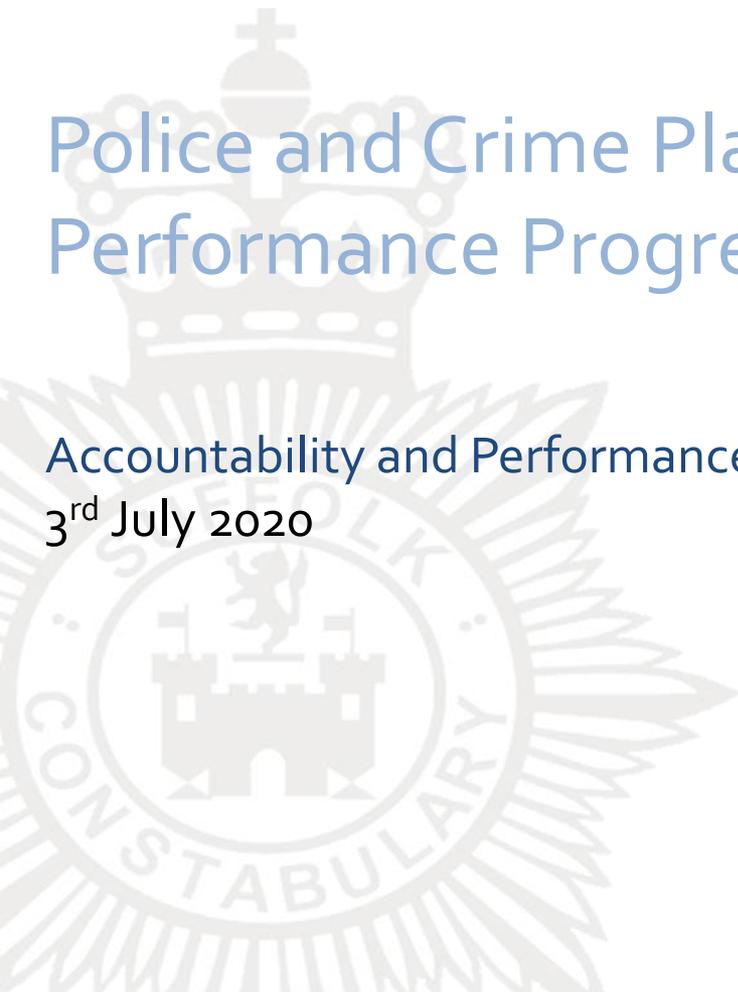


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# Police and Crime Plan Performance Progress Report

Accountability and Performance Panel

3<sup>rd</sup> July 2020



# 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 - 8)
- Workforce (slide 9)
- Domestic Abuse (slides 10 and 12)
- Serious Sexual Offences (slides 13 and 14)
- Call Handling (slides 15 and 17)
- Traffic Offence Reports (slides 18 and 19)
- Residential Burglary\* (slides 20 and 21)
- Violence with Injury\* (slides 22 and 23)
- Robbery\* (slides 24 and 25)
- Antisocial Behaviour\* (slides 26 and 28)
- Drug Trafficking\* (slides 29 and 31)
- Satisfaction\*\* (for victims of serious sexual offences \*\*\*) – This is bi-annual and there is a separate Satisfaction report for this month

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

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

# 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 15/05/2020

Data up to 31/03/2020

Area	Indicator	Last 12 months	Three Year Average	% Difference
<b>Domestic Abuse Crimes</b> (Satisfaction data for Qtr4 2019/20 not available)	Number of crimes	8,918	7,204	23.8%
	Solved Number	1,224	1,263	-3.1%
	- Percentage solved	13.7%	17.5%	-3.8p.p
	Percentage of Cases where investigation not possible	1.0%	0.7%	0.3p.p
	Percentage of Cases where victim does not support	52.6%	50.4%	2.2p.p
	Percentage of victims satisfied with overall service (Only Qtr3 2019/20)	84.9%	<i>LTA data not yet available</i>	
	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%			
<b>Serious Sexual Offences</b>	Number of crimes	2,083	1,734	20.1%
	Solved Number	106	118	-10.2%
	- Percentage solved	5.1%	6.8%	-1.7p.p
	Percentage of Cases where investigation not possible	5.3%	3.1%	2.2p.p
	Percentage of Cases where victim does not support	52.3%	35.5%	16.8p.p
	Percentage of victims satisfied with overall service	<i>SSO Satisfaction data still under development</i>		
	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				
<b>Child Sexual Abuse</b>	Number of Child Sexual Abuse Crime (by keyword - Athena data only)	1,126	1,254	-10.2%
	Solved number	103	130	-20.8%
	- Percentage solved	9.1%	10.4%	-1.3p.p
	Percentage of Cases where investigation not possible	6.4%	2.7%	3.7p.p
	Percentage of Cases where victim does not support	39.0%	26.3%	12.7p.p

# PERFORMANCE REPORT: Summary

Data is correct as at 15/05/2020

Data up to 31/03/2020

Area	Indicator	Last 12 months	Three Year Average	% Difference
<b>Public Safety</b>	% Percentage Emergency Response in Target	91.3%	90.3%	1p.p
	Number of Emergency Response in Target	17,124	17,558	-2.5%
	% Percentage Emergency Response in Target - East	87.5%	85.4%	2.1p.p
	Number of Emergency Response in Target - East	3,002	3,073	-2.3%
	% Percentage Emergency Response in Target - South	93.0%	92.4%	0.6p.p
	Number of Emergency Response in Target - South	7,621	8,107	-6.0%
	% Percentage Emergency Response in Target - West	90.5%	90.1%	0.4p.p
	Number of Emergency Response in Target - West	6,501	6,393	-1.7%
	% 999 calls answered within 10 seconds	90.8%	90.9%	-0.1p.p
	Number of KSI Collisions (until 31/03/2020)	305	287	6.3%
	Number of TORs issued for seatbelts (until 31/03/2020)	779	966	-19.4%
Number of TORs issued for mobile phone use (until 31/03/2020)	436	1,088	-59.9p.p	
<b>Confidence</b>	% of public who agree police are doing a good job	50.0%	56.7%	-6.7p.p
	% of public who agree police deal with community priorities	48.3%	53.7%	-5.4p.p
	% of public who agree police would treat them fairly	65.9%	67.4%	-1.5 p.p
	% of public who have confidence in the police overall	69.8%	74.3%	-4.5 p.p
<b>Non-Emergency Call Handling</b> (Based on March 2020 only)	Average Time to Answer (Seconds) - Emergency Redirect	11	<i>LTA data not yet available</i>	
	Average Time to Answer (Seconds) - Priority	367		
	Average Time to Answer (Seconds) - Routine	551		
	Average Time to Answer (Seconds) - Advice and Admin	948		

# PERFORMANCE REPORT: Summary

Data is correct as at 15/05/2020

Data up to 31/03/2020

Area	Indicator	Last 12 months	Three Year Average	% Difference
Online Crime	Number of crimes	1,489	1,295	14.9%
	Solved Number	169	158	7.0%
	- Percentage solved	11.3%	12.2%	-0.9p.p
	Percentage of Cases where investigation not possible	0.4%	0.3%	0.1p.p
	Percentage of Cases where victim does not support	28.6%	26.7%	1.9p.p
	Percentage of victims satisfied with overall service	82.8%	LTA data not yet available	
	Percentage of victims satisfied with first contact	74.4%		
	Percentage of victims satisfied with actions taken	78.2%		
	Percentage of victims satisfied with treatment	89.7%		
	Percentage of victims satisfied with updates	79.3%		
Hate Crime	Number of crimes	905	1,004	-9.9%
	Solved Number	148	170	-12.8%
	- Percentage solved	16.4%	16.9%	-0.5p.p
	Percentage of Cases where investigation not possible	1.3%	1.7%	-0.4p.p
	Percentage of Cases where victim does not support	29.6%	27.3%	2.3p.p
	Percentage of victims satisfied with overall service	69.3%	LTA data not yet available	
	Percentage of victims satisfied with first contact	72.2%		
	Percentage of victims satisfied with actions taken	63.4%		
	Percentage of victims satisfied with treatment	86.1%		
	Percentage of victims satisfied with updates	69.3%		

# PERFORMANCE REPORT: Summary

Data is correct as at 15/05/2020

Data up to 31/03/2020

Area	Indicator	Last 12 months	Three Year Average	% Difference
<b>Business Crime</b>	Number of crimes	6,989	7,249	-3.6%
	Solved Number	1,871	2,117	-11.6%
	- Percentage solved	26.8%	29.2%	-2.4p.p
	Percentage of Cases where investigation not possible	0.2%	0.2%	0p.p
	Percentage of Cases where victim does not support	6.1%	4.8%	1.3p.p
	Percentage of victims satisfied with overall service	70.2%	<i>LTA data not yet available</i>	
	Percentage of victims satisfied with first contact	87.0%		
	Percentage of victims satisfied with actions taken	66.0%		
	Percentage of victims satisfied with treatment	88.3%		
	Percentage of victims satisfied with updates	64.9%		
<b>Rural Crime</b>	Number of crimes	428	368	16.3%
	Solved Number	15	16	-6.3%
	- Percentage solved	3.5%	4.3%	-0.8p.p
	Percentage of Cases where investigation not possible			
	Percentage of Cases where victim does not support (Up to 20/04/2020)	6.0%	4.0%	2.0p.p
	Percentage of victims satisfied with overall service	75.0%	<i>LTA data not yet available</i>	
	Percentage of victims satisfied with first contact	74.1%		
	Percentage of victims satisfied with actions taken	60.0%		
	Percentage of victims satisfied with treatment	88.3%		
	Percentage of victims satisfied with updates	71.7%		

# PERFORMANCE REPORT: Summary

Data is correct as at 15/05/2020

Data up to 31/03/2020

<u>Area</u>	<u>Indicator</u>	Last 12 months	Three Year Average	% Difference
<b>Violence Against the Person</b>	Violence With Injury	5,903	5,563	6.1%
	Solved Number	1,126	1,223	-7.9%
	- Percentage solved	19.1%	22.0%	-2.9p.p
	Violence Without Injury	9,912	8,024	23.5%
	Solved Number	1,262	1,378	-8.4%
	- Percentage solved	12.7%	17.2%	-4.5p.p
<b>Robbery</b>	Robbery	486	417	16.7%
	Solved Number	70	72	-3.0%
	- Percentage solved	14.4%	17.3%	-2.9p.p
<b>Drug offences</b>	Trafficking of drugs	387	337	14.8%
	Solved Number	274	230	19.1%
	- Percentage solved	70.8%	68.4%	2.4p.p
	Possession of drugs	1,361	1,149	18.5%
	Solved Number	1,100	973	13.1%
	- Percentage solved	80.8%	84.7%	-3.9p.p
	Other drug offences	7	10	-30.0%
	Solved Number	3	5	-40.0%
- Percentage solved	42.9%	45.9%	-3.0p.p	
<b>ASB</b>	ASB Environmental	725	1,107	-34.5%
	ASB Nuisance	6,086	7,140	-14.8%
	ASB Personal	1,361	1,635	-16.8%
	ASB Total	8,172	9,882	-17.3%
<b>Residential Burglary Dwelling</b>	Residential Burglary Dwelling	1,225	1,213	-1.0%
	Solved Number	210	165	27.3%
	- Percentage solved	17.1%	13.6%	3.5p.p

# PERFORMANCE REPORT: Workforce

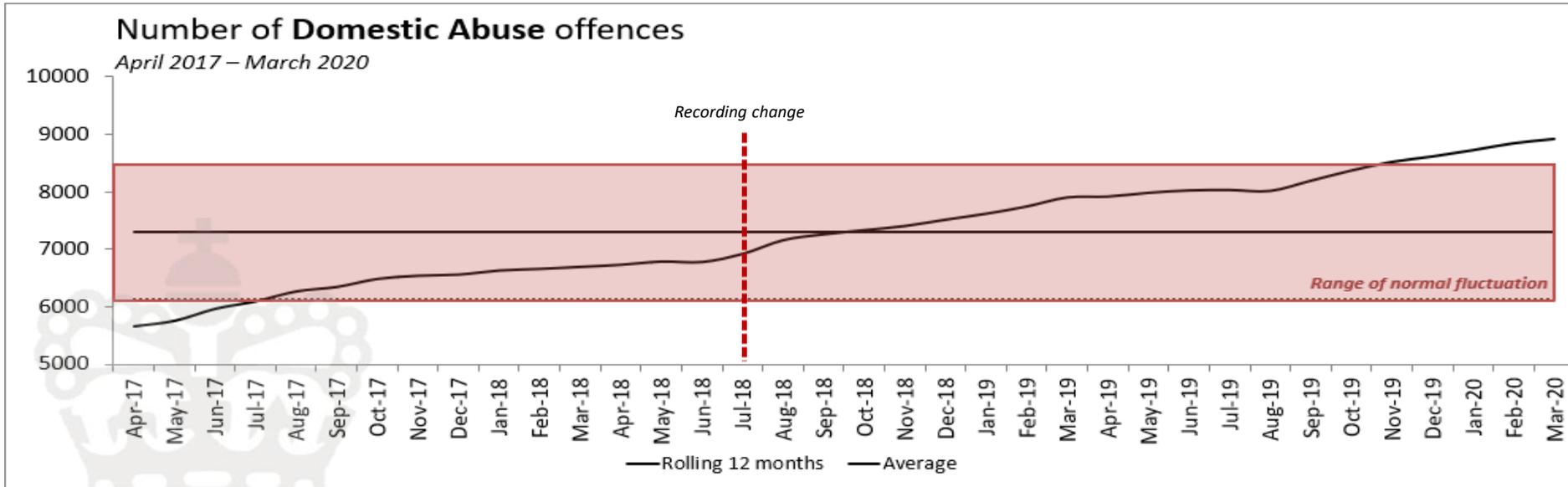
As at 31/03/2020 (unless otherwise stated)

*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 New
Establishment	1141.33	44.5	922.33	The strength of police officers stands at 102.5% of the current establishment level as at 31/03/2020. The PCSO strength is 7.6% below the establishment and the current police staff strength stands at 7.57% below establishment as at 31/03/2020. In addition to the contracted staff, there are currently 9 agency workers appointed through Reed and 95 casual workers across the force.
Strength	1169.48	41.1	852.48	
% working hours lost to sickness (Year to date) (force target 3.4%)	5.06%		4.31%	<p>Sickness absence for Suffolk Police Officers has increased by 1.09% in comparison with the corresponding point of the previous financial year from 5.06%. This figure does include absence related to Covid-19 in March 2020.</p> <p>Sickness absence for Suffolk Police Staff has decreased very slightly in comparison with the corresponding point in the previous financial year from 4.33% to 4.31%. This figure does include absence related to Covid-19 in March 2020.</p>
Number on recuperative duties	125		N/A	There was 14 fewer police officers on recuperative duties as at 31.03.20 than as at 31.03.2019. Police Staff and PCSOs are not managed under the Limited Duties policy
Number on adjusted duties	31		N/A	There were 2 more police officers on adjusted duties as at 31.03.2020 than as at 31.03.2020. Police Staff and PCSOs are not managed under the Limited Duties policy

# 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 just under 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	4 <sup>th</sup> highest out of 8 – 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	8,918 (+23.8%)
% of crimes where an investigation <b>was not</b> possible	1.0% (+0.3p.p)
% crimes where victim <b>do not support</b> police investigation	52.6% (+2.2p.p)
% crimes solved by police	13.7% (-3.8p.p)
% of cases convicted in court	81% (to March 2019)
% of cases convicted in court – comparison to most similar forces	4 <sup>th</sup> highest level of convictions (to March 2019)

## Analysis:

There has not been a significant change since the last quarterly report or last year's end-of-year report (July 2018 to June 2019), with a steady increase in recorded crimes. The rigorous application of National Crime Recording Standards has contributed toward this increase. As with our previous quarterly report and last year's end-of-year report, alongside this increase in reporting, Suffolk is experiencing a decrease in the solved rate. While the solved rate is lower than in the previous report, the comparison against the LTA is slightly better; in the last quarterly report and last end-of-year report it was 4.0p.p lower and 5.1p.p lower, respectively, whereas it is 3.8p.p lower in the current reporting period. However, the difference in the solved rate compared to the LTA has decreased in this quarter when compared to the previous quarter (-0.2p.p).

DA victim disengagement is currently being reported at 52.6%. While this represents a high number of victims who do not support investigations, Suffolk is consistent within the national picture, as per the Office of National Statistics (ONS) data (ending March 2019) that reports 54% of victims do not support investigations. Suffolk had 656 convictions year ending March 2019; 81% of domestic-abuse related prosecutions in Suffolk resulted in a conviction. Suffolk had the 13<sup>th</sup> highest conviction rate across all forces for year ending March 2019.

The date for the next ONS data report has not been confirmed but they are typically released around November every year.

## Operational Commentary:

Across all areas of the organisation the clear focus in relation to our handling of DA incidents remains a strong and well embedded priority. A continuous cycle of training for our call-takers and radio dispatchers within the Contact and Control Room (CCR) continues, as well as focussed DA training to new recruit intakes and existing front-line staff. The second iteration of "DA Matters" training to our existing front-line work force nears completion; a third iteration will take place in due course.

The Independent Domestic Violence Advisory (IDVA) service remains fully staffed and continues to provide initial engagement to 100% of cases reported to Suffolk, as well as supporting cases reported to other counties by Suffolk residents. Survey results from users continue to show that over 90% of victims feel as confident or more confident to engage with police following IDVA support. The 24-hour IDVA helpline has had further promotion across the organisation as it was felt that this facility was under-used.

Funding has been secured to develop and put in place a DA perpetrator programme in quarter 1 of 2020/21, and this project is being led by the Crime Safeguarding and Incident Management (CSIM) command.

Multi Agency Risk Assessment Conference (MARAC) meetings continue to take place in Suffolk to address the high-risk cases. Consideration will be given to a trial of daily MARAC meetings being conducted via telephone/video conference facility in due course.

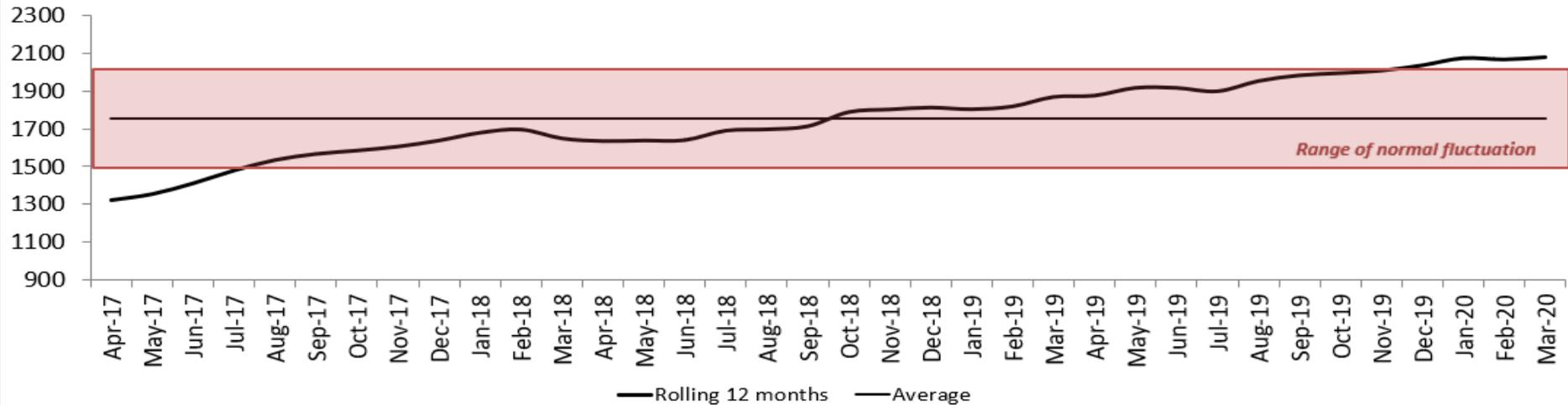
The Constabulary is a key stakeholder within the Suffolk Violence & Abuse Partnership (SVAP) and following the national restrictions around Covid-19, SVAP strategic meetings have been taking place to focus on DA and ensure a wide range of key messages are circulated via a number of methods to show support for victims of DA, as well as to act as a preventative measure to perpetrators.

# 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.

## Number of Serious Sexual offences

April 2017– March 2020



### Performance at a glance

Level of crime	Upward trend caused by increased compliance with crime recording practices
Level of successful investigations	Just over 1 in 20 of crimes are solved
Level of victim support for police investigations	Just over half of 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	2.083 (+20.1%)
% of crimes where an investigation <b>was not</b> possible	5.3% (+2.2p.p)
% crimes where victim <b>does not support</b> police investigation	52.3% (+16.8p.p)
% crimes solved by police	5.1% (-1.7p.p)
% of <b>rape</b> cases convicted in court	56.9% (to March 2018)

## Analysis:

The numbers of reported serious sexual offences (SSO) remains high in comparison to the LTA. This is a trend that the majority of forces are experiencing when reviewing published data for rape and all sexual offences. While high, the comparison against the LTA is smaller than in the previous report; in the last quarterly report reported crimes were 21.4% more than the LTA and in last year's end-of-year report it was 24.3% more, whereas it is 20.1% more than the LTA in this reporting period, showing the increase is slowing.

The solved serious sexual offences rate is low but has increased slightly since the last report (5.1% in this report compared to 4.6% in the last quarterly report). This is the same solved rate as last year's end-of-year report, but the increase against the LTA is not as great in the current report. Serious sexual offence victim disengagement is currently being reported at 52.3%.

With regard to all sexual offences, in spite of a national increase in solved rates, Suffolk recorded a decrease in their solved rate, along with three other forces in Suffolk's most similar group (MSG). When comparing sexual offences in Suffolk with its MSG, Suffolk has the second highest number of sexual offences per 1,000 population between April 2019 and March 2020, with a rate of under 3.5 crimes.

## Operational Commentary:

Force-wide enhancement to the response and investigation of serious sexual offences is driven through the SSO delivery board and development plan. In addition to the regional Rape and Serious Sexual Offences (RASSO) Governance board a monthly Regional RASSO Tactical Group has been developed, the group is attended by Operational Managers from the region's forces in addition to key stake holders from RASSO who assist in the operation and tactical matters associated with RASSO cases. The practitioners in attendance at the group are working to develop and build regional practices to streamline processes and ensure best practice is applied across the region which will reduce the different levels of submissions being received by RASSO.

The organisation is in the testing phase of moving onto a digital platform for the sharing of hard media with RASSO which will further streamline processes and ensure a quicker transition between submission and outcome. Current delays still mainly result from the management of hard media, file standards remain to a high quality with some operational level changes being made to ensure submissions are passing the triage on the first occasion.

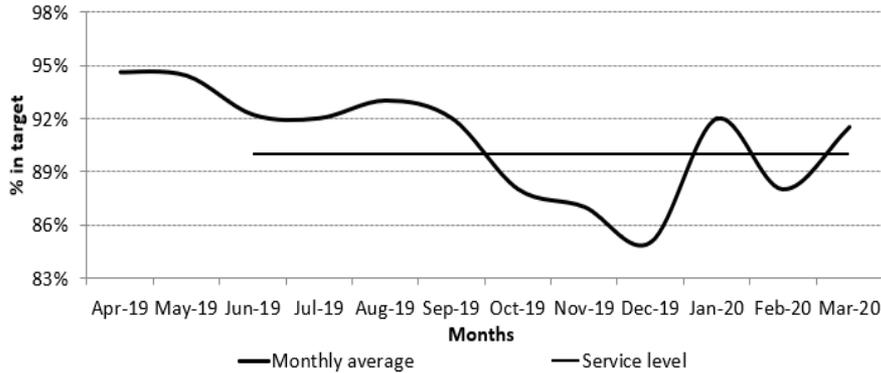
The RASSO investigation guide is frequently updated and now includes the most recent Witness under-10 protocol to ensure the best service is provided to those who fit the criteria in a timely manner. The new escalation policy has been agreed with CPS, setting out levels of engagement including direct contact between the Office in Case (OIC) and allocated lawyer to build not only case understanding but relationships from an early stage.

# 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.

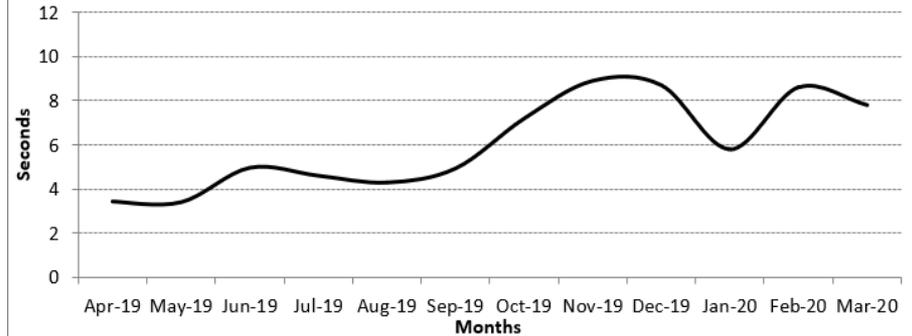
## 999 calls answered within 10 seconds

April 2019 - March 2020



## 999 - average time to answer calls

April 2019 - March 2020



### Performance at a glance

Level of demand	Overall demand has increased by 9.0%
Proportion of all calls that are 999	46.5% 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 this has dropped slightly in the most recent quarter.

### Analysis:

999 call handling demand continues to rise year on year, with an increase of 9% in the last 12 months compared to the LTA. In spite of this, Suffolk Constabulary has answered 90.8% of calls within 10 seconds between April 2019 and March 2020, and the average time to answer calls is just over six seconds since April 2019 (compared to 5.1 seconds between April 2018 and March 2019). From April 2019 to December 2019 the answer times were 5.6 seconds but there was an increase in the first three months of 2020.

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.

### Last 12 Months in Detail

(difference to 3 year average in brackets)

Number of 999 calls	111,778 (+9.0%)
% of all calls that are 999	46.5% (+9.0p.p)
Average calls per day	307 (+12.0%)

# 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 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. There has been a 23.8% reduction in calls in the last 12 months compared to the previous three years.

Work is ongoing to develop an accurate measure, which the Constabulary will aim to report on in the next report.

## Last 12 Months in Detail

(difference to 3 year average in brackets)

Number of non-emergency calls	129,004 (-23.8%)
Average non-emergency calls per day	387 (-24%)

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

The Contact and Control Room (CCR) has recruited a number of new operators from courses held in January and March. As a result the CCR is now close to full full-time equivalent (FTE) establishment for the first time in a number of years and this will significantly reduce overtime spend. In addition-and to further enhance the Police Officer trained contingency pool, extra staff from within the organisation have been trained as Switchboard Operators. THRIVE refresher training was undertaken in the summer of 2019 and this has now had time to embed with an additional emphasis in Crime Data Integrity, soft skills, decision-making for CCR Staff, and this has been reinforced through County Sergeants/Supervisor Three day Op Investigate training.

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. Early indications have shown a reduction in 101 calls and an increase in the use of online reporting.

In October 2019 the CCR took responsibility for the management of online reporting to ensure an appropriate THRIVE assessment was applied. This was in preparation for the implementation of the Crime Co-ordination Centre (CCC). As part of the COVID-19 response this has gone back to the CCC pending review.

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 is standard. This would put the caller in the administration queue and subsequently they may experience a long waiting time. If the caller could utilise other forms of contact they could potentially avoid this issue.

# PERFORMANCE REPORT: Non-emergency call handling

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

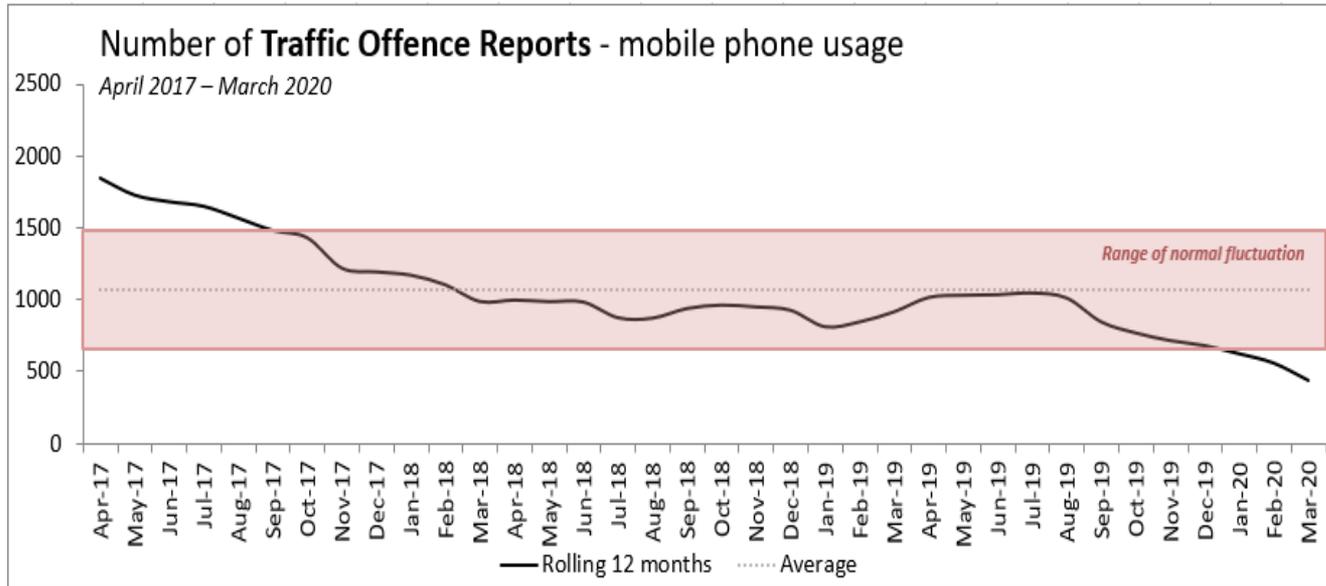
Work has begun to scope the possibility of Call Handling (including the Switchboard process) being undertaken remotely or via home working, as a response to COVID-19, but with future applications being considered specifically around contingency planning.

A new Regional Control Manager's Working Group was created in October 2019 with an emphasis on best practice and "joined-up" working processes. Examples of ongoing work is a Regional Welfare Check Policy, Regional Out Of Force Enquiries Policy and Regional Ambulance Information Sharing Agreement. All three of these are based on Norfolk/Suffolk Joint policies.



# 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	305 (+6.3%)
Number of TORs issued for mobile phone use	436 (-59.9%)
Number of TORs issued for seatbelts	779 (-19.4%)

*KSI figures up to 31/03/2020  
TOR figures up to 31/03/2020*

### Analysis:

There has been an increase in Killed or Seriously Injured (KSIs) and a decrease in Traffic Offence Reports (TORs) relating to mobile phone use and seatbelts when compared to the LTA. However, the number of KSIs has remained stable compared to the last end-of-year report and the increase compared to the LTA is slowing (it was 13.8% higher than the LTA in the last end-of-year report). The numbers of TORs issued for mobile phone use and seatbelts have decreased since the last end-of-year report.

### Operational Commentary:

The Constabulary remains committed to tackling criminality on roads and reducing the risk of injury collisions by targeting enforcement of 'Fatal 4' offences. Between 16th May and 18th December 2019, ten Protective Services Action Days were arranged with partners including Driver & Vehicle Standards Agency (DVSA), Local Authorities and Her Majesty's Revenue and Customs (HMRC) at sites across Suffolk. The action days resulted in 29 arrests, 642 traffic offence reports, 26 vehicle seizures for no insurance and the submission of 201 intelligence reports. The Constabulary has participated in Fatal 4 offence focussed NPCC national campaigns and specifically, the mobile phone campaigns in both April and November.

## Operational Commentary (continued):

There has been a steady decline in enforcement of mobile phone offences since March 2017 when legislation was amended to double both the minimum points and fines resulting from fixed penalty notices. Furthermore, the offering of an education course to replace prosecution was withdrawn and this may have contributed to a reduction in the level of offending. The latest available data from the Home Office (October 2018) shows a steady decline in mobile phone offences resulting in fixed penalty notices from over 160,000 in 2011 to less than 60,000 in 2017\*.

Following the loss of partnership funding, the Road Casualty Reduction Team were used to support Op Sentinel during Summer 2019 and this may have also impacted the level of mobile phone enforcement.

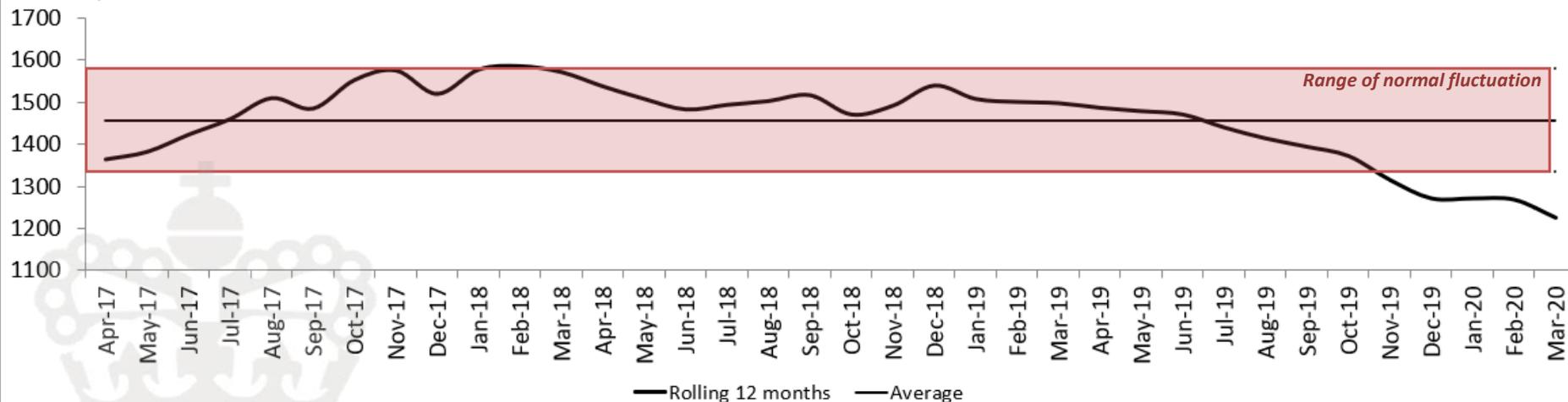
\*Home Office, Fixed penalty notices for motoring offences statistics data tables: police powers and procedures year ending 31 March 2018, October 2018



# PERFORMANCE REPORT: Residential Burglary Dwelling

## Number of Residential Burglary Dwelling offences

April 2017 - March 2020



### 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 under 1 in 5 crimes are solved by police.
Level of victim support for police investigations	Almost 100% of victims support police investigation.
Satisfaction of victims	Not Collected
Comparison to most similar forces	4 <sup>th</sup> highest out of 8 forces per 1,000 households (to March 2020).

### Last 12 Months in Detail

(difference to 3 year average in brackets)

Number of crimes	1,225 (-1%)
% crimes solved by police	17.1% (+3.5p.p)
% of cases convicted in court	Not available
% victims satisfied overall (whole experience)	Not available

# Residential Burglary Dwelling

## Analysis:

The upper exception for Residential Burglary Dwelling has not been breached since February 2018. Residential burglary dwelling levels have remained within 'normal' limits for most of the last 12 months but have dipped and remained below the range of normal fluctuation since November 2019. Unlike the last end-of-year report where the recorded crimes was 0.9% greater than the LTA, recorded crimes in the last 12 months decreased against the LTA by -1%. In addition to lower numbers of offences, the solved rate has improved in the last financial year with 17.1% of offences solved. 14.6% of offences were solved as per the last end-of-year report.

The rate per 1000 has improved across all Forces in Suffolk's MSG. Suffolk had just over seven residential burglaries per 1000 households in the last financial year. The National trend from the CSEW is showing a 3% decrease in Burglary.

## Operational Commentary:

Residential burglary dwelling remains a priority for the Constabulary with CID continuing to focus on dwelling burglaries and the impact on victims. Delivery of burglary management is through the burglary delivery plan and includes partnership working.

Cross-border work with Norfolk, Essex and Cambridgeshire has ensured travelling burglars are identified and information is shared to apprehend those causing most harm. Operation Converter TIC team are fully engaged with all those arrested for burglary and continue to have significant success with offenders post-charge, to ensure all opportunities are explored to provide victim closure. Significant joined up work between local teams, CSI, AIU and CID ensures that early identification of burglary series is a priority to ensure forensic recovery and crime scene links are identified.

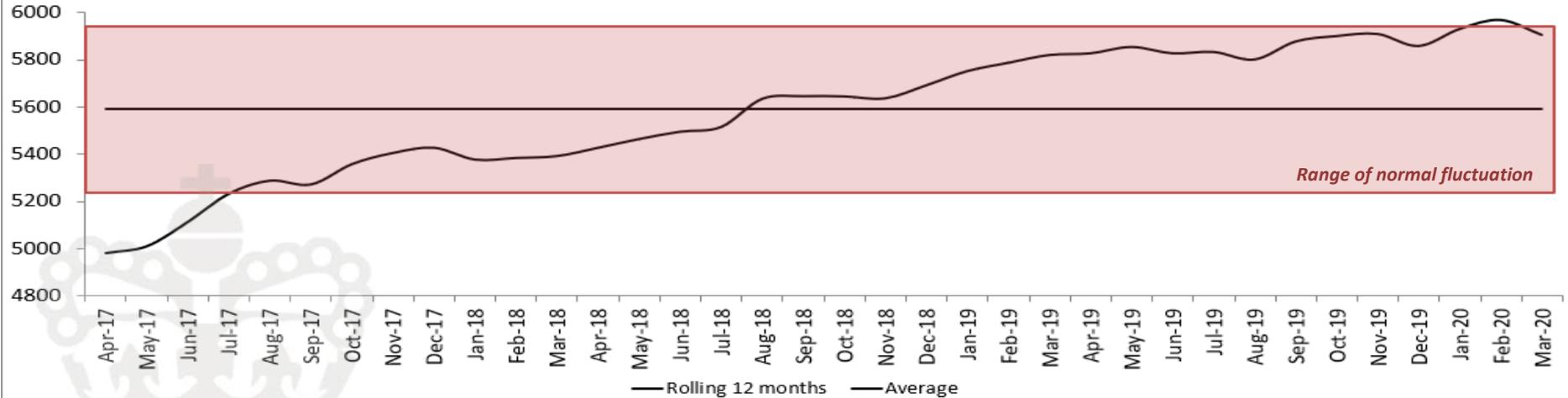
Continued use of technology including RING doorbells has resulted in additional opportunities for offenders to be identified and the use of predictive mapping, local offender knowledge and targeted patrol areas remain a focus moving forward to tackle offenders early.

Ongoing offender management and diversionary work is also in place to address the issues leading to the criminality and assist in providing alternative options.

# PERFORMANCE REPORT: Violence with Injury

## Number of Violence With Injury offences

April 2017 - March 2020



### 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	Just under 1 in 5 crimes are solved
Satisfaction of victims (all violent crime)	Not available
Comparison to most similar forces	7 <sup>th</sup> highest out of 8 forces per 1,000 population (to March 2020)

### Last 12 Months in Detail

(difference to 3 year average in brackets)

Number of crimes	5,903 (+6.1%)
% crimes solved by police	19.1% (-2.9p.p)
% of cases convicted in court	Not available
% victims satisfied overall	Not available

# Violence with Injury

## Analysis:

Violence with Injury offences have increased by 6.1% when comparing the last 12 months to the LTA. The number of recorded crimes exceeded “normal levels” in January and February 2020. While recorded numbers of Violence with Injury offences have been steadily increasing over the last three years, the current increase against the LTA is smaller than the percentage increase compared to the LTA in the last end-of-year report (8.6%).

Suffolk Constabulary has not yet reached new normal levels of offending due to the continuing increase in the number of offences recorded. Suffolk is one of five forces in its MSG to experience increases in the rate of recorded offences per 1000 population, caused by stricter rules to crime recording of violence and also an increase in reports of Violence with Injury. While the rates have decreased in three forces in their MSG, they all report higher rates than Suffolk.

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. Suffolk is one of six forces in its MSG that has reported a decrease in its solved rates in the last financial year. Although there has been a decrease in solved rate compared to the long term average, the decrease is reduced (1.8p.p.) compared to the last end-of-year report.

## 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.

It should be noted that violence with injury is a broad range of criminal offences and therefore operational commentary from other crime areas are relevant here. This is particularly the case with DA and as can be seen there is significant development being progressed by the Constabulary in that area.

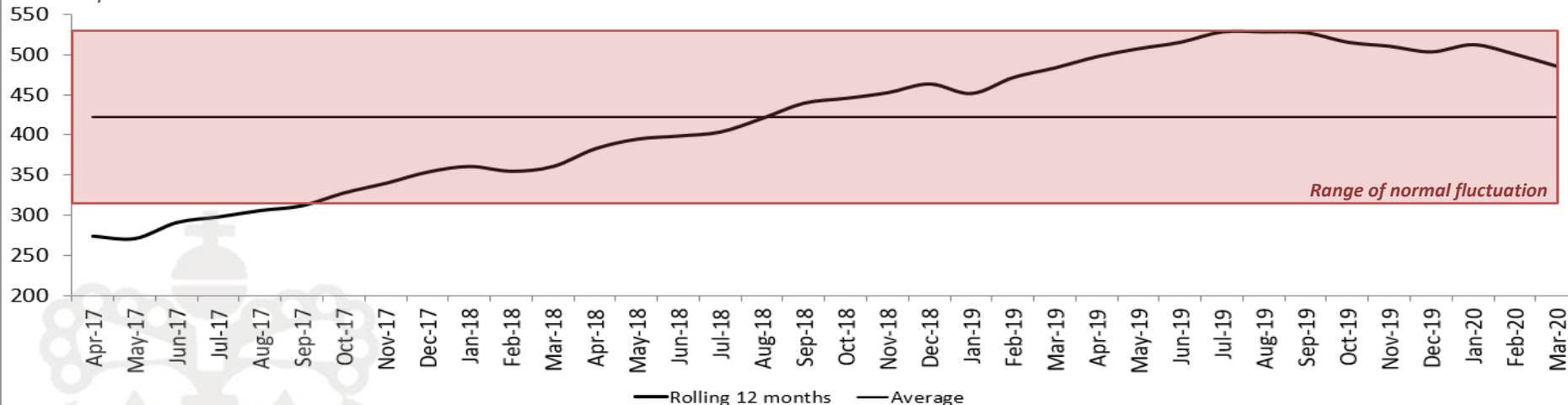
Non-complex Investigation standards improvement work continues under ‘Op Investigate’ and has made good progress. There are key workstreams that seek to develop initial training, continued professional development of investigators and supervisory oversight.

The Constabulary continues to focus on knife crime and has undertaken a number of weapon amnesty initiatives throughout the year. Visibility plans surrounding the policing of the night time economy (NTE) were implemented throughout the reporting period with high visibility policing a key part of these plans.

# PERFORMANCE REPORT: Robbery

## Number of Robbery offences

April 2017 - March 2020



### 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. 2 out of 3 victims support police investigation
Satisfaction of victims	Not available
Comparison to most similar forces	2 <sup>nd</sup> highest out of 8 forces per 1,000 population (to March 2020)

### Last 12 Months in Detail

(difference to 3 year average in brackets)

Number of crimes	486 (+16.7%)
% crimes where victim <b>does not support</b> police investigation	34.0%
% crimes solved by police	14.4% (-3.0p.p)
% of cases convicted in court	Not available
% victims satisfied overall	Not available

## Analysis:

Robbery offences continue to increase but this increase compared to the LTA has slowed since the last end-of-year report (the current increase in 16.7% compared to 46.4% in the last report). Numbers of recorded offences peaked in July and August 2019 and despite a slight increase in January, numbers have decreased since then.

Due to the continued increase in robbery being recorded, the range of normal fluctuation has also increased though the Constabulary are yet to reach new consistent normal levels of record crime.

While the solved rate is still below the LTA, the solved rate has increased since the last end-of year report, from 12.8% to 14.4%.

The most 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.

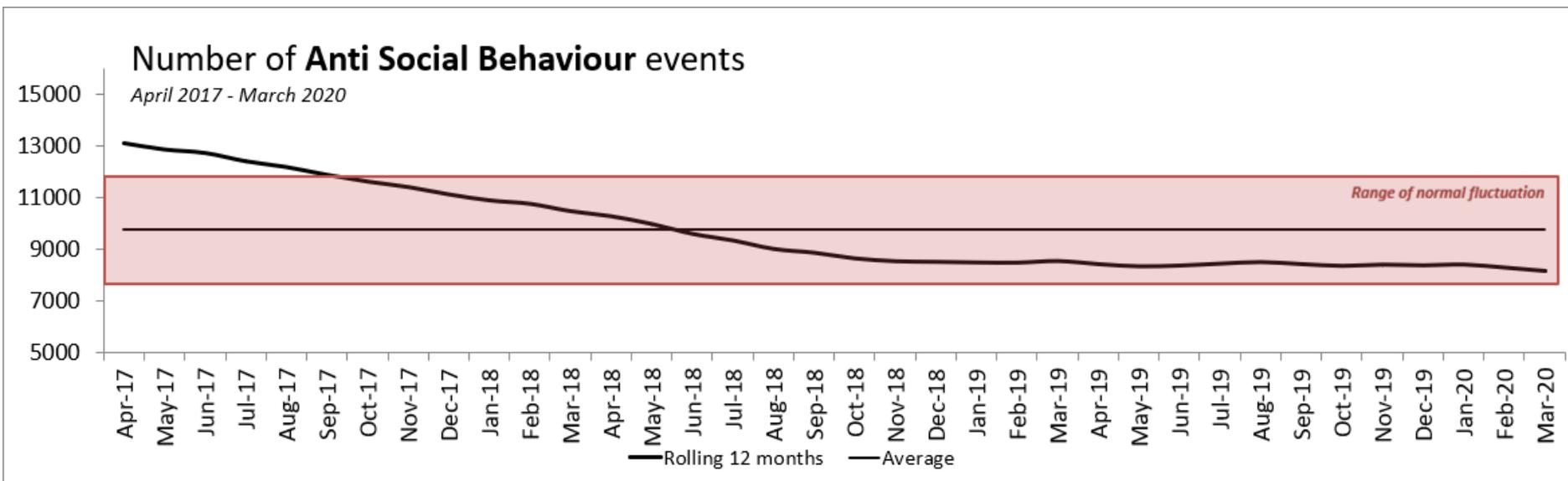
## Operational Commentary:

A number of initiatives have been put in place to address street robberies during 2019, these have included targeted operations in Ipswich including an Operation which created extensive mapping to identify hotspot areas, patrols both in uniform and plain clothes and the use of overt signage to ensure those involved were aware of the patrols and increased focus on preventing crime. Work on identifying those involved has been maintained across all teams with a joined-up problem solving approach to initially prevent but also to pursue those identified as being involved. The most recent operation, includes all crime types within a geographical area, ensuring that offences which may lead up to robberies are also targeted and those involved are apprehended at the earliest opportunity.

Both of these operations have resulted in a clear drop in personal robberies which has been maintained since mid- 2019. The use of a problem solving and evidence-based approach has enabled a greater understanding and consequently a location/offender specific approach.

There has been an increased focus on robberies affecting businesses during this period, with the understanding that small businesses require additional support, from “designing-out” crime officers and staff security. Local businesses are provided with regular updates from the National Business Crime Centre which is used to support local guidance.

# PERFORMANCE REPORT: Anti Social Behaviour



## Performance at a glance

Level of crime	While low, the volume of ASB events has stabilised since December 2018 and 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	8,172 (-17.3%)
% of crimes where an investigation was <b>not</b> possible	Not applicable to ASB
% crimes where victim <b>does not support</b> 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 March 2020. The rate of decrease started to plateau in November 2018 and this suggests that this level has become the new “normal” for ASB. In comparison to the LTA, ASB has decreased by 17.3%. 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 10.6% 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 account for just over 16% of all ASB (increasing slightly compared to last year’s end-of-year report), and Nuisance incidents account for 75% of all ASB (which is comparable to last year’s report).

## Operational Commentary:

Whilst recorded Anti-Social Behaviour (ASB) continues to fall concerns regarding ASB still routinely feature as part of local engagement whether it is concerns regarding vandalism, street drinking, begging, fly tipping, drug litter, misuse of fireworks, and rowdy or inconsiderate neighbours. The importance of local engagement as part of problem-solving work by Safer Neighbourhood Teams (SNTs) and partners has become more evident. Routine ‘Street Meets’ and questionnaires utilised by SNTs are finding issues being raised by local communities that are not being routinely reported. This is supported by the annual Crime Survey for England and Wales which estimated more than a third (37%) of adults experienced or witnessed anti-social behaviour (ASB) in their community last year – its highest level for six years.

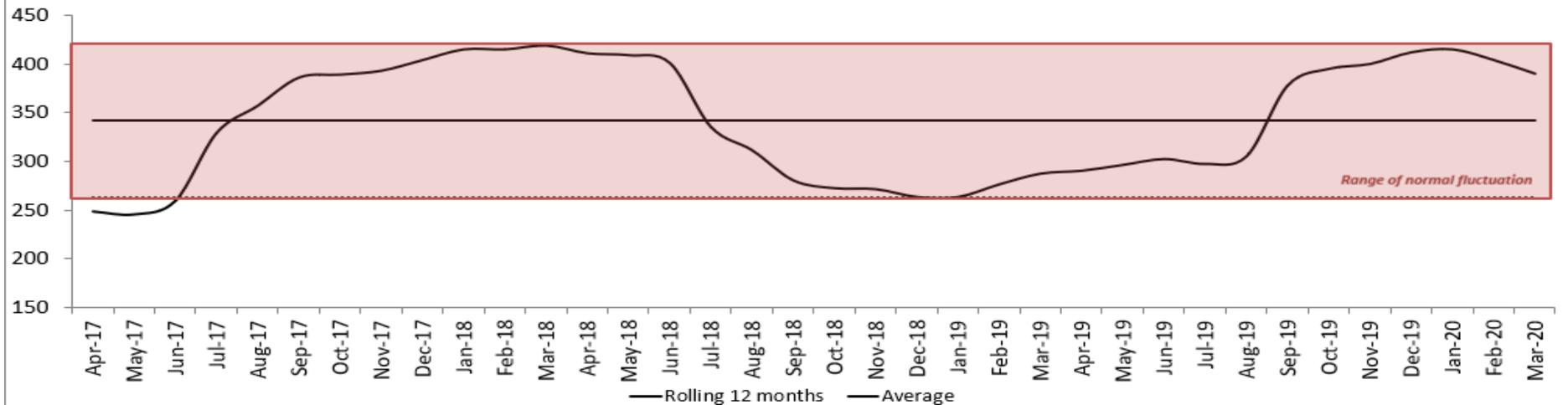
Op Shere was launched in February 2020 to minimise criminal activity to prevent and detect crime and anti-social behaviour. This was adopted as a Force priority. Alongside work being undertaken by the SNTs, CID and Response Teams, a dedicated team, a sergeant and six police constables, have been carrying out patrols, making arrests and targeting criminality in the town centre. To date, over 90 arrests for offences such as common assault, possession of cannabis, affray, theft from motor vehicles, theft from the person and fraud, among other offences have been made.

The operation also involves working with partners in the town such as Ipswich Borough Council, Immigration Enforcement Teams and Trading Standards. The operation has included engagement work with the community and local partners. For example, Community Engagement Officers and the SNTs supported Ipswich Borough Council during February half term when a comprehensive sports and physical activity programme was held in Maple Park. A multi-agency engagement stand was also held and run by the community engagement officers and SNT in Austin Street with support from local councillors and housing teams.

# PERFORMANCE REPORT: Drug Trafficking

## Number of Drug Trafficking offences

April 2017 - March 2020



### Performance at a glance

Level of crime	Crime rate was close to upper exception at end of 2019 and beginning of 2020, although this reduced from February 2020 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	4 <sup>th</sup> highest out of 8 forces per 1,000 population (to March 2020)

### Last 12 Months in Detail

(difference to 3 year average in brackets)

Number of crimes	387 (+14.8%)
% of crimes where an investigation <b>was not</b> possible	Not applicable
% crimes where victim <b>does not support</b> police investigation	Not applicable
% crimes solved by police	70.8% (+2.4p.p)
% of cases convicted in court	Not available
% victims satisfied overall	Not applicable

## Analysis:

Levels of drug trafficking spiked in January 2020 as a result of proactive policing. Unlike in last year's end-of-year report, the 12 month average is greater than the LTA in the last fiscal year, and this is illustrated by the rolling 12 month average for drug trafficking offences. There have been a number of policing initiatives that will have contributed to this increase for instance, Op Velocity which 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 and at the time was focused on enforcement around gang and County Lines activity rather than diversion as they are now. The current drug trafficking recorded crime level is now 14.8% greater than the LTA.

Solved rates for drug trafficking fluctuate noticeably as investigations take time to progress (delays 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 2.4p.p. compared to the LTA.

The rate of drug trafficking offences per person is slightly higher between April 2019-March 2020 than the rate between April 2018-March 2019. Along with one other Force, Suffolk has the 3<sup>rd</sup> highest rate in its MSG.

## Operational Commentary:

Suffolk Constabulary continues to prioritise proactive drug related policing activity through a coordinated partnership approach, focusing not only on enforcement but also prevention, engagement and diversion. A quarterly report is produced by the County Lines and Urban Street Gang Steering Group to highlight activity.

The last 12 months has seen the development of proactive police enforcement activity through key cross-border policing operations, all focusing on tackling county lines. Operational Sentinel Teams are now well embedded and working with Scorpion Teams and Serious Crime Disruption Teams to enhance our proactive policing capability, particularly across road networks.

Early successes are being identified through increased numbers of arrests, prosecutions, enhanced intelligence development and a reduction in the number of County Lines affecting Suffolk. At the end of April 2020 Suffolk reported 20 County Lines operating across the county, none of which were graded high risk, compared to 25 lines in December 2019 and 28 in April 2019. Further partnership work is being developed, with a focus on the following:

Exploitation and vulnerability - Our engagement with the national referral mechanism for those exploited and trafficked; developing a vulnerability assessment tracker to identify and support those most in need; engaging and supporting County Lines Panel meetings to discuss and implement bespoke support plans for those most vulnerable to County Lines. Our Youth Engagement Team have also been working closely with individuals to provide diversion opportunities such as "Jab not Stab" and mountain biking at the Brightwell bike park as well as employment opportunities. This resulted in significant reductions in criminal related activity and missing episodes for those who engaged.

Improving our partnership intelligence and information sharing is expanding our knowledge and understanding of the Suffolk drugs market and the impact it has on our communities.