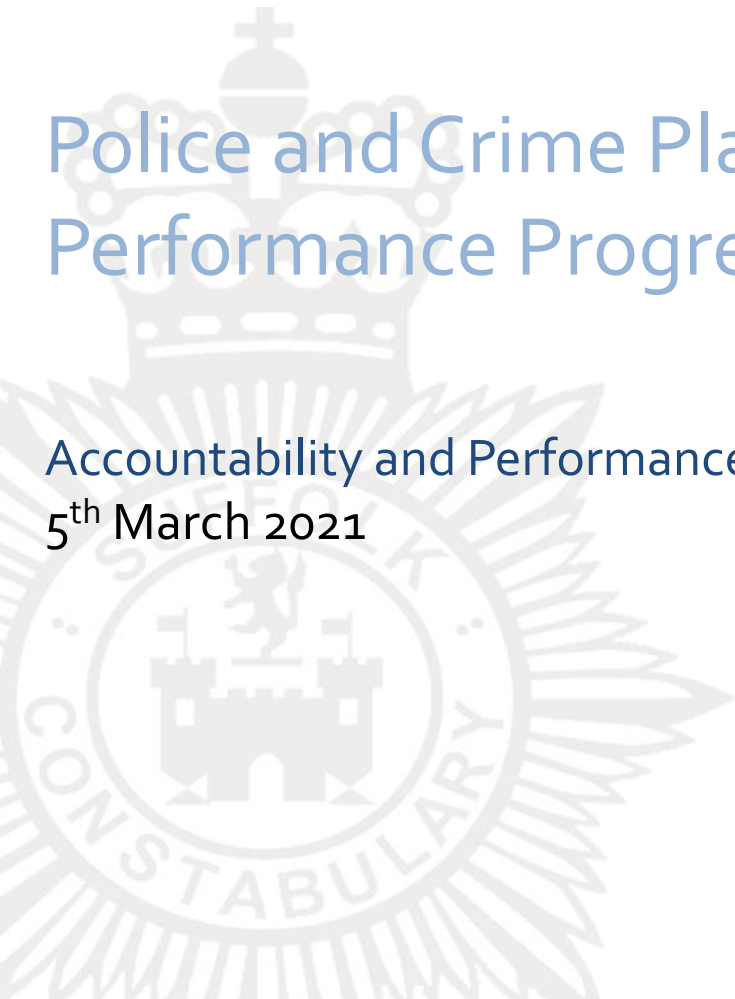

Police and Crime Plan Performance Progress Report

Accountability and Performance Panel

5th March 2021



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 - 13)
- Serious Sexual Offences (slides 14 - 17)
- Call Handling (slides 18 - 21)
- Traffic Offence Reports (slides 22 and 23)
- Violence with injury (slides 24 - 26)
- Violence without injury (slides 27 -30)

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 31/12/2020

Area	Indicator	Last 12 months	Three Year Average	% Difference
Domestic Abuse Crimes	Number of crimes	9,677	8,047	20.2%
	Solved Number	1,063	1,222	-13.0%
	- Percentage solved	11.0%	15.2%	-4.2p.p
	Percentage of Cases where investigation not possible	1.3%	0.9%	0.4p.p
	Percentage of Cases where victim not ready to support	50.3%	52.1%	1.8p.p
		Qtr 2 2020-21	Previous Qtr (Qtr 1 2020-21)	% Difference
	Percentage of victims satisfied with overall service	86.7%	100.0%	-13.3p.p
	Percentage of victims satisfied with first contact	73.3%	78.6%	-5.3p.p
	Percentage of victims satisfied with service provided	93.3%	100.0%	-6.7p.p
	Percentage of victims satisfied with treatment	93.3%	100.0%	-6.7p.p
	Percentage of victims satisfied with updates	73.3%	92.9%	-19.6p.p
Serious Sexual Offences		Last 12 months	Three Year Average	% Difference
	Number of crimes	1,839	1,860	-1.1%
	Solved Number	125	109	14.7%
	- Percentage solved	6.8%	5.8%	1.0p.p
	Percentage of Cases where investigation not possible	4.4%	3.5%	0.9p.p
	Percentage of Cases where victim not ready support	57.9%	42.4%	15.5p.p
Child Sexual Abuse	Number of Child Sexual Abuse Crime (by keyword - Athena data only)	1,262	1,311	-3.8%
	Solved number	127	121	5.0%
	- Percentage solved	10.1%	9.2%	0.9p.p
	Percentage of Cases where investigation not possible	3.8%	3.2%	0.6p.p
	Percentage of Cases where victim not ready to support	35.3%	30.4%	4.9p.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 OPCC term.

PERFORMANCE REPORT: Summary

Data up to 31/12/2020

Area	Indicator	Last 12 months	Three Year Average	% Difference
Public Safety	% Percentage Emergency Response in Target	91.8%	90.1%	1.7p.p
	Number of Emergency Response in Target	16,483	17,577	-6.2%
	% Percentage Emergency Response in Target - East	87.7%	85.0%	2.7p.p
	Number of Emergency Response in Target - East	2,925	3,087	-5.2%
	% Percentage Emergency Response in Target - South	93.3%	92.2%	1.1p.p
	Number of Emergency Response in Target - South	7,324	8,136	-10.0%
	% Percentage Emergency Response in Target - West	91.4%	90.0%	1.4p.p
	Number of Emergency Response in Target - West	6,277	6,368	-1.4%
	% 999 calls answered within 10 seconds	92.2%	90.7%	1.5p.p
	Number of KSI Collisions	338	284	19.0%
	Number of TORs issued for seatbelts (until 30/11/2020)	1,262	957	31.9%
	Number of TORs issued for mobile phone use (until 30/11/2020)	678	1,204	-43.7%
Confidence (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
Non-Emergency Call Handling (Based on October 2020 only)		Last month (October 2020)	Previous month (September 2020)	% Difference
	Average Time to Answer (Seconds) - Emergency Redirect	6	7	-14.3%
	Average Time to Answer (Seconds) - Priority	649	538	20.6%
	Average Time to Answer (Seconds) - Routine	861	845	1.9%
	Average Time to Answer (Seconds) - Advice and Admin	1150	1196	-3.8%

PERFORMANCE REPORT: Summary

Data up to 31/12/2020

Area	Indicator	Last 12 months	Three Year Average	% Difference
Online Crime	Number of crimes	1,926	1,409	36.7%
	Solved Number	189	158	19.5%
	- Percentage solved	9.8%	11.2%	-1.4p.p
	Percentage of Cases where investigation not possible	0.5%	0.4%	0.1p.p
	Percentage of Cases where victim not ready to support	28.4%	27.4%	1.0p.p
		Last 12 months	Previous 12 months	% Difference
	Percentage of victims satisfied with overall service (until 30/11/2020)	77.2%	78.9%	-1.7p.p
	Percentage of victims satisfied with first contact (until 30/11/2020)	71.5%	75.0%	-3.5p.p
	Percentage of victims satisfied with actions taken (until 30/11/2020)	76.6%	73.2%	3.4p.p
	Percentage of victims satisfied with treatment (until 30/11/2020)	90.3%	85.9%	4.4p.p
	Percentage of victims satisfied with updates (until 30/11/2020)	77.2%	76.1%	1.1p.p
Hate Crime		Last 12 months	Three Year Average	% Difference
	Number of crimes	1012	998	1.4%
	Solved Number	165	164	0.7%
	- Percentage solved	16.3%	16.4%	-0.1p.p
	Percentage of Cases where investigation not possible	1.8%	1.6%	0.2p.p
	Percentage of Cases where victim not ready to support	24.6%	28.4%	-3.8p.p
		Last 12 months	Previous 12 months	% Difference
	Percentage of victims satisfied with overall service (until 30/11/2020)	70.7%	65.8%	4.9p.p
	Percentage of victims satisfied with first contact (until 30/11/2020)	68.2%	69.2%	-1.0p.p
	Percentage of victims satisfied with actions taken (until 30/11/2020)	69.2%	57.9%	11.3p.p
	Percentage of victims satisfied with treatment (until 30/11/2020)	85.7%	85.5%	0.2p.p
	Percentage of victims satisfied with updates (until 30/11/2020)	69.9%	69.7%	0.2p.p

PERFORMANCE REPORT: Summary

Data up to 31/12/2020

Area	Indicator	Last 12 months	Three Year Average	% Difference
Business Crime	Number of crimes	5,221	7,121	-26.7%
	Solved Number	1,289	1,962	-34.3%
	- Percentage solved	24.7%	27.6%	-2.9p.p
	Percentage of Cases where investigation not possible	0.6%	0.2%	0.4p.p
	Percentage of Cases where victim not ready to support	7.1%	5.5%	1.6p.p
		Last 12 months	Previous 12 months	% Difference
	Percentage of victims satisfied with overall service (until 30/11/2020)	78.0%	67.5%	10.5p.p
	Percentage of victims satisfied with first contact (until 30/11/2020)	88.6%	79.8%	8.8p.p
	Percentage of victims satisfied with actions taken (until 30/11/2020)	72.9%	59.2%	13.7p.p
	Percentage of victims satisfied with treatment (until 30/11/2020)	92.4%	88.3%	4.1p.p
	Percentage of victims satisfied with updates (until 30/11/2020)	72.9%	60.0%	12.9p.p
Rural Crime		Last 12 months	Three Year Average	% Difference
	Number of crimes	525	406	29.3%
	Solved Number	19	16	18.8%
	- Percentage solved	3.6%	4.0%	-0.4p.p
	Percentage of Cases where victim not ready to support	6.0%	4.0%	2.0p.p
		Last 12 months	Previous 12 months	% Difference
	Percentage of victims satisfied with overall service (until 30/11/2020)	78.6%	73.4%	5.2p.p
	Percentage of victims satisfied with first contact (until 30/11/2020)	71.0%	78.8%	-7.8p.p
	Percentage of victims satisfied with actions taken (until 30/11/2020)	68.8%	57.8%	11.0p.p
	Percentage of victims satisfied with treatment (until 30/11/2020)	90.2%	90.6%	-0.4p.p
	Percentage of victims satisfied with updates (until 30/11/2020)	68.8%	62.5%	6.3p.p

PERFORMANCE REPORT: Summary

Data up to 31/12/2020

Area	Indicator	Last 12 months	Three Year Average	% Difference
Violence Against the Person	Violence With Injury	5,437	5,694	-4.5%
	Solved Number	889	1,127	-21.1%
	- Percentage solved	16.4%	19.8%	-3.4p.p
	Violence Without Injury	9,467	8,589	10.2%
	Solved Number	1,051	1,290	-18.5%
	- Percentage solved	11.1%	15.0%	-3.9p.p
Robbery	Robbery	318	441	-27.9%
	Solved Number	77	72	6.9%
	- Percentage solved	24.2%	16.2%	8.0p.p
Drug offences	Trafficking of drugs	321	357	-10.2%
	Solved Number	319	246	29.6%
	- Percentage solved	99.4%	68.9%	30.5p.p
	Possession of drugs	1,581	1,267	24.8%
	Solved Number	1,397	1,058	32.1%
	- Percentage solved	88.4%	83.5%	4.9%
	Other drug offences	7	8	-12.5%
	Solved Number	3	4	-25.0%
	- Percentage solved	42.9%	46.3%	-3.4p.p
ASB	ASB Environmental	770	1,205	-36.1%
	ASB Nuisance	6,279	7,394	-15.1%
	ASB Personal	1,342	1,749	-23.3%
	ASB Total	8,391	10,348	-18.9%
Residential Burglary Dwelling	Residential Burglary Dwelling	882	1,344	-34.4%
	Solved Number	127	197	-35.6%
	- Percentage solved	14.4%	14.7%	-0.3p.p

PERFORMANCE REPORT: Workforce

Quarter 3 2020/21

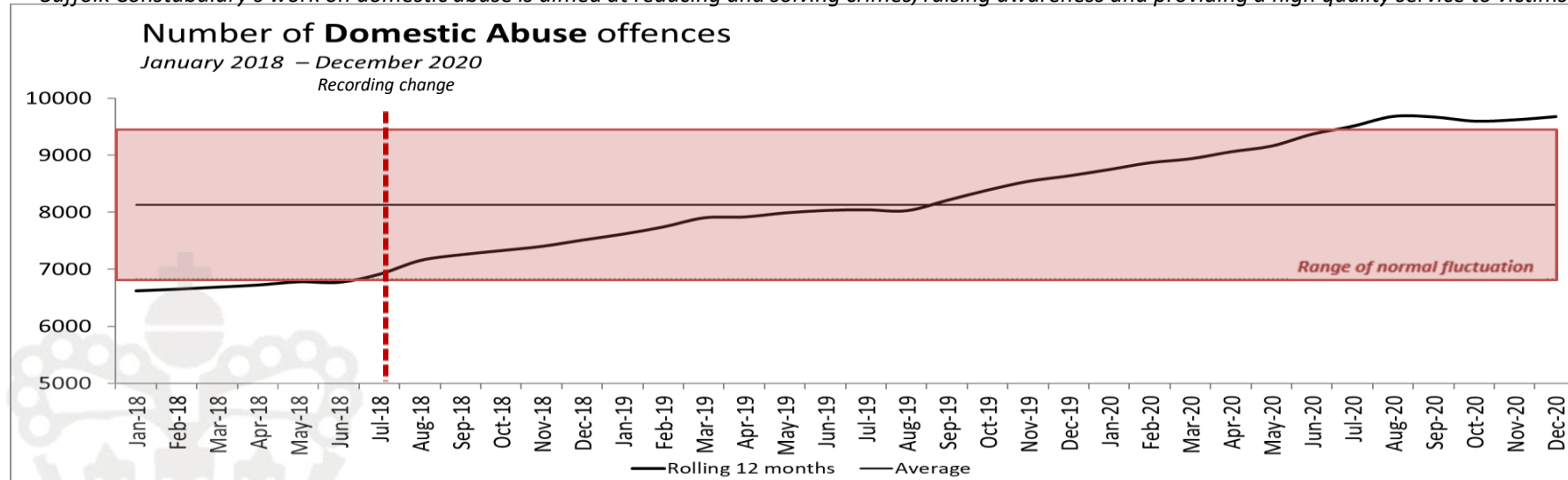
As at 31/12/2020

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	1210.3	43.5	963.1	The strength of police officers stands at 100.8% of the current establishment level as at 31/12/2020. The PCSO strength is 7.82% below the establishment and the current police staff strength stands at 6.99% below establishment as at 31/12/2020.
Strength	1219.9	40.1	895.8	
% working hours lost to sickness (Year to date) (force target 3.4%)	4.91%	6.02%		<p>Sickness absence for Suffolk Police Officers has increased by 0.28% in comparison with the corresponding point of the previous financial year from 4.63%. This figure does include isolation 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 3.67% to 6.02%. This figure also includes isolation related to Covid-19.</p>
Number on recuperative duties	121	N/A		There were 4 additional police officers on recuperative duties as at 31.12.20 than as at 30.09.2020. Police Staff and PCSOs are not managed under the Limited Duties policy
Number on adjusted duties	42	N/A		There were 9 additional police officers on adjusted duties as at 31.12.2020 than as at 30.09.2020. 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 but began to plateau since July.

Level of successful investigations

In the last 12 months just under 1 in 8 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

Awaiting up-to-date data.

Last 12 Months in Detail

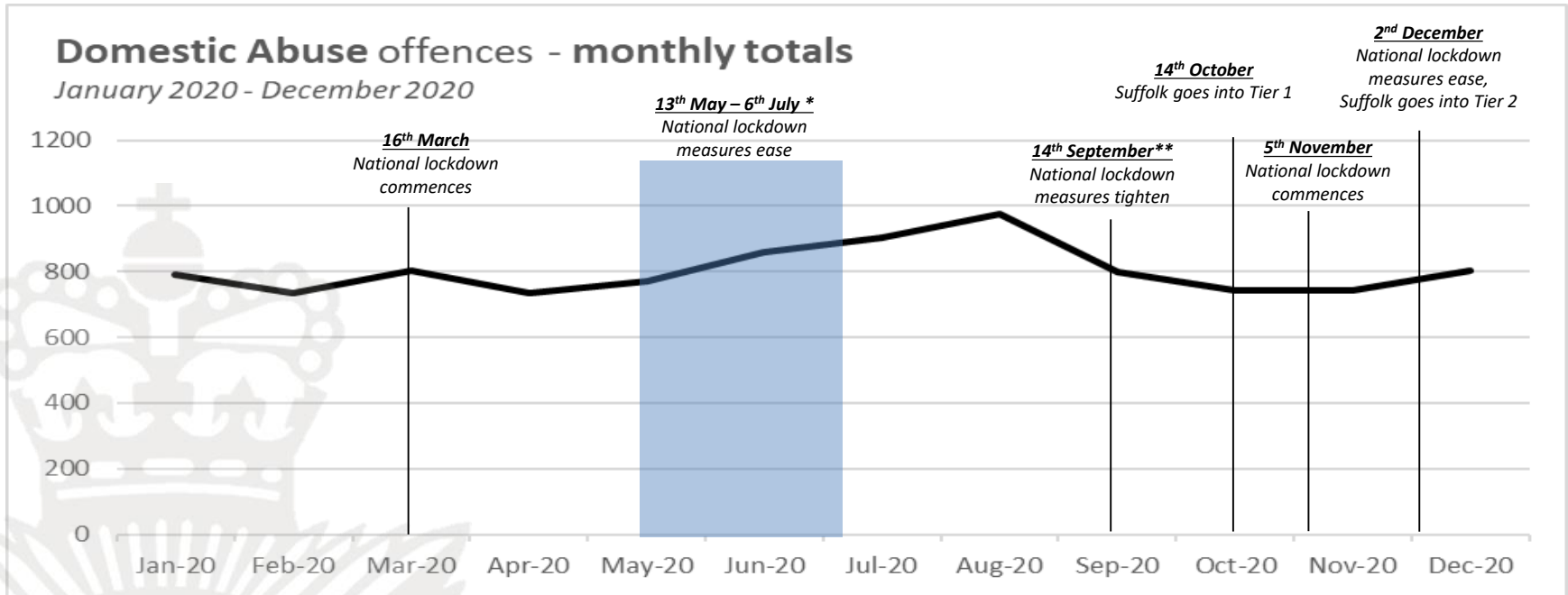
(difference to 3 year average in brackets)

Number of crimes	9,677 (+20.2%)
% of crimes where an investigation was not possible	1.3% (+0.4p.p)
% crimes where victim not ready to support police investigation	50.3% (-1.8p.p)
% crimes solved by police	11.0% (-4.2p.p)
% of cases convicted in court	80.0% (to March 2020)
% of cases convicted in court – comparison to most similar forces	Awaiting up-to-date data from Crown Prosecution Service

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.

Last 12 months



* On 13th May, those unable to work from home were told to return to work with social distancing. People allowed out of houses for unlimited exercise, garden centres reopened. From mid-June households with one adult were allowed to link to other households and have overnight stays. Rules on gatherings were relaxed, shops and public-facing businesses could reopen, excluding restaurants, bars etc. From early July, pubs, restaurants and hotels could reopen.

**Social gatherings of more than six people were made illegal with the exception of workplaces, schools, Covid secure weddings and funerals and organised team sports.

Analysis:

January 2018 – December 2020

After months of steady increase in volume of DA, the volume breached the upper range of normal fluctuation in July and has since plateaued. The rigorous application of National Crime Recording Standards has contributed towards this increase though in 2020 this coincides with the period of lockdown and there will be latent implications from late March 2020. As with our previous quarterly report, Suffolk is reporting a decrease in the solved rate. The solved rate is 0.9p.p lower than the last report, and slightly lower than the last report against the long-term average (-4.2p.p).

The rate of victims not ready to support action is currently being reported at 50.3%, 2.8p.p lower than reported in the last quarterly report.

Last 12 months

As the first national lockdown commenced in March 2020, it was anticipated that volumes of DA would increase during lockdown owing to people being forced to remain at home together in stressful circumstances. In the early stages of the first national lockdown this was not reflected in terms of DA crime though it was evident in DA incidents. It is expected there was an element of under-reporting in the early stages of lockdown despite the overall increase in DA in 2020 compared to 2019. Volumes began to rise from May as social restrictions started to relax and then peaked in August before reducing slightly again.

Operational Commentary:

The increase of DA-related crime is in line with national trends and could be for a number of reasons, not least neighbours being at home and reporting cases that previously may have remained unreported.

During the Covid pandemic, work with partner agencies has been strong, and as part of the Suffolk Violence Abuse Partnership the Constabulary has supported the roll out of promotional material to encourage DA to be reported, by both victims and witnesses. It is encouraging that people are reporting these crimes and whilst there will still be hidden cases, this does go some way to giving us a clearer indication of the prevalence of DA. The Constabulary is a key stakeholder within the Suffolk Violence & Abuse Partnership (SVAP) and during the COVID 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.

Operational Commentary continued:

In spite of the decrease of solved numbers and rates, our staff remain focussed to take action wherever possible. DA Matters training is close to concluding the second role out to front line staff and investigative standards training for supervisors is also close to completion. These two points should have a positive influence on these figures moving forward. The DA scrutiny panels which take place on the three SPC areas as well as the higher-level force scrutiny panel, have continued to review cases throughout lockdown and will continue to do so. The learning identified within these panels is shared amongst staff to contribute to improvements. The percentage of cases where victims do not support is reducing.

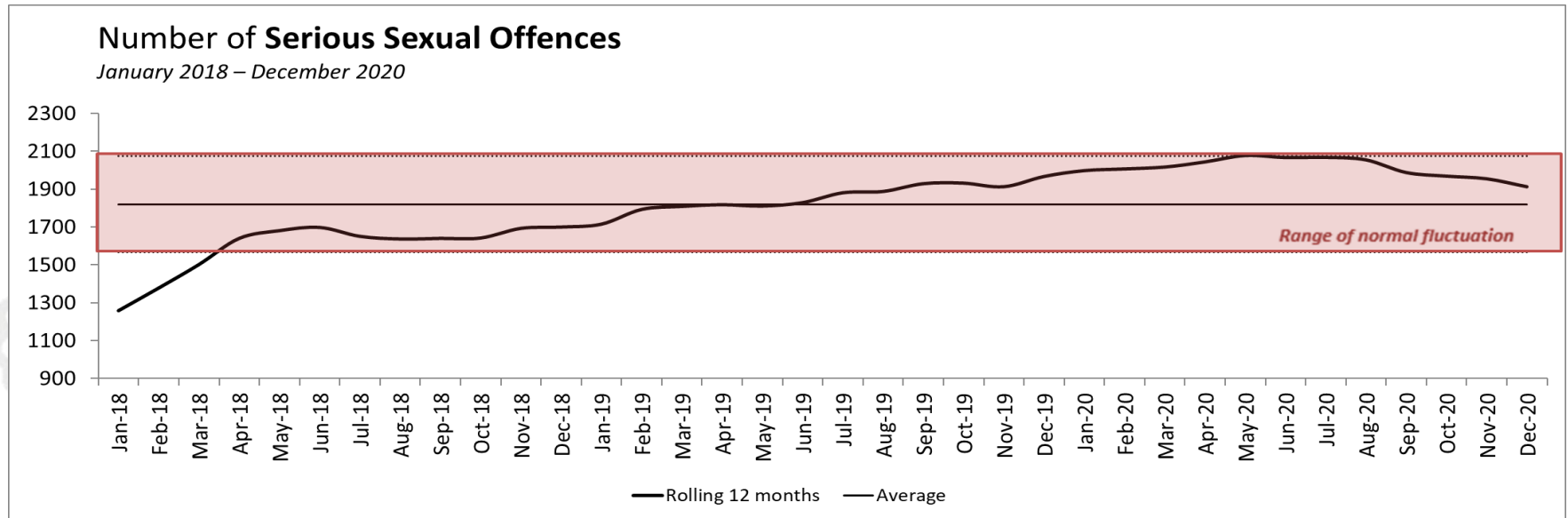
Confidence and satisfaction figures relating to DA are strong. Despite around half of victims not ready to support police action, over 80% are very satisfied with how they were treated which is higher than in many other crime categories.

Our arrest rates and positive action figures for DA have reduced in 2020, although Suffolk has higher rates for arrest and positive actions than neighbouring forces which is a positive indicator.

We use Domestic Violence Protection Notices (DVPN) where possible, and our conversion rate at court to Domestic Violence Protection Orders (DVPO's) is very strong. We use bail conditions as a safeguarding measure (as opposed to RUI – released under investigation) more than many forces, and so whilst our volumes of DVPN's may be low when compared to similar forces, our higher use of conditional bail goes some way to counter this. Our Domestic Abuse Perpetrator Unit (DAPU) is now in place and has taken on the first few members of the cohort to work through this preventative programme to reduce future offending.

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 a decrease since Q1 2020/21. This is likely linked to ongoing social restrictions
Level of successful investigations	Just over 1 in 15 crimes are solved
Level of victim support for police investigations	Just under half of victims support police investigations
Comparison to most similar forces (rape only)	Awaiting up-to-date data

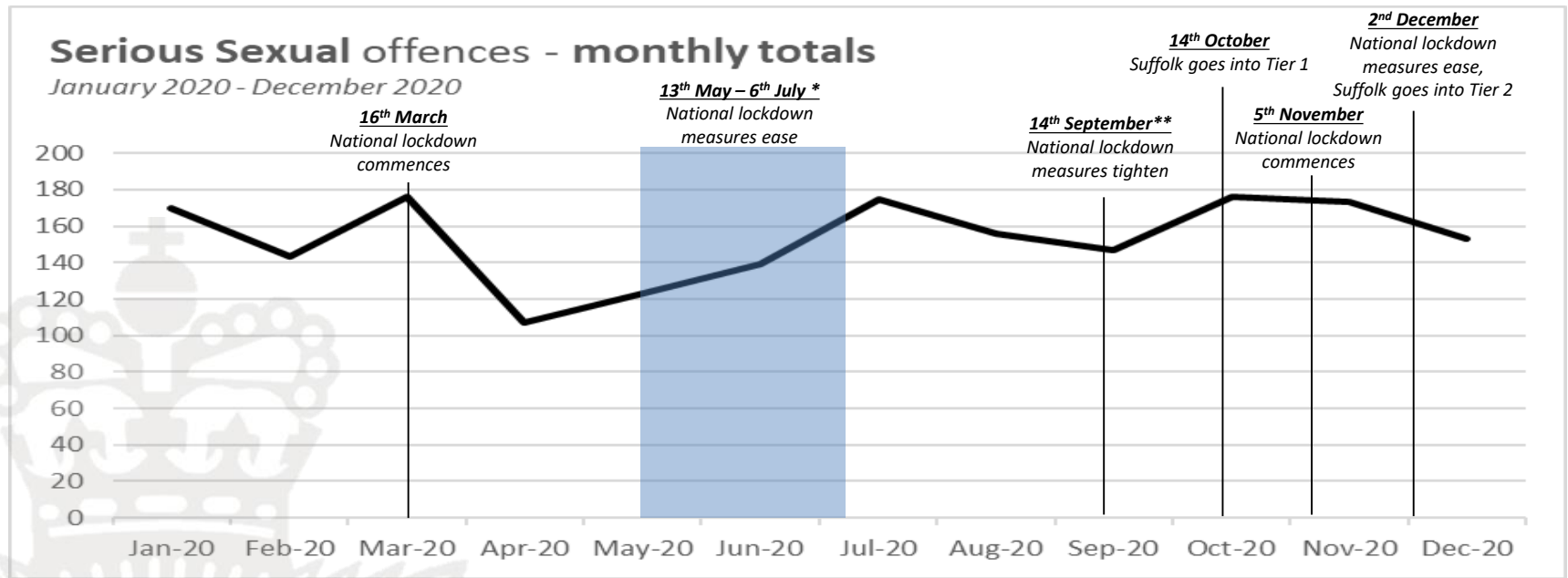
Last 12 Months in Detail

(difference to 3 year average in brackets)

Number of crimes	1,839 (-1.1%)
% of crimes where an investigation was not possible	4.4% (+0.9p.p)
% crimes where victim not ready to support police investigation	57.9% (+15.5p.p)
% crimes solved by police	6.8% (+1.0p.p)
% of rape cases convicted in court	Awaiting up-to-date data

PERFORMANCE REPORT: Serious Sexual Offences (SSO)

Last 12 months



* On 13th May, those unable to work from home were told to return to work with social distancing. People allowed out of houses for unlimited exercise, garden centres reopened. From mid-June households with one adult were allowed to link to other households and have overnight stays. Rules on gatherings were relaxed, shops and public-facing businesses could reopen, excluding restaurants, bars etc. From early July, pubs, restaurants and hotels could reopen.

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PERFORMANCE REPORT: Serious Sexual Offences (SSO)

Analysis:

January 2018 – December 2020

The numbers of reported serious sexual offences (SSO) in the last 12 months has fallen below the LTA. It is likely that lockdown associated with Covid is a factor responsible for the reduction in reported offences compared to the LTA.

The solved serious sexual offences rate is low but it has increased slightly since the last report (6.8% in this report compared to 6.4% in the last quarterly report). This is higher than the LTA by 1.0p.p, whereas it was 0.4p.p higher than the LTA in the last report. The rate of victims not ready to support investigation is currently being reported at 57.9%.

When comparing volumes of all sexual offences (not limited to serious sexual offences) in Suffolk with its most similar groups (MSG), Suffolk has the 3rd highest number of sexual offences per 1,000 population between November 2019 and October 2020, with a rate of 3.0 crimes. Suffolk also recorded an increase in their solved rate when comparing 12 months ending October 2019 and 12 months ending October 2020. Suffolk has the 3rd highest increase in solved rate compared to other forces in its MSG in the 12 months ending October 2020. This increase in solved rate is consistent with the national picture.

Last 12 months

The lowest recorded numbers of SSOs in the last three years occurred in April 2020. Volumes then increased after April, though they did not reach the volumes reported in the same periods in 2019 and 2018. Volume started to drop again slightly following the second national lockdown.

Operational Commentary:

Force-wide response and improvements to the investigation of rape and serious sexual offences remain driven through the Suffolk SSO delivery board and development plan, chaired by DCS Bridger. The introduction of the Regional RASSO Strategic Governance and Operational boards have seen positive progress in developing consistency and sharing of best practice between forces. The platform also enables swift and appropriate escalation for matters when required, enhancing the service provided to victims.

Operational Commentary cont:

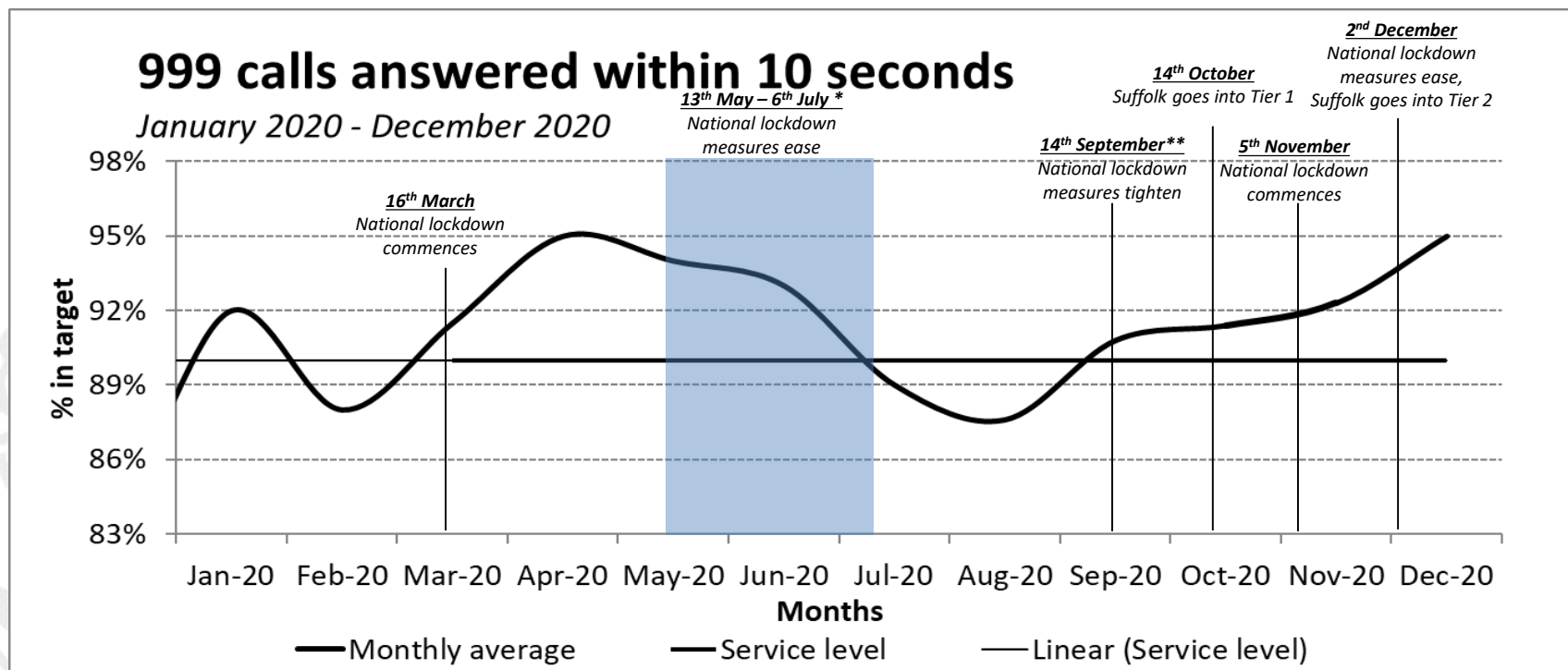
The main priority within SSO remains a focus on improving victim experience and reducing the length of investigations throughout the whole of the CJS journey, in line with the Joint National Action Plan. Focus is also on providing victims with enhanced information from the outset to deliver a high quality service, prior to COVID restrictions Suffolk were trialling Victim Engagement Meetings (VEM) with positive feedback. When restrictions are lifted the VEM's will resume with an evaluation process to understand the anticipated positive impact on attrition and victim satisfaction.

Despite the Covid environment within 2020, the volume of crime recorded over a 12 month period has remained consistent with the LTA demonstrating public confidence in reporting. Despite concerns during continued periods of lockdown and restrictions on working practices, the solved rate for SSO has increased concluding the year at 6.8%. Victim disengagement has increased during the period the cause remains unclear, however the lockdown period did identify a number of historic cases reported that victims did not wish to pursue which may be a contributing factor. Victim engagement as always will remain a priority in the coming year to ensure those within the CJS remain engaged despite the unavoidable delays in the court processes anticipated throughout 2021. In addition, the unit is developing options for an new approach to non-engaging children; who are victims of RASSO offences with a view to building trust and engagement through the use of other agencies and different methods of evidential capture.



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.



* On 13th May, those unable to work from home were told to return to work with social distancing. People allowed out of houses for unlimited exercise, garden centres reopened. From mid-June households with one adult were allowed to link to other households and have overnight stays. Rules on gatherings were relaxed, shops and public-facing businesses could reopen, excluding restaurants, bars etc. From early July, pubs, restaurants and hotels could reopen.

**Social gatherings of more than six people were made illegal with the exception of workplaces, schools, Covid-secure weddings and funerals and organised team sports.

Performance at a glance

Level of demand

Overall 999 demand has increased by 0.9% compared to the LTA

Proportion of all calls that are 999

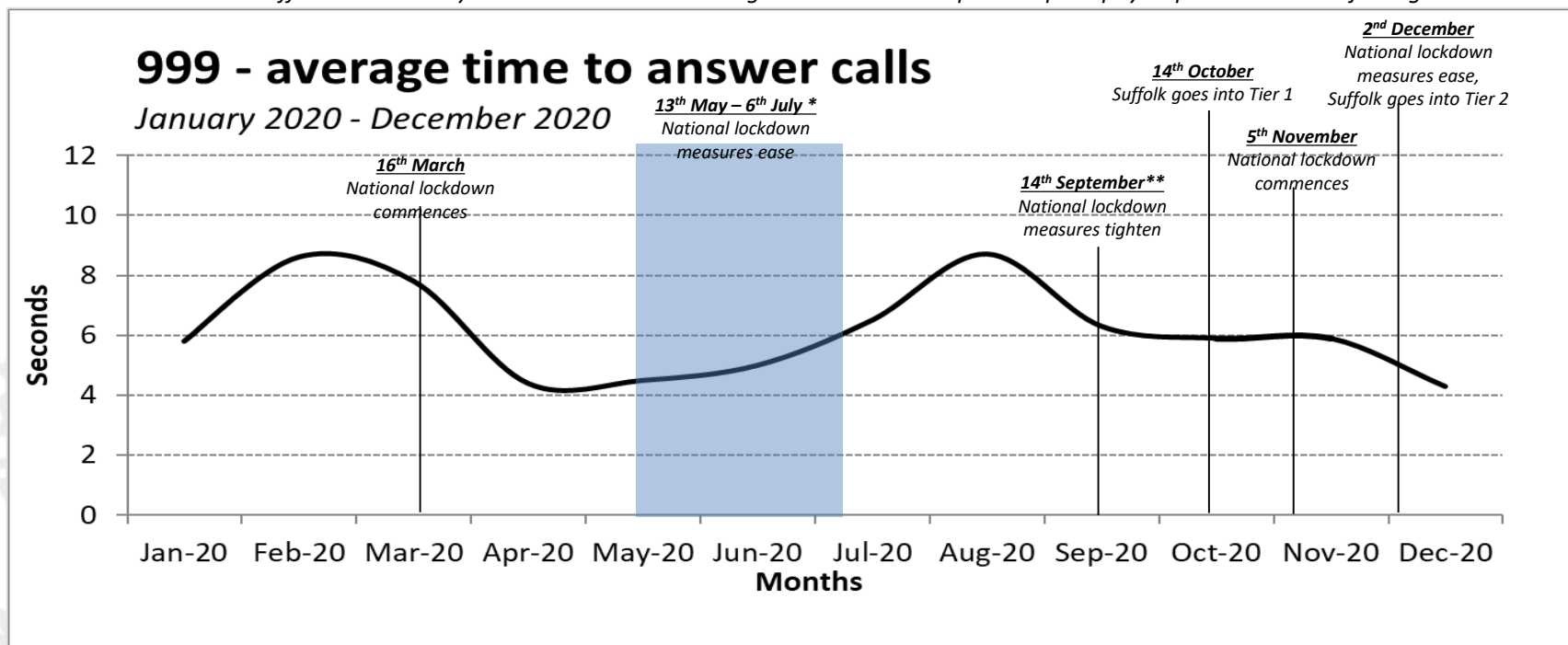
46.8% of all calls were dealt with as an emergency call in the last 12 months. This has remained stable since the last report.

Service level

Performance had been improving since the introduction of the telephony system in May 2018 in spite of increasing demand. After dropping mid-2020 performance has been steadily improving toward the end of 2020.

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Last 12 Months in Detail

(difference to 3 year average in brackets)

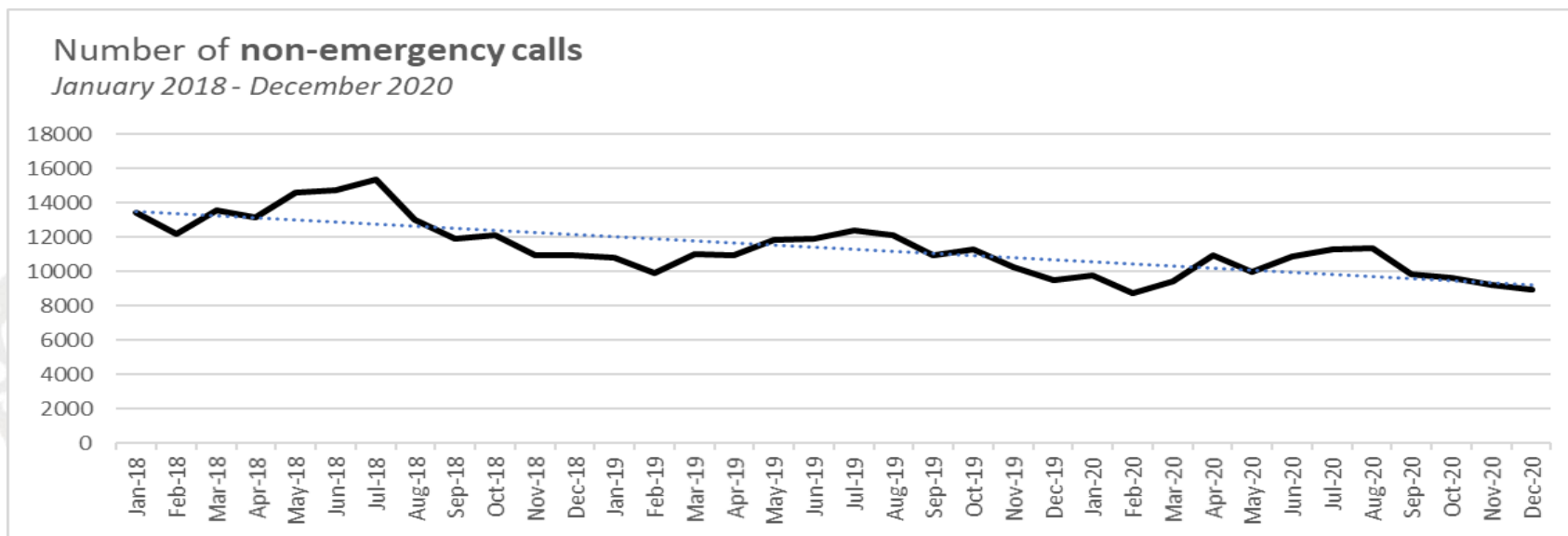
Number of 999 calls	108,162 (+0.9%)
% of all calls that are 999	46.8% (+7.6p.p)
Average calls per day	296 (+5.3%)

Analysis:

999 call handling demand continues to rise year on year, with an increase of 0.9% in the last 12 months compared to the LTA. In spite of this, Suffolk Constabulary has answered 91.6% of calls within 10 seconds between January 2019 and December 2020, and the average time to answer calls is 6.1 seconds between January and December 2020 (compared to 8.7 seconds between January 2019 and December 2019).

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

Last 12 Months in Detail

(difference to 3 year average in brackets)

Number of non-emergency calls	119,799 (-22.9%)
Average non-emergency calls per day	327 (-23.1%)

PERFORMANCE REPORT: Non-emergency call handling

Analysis:

Non-emergency call handling demand continues to reduce. There has been a 22.9% reduction in calls in the last 12 months compared to the previous three years. This is stable since the last report (reduction of 22.5%).

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

Since March 2020 when the first Covid lockdown was implemented, emergency call demand had reduced by 8.2% (7651 calls). During the Summer period of 2020 call demand did return to normal levels and reduced again as national lockdowns were introduced. The expectation remains that emergency call demand will resume at expected increased levels as lockdown is removed during 2021.

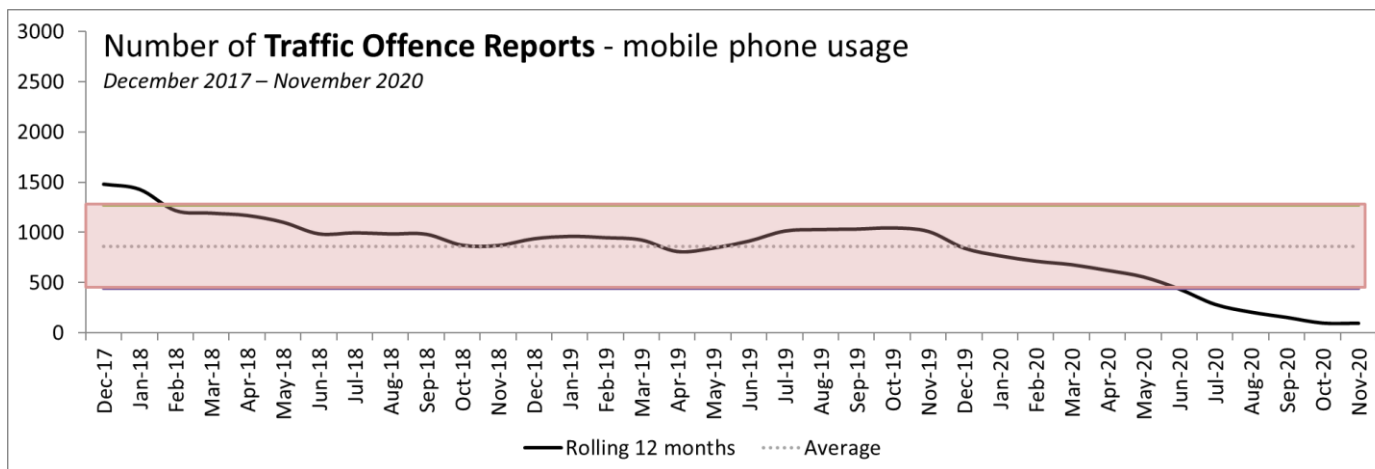
Five specific Covid opening codes have been added to the Command and control system (Storm) in both Suffolk and Norfolk Constabularies. These have been added so the CCR can appropriately manage all Covid contact and respond appropriately within current, dynamic, government guidelines. The online reporting facility continues to be used within the CCR and is supported by social media campaign “Click Before You Call” to promote public self-service along with an online reminder messaging within the 101 telephony lines. As part of the Digital contact and confidence plans, trials have taken place with WebBot and Webchat options for public contact and are now being evaluated for future development.

The Contact and Control Room (CCR) has recruited four new Operators during January 2021 with a further two Operators planned to start during March 2021. This will successfully result in a full establishment against budget. In addition to this, CCR Covid Resilience plans are in place with additional non CCR staff already trained with call handling skills in support of any staff Covid extractions.

The home working proof of concept testing 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 a paper exploring agile working options.

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).



*KSI figures up to 30/11/2020
TOR figures up to 30/11/2020*

Last 12 Months in Detail (averages)

(difference to 3 year average in brackets)

Number of KSI collisions recorded	338 (19.2%)
Number of TORs issued for mobile phone use	678 (-43.7%)
Number of TORs issued for seatbelts	1262 (31.9%)

Analysis:

There has been an increase in Killed or Serious Injured collisions (KSIs) when compared to the long-term average. Traffic Offence Reports (TORs) for seatbelts have also increased. A decrease is seen in TORs issued for mobile phone use, which has dropped below the lower limit of normal fluctuation since June. Lockdown for Covid has likely had an impact on volumes since March.

Operational Commentary:

TORs issued for seatbelt offences have seen a 30% increase on the LTA. This will be as a result of the Constabulary's support to the NPCC National Roads Partnership Calendar.

The annual national Winter Drink-drive initiative ran the duration of December 2020 and ran in conjunction with a UK-wide operation led by the National Police Chiefs' Council. It saw officers carrying out roadside checks throughout the day and night, as well as intelligence-led enforcement activity. A total of 86 motorists were arrested, with 43 people failing breath tests and 30 people providing positive drug tests. In addition, five people failed to provide a specimen and eight people were arrested for being unfit to drive through drink and drugs.

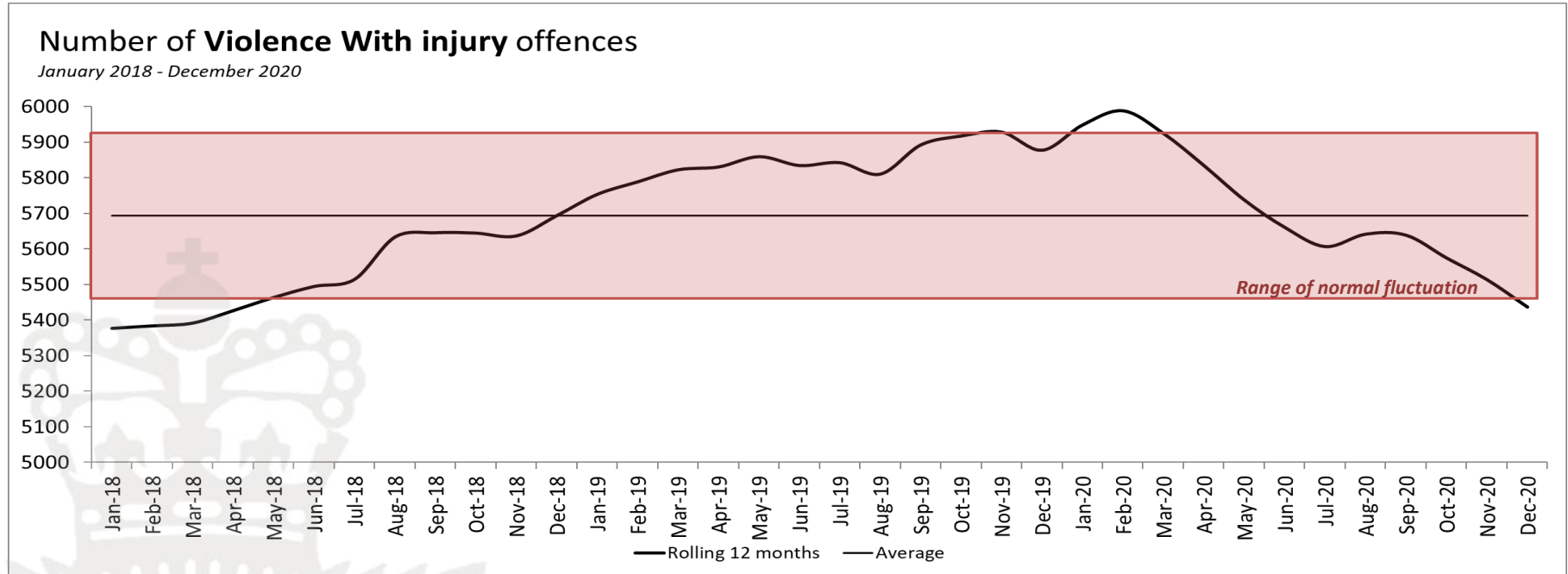
PERFORMANCE REPORT: Traffic Offence Reports

Operational Commentary continued:

In July 2020 Suffolk participated in the National seatbelt enforcement campaign. Between the 6th July and the 10th July 2020 Suffolk conducted a joint operation with Norfolk under the heading of 'Operation Wyken' targeting HGV's on the County's roads utilising an unmarked HGV loaned from Orwell trucks. This operation alone returned 168 seatbelt offences. The newly formed 'Commercial Vehicle Unit' commenced enforcement activity on the 23rd November and whilst only 7 days into the reporting period would have started to have an influence in this area.



PERFORMANCE REPORT: Violence with injury



Performance at a glance

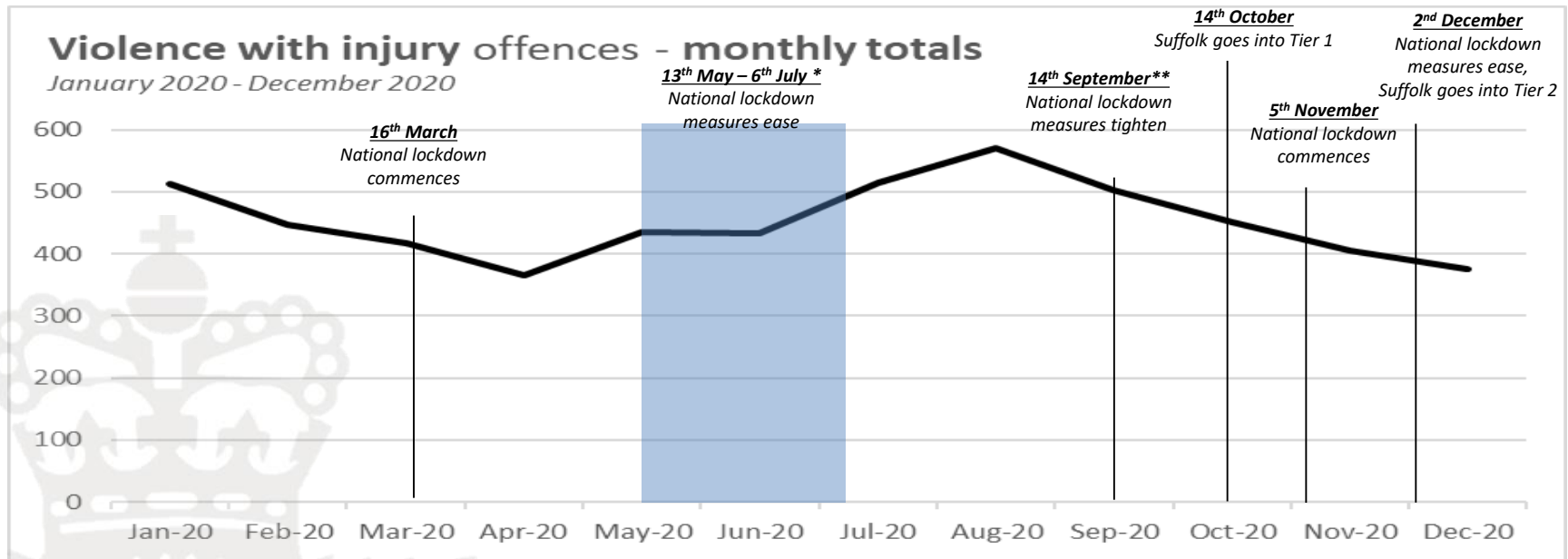
Level of crime	Continued increasing trend and above the exceptional level in early 2020, before decreasing in March. This is a similar trend to that seen regionally, nationally and across the MSG.
Level of successful investigations	Just under 1 in 6 crimes are solved
Comparison to most similar forces	2 nd lowest out of 8 forces per 1,000 population (to October 2020)

Last 12 Months in Detail

(difference to 3 year average in brackets)

Number of crimes	5,437 (-4.5%)
% crimes solved by police	16.4% (-3.4p.p)

Last 12 months



* On 13th May, those unable to work from home were told to return to work with social distancing. People allowed out of houses for unlimited exercise, garden centres reopened. From mid-June households with one adult were allowed to link to other households and have overnight stays. Rules on gatherings were relaxed, shops and public-facing businesses could reopen, excluding restaurants, bars etc. From early July, pubs, restaurants and hotels could reopen.

**Social gatherings of more than six people were made illegal with the exception of workplaces, schools, Covid-secure weddings and funerals and organised team sports.

Analysis:

January 2018 – December 2020

Recorded numbers of Violence with Injury offences were steadily increasing over the last three years where they exceeded “normal levels” in January and February 2020. This upward trend was interrupted with the emergence of Covid and the linked social restrictions, as referenced in the last two reports. It was predicted that the steady decrease in Violence with Injury was temporary and volumes would spike again as lockdown measures were eased. While the 12-month rolling average stabilised in July and August, as social lockdown restrictions were reintroduced, the rolling 12-month average began to decrease again. The rolling 12-month trend shows a decrease against the LTA (4.5%).

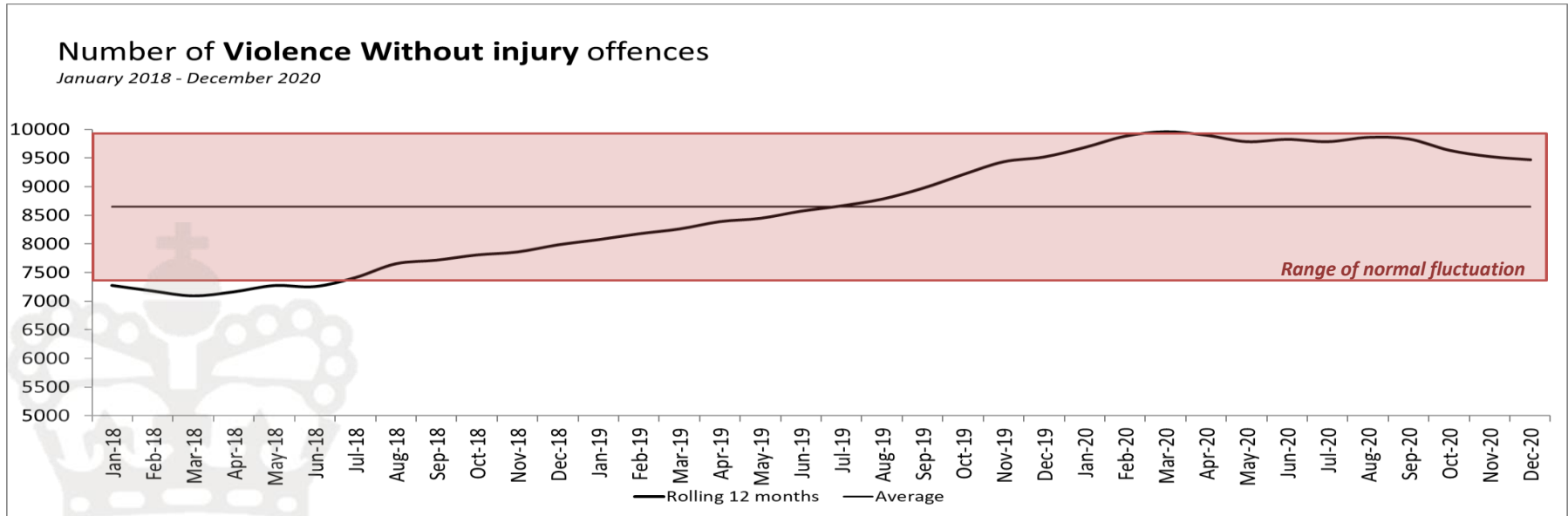
The decrease in volume of Violence with Injury in 2020 has been seen nationally. Suffolk is one of seven forces in its MSG to experience decreases in the rate of recorded offences per 1000 population between the 12 months ending October 2019 and the 12 months ending October 2020. Suffolk reports the 2nd 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 (-3.4p.p). Suffolk is one of five forces in its MSG that has reported a decrease in its solved rate. Suffolk still reports the 4th highest solved rate when compared to other forces within its MSG.

Last 12 months

The monthly volumes in 2020 follow a similar seasonal pattern to both 2018 and 2019 with lows in the early part of the year and peaks around August. The first national lockdown had an impact on volume of Violence with Injury with Suffolk recording their lowest volume of these offences April 2020 and this was the lowest monthly volume of Violence with Injury offences in the last three years. Volumes returned to pre-Covid levels in August after social restrictions were relaxed but began to decrease as social restrictions tightened and then national lockdown began in November. It can be expected that reports of Violence with Injury offences will remain low into the early part of 2021 as national lockdown restrictions continue.

(Operational commentary provided with violence without injury commentary on slide 29)

PERFORMANCE REPORT: Violence without injury



Performance at a glance

Level of crime	Continued increasing trend and above the exceptional level in early 2020, before levelling off in March. There has been a gentle reduction since September. This is a similar trend to that seen regionally, nationally and across the MSG.
Level of successful investigations	Just under 1 in 9 crimes are solved
Comparison to most similar forces	3 rd highest out of eight forces per 1,000 population (to October 2020)

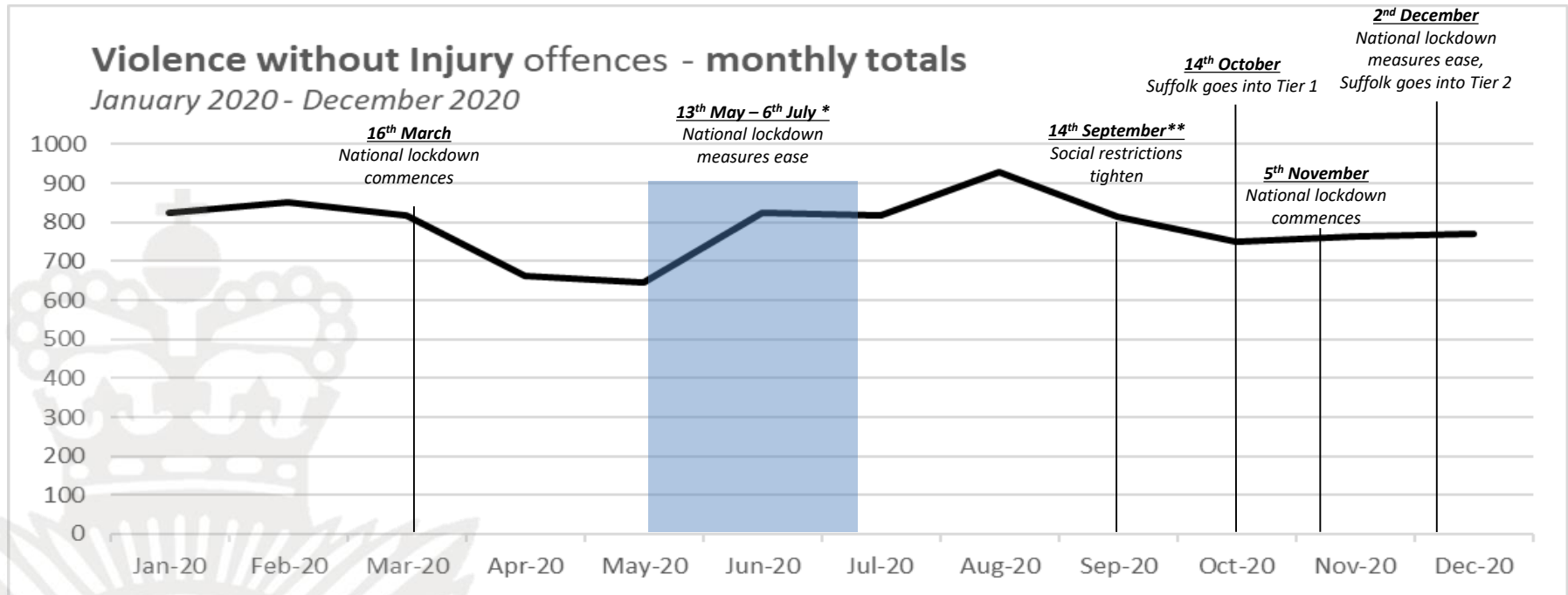
Last 12 Months in Detail

(difference to 3 year average in brackets)

Number of crimes	9,467 (+10.2%)
% crimes solved by police	11.1% (-3.9p.p)

PERFORMANCE REPORT: Violence without injury

Last 12 months



* On 13th May, those unable to work from home were told to return to work with social distancing. People allowed out of houses for unlimited exercise, garden centres reopened. From mid-June households with one adult were allowed to link to other households and have overnight stays. Rules on gatherings were relaxed, shops and public-facing businesses could reopen, excluding restaurants, bars etc. From early July, pubs, restaurants and hotels could reopen.

**Social gatherings of more than six people were made illegal with the exception of workplaces, schools, Covid-secure weddings and funerals and organised team sports.

January 2018 – December 2020

Looking at the rolling 12 month totals over the last three years, 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. Volume of offences breached the upper range of normal fluctuation in early 2020. Unlike Violence with injury, volumes of Violence without injury have not decreased considerably but there has been a slight decrease since then. In spite of this slight decrease, Violence without injury offences in the last 12 months are 10.2% higher than the LTA.

As expected, this higher volume in 2020 has been seen nationally. In the previous report Suffolk was reporting increases that were not recorded in most of its MSGs. Comparing the 12 months ending October 2019 and the 12 months ending October 2020, all forces in Suffolk's MSGs have experienced increases in the rate of recorded offences per 1000 population. Suffolk reports the 3rd highest rate of Violence without injury per 1000 pop when compared to other forces in its MSG (it was 2nd highest rate in the previous report).

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

Last 12 months

Reduction in monthly volumes of Violence without injury coincided with Covid-related national lockdowns. Decreases in volume of Violence without Injury was seen shortly after March, volumes increased as social restrictions were gradually lifted between May and July. Volumes decreased again as social restrictions tightened and then plateaued at the end of 2020.

Operational Commentary:

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. The volume of reported offences has not declined in line with many other types of crime during lock down periods, largely due to the influence of DA and ongoing growth in reporting in that type of crime. The Constabulary has established a Violent Crime delivery board to monitor and influence performance specifically in the following key areas of violent crime:

- Youth Violence
- Knife Crime
- Night Time Economy Violence
- Robbery

Violence without Injury

Operational Commentary continued:

Non-complex Investigation standards improvement work continues under 'Op Investigate'. There are key workstreams that seek to develop initial training, continued professional development of investigators and supervisory oversight. Good progress continues to be made despite the challenge around training delivery as a result of the Covid.

The Constabulary continues to focus on knife crime and has undertaken a number of weapon amnesty initiatives throughout the year with further activity planned for the next reporting period. The Op Kestrel team has been deployed successfully on a number of occasions in response to community concerns and 'hotspots' associated with violent crime. The impact of the team will be subject of full evaluation during the next year.

