
Police and Crime Plan Performance Progress Report

Accountability and Performance Panel
4th September 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 - 12)
- Serious Sexual Offences (slides 13 and 14)
- Call Handling (slides 15 - 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 - 29)
- Drug Trafficking* (slides 30 - 32)
- Satisfaction** (for victims of serious sexual offences ***) – This is bi-annual

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 31/07/2020

Data up to 30/06/2020

Area	Indicator	Last 12 months	Three Year Average	% Difference
Domestic Abuse Crimes (Satisfaction data for Qtr1 2020/21 not available)	Number of crimes	9,355	7,488	24.9%
	Solved Number	1,207	1,251	-3.5%
	- Percentage solved	12.9%	16.7%	-3.8p.p
	Percentage of Cases where investigation not possible	1.0%	0.8%	0.2p.p
	Percentage of Cases where victim does not support	52.1%	50.9%	1.2p.p
	Percentage of victims satisfied with overall service (Only Qtr3 2019/20)	84.9%	LTA data not yet 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	1,976	1,794	10.2%
	Solved Number	115	114	0.9%
	- Percentage solved	5.8%	6.3%	-0.5p.p
	Percentage of Cases where investigation not possible	4.8%	3.3%	1.4p.p
	Percentage of Cases where victim does not support	53.1%	37.7%	15.4p.p
	Percentage of victims satisfied with overall service	SSO Satisfaction data still under development		
	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)	1,046	1,260	-17.0%
	Solved number	98	125	-21.5%
	- Percentage solved	9.4%	9.9%	-0.5p.p
	Percentage of Cases where investigation not possible	6.0%	3.0%	3.0p.p
	Percentage of Cases where victim does not support	36.4%	27.8%	8.6p.p

PERFORMANCE REPORT: Summary

Data is correct as at 31/07/2020

Data up to 30/06/2020

Area	Indicator	Last 12 months	Three Year Average	% Difference
Public Safety	% Percentage Emergency Response in Target	91.4%	90.5%	0.9p.p
	Number of Emergency Response in Target	17,405	17,533	-0.7%
	% Percentage Emergency Response in Target - East	87.4%	85.8%	1.6p.p
	Number of Emergency Response in Target - East	3,092	3,064	0.9%
	% Percentage Emergency Response in Target - South	93.2%	92.6%	0.6p.p
	Number of Emergency Response in Target - South	7,696	8,064	-4.6%
	% Percentage Emergency Response in Target - West	91.3%	90.3%	1.0p.p
	Number of Emergency Response in Target - West	6,617	6,419	3.1%
	% 999 calls answered within 10 seconds	90.9%	90.9%	0.0p.p
	Number of KSI Collisions	266	287	-7.4%
	Number of TORs issued for seatbelts (until 31/05/2020)	583	954	-38.9%
	Number of TORs issued for mobile phone use (until 31/05/2020)	206	1,004	-79.5p.p
Confidence	% of public who agree police are doing a good job	50.5%	60.6%	-10.1p.p
	% of public who agree police deal with community priorities	48.5%	56.5%	-8.0p.p
	% of public who agree police would treat them fairly	67.3%	68.7%	-1.4 p.p
	% of public who have confidence in the police overall	70.4%	77.2%	-6.8 p.p
Non-Emergency Call Handling (Based on June 2020 only)	Average Time to Answer (Seconds) - Emergency Redirect	5	<i>LTA data not yet available</i>	
	Average Time to Answer (Seconds) - Priority	377		
	Average Time to Answer (Seconds) - Routine	635		
	Average Time to Answer (Seconds) - Advice and Admin	883		

PERFORMANCE REPORT: Summary

Data up to 30/06/2020

Data is correct as at 31/07/2020

Area	Indicator	Last 12 months	Three Year Average	% Difference
Online Crime	Number of crimes	1,541	1,329	16.0%
	Solved Number	161	157	2.8%
	- Percentage solved	10.4%	11.8%	-1.3p.p
	Percentage of Cases where investigation not possible	0.6%	0.3%	0.3p.p
	Percentage of Cases where victim does not support	26.8%	26.9%	-0.1p.p
	Percentage of victims satisfied with overall service	79.3%	LTA data not yet available	
	Percentage of victims satisfied with first contact	67.6%		
	Percentage of victims satisfied with actions taken	75.6%		
	Percentage of victims satisfied with treatment	87.8%		
	Percentage of victims satisfied with updates	81.7%		
Hate Crime	Number of crimes	889	1,007	-11.7%
	Solved Number	154	168	-8.6%
	- Percentage solved	17.3%	16.7%	-0.6p.p
	Percentage of Cases where investigation not possible	2.0%	1.6%	0.4p.p
	Percentage of Cases where victim does not support	27.2%	27.9%	-0.6p.p
	Percentage of victims satisfied with overall service	71.7%	LTA data not yet available	
	Percentage of victims satisfied with first contact	73.9%		
	Percentage of victims satisfied with actions taken	65.5%		
	Percentage of victims satisfied with treatment	86.7%		
	Percentage of victims satisfied with updates	67.3%		

PERFORMANCE REPORT: Summary

Data up to 30/06/2020

Data is correct as at 31/07/2020

Area	Indicator	Last 12 months	Three Year Average	% Difference
Business Crime	Number of crimes	5,943	7,314	-18.7%
	Solved Number	1,596	2,088	-23.6%
	- Percentage solved	26.9%	28.5%	-1.7p.p
	Percentage of Cases where investigation not possible	0.4%	0.2%	0.2p.p
	Percentage of Cases where victim does not support	7.0%	5.0%	2.0p.p
	Percentage of victims satisfied with overall service	73.4%	LTA data not yet available	
	Percentage of victims satisfied with first contact	86.6%		
	Percentage of victims satisfied with actions taken	67.9%		
	Percentage of victims satisfied with treatment	89.9%		
	Percentage of victims satisfied with updates	66.1%		
Rural Crime	Number of crimes	541	374	44.8%
	Solved Number	17	16	8.1%
	- Percentage solved	3.1%	4.2%	-1.1p.p
	Percentage of Cases where investigation not possible			
	Percentage of Cases where victim does not support	9.0%	4.0%	5.0p.p
	Percentage of victims satisfied with overall service	75.9%	LTA data not yet available	
	Percentage of victims satisfied with first contact	68.0%		
	Percentage of victims satisfied with actions taken	66.3%		
	Percentage of victims satisfied with treatment	88.0%		
	Percentage of victims satisfied with updates	69.9%		

PERFORMANCE REPORT: Summary

Data is correct as at 31/07/2020

Data up to 30/06/2020

Area	Indicator	Last 12 months	Three Year Average	% Difference
Violence Against the Person	Violence With Injury	5,645	5,633	0.2%
	Solved Number	1,071	1,195	-10.3%
	- Percentage solved	19.0%	21.2%	-2.2p.p
	Violence Without Injury	9,781	8,216	19.1%
	Solved Number	1,219	1,350	-9.7%
	- Percentage solved	12.5%	16.4%	-4.0p.p
Robbery	Robbery	421	432	-2.5%
	Solved Number	76	72	5.8%
	- Percentage solved	18.1%	16.6%	1.5p.p
Drug offences	Trafficking of drugs	402	352	14.1%
	Solved Number	324	238	36.3%
	- Percentage solved	80.6%	67.5%	13.1%
	Possession of drugs	1,489	1,185	25.7%
	Solved Number	1,276	994	28.3%
	- Percentage solved	85.7%	83.9%	1.8p.p
	Other drug offences	9	9	0.0%
	Solved Number	2	4	-50.0%
	- Percentage solved	22.2%	47.3%	-25.1p.p
ASB	ASB Environmental	850	1,026	-17.2%
	ASB Nuisance	6,435	6,909	-6.9%
	ASB Personal	1,290	1,547	-16.6%
	ASB Total	8,575	9,482	-9.6%
Residential Burglary Dwelling	Residential Burglary Dwelling	1,114	1,300	-14.3%
	Solved Number	186	182	2.3%
	- Percentage solved	16.7%	14.0%	2.7p.p

PERFORMANCE REPORT: Workforce

Quarter 1 2020/21

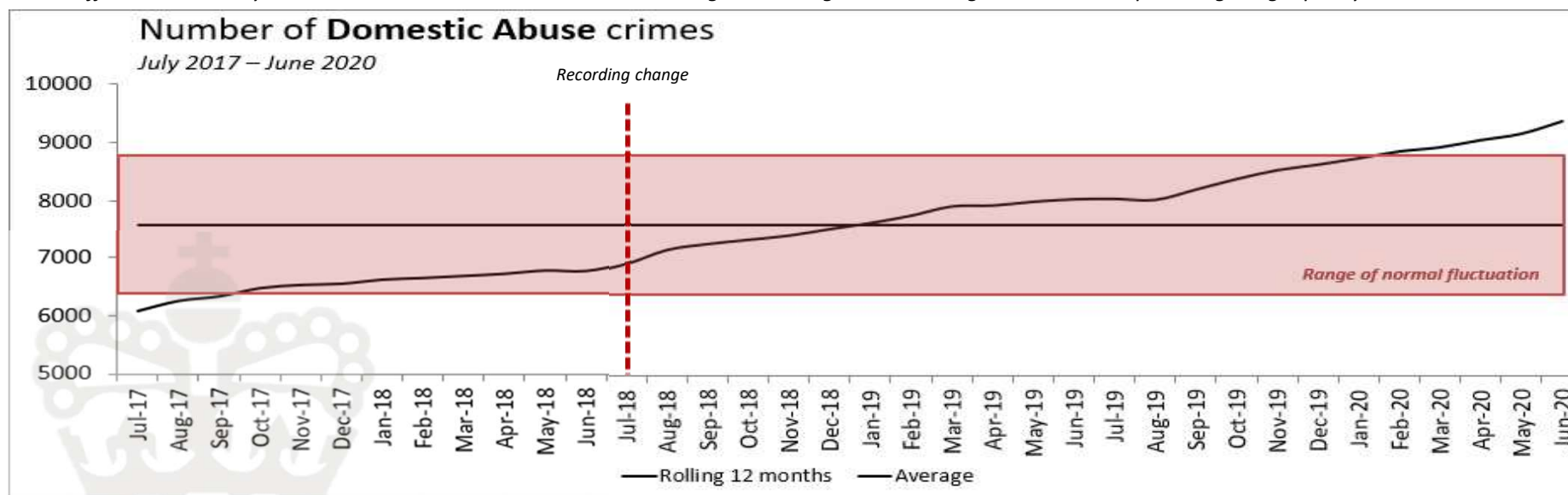
As at 30/06/2020 (unless otherwise stated)

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	1172.33	43.5	949.45	The strength of police officers stands at 102.5% of the current establishment level as at 30/06/2020. The PCSO strength is 5.4% below the establishment and the current police staff strength stands at 8.62% below establishment as at 30/06/2020. In addition to the contracted staff, there are currently seven agency workers.
Strength	1201.29	41.16	867.65	
% working hours lost to sickness (Year to date) (force target 3.4%)	5.88%	7.71%		<p>Sickness absence for Suffolk Police Officers has increased by 1.74% in comparison with the corresponding point of the previous financial year from 4.14%. This figure does include absence related to Covid-19.</p> <p>Sickness absence for Suffolk Police Staff has increased in comparison with the corresponding point in the previous financial year from 3.15% to 7.71%. This figure also includes absence related to Covid-19 in March 2020.</p>
Number on recuperative duties	115	N/A		There were 10 fewer police officers on recuperative duties as at 30.06.20 than as at 31.03.2020. Police Staff and PCSOs are not managed under the Limited Duties policy
Number on adjusted duties	33	N/A		There were two more police officers on adjusted duties as at 30.06.2020 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		Last 12 Months in Detail (difference to 3 year average in brackets)	
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)	Number of crimes	9,355 (+24.9%)
Level of successful investigations	In the last 12 months just over one in eight crimes are solved by police.	% of crimes where an investigation was not possible	1.0% (+0.2p.p)
Level of victim support for police investigations	Approximately half of victims support police investigation	% crimes where victim do not support police investigation	52.1% (+1.2p.p)
Number of offences - Comparison to most similar forces	4 th highest out of eight – no. of crimes per 1,000 population compared to most similar forces (to March 2019)	% crimes solved by police	12.9% (-3.8p.p)
		% of cases convicted in court	81% (to March 2019)
		% of cases convicted in court – comparison to most similar forces	4th highest level of convictions (to March 2019)

Domestic Abuse (DA)

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) or the last report (April 2019 to March 2020), with a steady increase in recorded crimes. The rigorous application of National Crime Recording Standards has contributed towards 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 stable at 3.8p.p lower. This is lower than last year's end-of-year report, where the 12 month average solved rate was 5.1p.p lower than the three year average.

DA victim disengagement is currently being reported at 52.1%, a slightly lower rate than reported in the last report (52.6%). While this still 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 (latest release 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 13th 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:

Domestic abuse incidents remain a priority area of business across the organisation, with repeated cycles of training for officers as well as scrutiny panels held at command level and force level.

Leeway remains the commissioned Independent Domestic Violence Advisory (IDVA) service which has maintained the provision of 100% of initial engagement to cases reported to Suffolk, as well as out of force investigations with Suffolk-based victims.

Following further promotion of the IDVA 24-hour helpline for professionals, the facility is being used more than previously and illustrates this is a worthy provision that will continue.

To compliment the ongoing safety planning of victims, funding was provided to secure a stock of basic mobile phones for lending to victims of DA to replace broken or evidentially seized phones. All users of the service are asked to complete a satisfaction survey. The uptake of this is high, and pleasingly continues to show that over 90% of victims feel as confident, or more confident, to engage with police following IDVA support.

The new team to deliver the behavioural change DA perpetrator programme is in the latter stages of implementation. The project to establish the team has progressed well and selection of the new team members has now taken place and will go live in September 2020. This project is led by the Crime Safeguarding and Incident Management (CSIM) command and will complement existing perpetrator provisions in Suffolk.

Domestic Abuse (DA)

Operational Commentary continued:

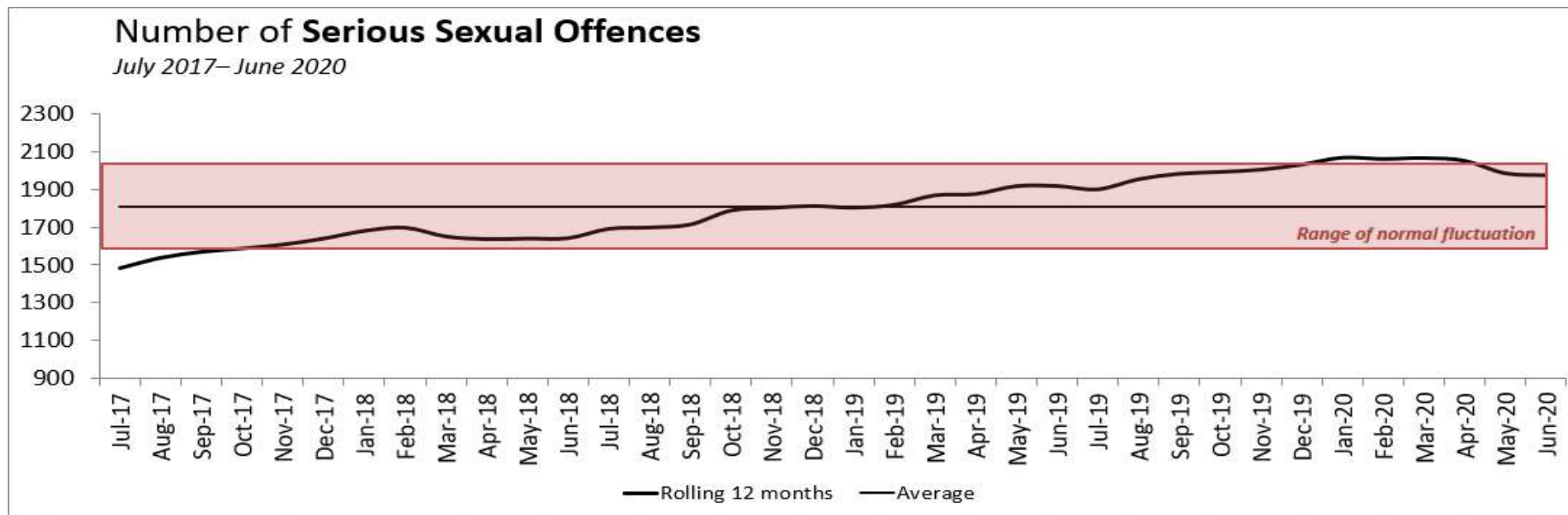
Multi Agency Risk Assessment Conference (MARAC) meetings continue to take place in Suffolk to address the high-risk cases. Due to restrictions around Covid-19 these have been undertaken successfully via telephone conference rather than face to face which has seen increased levels of attendance as well as efficiency around timings.

The Constabulary is a key stakeholder within the Suffolk Violence & Abuse Partnership (SVAP) and during the Covid-19 pandemic strategic meetings have taken place with the focus on Domestic Abuse. SVAP has successfully implemented a new 24-hour helpline for victims of DA, and has also seen a sustained programme of promotion around the support and assistance that is available to DA victims via social media and other physical displays.



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, levelled at beginning of 2020 and slight decrease in Q1 2020/21
Level of successful investigations	Just over one 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 (rape only)	Highest number of rapes per 1,000 population compared to most similar forces

Last 12 Months in Detail

(difference to 3 year average in brackets)

Number of crimes	1,976 (+10.2%)
% of crimes where an investigation was not possible	4.8% (+1.4p.p)
% crimes where victim does not support police investigation	53.1% (+15.4p.p)
% crimes solved by police	5.8% (-0.5p.p)
% of rape cases convicted in court	56.9% (to March 2018)

Analysis:

Serious Sexual Offences (SSO)

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 20.1% more than the LTA and in last year's end-of-year report it was 24.3% more, whereas it is 10.2% more than the LTA in this reporting period, showing the increase is slowing. While this is a trend that was already established, it is likely that lockdown associated with Covid-19 is a contributory factor responsible for the reduction in reported offences compared to LTA with April 2020 reporting the lowest numbers of SSOs in the last three years. We can expect that with the relaxation of lockdown, the 12 month average compared to long-term average will be greater in the next report.

The solved serious sexual offences rate is low but has increased slightly since the last report (5.8% in this report compared to 5.1% in the last quarterly report). This is a slightly higher solved rate than last year's end-of-year report, and it is only 0.5% lower than the long-term average, whereas it was 3.9p.p under the long-term average in last year's report. Serious sexual offence victim disengagement is currently being reported at 53.1%.

In spite of a national increase in solved rates for all sexual offences, 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 3.3 crimes.

Operational Commentary:

Force-wide enhancement to the response and investigation of serious sexual offences is driven through the Suffolk SSO delivery board and development plan, chaired by DCS Bridger. In addition to that, the regional Rape and Serious Sexual Offences (RASSO) Governance board, attended by CPS and regional D/Supts has been running since late 2019. Through that forum a number of tangible improvements and protocols have been adopted regionally. As a consequence, it was also deemed that a monthly Regional RASSO Tactical Group should be created. The group is attended by Operational Managers (DCIs) from the region's forces and their primary focus in this period has been file quality and the file triage process. The collective aim of both groups is to standardise working practices and improve regional performance as a consequence, for both rape and SSO.

A new regional performance dashboard is being developed which will focus each force on areas where they are outliers, in order that appropriate action can then be taken. Much of this work has already commenced but will take some time before tangible benefits are realised.

The organisation is in the testing phase of moving onto a digital platform for the sharing of hard media, which is our main area of focus regarding file performance. Operational managers are focussed currently on reducing the length of time we have open investigations, prior to CPS liaison.

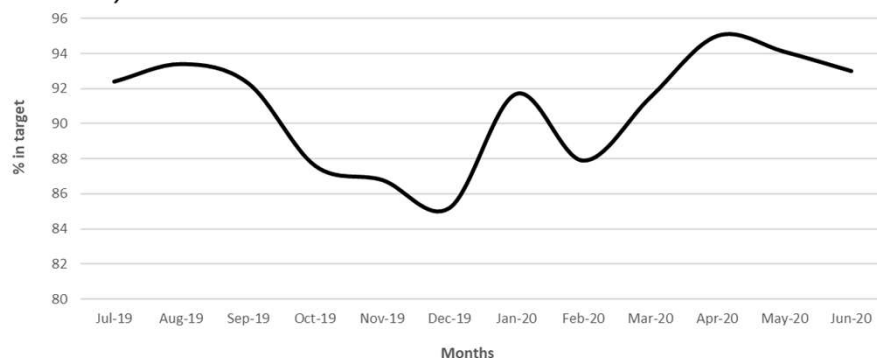
The RASSO investigation guide is frequently updated and now includes the most recent Witness under-10 protocol to ensure the best service is provided to those who fit the criteria in a timely manner. The new escalation policy has been agreed with CPS, setting out levels of engagement including direct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

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.

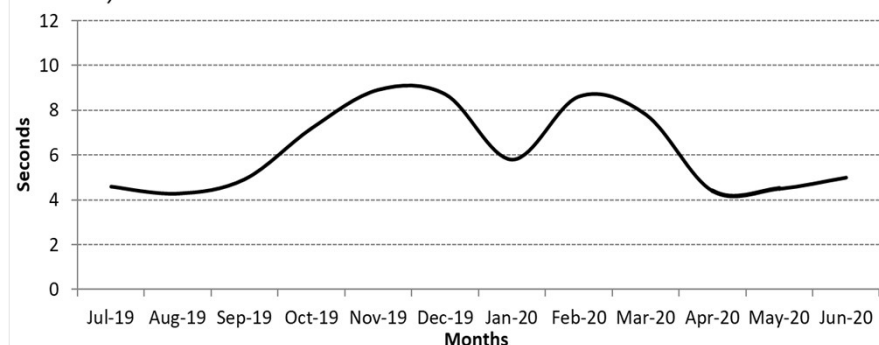
999 calls answered within 10 seconds

July 2019 - June 2020



999 - average time to answer calls

July 2019 - June 2020



Performance at a glance

Level of demand	Overall demand has increased by 9.0%
Proportion of all calls that are 999	46.1% 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 6.7% in the last 12 months compared to the LTA. In spite of this, Suffolk Constabulary has answered 90.9% of calls within 10 seconds between July 2019 and June 2020, and the average time to answer calls is just over six seconds since July 2019 (compared to 4.3 seconds between July 2018 and June 2019).

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	107,954 (+4.0%)
% of all calls that are 999	46.1% (+8.0p.p)
Average calls per day	295 (+6.4%)

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 23.2% reduction in calls in the last 12 months compared to the previous three years.

Last 12 Months in Detail

(difference to 3 year average in brackets)

Number of non-emergency calls	126,075 (-23.2%)
Average non-emergency calls per day	344 (-23.5%)

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. There has been a further selection process held in July and as a result 20 potentials will be invited to interview.

The Op Investigate training being delivered to all sergeants was put on hold, along with all force wide training due to the COVID-19 pandemic. This is due to be re-started during this summer and as with the CCR staff will embed and emphasise Crime Data Integrity. This training is now also being delivered to student officer intakes by the CCR.

The online reporting facility is being used and initially the CCR took full responsibility for the management of reports. This system is creating capacity within the control room to answer calls from our most vulnerable residents as quickly as possible. The Crime Co-ordination Centre is now operating and the CCR/CCC are about to enter into a three-month trial period to test the effective management of online reporting to assess where it best fits.

The home working proof of testing concept for call handling (including the Switchboard process) has been undertaken and worked well. Going forward, ICT are working to confirm the overall costings for configuration and a request has been made for costings on licences.

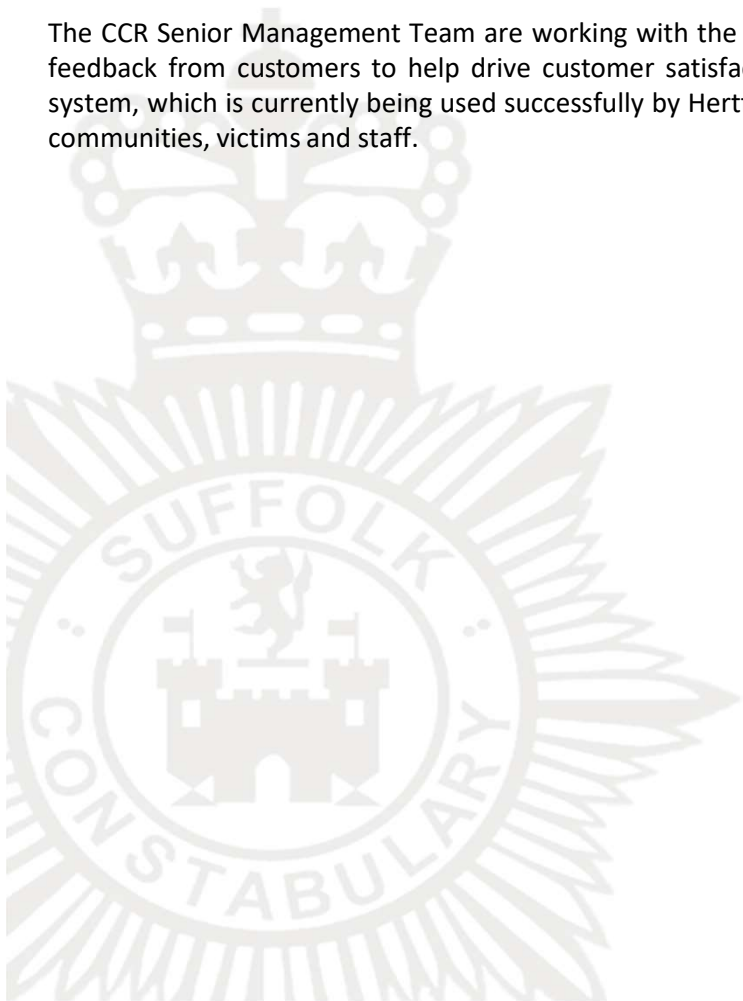
The digital Public Contact (webchat) is set to go on a three-month trial from the 13th July, with live chat starting on the 17th August. The system will also contain a piece of software that will attempt to answer questions using information already contained on the website.

PERFORMANCE REPORT: Non-emergency call handling

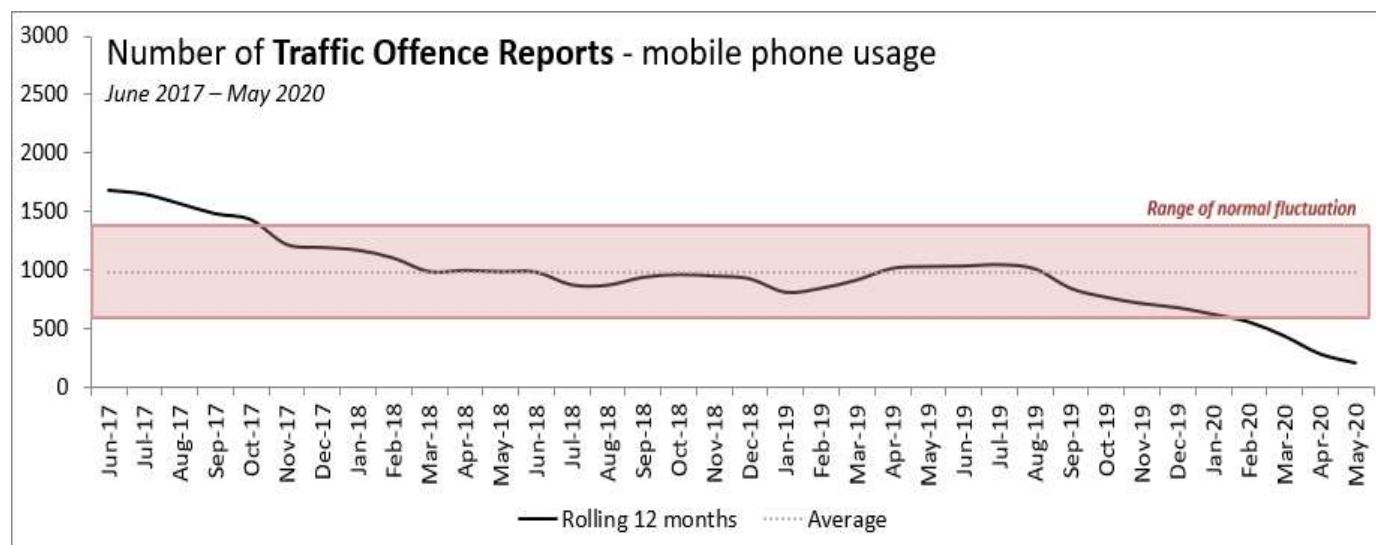
Operational Commentary continued:

The newly formed 6F strategic alliance between, the Constabularies within the region and the EEAST met for the second time since its creation and signed off the terms of reference and various workstreams. An information sharing agreement has been drafted for sign off by all six chief constables and the executive of the EEAST. Workstreams include communication and joint working, policy and practice, workforce models and innovation and training and development.

The CCR Senior Management Team are working with the Op Evolve team looking at available systems which the Constabulary could invest in to receive feedback from customers to help drive customer satisfaction. There are various systems available and a presentation has been given on the 'ECHO' system, which is currently being used successfully by Hertfordshire Constabulary. The system will allow the Constabulary to obtain feedback from callers, communities, victims and staff.



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	266 (-7.4%)
Number of TORs issued for mobile phone use	206 (-79.5%)
Number of TORs issued for seatbelts	583 (-38.9%)

*KSI figures up to 31/05/2020
TOR figures up to 31/05/2020*

Analysis:

There has been a decrease in Killed or Serious Injured collisions (KSIs), Traffic Offence Reports (TORs) for mobiles and number of seatbelt TORs. The largest decrease is seen in TORs issued for seatbelts, which has dropped below the lower limit of normal fluctuation since February. Lockdown for Covid-19 has likely had an impact on volumes in March, April and May.

Operational Commentary:

The Constabulary remains committed to tackling criminality on the roads and reducing the frequency of injury and fatal collisions by targeting the 'Fatal 4' offences which include drink and drug driving, seatbelt, mobile phone and speeding offences. Between the 1st July 2019 and the 30th June 2020 Protective services ran ten multi agency days of action. These days were operated in conjunction with partners from Driver & Vehicle Standards Agency (DVSA), Local Authorities and Her Majesty's Revenue and Customs (HMRC) at sites across Suffolk. Additional agencies were invited and participated in these days including Marstons civil debt recovery agency, Driving for Better Business (DFBB) and The Gang Masters Licensing Authority (GMLA).

As a result of these ten proactive days 537 vehicles were proactively stopped, 34 arrests were made, 297 Traffic offence reports (TOR) were submitted, 56 vehicles were seized for a variety of offences and 348 intelligence reports were submitted.

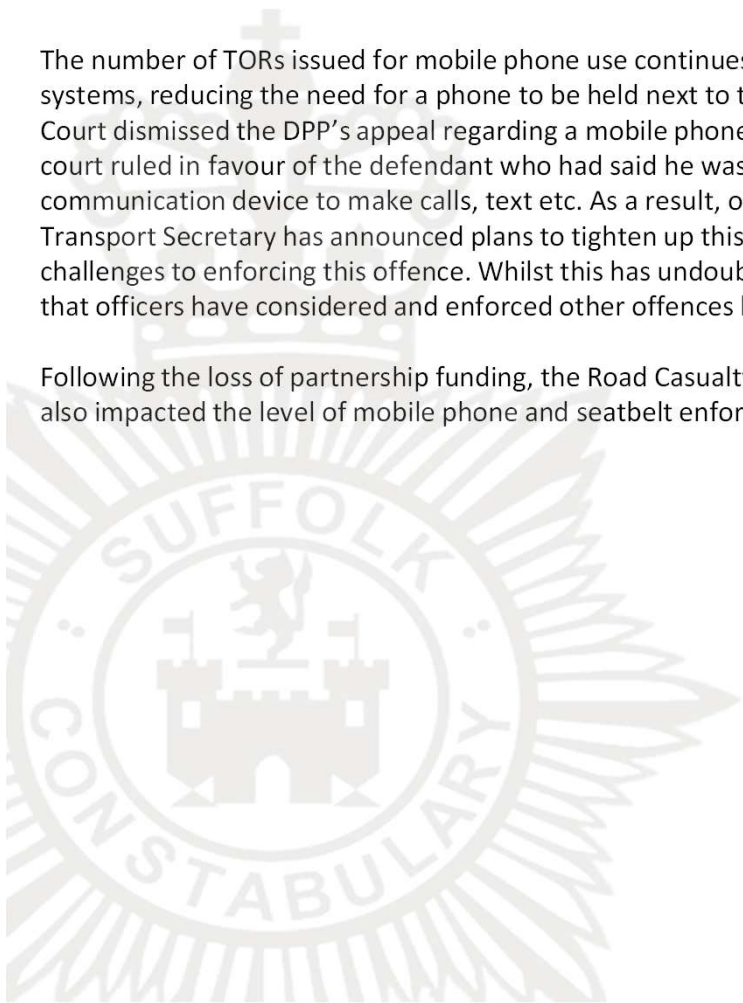
PERFORMANCE REPORT: Traffic Offence Reports

Operational Commentary continued:

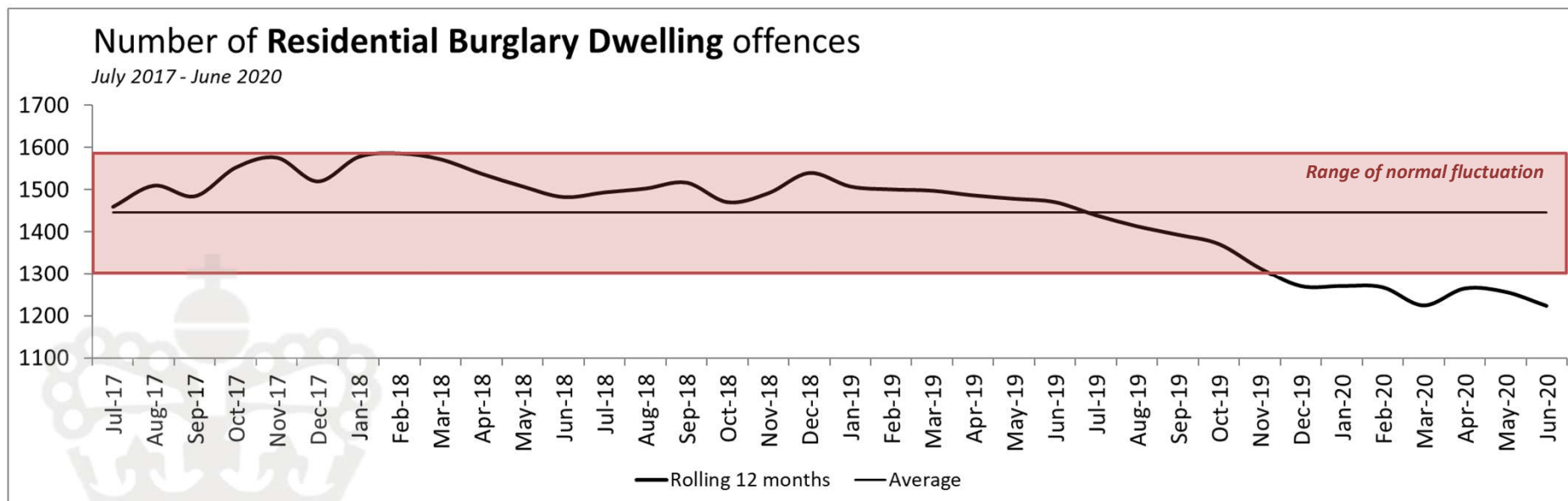
There was a temporary suspension of the Constabulary's Protective Services days of action in response to the COVID-19 Pandemic from March to July 20. The Constabulary has also participated in the NPCC national campaigns which have included coordinated speed campaigns in August 19 and January 20 and, Christmas drink and drug drive campaign in December and the Mobile phone campaign in March 20.

The number of TORs issued for mobile phone use continues to reduce nationally, one of the factors is that most new cars now come with integrated systems, reducing the need for a phone to be held next to the ear, so the use is less likely to be observed by officers. In addition in July 2019 the High Court dismissed the DPP's appeal regarding a mobile phone offence which had been heard in both Magistrates and Crown Courts (DPP v Baretto). The court ruled in favour of the defendant who had said he was using a phone as a camera. The court determined that the 'use' of the phone must be as a communication device to make calls, text etc. As a result, officers were instructed that they are required to show what a phone is being used for. The Transport Secretary has announced plans to tighten up this legislation and close any potential 'loopholes', however currently this presents significant challenges to enforcing this offence. Whilst this has undoubtedly had an impact on the number of mobile phone specific TORs issued it has also meant that officers have considered and enforced other offences linked to mobile phone usage, such as not being in proper control of a motor vehicle.

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 and seatbelt enforcement.



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. New low levels were reached in 2020.
Level of successful investigations	Just over 1 in 6 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	3 rd highest out of eight forces per 1,000 households (to May 2020).

Last 12 Months in Detail (difference to 3 year average in brackets)	
Number of crimes	1,114 (-14.3%)
% crimes solved by police	16.7% (+2.7p.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. Unlike the last year's end-of-year report where the recorded crimes was 0.9% greater than the LTA and the most recent report where recorded crimes decreased against the LTA by -1%, recorded crime in 12 months ending June 2020 decreased to -14.3% below the long-term average. While recorded crime dipped below the range of normal fluctuation in November 2019, this trend has continued into 2020. While not solely responsible for the new lows of recorded crimes in 2020 (in March and June), Covid-19 lockdown is likely to have been a factor responsible for the Residential Burglary volumes.

In addition to lower numbers of offences, the solved rate has improved in the last financial year with 16.7% of offences solved. 14.6% of offences were solved as per the last end-of-year report. This is slightly lower than the solved rate when compared to the latest report (17.1%).

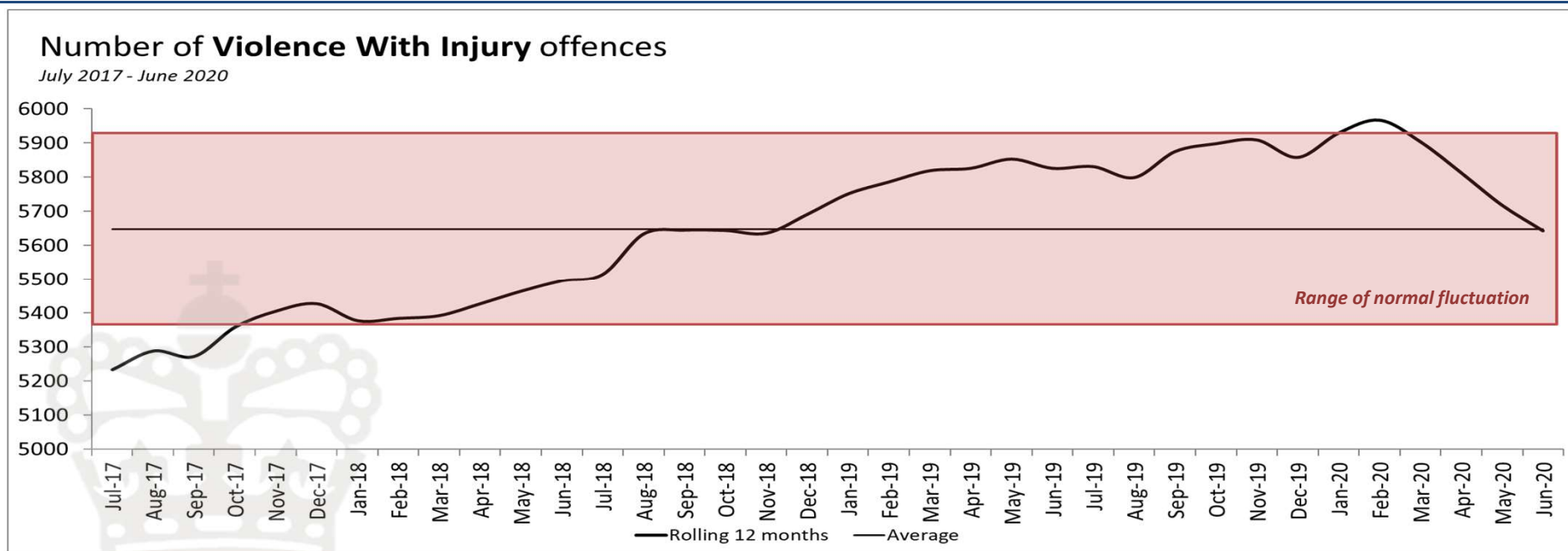
The rate per 1000 has improved across all Forces in Suffolk's MSG. Suffolk had just under seven residential burglaries per 1000 households in the 12 months ending May 2020.

Operational Commentary:

Residential burglary data has been on a positive downward trajectory throughout this reporting period with a focus on joined up working between CID, CSI, proactive teams and the Operation Converter team. Due to monthly burglary reporting and reviewing across the three CID areas combined with regular CSI updates there is an expectation of early identification of emerging series followed by a joined-up approach to limit offending and early arrests. This initial response also includes Operation Converter engagement at an early stage maximising the opportunities to detect all offending and provide victim closure even without direct prosecution.

DNA 17 opportunities and a continuing bold approach to CPS charging have also increased the opportunities to charge prolific burglary offenders. Every opportunity to identify offenders on prison release and those who move into our area is sought in order to prevent widescale offending before Police attention is focussed.

PERFORMANCE REPORT: Violence with Injury



Performance at a glance

Level of crime	Continued increasing trend and above the exceptional level in early 2020, before decreasing in March. 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 th highest out of eight forces per 1,000 population (to May 2020)

Last 12 Months in Detail

(difference to 3 year average in brackets)

Number of crimes	5,645 (+0.2%)
% crimes solved by police	19.0% (-2.2p.p)
% of cases convicted in court	Not available
% victims satisfied overall	Not available

Violence with Injury

Analysis:

Violence with Injury offences have increased by 0.2% when comparing the last 12 months to the LTA. The number of recorded crimes exceeded “normal levels” in January and February 2020. Recorded numbers of Violence with Injury offences have been steadily increasing over the last three years and this is likely caused by stricter rules to crime recording of violence and also an increase in reports of Violence with Injury. Suffolk Constabulary have not yet reached new normal levels of offending due to the continuing increase in the number of offences recorded.

In spite of this upward trend in Violence with Injury over the last three years, there has been a decrease in volume of offences from March 2020 and the current increase against the LTA (0.2%) is considerably smaller than the percentage increase compared to the LTA in the last end-of-year report (8.6%) and the most recent report (6.1%). It is likely volumes have been impacted by the Covid-19 lockdown. While Domestic Abuse offences were predicted to rise during lockdown, this was not evident in the reporting in the early stages of lockdown and this may be one cause for the lower volumes reported in Q1 2020/21. It is likely this decrease in Violence with Injury is temporary and volumes will spike again as lockdown measures are eased.

As expected, this decrease in volume in 2020 has been seen nationally. Suffolk is one of six forces in its MSG to experience decreases in the rate of recorded offences per 1000 population between the 12 months ending May 2019 and the 12 months ending May 2020. Suffolk now reports the 7th highest rate of Violence with Injury per 1000 pop when compared to other forces in its MSG.

Solved rates in Suffolk have remained the same between 12 months ending May 2019 and 12 months ending May 2020. Suffolk is one of six forces in its MSG that has reported a decrease in its solved rates. Although there has been a decrease in solved rates compared to the long term average, the decrease is reduced (2.2%) compared to the last year's end-of-year report (-4.7%).

Operational Commentary:

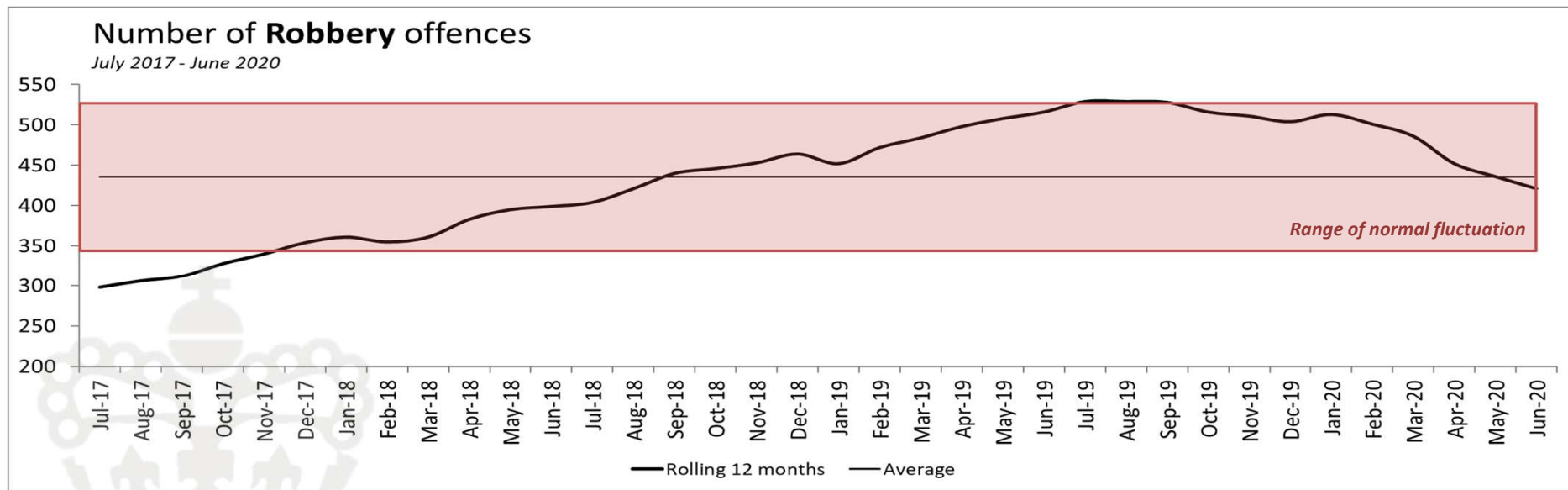
Violence with Injury offences continue to remain a key priority for the Constabulary with a number of plans in place to improve performance in this area.

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



Performance at a glance

Level of crime	Continued increasing trend and above the exceptional level, then started to steadily decrease after January 2020. Similar to that seen regionally, nationally and across the MSG.
Level of successful investigations	Under 1 in 5 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 nd highest out of eight forces per 1,000 population (to May 2020)

Last 12 Months in Detail

(difference to 3 year average in brackets)

Number of crimes	421 (-2.5%)
% crimes where victim does not support police investigation	32.0%
% crimes solved by police	18.1% (1.4p.p)
% of cases convicted in court	Not available
% victims satisfied overall	Not available

Analysis:

Robbery offences have decreased compared to the long-term average. In the latest report there was a 16.7% increase compared to the long-term average and in last-year's end of year report, the increase was 46.4%. Volumes of crime had been increasing until they peaked in July and August 2019 and despite a slight increase in January, numbers have continued to decrease in 2020, with lows reported in April. While this decrease began before the Covid-19 lockdown, it is likely this has contributed to the decrease into Q1 2020/21.

The range of normal fluctuation has also increased though the Constabulary are yet to reach new consistent normal levels of record crime.

The solved rate is now 18.1% and above the long-term average (14.4%). The solved rate in most recent report was 14.4% and in last year's end-of-year report it was 14.4%. Both were under the long-term average.

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.

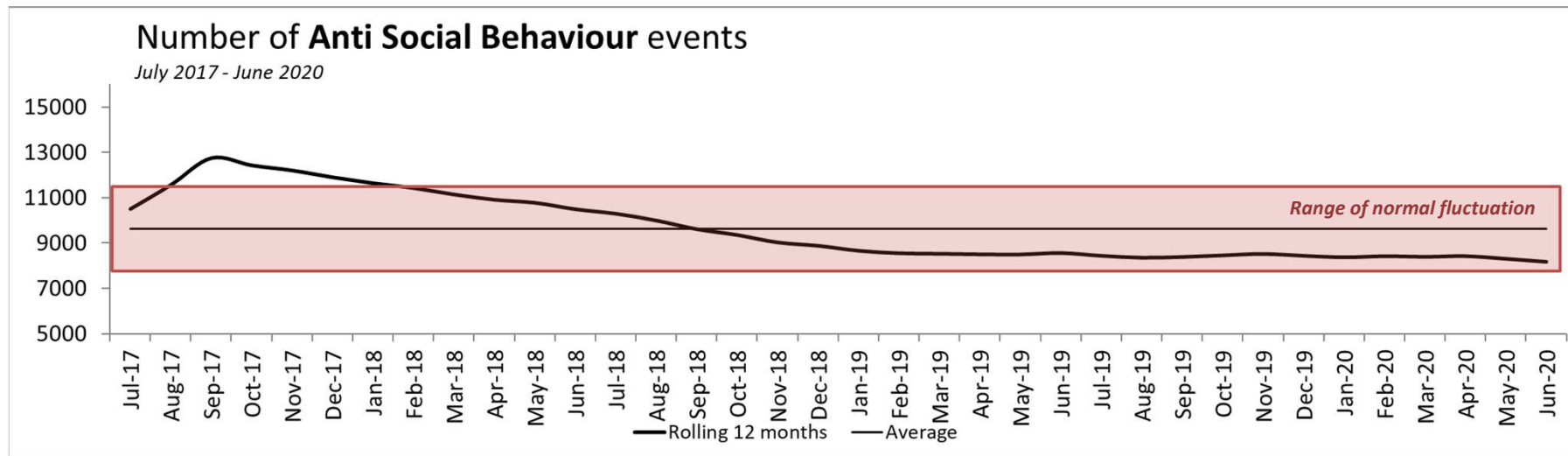
Operational Commentary:

Robbery reports continue to move in the right direction following the targeted operations especially in Ipswich with Operation Skeeby and latterly with the Op Shere team. Whilst Op Shere are not solely focussed on robbery offences, their local knowledge, proactive response to robbery reports and close working with CID has ensured robbery suspects can be apprehended as soon as they are identified in a majority of cases. Ongoing improvement of the street ID and use of ID photo albums being developed by Detective Inspector Dan Connick has resulted in improved confidence in officers using the process and improved early identification of those involved.

Victim support remains a challenge for many of the drug related robbery reports, however, where early engagement is achieved, the later disengagement level is low indicating good use of victim rapport and update.

Recent business robbery sentences have shown a good level of Court support for the impact of these offences and it is hoped that publicity surrounding these will assist in the deterrent work.

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. Monthly increase seen in April, May, June 2020 (Q1 2020/21)
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	8,575 (-9.6%)
% 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

Analysis:

Anti Social Behaviour

The 12 month average of Anti Social Behaviour (ASB) in Suffolk has continued to decrease and reduced to its lowest levels in June 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 9.6%. 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 9.9% compared to the long term average.

Monthly ASB volumes increased during the Covid-19 lockdown. In spite of the low levels in the 12 month average, there has been a monthly increase in ASB in Q1 of 2020/21. While ASB is seasonal and spikes in volume have been evident between June and August over the last three years, monthly ASB volumes in Q1 2020/21 (over the lockdown period) are higher than those reported in Q1 2019/20.

Environmental incidents account for just under 10% all ASB (similar to what was reported in last year’s report), personal incidents account for just over 15% 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 report and last year’s report).

Operational Commentary:

The monthly increase in Q1 2020/21 appears to correspond with announcements from Government in relation to both social distance and legislative changes and within Suffolk there has been reports of breaches of both. Suffolk Constabulary has worked with our partner agencies in relation to the reopening of licenced premises and shops and there has been significant work undertaken by the South NPT (on behalf of the County) to support business. This has also involved providing evidence at licencing hearings to support the removal of designated premises supervisor (DPS) and revocation of licences. Suffolk Constabulary continues to follow the 4E approach as outlined by the Covid-19 working group.

Localities (SNTs) continue to work with partners to resolve longer term ASB whereby Covid-19 has provided an additional opportunity for some to report breaches to police (linked to ongoing neighbour disputes for example).

In relation to non Covid-19 ASB, the South have launched Operation Lolworth. This is the plan to tackle ASB and Criminality across the area and replaces the old plan – Operation Parkland. By utilising feedback from the local community, dynamic intelligence and analytical data, resources are being focussed in key areas, thereby providing targeted visibility, increasing public confidence and reducing the fear of Crime & ASB.

The operation commenced on 13th July and concludes on the 20th August when a comprehensive review will be undertaken and reported on. Op Lolworth dedicates SNT officers every late shift under the supervision of the sergeant and duty inspector. Early results have been positive and include the disruption of an UME (unlicensed music event), engaging groups of youths gathered in certain areas and possession of controlled substances.

Additionally, Op Shere (previously reported on) continues to target certain categories of crime in a specified area – a real cause of ASB to local residents. The team have made approximately 107 arrests to date and have made a hugely positive impact in reducing both crime and ASB within the geographical scope of their remit.

Anti Social Behaviour

Operational Commentary continued:

Operation Culworth is currently commissioned and looks to reduce demand on services of missing persons and also reduce/mitigate the risks posed to those children who regularly go missing. The link to this is the associated ASB in certain areas of Ipswich. The locations, very generally tend to attract ASB as groups of youths and others hang around in proximity of the premises. By working in partnership with social services and the housing providers, the intention is to reduce the missing reports and work with the venues to prevent associated ASB in their locations.

Ipswich Central Locality continue to work with Ipswich Borough Council (IBC) and other partners in relation to street drinking, shoplifting and begging. Generally linked to substance addiction, we work closely with Turning Point and IBC to provide support to those who choose to beg to support their addictions. This involves regular multi-agency early morning sweeps of the town to identify rough sleepers and encourage them to accept offers of accommodation. This will remain a focus as the shops start to reopen. During Covid-19 we saw a huge reduction in this type of ASB due to funding being made available for homeless people to be placed into local B & Bs. Additionally, with no footfall in the town due to the shops being closed, there were not any opportunities to beg. This is subject of ongoing monitoring.

The use of Civil orders are important in tackling ASB as they help to initially set out boundaries for perpetrators, which, for example, curbs their interactions or behaviour, before further action is taken. These have included:

Community Protection Notices (CPNs): 46

Criminal Behaviour Orders (CBOs granted at Court): 7

Closure orders: 2

Community Trigger Reviews: 11

A trend emerging across all three Areas is vehicle-related ASB with all Localities are reporting activities being undertaken to tackle ASB issues relating to the use of vehicles this is both an issue within our towns and rural locations. For example, in Ipswich between 1st December 2018 and 1st June 2020 Suffolk Police received 423 calls related to vehicle-borne ASB in Ipswich. There was no significant variation between the number of reports received at weekends compared to weekdays.

Almost half (46%) of vehicle-borne ASB was reported between 7pm and 11pm. 11% of incidents stated that the vehicles causing ASB were in a car park. Despite lockdown restrictions, the number of vehicle-borne ASB incidents in Ipswich between January and May 2020 (114) was similar to the number of incidents for the same period in 2019 (116).

Anti Social Behaviour

Operational Commentary continued:

South:

As part of Op Response (Covid-19) the SNT and NPT have:

- Worked with retailers prior to lockdown in respect of premises security.
- Engagement with local recruitment firms to ensure that social distancing observed by staff waiting to be collected from Barrack Corner
- Liaison with Pc Gabby MATSON to ensure that she was able to get out and communicate with the Roma Community – circulation of her Roma language video
- Development and circulation of multi lingual versions of Stay at Home Advice

East:

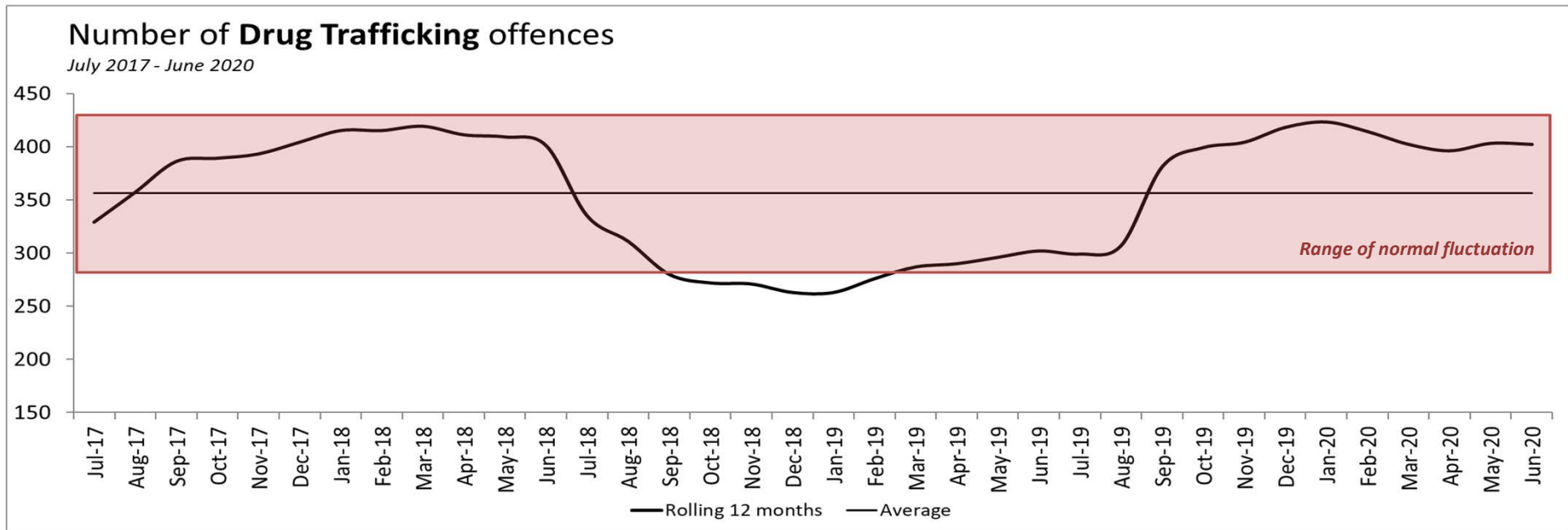
In Framlingham, the grounds around the outside of the castle have been the chosen location by many to picnic, gather and play in the sunshine. Whilst many have adhered to the COVID19 social distancing rules, others haven't. There is also a changing picture in the area regarding drugs (mainly class B). The area was adopted by the SNT as an ASB hotspot. There is an Athena briefing in place regarding all of our Hotspots which is regularly reviewed so that officers know where to prioritise their time. Visible patrols are requested, engagement required, stop and encounter/stop and searches where grounds allow. Any offences are recorded and dealt with as per normal.

There is an ongoing operation that relates to vehicles gathering in Aldeburgh, causing ASB which has generated a number of complaints. The SNT are utilising visible patrols, educating the drivers and dealing with any offences robustly. There is on-going liaison with the town council in order to provide updates.

West:

An operation supported by RAPT was introduced to tackle the issue utilising a stop check point in the Stowmarket locality to stop vehicles and ascertain their legality. A total of 15 vehicles were stopped and checked with a variety of outcomes. The issues surrounding ASB at Tesco were highlighted to the occupants of vehicles with an overall positive response towards police. There were a number of offences identified which were dealt with appropriately on the night by way of advice, knowledge, tickets and seizure. The collaboration between RAPT, NRT and SNT worked extremely well drawing on the in-depth knowledge of SNT combining with the resource and response of NRT and utilising the specialist knowledge of RAPT resulting in a comprehensive response. Feedback from local business has been positive with one reporting a reduction in ASB. In addition, they are looking to work together to help address the litter issues at the location.

PERFORMANCE REPORT: Drug Trafficking



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 and levelled out from February 2020 onwards
Level of successful investigations	8 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 th 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	402 (+14.1%)
% of crimes where an investigation was not possible	Not applicable
% crimes where victim does not support police investigation	Not applicable
% crimes solved by police	80.6% (+13.1p.p)
% of cases convicted in court	Not available
% victims satisfied overall	Not applicable

Drug Trafficking

Analysis:

Levels of drug trafficking spiked in January 2020 as a result of proactive policing. The volume of drug trafficking offences reported in 12 months ending June 2020 are 14.1% above the long-term average. This has remained steady since the most recent report but volumes of offences in last year's end-of-year report were below the long-term average (-11%).

Solved rates for drug trafficking fluctuate noticeably as investigations take time to progress (delays between the recording and solving of offences) and they invariably identify multiple suspects. Over the last rolling 12 months, solved rates in Suffolk have increased by 13.1p.p compared to the long-term average.

The rate of drug trafficking offences per person is slightly higher between June 2019-May 2020 than the rate between June 2018-May 2019. All but one force in Suffolk's MSG reports a higher rate per 1000 population. Suffolk has the 4th highest rate in its MSG.

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.

Operational Commentary:

Suffolk Constabulary's approach to tackling drugs continues to focus both on proactivity – to catch offenders and safeguard our communities. Our County Lines "Operation Velocity" remains a force priority for disrupting and dismantling County Lines drug activity and has been central to ensure our communities remain a hostile environment for drug dealers. Recognising the threat and harm presented by drug trafficking, all our teams work collectively to investigate and disrupt this activity, whilst working closely with partners to safeguard those most vulnerable to exploitation.

The Constabulary's three proactive teams - Scorpion, Sentinel and Serious Crime Disruption Teams, supported directly by our local policing teams, have been leading the fight against drugs dealers and County Lines in Suffolk. These teams have been exploiting technology and intelligence to provide innovative and proactive policing tactics targeted to those operating County Lines on our roads and in our communities. Since January 2020 over 100 arrests have been made in connection with County Lines and drug related activities which has helped ensure our continued reduction in the number of operational lines in Suffolk.

Drug Trafficking

Operational Commentary continued:

Adopting a collaborative, proactive partnership approach both with our policing partners from both Metropolitan and Eastern region colleagues, as well as our local community partners and stakeholders have supported the successes that we have had and has been fundamental in our response. These relationships which have been built over the past year continue to flourish and adapt to the changes in markets, demand and supply methodologies.

Embedded within the Suffolk partnership, is a dedicated Police intelligence liaison officer. His role has been to build relationships and work collaboratively, to ensure there is effective information sharing between all agencies, raise awareness of key threats and harm, and support the management of safeguarding. This role has been able to support early interventions for both enforcement and safeguarding activities.

The strategic partnership group is currently developing a new three year plan which will continue to improve upon our intelligence and information sharing, to enhance collaborative working, focus on local services and diversion to support our most vulnerable and provide greater awareness and education. In addition to this, our internal Op Velocity strategy fully embeds these principles. Over the past 4-5 months, Covid and the restrictions placed upon individuals and communities has been significant. However, these restrictions of movements have provided policing with greater disruption and enforcement opportunities, through the targeting of criminal activities and movement.

