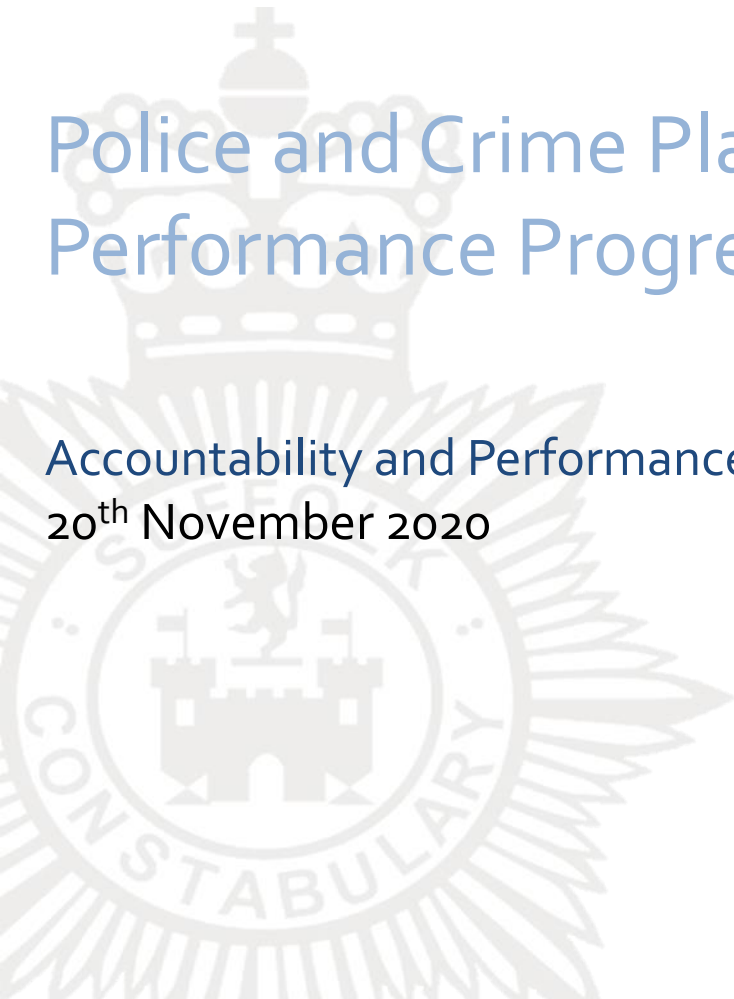


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# Police and Crime Plan Performance Progress Report

Accountability and Performance Panel  
20<sup>th</sup> November 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)
- Violence with injury (slides 19 and 20)
- Violence without injury (slides 21 and 22)

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



# PERFORMANCE REPORT: Points of note

## Key terms:

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

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

## Data considerations:

### Long-term averages still under development

There are a number of long term average measures that are either under development as a result of new data, or are currently awaiting the full four years’ worth of data required to draw comparisons (see above). Long Term Average (LTA) data for 101 call handling, and victim satisfaction will follow once these data requirements have been met. Where a long term average is not yet available for satisfaction data, a previous 12 month figure is provided for comparison where possible.

### 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.

### External data

Where external data is used for national comparisons or for conviction rates, this reflects the most up to date data available. However, many external datasets are only produced once a year and so there will be periods of time when no new data is available. On these occasions, the data will be excluded until next available. Where data has been updated between one reporting period and the next, a note will be made to clarify the date at which this was last produced.

# PERFORMANCE REPORT: Summary

Data up to 30/09/2020

Area	Indicator	Last 12 months	Three Year Average	% Difference
Domestic Abuse Crimes	Number of crimes	9,650	7,774	24.1%
	Solved Number	1,145	1,238	-7.5%
	- Percentage solved	11.9%	15.9%	-4.0p.p
	Percentage of Cases where investigation not possible	1.0%	0.8%	0.2p.p
	Percentage of Cases where victim does not support	53.1%	51.4%	1.7p.p
		Qtr 2 2020-21	Previous Qtr (Qtr 1 2020-21)	% Difference
	Percentage of victims satisfied with overall service	85.7%	78.3%	7.4p.p
	Percentage of victims satisfied with first contact	78.6%	73.9%	4.7p.p
	Percentage of victims satisfied with service provided	82.1%	69.6%	12.5p.p
	Percentage of victims satisfied with treatment	89.3%	87.0%	2.3p.p
	Percentage of victims satisfied with updates	75.0%	73.9%	1.1p.p
Serious Sexual Offences		Last 12 months	Three Year Average	% Difference
	Number of crimes	1,865	1,834	1.7%
	Solved Number	119	110	8.1%
	- Percentage solved	6.4%	6.0%	0.4p.p
	Percentage of Cases where investigation not possible	4.7%	3.4%	1.3p.p
	Percentage of Cases where victim does not support	59.6%	39.9%	19.7p.p
Child Sexual Abuse	Number of Child Sexual Abuse Crime (by keyword - Athena data only)	1,140	1,289	-11.6%
	Solved number	116	121	-4.0%
	- Percentage solved	10.2%	9.4%	0.8p.p
	Percentage of Cases where investigation not possible	4.6%	3.1%	1.5p.p
	Percentage of Cases where victim does not support	37.9%	29.1%	8.8p.p

SSO Satisfaction data has not yet been developed due to the complexities experienced in obtaining DA Satisfaction data. It will be considered for the next PCC term.

# PERFORMANCE REPORT: Summary

Data up to 30/09/2020

Area	Indicator	Last 12 months	Three Year Average	% Difference
<b>Public Safety</b>	% Percentage Emergency Response in Target	91.3%	90.7%	0.6p.p
	Number of Emergency Response in Target	18,091	17,528	3.2%
	% Percentage Emergency Response in Target - East	86.7%	86.1%	0.6p.p
	Number of Emergency Response in Target - East	3,336	3,072	8.6%
	% Percentage Emergency Response in Target - South	92.8%	92.7%	0.1p.p
	Number of Emergency Response in Target - South	8,204	8,025	2.2%
	% Percentage Emergency Response in Target - West	91.5%	90.5%	1.0p.p
	Number of Emergency Response in Target - West	7,057	6,460	9.2%
	% 999 calls answered within 10 seconds	90.0%	90.9%	-0.9p.p
	Number of KSI Collisions	264	286	-7.7%
	Number of TORs issued for seatbelts (until 31/08/2020)	720	939	-23.3%
	Number of TORs issued for mobile phone use (until 31/08/2020)	95	838	-88.7%
<b>Confidence</b> (Qtr4 2019/20 only, Qtr1 2020/21 not yet available)	% 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
<b>Non-Emergency Call Handling</b> (Based on August 2020 only)		Last month (August 2020)	Previous month (July 2020)	% Difference
	Average Time to Answer (Seconds) - Emergency Redirect	10	6	66.7%
	Average Time to Answer (Seconds) - Priority	508	459	10.7%
	Average Time to Answer (Seconds) - Routine	727	660	10.2%
	Average Time to Answer (Seconds) - Advice and Admin	1330	1038	28.1%

# PERFORMANCE REPORT: Summary

Data up to 30/09/2020

Area	Indicator	Last 12 months	Three Year Average	% Difference
Online Crime	Number of crimes	1,772	1,362	30.1%
	Solved Number	174	155	12.0%
	- Percentage solved	9.8%	11.4%	-1.6p.p
	Percentage of Cases where investigation not possible	0.6%	0.3%	0.3p.p
	Percentage of Cases where victim does not support	28.8%	27.1%	1.8p.p
		Last 12 months	Previous 12 months	% Difference
	Percentage of victims satisfied with overall service	78.0%	78.9%	-0.9p.p
	Percentage of victims satisfied with first contact	67.7%	76.1%	-8.4p.p
	Percentage of victims satisfied with actions taken	75.2%	73.7%	1.5p.p
	Percentage of victims satisfied with treatment	89.9%	86.3%	3.6p.p
	Percentage of victims satisfied with updates	78.9%	76.8%	2.1p.p
Hate Crime		Last 12 months	Three Year Average	% Difference
	Number of crimes	987	1,004	-1.7%
	Solved Number	156	166	-6.2%
	- Percentage solved	15.8%	16.6%	-0.8p.p
	Percentage of Cases where investigation not possible	2.1%	1.6%	0.5p.p
	Percentage of Cases where victim does not support	24.2%	28.2%	-4.0p.p
		Last 12 months	Previous 12 months	% Difference
	Percentage of victims satisfied with overall service	71.3%	66.3%	5.0p.p
	Percentage of victims satisfied with first contact	72.3%	64.9%	7.4p.p
	Percentage of victims satisfied with actions taken	67.8%	54.7%	13.1p.p
	Percentage of victims satisfied with treatment	87.0%	80.2%	6.8p.p
	Percentage of victims satisfied with updates	67.8%	68.6%	-0.8p.p



# PERFORMANCE REPORT: Summary

Data up to 30/09/2020

Area	Indicator	Last 12 months	Three Year Average	% Difference
Business Crime	Number of crimes	5,459	7,257	-24.8%
	Solved Number	1,459	2,032	-28.2%
	- Percentage solved	26.7%	28.0%	-1.3p.p
	Percentage of Cases where investigation not possible	0.5%	0.2%	0.3p.p
	Percentage of Cases where victim does not support	7.2%	5.2%	2.0p.p
		Last 12 months	Previous 12 months	% Difference
	Percentage of victims satisfied with overall service	77.4%	69.7%	7.7p.p
	Percentage of victims satisfied with first contact	88.1%	78.5%	9.6p.p
	Percentage of victims satisfied with actions taken	70.4%	63.4%	7.0p.p
	Percentage of victims satisfied with treatment	89.6%	92.3%	-2.7p.p
	Percentage of victims satisfied with updates	69.6%	64.0%	5.6p.p
Rural Crime		Last 12 months	Three Year Average	% Difference
	Number of crimes	568	389	46.1%
	Solved Number	17	16	8.7%
	- Percentage solved	3.0%	4.0%	-1.0p.p
	Percentage of Cases where victim does not support	7.0%	4.0%	3.0p.p
		Last 12 months	Previous 12 months	% Difference
	Percentage of victims satisfied with overall service	78.2%	71.2%	7.0p.p
	Percentage of victims satisfied with first contact	70.0%	73.8%	-3.8p.p
	Percentage of victims satisfied with actions taken	69.3%	56.2%	13.1p.p
	Percentage of victims satisfied with treatment	89.1%	89.0%	0.1p.p
	Percentage of victims satisfied with updates	69.3%	57.5%	11.8p.p



# PERFORMANCE REPORT: Summary

Data up to 30/09/2020

Area	Indicator	Last 12 months	Three Year Average	% Difference
Violence Against the Person	Violence With Injury	5,611	5,668	-1.0%
	Solved Number	972	1,162	-16.4%
	- Percentage solved	17.3%	20.5%	-3.2p.p
	Violence Without Injury	9,757	8,405	16.1%
	Solved Number	1,155	1,320	-12.5%
	- Percentage solved	11.8%	15.7%	-3.9p.p
Robbery	Robbery	350	440	-20.4%
	Solved Number	80	72	11.6%
	- Percentage solved	22.9%	16.3%	6.6p.p
Drug offences	Trafficking of drugs	334	361	-7.5%
	Solved Number	333	245	36.1%
	- Percentage solved	99.7%	67.8%	31.9p.p
	Possession of drugs	1,515	1,227	23.5%
	Solved Number	1,348	1,025	31.5%
	- Percentage solved	89.0%	83.5%	5.5p.p
	Other drug offences	8	8	0.0%
	Solved Number	2	4	-50.0%
	- Percentage solved	25.0%	47.5%	22.5p.p
ASB	ASB Environmental	899	966	-6.9%
	ASB Nuisance	7,224	6,743	7.1%
	ASB Personal	1,390	1,476	-5.8%
	ASB Total	9,513	9,185	3.6%
Residential Burglary Dwelling	Residential Burglary Dwelling	959	1,334	-28.6%
	Solved Number	133	192	30.8%
	- Percentage solved	13.9%	14.3%	-0.4pp

# PERFORMANCE REPORT: Workforce

Quarter 2 2020/21

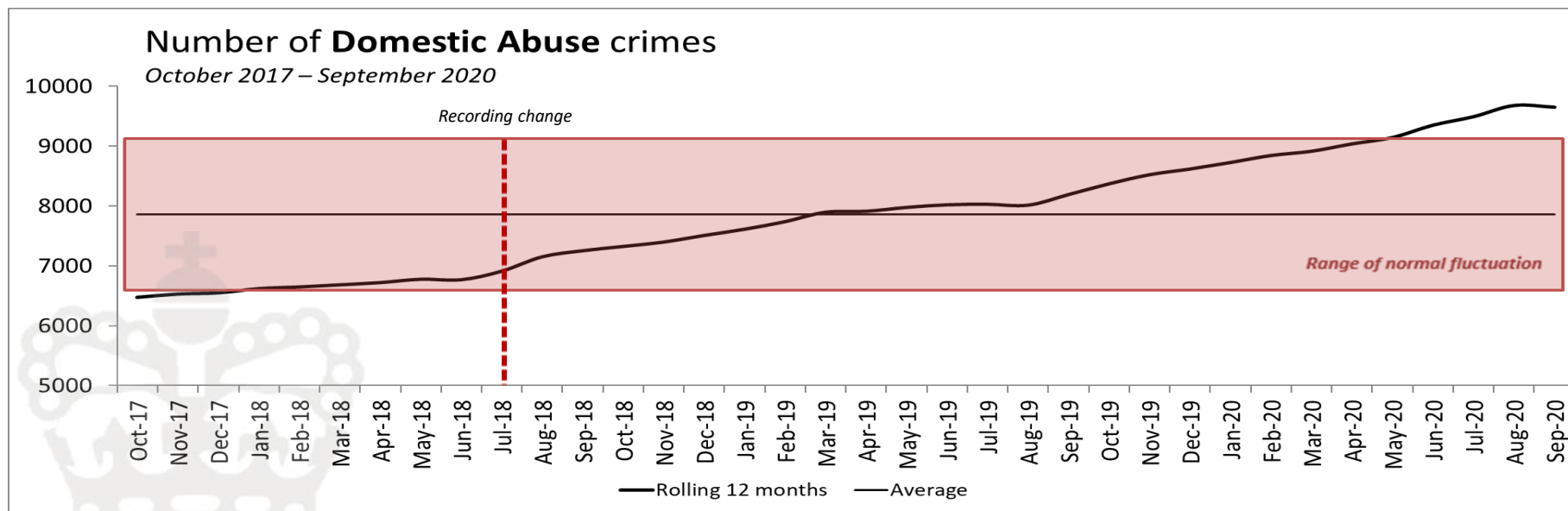
As at 30/09/2020

*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	1181.3	43.5	956.8	The strength of police officers stands at 101.0% of the current establishment level as at 30/09/2020. The PCSO strength is 2.99% below the establishment and the current police staff strength stands at 8.50% below establishment as at 30/09/2020.
Strength	1193.3	42.2	875.5	
% working hours lost to sickness (Year to date) (force target 3.4%)	5.03%	6.03%		<p>Sickness absence for Suffolk Police Officers has increased by 0.87% in comparison with the corresponding point of the previous financial year from 4.16%. 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 3.10% to 6.03%. This figure also includes absence related to Covid-19.</p>
Number on recuperative duties	117	N/A		There were 2 additional police officers on recuperative duties as at 30.09.20 than as at 30.06.2020. Police Staff and PCSOs are not managed under the Limited Duties policy
Number on adjusted duties	33	N/A		There were the same number of police officers on adjusted duties as at 30.09.2020 than as at 30.06.2020. 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. Upper exception limit was breached in May.

### Level of successful investigations

In the last 12 months just under one in eight 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

Within MSG Suffolk reports the lowest no. of crimes per 1,000 population (to September 2019)

## Last 12 Months in Detail

(difference to 3 year average in brackets)

### Number of crimes

9,650  
(+24.1%)

### % of crimes where an investigation **was not** possible

1.0%  
(+0.2p.p)

### % crimes where victim **do not support** police investigation

53.1%  
(+1.7p.p)

### % crimes solved by police

11.9%  
(-4.0p.p)

### % of cases convicted in court

### % of cases convicted in court- comparison to most similar forces

Awaiting up-to-date data from Crown Prosecution Service

## Analysis:

The volume of recorded DA continues to increase and breach the upper range of normal fluctuation. The rigorous application of National Crime Recording Standards has contributed towards this increase, however over recent months the increase above normal levels coincides with the period of lockdown and latent implications. As with our previous quarterly report, Suffolk is reporting a decrease in the solved rate. The solved rate is 1.0p.p lower than the last report, and slightly lower than the last report against the long-term average (-4.0p.p).

DA victim disengagement is currently being reported at 53.1%, a slightly higher rate than reported in the last quarterly report. The date for the next Office for National Statistics (ONS) data report has not been confirmed but they are typically released around November every year so it is expected that can be reported on in the next report; this should provide national victim disengagement rates.

## Operational Commentary:

DA remains a key force priority. A wide range of domestic abuse performance indicators are reviewed and discussed at the force performance board, regular reviews of cases are undertaken at the quarterly area DA scrutiny panels, as well as the force level DA scrutiny panel where partners, including the CPS, attend. This is now a focus, in line with Op UPLIFT.

Many people suffer DA in silence and therefore an increase in the reporting volumes of DA is viewed as a positive, indicating victims are confident to report their crimes to police. In July 2019 a dedicated unit was created to actively review (amongst others) every DA offence, every Harassment and every Violence CAD recorded, to ensure correct crime classification and improve recording quality. This unit was maintained until October 2019.

Further additional effort was directed towards DA abuse and violence during January – March this year (2020) when the whole Crime Audit Team were tasked with a similar objective and concentrated solely on DA Violence. The audit team also had an additional enhancement which enabled a more relevant search to be conducted within Storm to identify DA incidents. In order to both increase the ability to identify DA from the CAD and also to raise the profile with operational and CCR staff, an enhancement was added to the C&C system (in mid-January 2020). Any CAD that contained one of a number of certain keywords had a DA Qualifier automatically created on the CAD. This enables a more accurate search for audit samples and ensure accurate crime identification and recording.

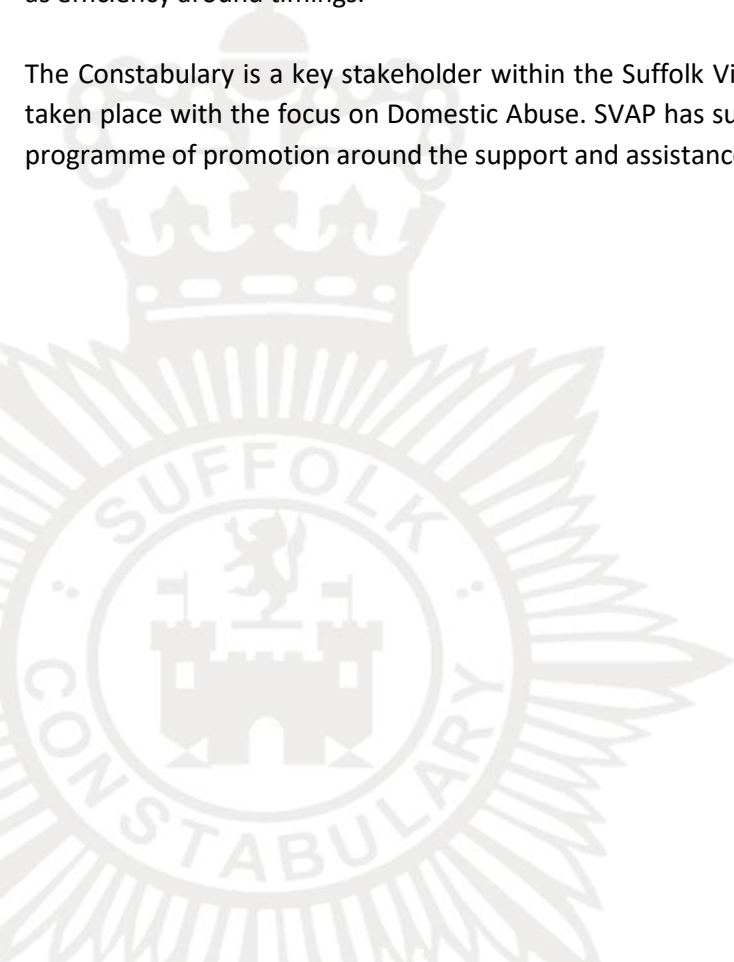
The number of solved crimes has reduced and this is in direct correlation to the increase in percentage of crimes where the victim does not support prosecution – the higher the percentage not supporting the lower percentage (and number) of crimes we will solve. Encouraging victims to support prosecutions through the initial responses of officers, robust custody decisions, and support via the IDVA service all contribute to keeping victims willing to support prosecutions and this is an area subject to continued focus.

## **Operational Commentary continued:**

The DA perpetrator unit commenced in October 2020 and consists of one police officer post and two police staff posts. The team are based in Ipswich but have countywide responsibility and will be working with a small cohort of DA perpetrators, aiming to prevent future offences by breaking the cycle of offending.

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.

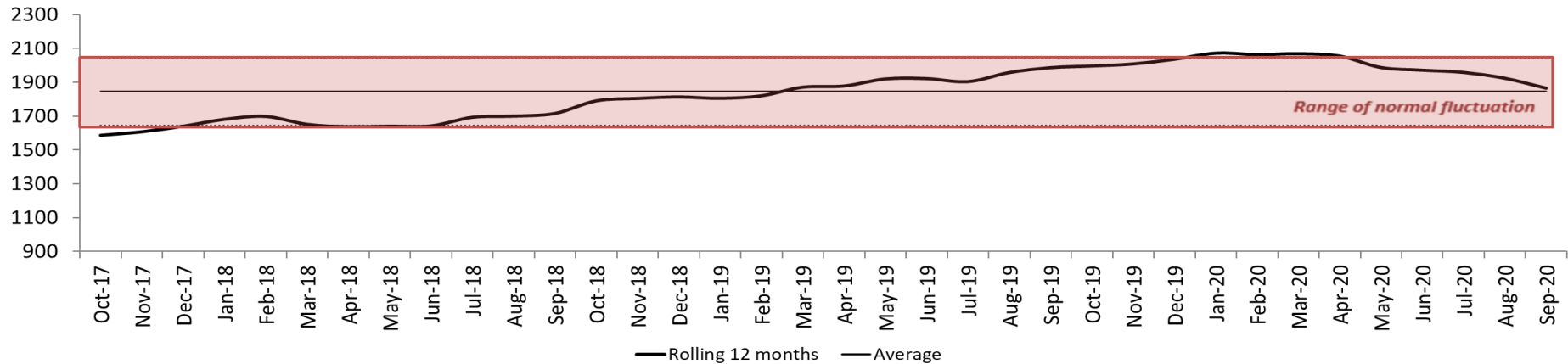


# PERFORMANCE REPORT: Serious Sexual Offences (SSO)

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.

## Number of Serious Sexual Offences

October 2017 – September 2020



### 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 since Q1 2020/21. This is likely linked to ongoing social restrictions
Level of successful investigations	Just over one in 16 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 (up to July 2020)

### Last 12 Months in Detail

(difference to 3 year average in brackets)

Number of crimes	1,865 (+1.7%)
% of crimes where an investigation <b>was not</b> possible	4.7% (+1.3p.p)
% crimes where victim <b>does not support</b> police investigation	59.6% (+19.7p.p)
% crimes solved by police	6.4% (+0.4p.p)
% of <b>rape</b> cases convicted in court	Awaiting up-to-date data from Crown Prosecution Service <sup>13</sup>



## Analysis:

The numbers of reported serious sexual offences (SSO) in the last 12 months remains higher than the long term average (LTA). While high, the comparison against the LTA has been decreasing in 2020 and has decreased since the previous report (10.2%), showing the increase against the LTA is slowing. This is a trend that was already established but it is likely that lockdown associated with Covid-19 is a factor responsible for the reduction in reported offences compared to the LTA, with April 2020 reporting the lowest numbers of SSOs in the last three years. Volumes then began to increase each month after April, though they were slightly lower again in August. We can expect that with ongoing social restrictions, the 12 month average will continue to decrease slightly in comparison to the LTA.

The solved serious sexual offences rate is low but it has increased slightly since the last report (6.4% in this report compared to 5.8% in the last quarterly report). This is higher than the LTA by 0.4p.p, whereas it was 0.5p.p below the LTA in the last report. Serious sexual offence victim disengagement is currently being reported at 56.8%.

When comparing volumes of all sexual offences (not limited to serious sexual offences) in Suffolk with its most similar groups (MSG), Suffolk has the second highest number of sexual offences per 1,000 population between August 2019 and July 2020, with a rate of 3.2 crimes. Suffolk also recorded an increase in their solved rate. This is consistent with the national pictures and Suffolk's MSG.

## 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 the regional Rape and Serious Sexual Offences (RASSO) Governance board, attended by CPS and regional D/Supts, a monthly Regional RASSO Tactical Group has been developed. 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 triage process. There should be some positive changes from a new ICT solution (Egress) to File Performance imminently, as hard media issues should be less frequent.

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. Operational managers are focussed currently on reducing the length of time we have open investigations, prior to CPS liaison, and also the increase in non-engaging victims. There is a pilot running in the South of the County to tackle this alongside the ISVA service which will be evaluated in the new year. The pilot consists of Victim Engagement meetings that are being held with the aim of enhancing the victim experience from the point of reporting to finalisation, encouraging and supporting stronger working relationships between our investigators and ISVAs, and reducing demand on our staff.

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 adopted well with far better lines of communication and acceptance to challenge between the Police and CPS.

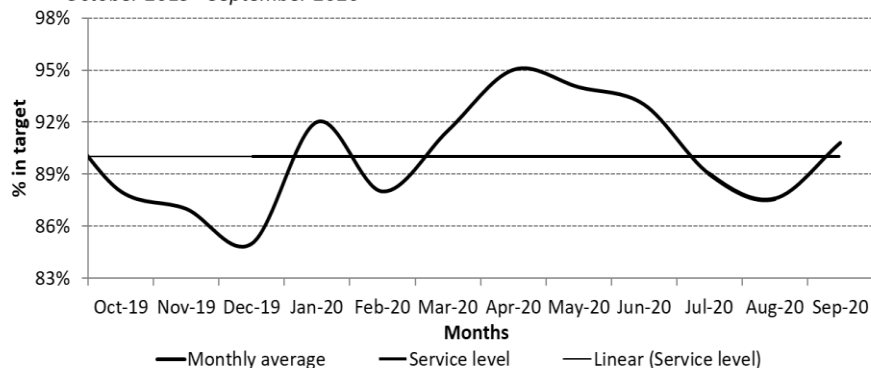


# PERFORMANCE REPORT: Emergency call handling

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

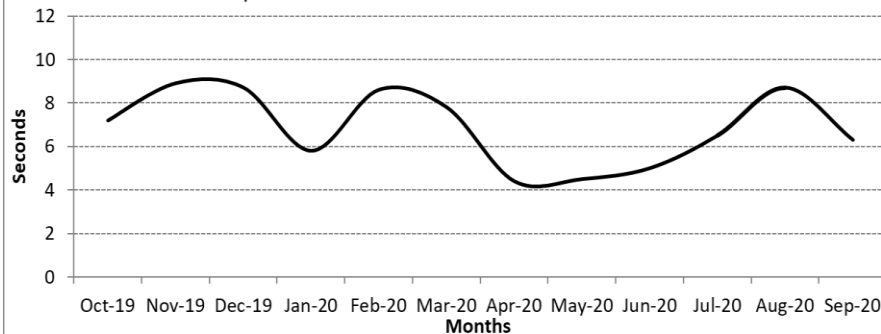
## 999 calls answered within 10 seconds

October 2019 - September 2020



## 999 - average time to answer calls

October 2019 - September 2020



## Performance at a glance

Level of demand	Overall 999 demand has increased by 3.3% compared to LTA
Proportion of all calls that are 999	46.8% 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 3.3% in the last 12 months compared to the LTA. In spite of this, Suffolk Constabulary has answered 90.0% of calls within 10 seconds between October 2019 and September 2020, and the average time to answer calls is 6.9 seconds since September 2019 (compared to 4.0 seconds between October 2018 and September 2019).

## Last 12 Months in Detail

(difference to 3 year average in brackets)

Number of 999 calls	108,162 (+3.3%)
% of all calls that are 999	46.8% (+7.6p.p)
Average calls per day	296 (+5.3%)

# PERFORMANCE REPORT: Non-emergency call handling

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

## Performance at a glance

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

## Analysis:

Non-emergency call handling demand continues to reduce. There has been a 22.5% 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	123,084 (-22.5%)
Average non-emergency calls per day	366 (-16.0%)

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

The Contact and Control Room (CCR) has recruited six new operators during October 2020 with a further seven Operators under offer and subject to vetting for a January 2021 start date. The CCR will be at full-time equivalent (FTE) establishment at this point in readiness for the expected year on year 999 call demand increase. Five specific COVID opening codes have been added to the Command and control system (Storm) in both Suffolk and Norfolk Constabularies

These have been added so the CCR can appropriately manage all COVID contact and respond appropriately within current, dynamic, government guidelines.

The online reporting facility is being used and triaged within the CCR following a three-month trial period to test the effective management of online reporting to assess where it best fits.

The CCR is in the early stages of engaging with the ICT Digital Team about how Athena Public Engagement (PE) will integrate into the CCR and customer contact. There is huge potential within the system and options are currently being considered to ensure the process is the best possible for the victims of crime. This system will allow victims of crime to submit their online crime report, receive a unique identifier code to be used to track and trace their report online and provide and receive updates via a secure portal.

# PERFORMANCE REPORT: Non-emergency call handling

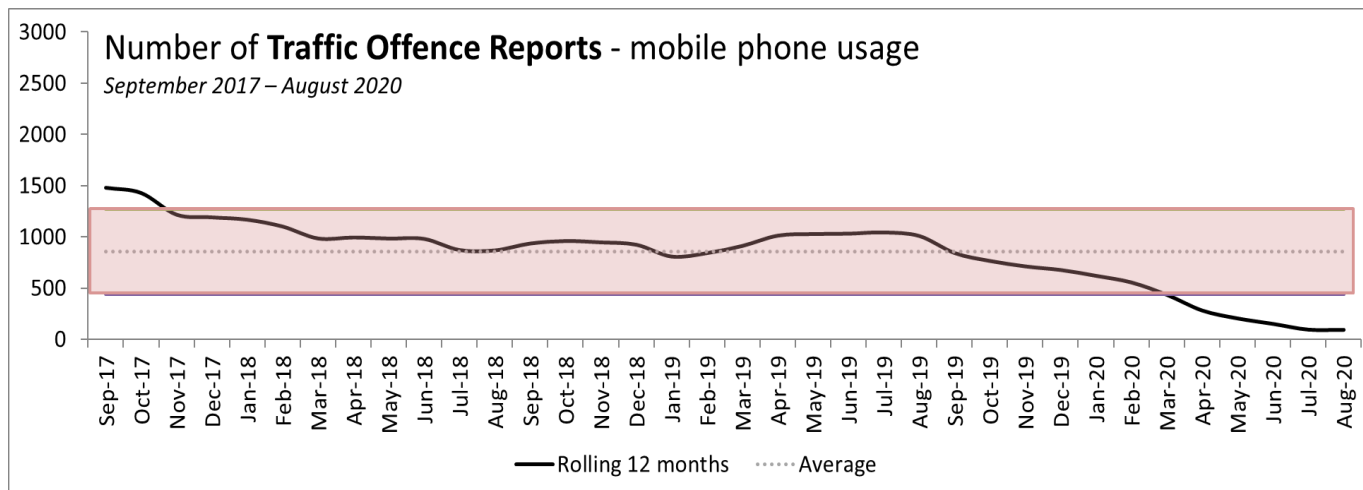
## Operational Commentary continued:

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. Op Evolve has taken this concept forward as part of their Agile working paper.

The digital Public Contact (webchat) trial three-month trial has now concluded and will be evaluated for recommendations to take forward to the Digital Board.



# PERFORMANCE REPORT: Traffic Offence Reports



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

## Last 12 Months in Detail (averages)

(difference to 3 year average in brackets)

Number of KSI collisions recorded	264 (-7.4%)
Number of TORs issued for mobile phone use	95 (-88.4%)
Number of TORs issued for seatbelts	720 (-18.5%)

*KSI figures up to 31/08/2020  
TOR figures up to 31/08/2020*

## Analysis:

As in previous reports, there has been a continued 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 since March.

## Operational Commentary:

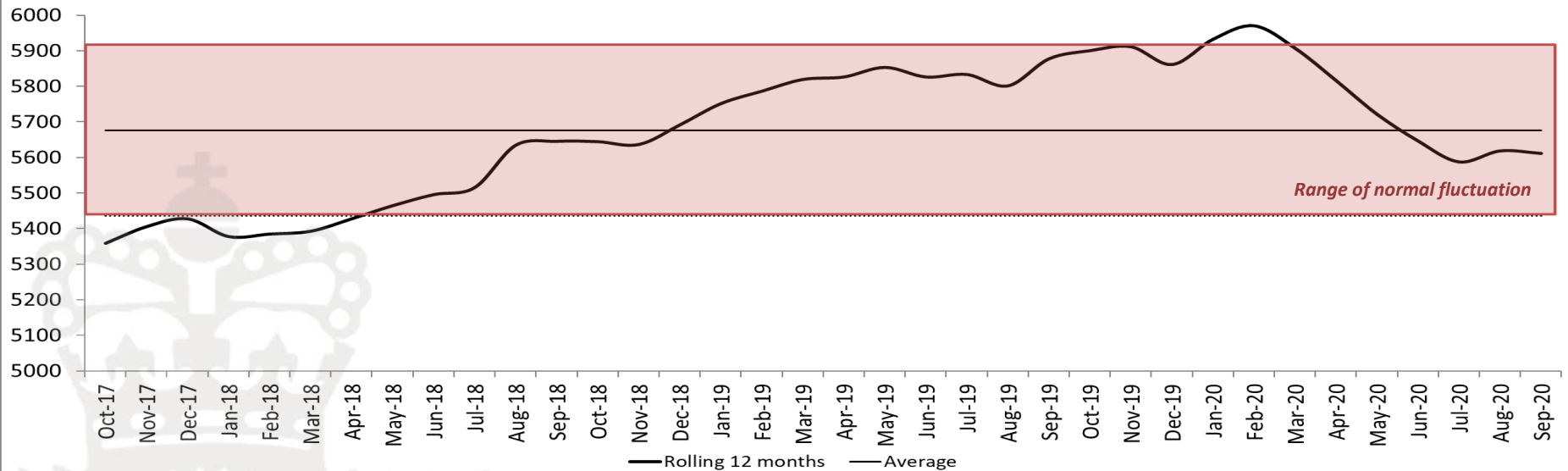
The reduction in the number of KSI collisions compared to the 3 year average will likely be in part attributable to the Covid-19 travel restrictions experienced earlier in the year. Suffolk Constabulary continues to work with other members of the Suffolk Road Safe Partnership and have actively participated in a number of national NPCC campaigns such as the seat belt campaign in July 2020 where police worked with partners and local media to raise awareness before 2 weeks of enforcement which led to 153 TORs were issued in Suffolk. Regular Multi Agency action days have now recommenced.

The High Court's decision in *Director of Public Prosecutions v Barreto* [2019] has meant that officers now have to provide evidence of admission or of 'talking to another person, texting, or directly communicating with the internet whilst driving' in order for a TOR to be processed. NPCC and CPS are lobbying for a law change to assist but for now, in effect, there will be occasions whereby offences other than mobile phone use are being progressed as the evidential requirement is now more. It is likely that this Court ruling will account for the reduction in TORs against the 3 year average.

# PERFORMANCE REPORT: Violence with injury

## Number of Violence With injury offences

October 2017 - September 2020



### 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
Comparison to most similar forces	2 <sup>nd</sup> lowest out of eight forces per 1,000 population (to July 2020)

### Last 12 Months in Detail

(difference to 3 year average in brackets)

Number of crimes	5,611 (-1.0%)
% crimes solved by police	17.3% (-3.2p.p)

# Violence with injury

## Analysis:

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 Violent CADs since April. Suffolk Constabulary have not yet reached new normal levels of offending due to the continuing increase in the number of offences recorded. This was the trend prior to Covid-19 but a noticeable decrease has coincided with social restriction. In the last report it was predicted that the steady decrease in Violence with injury was temporary and volumes would spike again as lockdown measures were eased.

In spite of this upward trend in Violence with injury over the last three years, the rolling 12 month trend shows there was a decrease in volume of offences from March 2020 and currently there is a decrease against LTA (1.0%). The number of recorded crimes exceeded “normal levels” in January and February 2020 before reducing in April 2020. Volumes began to increase in August.

Monthly totals of Violence with injury offences decreased early in the year and began to increase again in April. The decrease in volume of Violence with injury in 2020 has been seen nationally. Suffolk is one of seven forces in its MSG to experience decreases in the rate of recorded offences per 1000 population between the 12 months ending July 2019 and the 12 months ending July 2020. Suffolk reports the 2<sup>nd</sup> lowest rate of Violence with injury per 1000 pop when compared to other forces in its MSG.

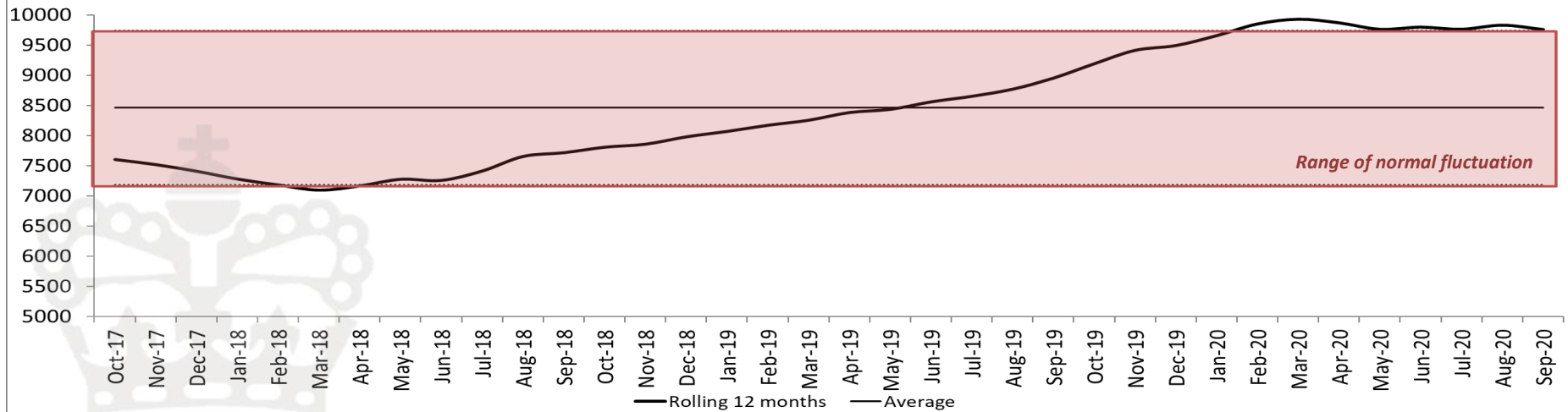
Solved rates in Suffolk have decreased since the last report and compared to the LTA. Suffolk is one of three forces in its MSG that has reported a decrease in its solved rates. Although there has been a decrease in solved rates, Suffolk still reports the 4<sup>th</sup> highest solved rate when compared to other forces within its MSG.

*(Operational commentary provided with violence without injury commentary on slide 23)*

# PERFORMANCE REPORT: Violence without injury

## Number of Violence Without injury offences

October 2017 - September 2020



### Performance at a glance

Level of crime	Continued increasing trend and above the exceptional level in early 2020, before levelling off in March. Similar to that seen regionally, nationally and across the MSG.
Level of successful investigations	Just under 1 in 8 crimes are solved
Comparison to most similar forces	2 <sup>th</sup> highest out of eight forces per 1,000 population (to August 2020)

### Last 12 Months in Detail

(difference to 3 year average in brackets)

Number of crimes	9,757 (+16.1%)
% crimes solved by police	11.8% (-3.9p.p)



# Violence without injury

## Analysis:

Recorded numbers of Violence without injury offences have been steadily increasing since early 2018 and this is likely caused by stricter rules to crime recording of violence. Suffolk Constabulary have not yet reached new normal levels of offending due to the continuing increase in the number of offences recorded. Violence without injury offences have increased by 16.1% when comparing the last 12 months to the LTA. The number of recorded crimes have exceeded “normal levels” since February 2020, in line with Violence with injury. Unlike Violence with injury, volumes of Violence without injury have not decreased considerably since then.

DA has accounted for a higher percentage of Violence without injury in 2020 to date than in 2019 (35% compared to 31%). As expected, this increase in volume in 2020 has been seen nationally. Suffolk is one of three forces in its MSG to experience increases in the rate of recorded offences per 1000 population between the 12 months ending July 2019 and the 12 months ending July 2020. Suffolk now reports the 2<sup>nd</sup> highest rate of Violence without injury per 1000 pop when compared to other forces in its MSG.

Solved rates in Suffolk have decreased between 12 months ending July 2019 and 12 months ending July 2020. Suffolk is one of four forces in its MSG that has reported a decrease in its solved rates.

## Operational Commentary:

It should be noted that violence with injury and violence without injury cover 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 and despite delivery challenges associated with the pandemic response these initiatives continue.

The Constabulary continues to focus on knife crime and has undertaken a number of weapon amnesty initiatives throughout the year. Visibility plans and operations during the summer months were focused around violence hotspots in the Southern area with high visibility policing forming a key part of those plans. The Op Kestrel team is now online and able to proactively provide additional resource to violence related demand spikes. The team has been successfully deployed to a number of specific issues and their impact will be subject of full evaluation periodically.