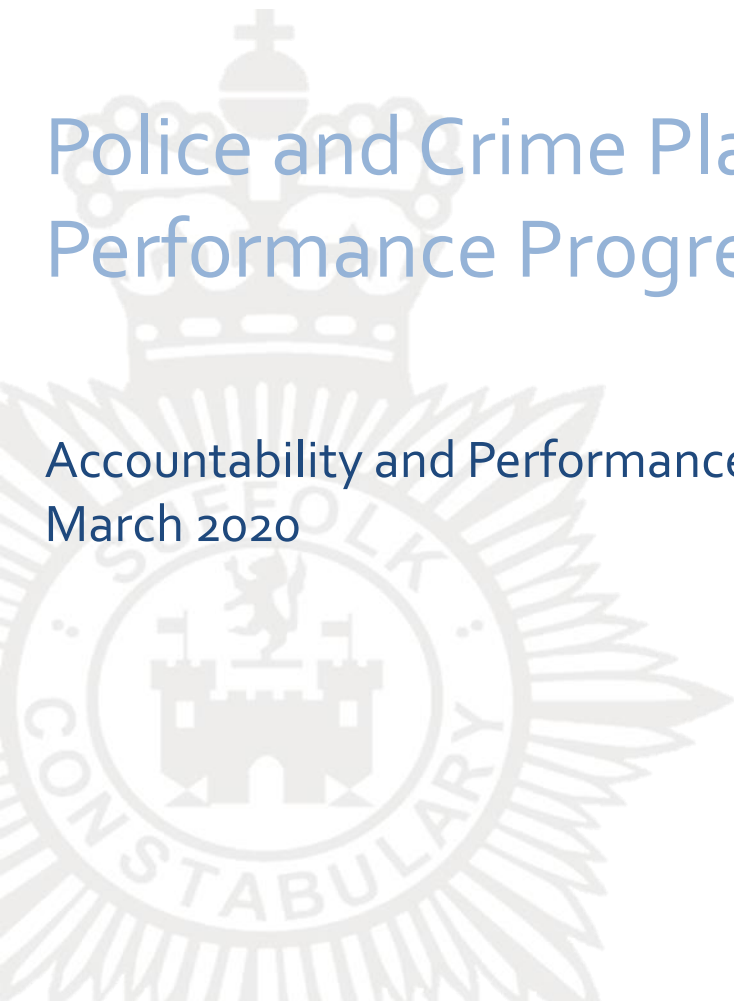

Police and Crime Plan Performance Progress Report

Accountability and Performance Panel
March 2020



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 - 9)
- Workforce (slide 10)
- Domestic Abuse (slides 11 - 12)
- Serious Sexual Offences (slides 13 - 14)
- Call Handling (slides 15 - 16)
- Traffic Offence Reports (slides 17)

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



PERFORMANCE REPORT: Points of note

Key terms:

“Range of normal fluctuation” refers to the variation in reported crime (or other demand measures) that we would expect to see over time, and allows us to interpret data with some reassurance that movement in either direction is not always significant. The range of fluctuation is calculated by looking at previous trends, and anything that sits within this is considered ‘normal’. Anything falling outside the upper or lower limits of ‘normal’ would be considered exceptional fluctuation.

“Long-term average (LTA)” refers to an average figure that is calculated over an extended period of time (three years prior to the current 12 month period). It allows us to compare recent 12 month data against a more comprehensive trend history and so mitigates against sudden fluctuation that might be caused by changes such as new recording practices, processes or other exceptional influencing factors.

Data considerations:

Long-term averages still under development

There are a number of long term average measures that are either under development as a result of new data, or are currently awaiting the full four years’ worth of data required to draw comparisons (see above). Long Term Average (LTA) data for 101 call handling, and victim satisfaction will follow once these data requirements have been met.

Performance reporting

The previous impact of processing delays on performance reporting has now reduced considerably following the recruitment and training of additional permanent resources. This has had a positive impact on processing capabilities and the availability of timely performance information.

PERFORMANCE REPORT: Summary

Data is correct as at 31/12/2019

<u>Area</u>		<u>Indicator</u>	Last 12 months	Three Year Average	% Difference
Domestic Abuse Crimes		Number of crimes	8,628	6,909	24.9%
		Solved Number	1,243	1,270	-2.1%
		- Percentage solved	14.4%	18.4%	-4.0p.p
		Percentage of Cases where investigation not possible	1.0%	0.7%	0.3p.p
		Percentage of Cases where victim does not support	49.4%	49.7%	-0.3p.p
		Percentage of victims satisfied with overall service (Only Qtr3 2019/20)	84.9%	Long Term Average data not currently available	
		Percentage of victims satisfied with accessibility (Only Qtr3 2019/20)	87.0%		
		Percentage of victims satisfied with service provided (Only Qtr3 2019/20)	93.0%		
		Percentage of victims satisfied with treatment (Only Qtr3 2019/20)	94.2%		
		Percentage of victims satisfied with updates (Only Qtr3 2019/20)	69.8%		
Serious Sexual Offences		Number of crimes	2,051	1,663	23.3%
		Solved Number	95	123	-22.8%
		- Percentage solved	4.6%	7.4%	-2.8p.p
		Percentage of Cases where investigation not possible	4.7%	3.0%	1.7p.p
		Percentage of Cases where victim does not support	42.3%	34.0%	8.3p.p
		Percentage of victims satisfied with overall service		SSO victim satisfaction reporting to be developed	
		Percentage of victims satisfied with accessibility			
		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 Crime (by keyword - Athena data only)	1,203	1,241	-3.0%
		Solved number	108	134	-19.3%
		- Percentage solved	9.0%	10.8%	-1.8p.p
		Percentage of Cases where investigation not possible	5.1%	2.5%	2.6p.p
		Percentage of Cases where victim does not support	35.7%	25.0%	10.7p.p

PERFORMANCE REPORT: Summary

Data is correct as at 31/12/2019

Area	Indicator	Last 12 months	Three Year Average	% Difference
Public Safety	% Percentage Emergency Response in Target	91.8%	90.2%	1.6p.p
	Number of Emergency Response in Target	16,483	17,567	-6.2%
	% Percentage Emergency Response in Target - East	87.7%	85.2%	2.5p.p
	Number of Emergency Response in Target - East	2,925	3,082	-5.1%
	% Percentage Emergency Response in Target - South	93.3%	92.3%	1p.p
	Number of Emergency Response in Target - South	7,324	8,126	-9.9%
	% Percentage Emergency Response in Target - West	91.4%	90.0%	1.4p.p
	Number of Emergency Response in Target - West	6,277	6,374	-1.5%
	% 999 calls answered within 10 seconds	92.2%	90.3%	1.9p.p
	Number of KSI Collisions (until 31/12/2019)	264	253	4.2%
	Number of TORs issued for seatbelts (until 31/10/2019)	838	927	-9.6%
Number of TORs issued for mobile phone use (until 31/10/2019)	924	1,463	-36.8%	
Confidence <i>(Data is correct as at 30/09/2019)</i>	% of public who agree police are doing a good job	50.8%	62.9%	-12.1p.p
	% of public who agree police deal with community priorities	48.4%	59.4%	-11p.p
	% of public who agree police would treat them fairly	64.6%	70.2%	-5.6p.p
	% of public who have confidence in the police overall	70.1%	79.0%	-8.9p.p
Non-Emergency Call Handling (Based on Dec 2019 only)	Average Time to Answer (Seconds) - Emergency Redirect	9	12 monthly and Long Term Average measures are currently under development	
	Average Time to Answer (Seconds) - Priority	374		
	Average Time to Answer (Seconds) - Routine	599		
	Average Time to Answer (Seconds) - Advice and Admin	899		

PERFORMANCE REPORT: Summary

Data is correct as at 31/12/2019

<u>Area</u>		<u>Indicator</u>	Last 12 months	Three Year Average	% Difference
Online Crime		Number of crimes	1,501	1,246	20.4%
		Solved Number	169	159	6.4%
		- Percentage solved	11.3%	12.7%	-1.4p.p
		Percentage of Cases where investigation not possible	0.3%	0.0%	0.3p.p
		Percentage of Cases where victim does not support	27.0%	26.5%	0.5p.p
		Percentage of victims satisfied with overall service	76.4%	Long Term Average data not currently available- anticipated spring 2020	
		Percentage of victims satisfied with first contact	89.6%		
		Percentage of victims satisfied with actions taken	70.6%		
		Percentage of victims satisfied with treatment	84.8%		
		Percentage of victims satisfied with updates	70.8%		
Hate Crime		Number of crimes	890	991	-10.2%
		Solved Number	145	170	-14.5%
		- Percentage solved	16.3%	17.1%	-0.8p.p
		Percentage of Cases where investigation not possible	1.9%	1.8%	0.1p.p
		Percentage of Cases where victim does not support	28.4%	26.8%	1.6p.p
		Percentage of victims satisfied with overall service	66.3%	Long Term Average data not currently available- anticipated spring 2020	
		Percentage of victims satisfied with first contact	76.6%		
		Percentage of victims satisfied with actions taken	54.9%		
		Percentage of victims satisfied with treatment	81.9%		
		Percentage of victims satisfied with updates	63.6%		

PERFORMANCE REPORT: Summary

Data is correct as at 31/12/2019

<u>Area</u>		<u>Indicator</u>	Last 12 months	Three Year Average	% Difference
Business Crime		Number of crimes	7,130	7068	0.9%
		Solved Number	1,918	2,102	-8.8%
		- Percentage solved	26.9%	29.7%	-2.8p.p
		Percentage of Cases where investigation not possible	0.2%	0.2%	0p.p
		Percentage of Cases where victim does not support	5.8%	4.6%	1.2p.p
		Percentage of victims satisfied with overall service (up to August 2019)	71.0%	Long Term Average data not currently available-anticipated spring 2020	
		Percentage of victims satisfied with first contact (up to August 2019)	85.6%		
		Percentage of victims satisfied with actions taken (up to August 2019)	66.9%		
		Percentage of victims satisfied with treatment (up to August 2019)	94.6%		
		Percentage of victims satisfied with updates (up to August 2019)	70.1%		
Rural Crime		Number of crimes	391	369	6.1%
		Solved Number	10	16	-37.3%
		- Percentage solved	2.6%	4.3%	-1.8p.p
		Percentage of Cases where investigation not possible			
		Percentage of Cases where victim does not support	5%	4%	1p.p
		Percentage of victims satisfied with overall service	76.0%	Long Term Average data not currently available-anticipated spring 2020	
		Percentage of victims satisfied with first contact	86.0%		
		Percentage of victims satisfied with actions taken	60.2%		
		Percentage of victims satisfied with treatment	86.8%		
		Percentage of victims satisfied with updates	59.8%		

PERFORMANCE REPORT: Summary

Data is correct as at 31/12/2019

<u>Area</u>	<u>Indicator</u>	Last 12 months	Three Year Average	% Difference
Violence Against the Person	Violence With Injury	5,859	5,471	7.1%
	Solved Number	1,123	1,249	-10.1%
	- Percentage solved	19.2%	22.8%	-3.7p.p
	Violence Without Injury	9,937	8,101	22.7%
	Solved Number	1,302	1,435	-9.2%
	- Percentage solved	13.1%	17.7%	-4.6p.p
Robbery	Robbery	503	396	27.0%
	Solved Number	71	72	-0.9%
	- Percentage solved	14.1%	18.1%	-4.0p.p
Drug offences	Trafficking of drugs	389	320	21.2%
	Solved Number	250	228	9.7%
	- Percentage solved	64.4%	71.2%	-6.7p.p
	Possession of drugs	1,272	1,119	13.6%
	Solved Number	993	958	3.6%
	- Percentage solved	78.1%	85.9%	-7.5p.p
	Other drug offences	10	10	0.0%
	Solved Number	4	5	-13.0%
- Percentage solved	40.0%	49.0%	-9p.p	
ASB	ASB Environmental	857	1,681	-49.0%
	ASB Nuisance	6,325	8,520	-25.8%
	ASB Personal	1,344	2,482	-45.9%
	ASB Total	8,526	12,684	-32.8%

PERFORMANCE REPORT: Workforce

Quarter 3 2019/20

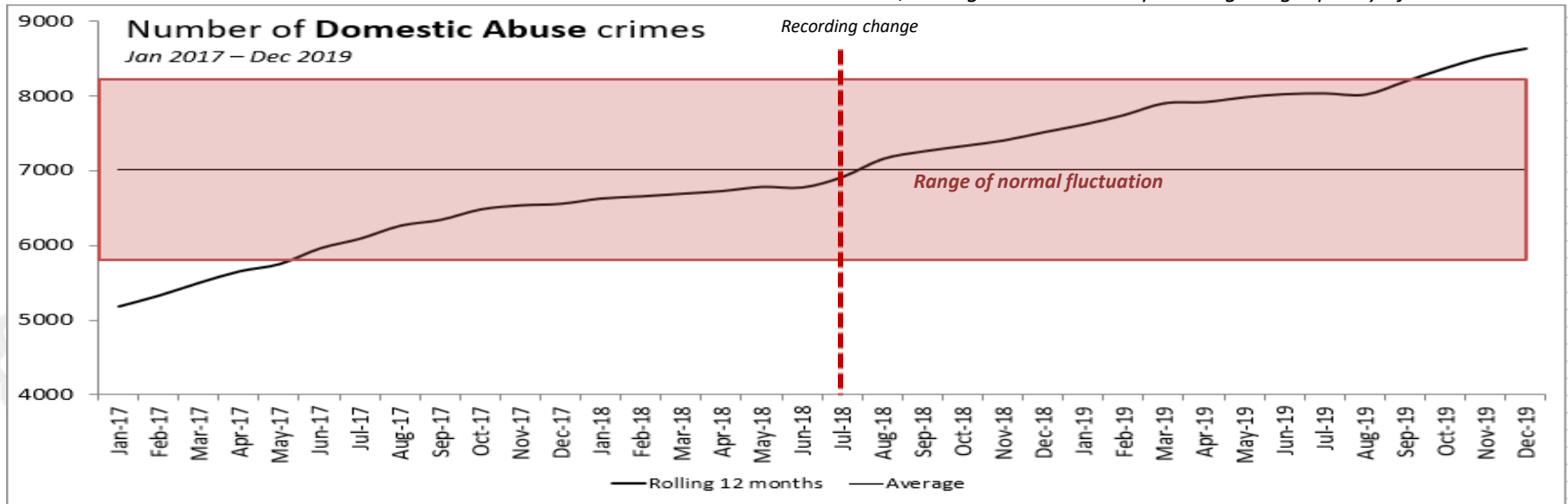
As at 31/12/2019

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 New
Establishment	1140.83	44.5	926.1	The strength of police officers stands at 99.5% of the current establishment level as at 31/12/2019. The PCSO strength is 6.7% below the establishment and the current police staff strength stands at 9.2% below establishment as at 31/12/2019. In addition to the contracted staff, there are currently 7 agency workers appointed through Reed and 104 casual workers across the force.
Strength	1136.3	42.2	841.3	
% working hours lost to sickness (Year to date) (force target 3.4%)	4.63%		3.67%	Sickness absence for Suffolk Police Officers has increased in comparison with the corresponding point of the previous financial year from 3.73% to 4.63%. Sickness absence for Suffolk Police Staff has decreased significantly in comparison with the corresponding point in the previous financial year from 4.25% to 3.67%.
Number on recuperative duties	107.2		22.2	There was 30 fewer police officers on recuperative duties as at 31.12.19 than as at 30.09.2019. For police staff and PCSOs there were 11 less on recuperative duties as at 31.12.2019 than as at 30.09.2019.
Number on adjusted duties	31.6		1.2	There were 2 fewer police officers on adjusted duties as at 31.12.2019 than as at 30.09.2019. For police staff and PCSOs, there was 1 fewer individuals on adjusted duties than as at 30.09.2019.

PERFORMANCE REPORT: Domestic Abuse

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



Performance at a glance

Level of crime

Upper exception triggered, and continued upward trend, in line with increased compliance with crime recording practices bringing Suffolk more in line with the Crime Survey of England & Wales (CSEW)

Level of successful investigations

In the last 12 months just over 1 in 7 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

3rd lowest out of 8 forces – regarding 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	8,628 (+24.9%)
% of crimes where an investigation was not possible	1.0% (+0.3p.p)
% crimes where victim do not support police investigation	49.4% (-0.3p.p)
% crimes solved by police	14.4% (-4.0p.p)
% of cases convicted in court	81% (to March 2019)
% of cases convicted in court – comparison to most similar forces	4th highest level of 11 convictions (to March 2019)

Analysis: The trend continues upward

The number of crimes recorded continues to increase, as a result of applying the National Crime Recording Standards (NCRS) rigorously and the 12 month average has exceeded 8000 for October, November and December 2019, breaching the upper exception. The rate of solved domestic abuse (DA) crimes is slowly declining compared to the long term average.

DA victim disengagement is currently being reported at 49.4%. 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 2019). Suffolk had 656 convictions year ending March 2019; 81% of domestic-abuse related prosecutions in Suffolk resulted in a conviction. Suffolk had the 13th highest conviction rate across all forces for year ending March 2019.

While the solved rate is lower than in the previous report, the comparison against the LTA is slightly better; in the last report it was -4.7pp lower whereas it is currently -4.4pp lower. Additionally, the rate of victim disengagement is slightly higher than in the last report but the difference against the LTA has improved. In the last report victim disengagement was at 47.8% and 0.3pp over the LTA and currently victim disengagement is at 49.4% and this is 0.1pp above the LTA.

Operational Commentary:

Domestic abuse continues to be a priority across the organisation and the majority of cases are dealt with robustly and appropriately by officers. This starts with the professionalism of our call takers and radio dispatchers within the Contact and Control Room (CCR) to correctly identify and manage risk levels, and translates to our front-line staff as well as custody processing teams, and Independent Domestic Violence Advisors (IDVA) support to victims.

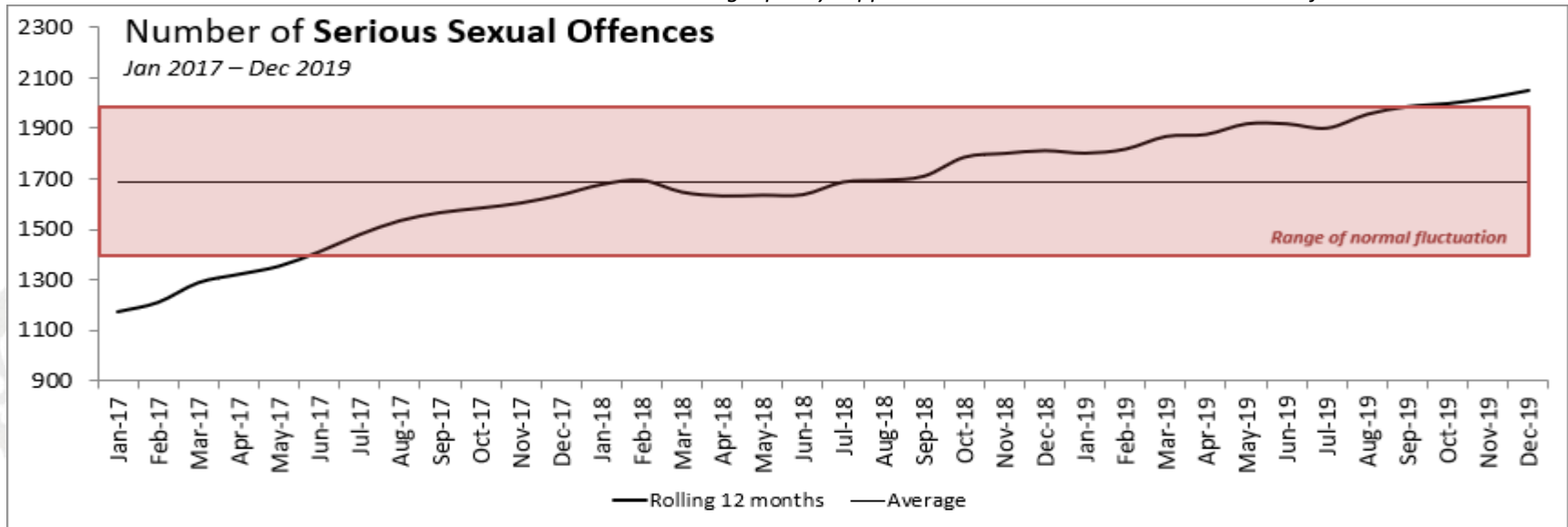
The Safelives “DA Matters” training continues with the intakes of new recruits into the organisation and will be a continuous rolling program.

The IDVA service provided by “Leeway” is fully staffed and continues to provide initial engagement to 100% of cases within 48 hours of the report, and in many cases within 24 hours. The survey analysis of the service users continues to show strong values with over 90% of victims feeling as confident, or more confident to engage with the police. There have been recent cases whereby IDVAs have been deployed into the custody suites to speak with suspects who may have also been previous victims of domestic abuse. This flexibility of the teams to offer support to a wide range of different people is a key attribute. In addition, a number of different options for perpetrator programmes have been explored and an options paper has been submitted to Crime, Safeguarding & Incident Management (CSIM) for consideration to establish the most suitable and cost-effective option for Suffolk.

Suffolk Constabulary currently undertake Multi Agency Risk Assessment Conference (MARAC) meetings every two weeks at different locations around the county where victims and perpetrators are discussed in a multi-agency setting to resolve longer-term issues. Work is also underway with partners to move to a daily-MARAC model which will see cases discussed quicker, with meetings being higher in frequency yet shorter in length, and should provide a more dynamic response to individual cases. This is work in progress at this stage and will require partner-agency buy in to achieve a working model.

PERFORMANCE REPORT: Serious Sexual Offences

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 (breaching an upper exception) likely to be influenced by compliance with crime recording practices
Level of successful investigations	Less than 1 in 20 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)	Higher rate of offences per 1,000 population (1.35) than MSG average (0.93), and national (1.03). <i>As at December 2019.</i>

Last 12 Months in Detail

(difference to 3 year average in brackets)

Number of crimes	2,051 (+23.3%)
% of crimes where an investigation was not possible	4.7% (+1.7p.p)
% crimes where victim does not support police investigation	42.3% (+8.3pp)
% crimes solved by police	4.6% (-2.8p.p)
% 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, with the number recorded over the last 12 month period, reaching an upper exception. This is a trend that the majority of forces are experiencing when reviewing published data for rape and all sexual offences.

The increase is larger than the last quarter but still lower than the quarter prior to that. One consequence of higher recording rates 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) since 2017. When comparing Suffolk with its MSG, Suffolk has the 2nd highest number of sexual offences per 1,000 population in year ending September 2019, with 3.3 crimes.

Operational Commentary:

Improvements in the Constabulary's investigation of SSO continues to be delivered through the SSO Delivery Board, chaired by Detective Chief Superintendent Bridger. Furthermore, a regional RASSO strategic group has been set up with the Crown Prosecution Service (CPS) to jointly improve performance in this area. There are multiple work streams within that forum that will look to improve the relationship with the CPS, alongside process improvements. File standards are also key in these areas and currently Suffolk is outperforming the rest of the region for file acceptance.

As mentioned previously, the Rape and Serious Sexual Offences (RASSO) investigation guide has been reviewed and amended to allow Senior Investigating Officers to have more oversight in cases that are to be placed before the CPS. In addition, the Sexual Assault Referral Centres (SARCs) have widened their provision criteria thus allowing more complainants to have access to their services.

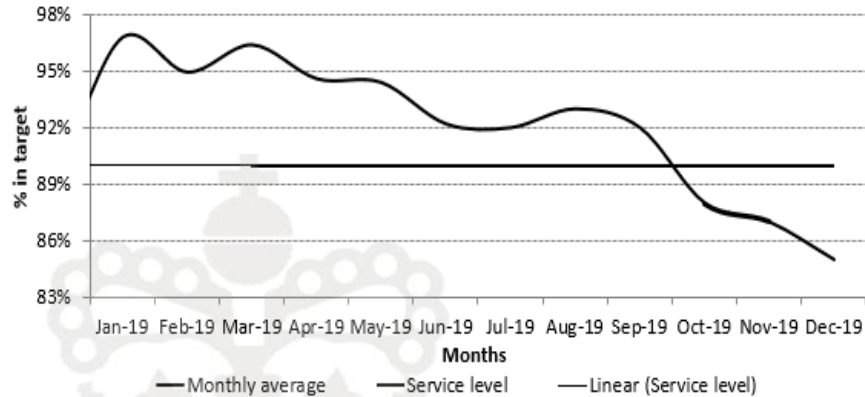
The Safeguarding Investigations Unit (SIU) workloads are still stable and all are either substantive Detectives or on the pathway to becoming one. There remains a strong emphasis on suspect management based upon risk assessment and early arrest and use of bail where necessary. As a result, the outstanding suspect list continues to fall month-on-month. The new Digital Support Officers are now in post across the Safeguarding Investigation Units (SIUs) and have been received very positively, with some early successes. Two new Fast Track Detective Entry cohorts commenced/will commence in January and March 2020, although it will be several months until they arrive in the units.

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.

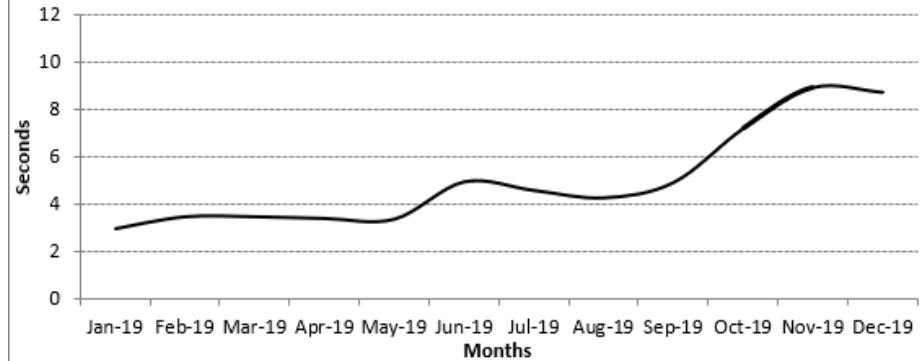
999 calls answered within 10 seconds

Jan 2019 - Dec 2019



999 - average time to answer calls

Jan 2019 - Dec 2019



Above graphs refer to monthly averages, as opposed to long-term average as referenced on Slide 6.

Performance at a glance

Level of demand	Overall demand has increased by 11.9%
Proportion of all calls that are 999	45.4% 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 just under 12% in the last 12 months compared to the three year average. In spite of this, Suffolk Constabulary answered a high percentage (over 92%) of calls within 10 seconds between January 2019 and December 2019.

The answer times were below 4 seconds between January and May 2019. The Average Time to Answer (ATTA) increased to 8.7 seconds at the end of 2019.

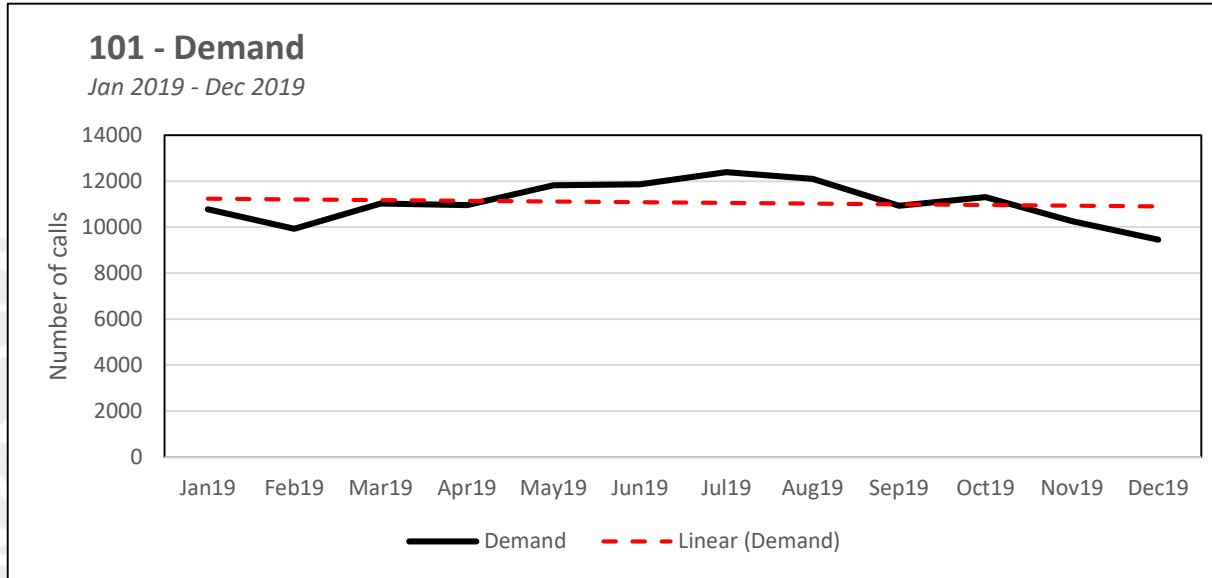
Last 12 Months in Detail

(difference to 3 year average in brackets)

Number of 999 calls	104,373 (+11.9%)
Average calls per day	302 (+12.3%)

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 three 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 19.5% reduction in calls in the last 12 months compared to the previous three years.

Data from the new telephony system relating to average time to answer non-emergency calls is not directly comparable with data from the old system. Work is ongoing to develop an accurate measure, which the Constabulary will aim to report on in the near future.

Last 12 Months in Detail

(difference to 3 year average in brackets)

Number of non-emergency calls	132,847 (-19.5%)
Average non-emergency calls per day	364 (-23.5%)

PERFORMANCE REPORT: Non-emergency call handling

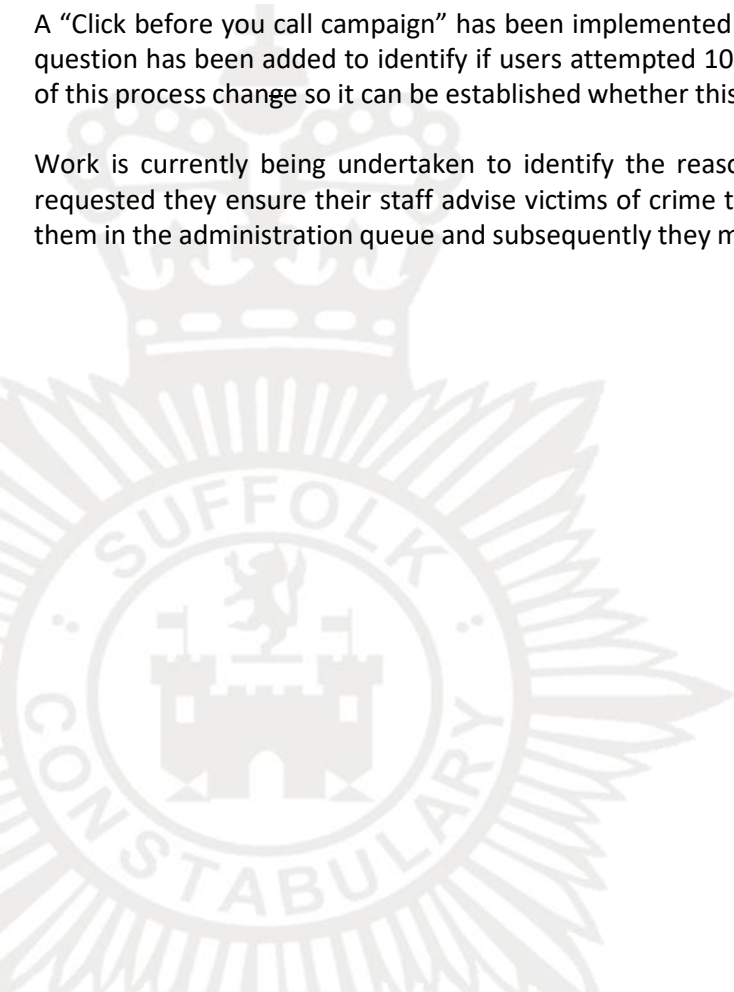
Suffolk Constabulary's work on 101 call handling is to ensure that our resourcing capabilities across different systems work effectively to meet demands, maintaining community confidence.

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

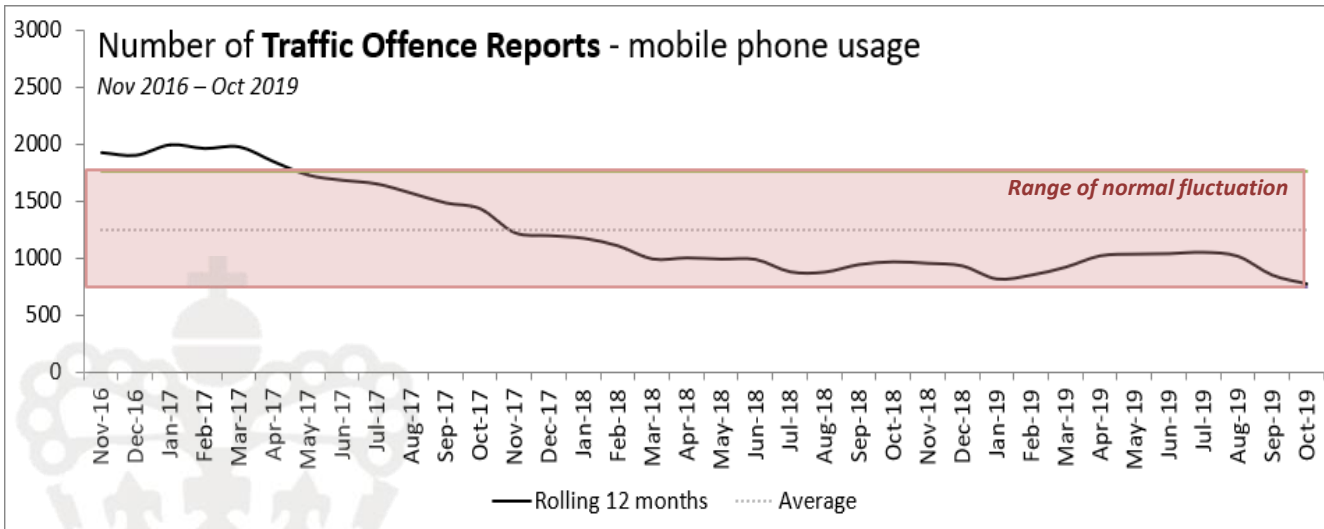
CCR has recruited a number of new operators from courses held in January and March. The first group of new Operators started training in January and this brought the CCR to almost full establishment for the first time in a number of years.

A “Click before you call campaign” has been implemented to encourage online reporting where appropriate. Within the online reporting function, a new question has been added to identify if users attempted 101 before switching to online reporting. Going forward, this will allow us to measure the impact of this process change so it can be established whether this has had any effect on demand via 101.

Work is currently being undertaken to identify the reasons why callers use 101. For example, in the new round of Sergeants’ training, it has been requested they ensure their staff advise victims of crime to use other forms of contact rather than phone 101 for updates as standard as this would put them in the administration queue and subsequently they may experience a long waiting time, when they could utilise other technology such as email.



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 (averages)

(difference to 3 year average in brackets)

Number of KSI collisions recorded	264 (+4.2p.p)
Number of TORs issued for mobile phone use	924 (-36.8p.p)
Number of TORs issued for seatbelts	838 (-9.6p.p)

KSI figures up to 31/12/2019
TOR figures up to 31/10/2019

Analysis:

There has been an increase in Killed or Serious Injured collisions (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.

Operational Commentary:

There has been a 33.3% rise in KSI compared to previous year and this is due to an exceptionally low number of collisions in the last year's reporting period. There is a 6% increase based on a longer period (5 years) and this is in line with other forces' data. Suffolk remains committed to enforcement around the 'Fatal 4' offences and fully supports campaigns through the NPCC and other agencies.

Since April 2019 the Constabulary has managed eight multi-agency check sites targeting criminality and criminals use of the road networks in the County. These were held in Ipswich, Lowestoft, Red Lodge, Felixstowe, Bury St Edmunds and Leiston. This resulted in 519 TORs being issued with 342 (65%) being 'Fatal 4' offences.

The Constabulary has participated in NPSS Alcohol and Drugs campaigns with an extended period to cover the month of December, the NPSS mobile phone campaign in November, NPCC Tyre Safety month in October and TISPOL Truck and Bus in October.

Following the loss of partnership funding, the Road Casualty Reduction Team were used to support Op Sentinel during Summer 2019 and this may have impacted and caused the decrease in the number of mobile phone TORs.