and invariably identify multiple suspects. Over the last rolling 12 months, solved rates in Suffolk have increased by 1.3% compared to the three year average however solved numbers have decreased.

Suffolk is below the MSG average for drug trafficking offences and 5th highest compare to its MSG.

Operational Commentary:

The leadership group in the Police and Partner Agencies, continues to oversee the activity related to the Strategic Action Plan (SAP) and tactical priorities, driving a collaborative and co-ordinated response across the county with relevant external partners. The SAP looks to deliver priority messaging to children, provide education, Crown Prosecution Service to compile compelling case files for court and develop information sharing protocols with health, as well as many more.

Police presented at the Home Office Serious Violence Conference (25th April in Ipswich) to give an overview of the challenges the Constabulary faces and the partnership work they undertake around the SAP.

Enforcement activity remains a priority based on intelligence. In May Suffolk participated in the County Lines (CL) week of action (Op Survey) which was National Crime Agency led, enabling them to tackle County Lines drugs activity “root to branch”. During the week, Suffolk Constabulary along with other forces conducted arrests and warrants, organised dedicated patrols, and gathered intelligence across the county to ensure that the force continues to make Suffolk a hostile environment for criminals to operate in. As part of the week of action officers made 24 arrests for a variety of drug offences, to date three people have been jailed for a total of over 14 years for drug related offences.

Newly formed Operational Sentinel Teams have been launched with specialist capability around ANPR; they work in harmony with the Scorpion Teams and Serious Crime Disruption Teams for proactivity tackling Organised Crime Groups using the road networks coming into the counties. This will have a significant impact on CL networks.

Operational Commentary: Continued

The Youth Gang Prevention Unit continues with a focus on diversion and engagement in schools with young people. They attend safeguarding meetings and focus on vulnerability, with an aim to work with partners to help vulnerable young people, improve life choices, social integration, reduce gang association & incidences of serious youth violence.

Working across the partnerships, including Youth Offending, Local Authority Police (Children and Adult Services) & the Office of the Police and Crime Commissioner, they are exploring innovative ideas to potentially access funds from the Home Office (knife crime strategy) to support work to prevent young people carrying knives, becoming involved in gangs/CL and serious violence. The partnership are responsible for the Strategic Action Plan and Tactical Action Plans and report to their relevant leadership group.

