

ORIGINATOR: CHIEF CONSTABLE

PAPER NO: AP21/22

SUBMITTED TO: ACCOUNTABILITY AND PERFORMANCE PANEL –
21 MAY 2021

SUBJECT: PERFORMANCE PRIORITIES MONITORING REPORT –
1 APRIL 2020 TO 31 MARCH 2021

SUMMARY:

1. This report shows the Constabulary's performance between April 2020 and March 2021 against some of the Police and Crime Commissioner's performance priorities.
2. A summary of the actions being taken to improve or maintain performance is included for each priority area.

RECOMMENDATION:

1. The Accountability and Performance Panel is asked to consider the report and provide comments to inform future performance monitoring reports.

DETAIL OF THE SUBMISSION

1. KEY ISSUES FOR CONSIDERATION

General Overview

- 1.1. This report is based upon the performance priorities set within the Police and Crime Plan. It shows performance for the period from 1st April 2020 and 31st March 2021 unless otherwise stated.
- 1.2. The paper details each priority in turn and makes an assessment of performance against the three-year average. In addition to this and where appropriate, comparison is made with other police forces or national averages.
- 1.3. The report provides an overview against each priority and an outline of the action being taken to improve or maintain performance.

Executive Summary

- 1.4 Suffolk remains a safe county with low crime rates. Despite significant increases in some crime types, performance is being maintained in most areas. The public still have confidence to report and a lot of work has gone into making this happen. Suffolk's performance is consistent when compared against similar forces (by size, demographic or demand profile), regional forces and nationally.
- 1.5 The rate of the Constabulary's response to emergency incidents within target in the last year has increased compared to the previous three-year average with 91.6% of emergency incidents attended within target. The number of 999 calls also declined slightly in the last 12 months (-2.7%) compared to the previous three years. The average time to answer 999 calls is 5.5 seconds.
- 1.6 Police recorded domestic abuse in the last 12 months was 12.8% higher than the average of the previous three years. Rolling 12 months figures have breached the upper range of normal fluctuation in August and December 2020 before reducing in 2021. Police recorded serious sexual offences in the last 12 months was 6.5% lower than the average of the previous three years. Both of these offence types are believed to be under-reported. Suffolk Constabulary has been actively encouraging victims to report crimes of domestic abuse and serious sexual offences either directly or via third parties. This and the implications of social restrictions associated with lockdown over the last 12 months are expected to have had an impact on the volume of domestic abuse and serious sexual offences.
- 1.7 Challenges remain in the respect of solved rates in domestic abuse crimes (3.9 percentage points lower than the three-year average), violence with injury (3.2 percentage points lower than the three-year average) and violence without injury (3.9 percentage points lower than the three-year average). However, there has been a slight increase in the solved rate for serious sexual offences (0.4 percentage points higher than the three-year average).
- 1.8 In a number of crime types a significant number of victims are not ready, for a variety of reasons, to support the police investigation. This is particularly evident for domestic abuse and serious sexual offences where 47.4% and 49.3% are not ready to support the police investigation, respectively.

- 1.9 It is expected that the national lockdowns and changing social restrictions associated with Covid has impacted the volume of crime reported since April 2020.

2. FINANCIAL IMPLICATIONS

- 2.1. The performance of the Constabulary is largely dependent on the level of available resources to tackle each of the priority areas. In the current financial climate every effort is being made to maintain front line policing and ensure performance against these priorities can be maintained or improved.
- 2.2. The Constabulary has a robust financial planning process that ensures it is able to match resources to demand and prioritises towards threat, risk and harm. Recent changes to the local policing model and the additional resource arising from increases to the policing element of the council tax precept will increase capacity and capability to tackle those issues that are most important to our communities.

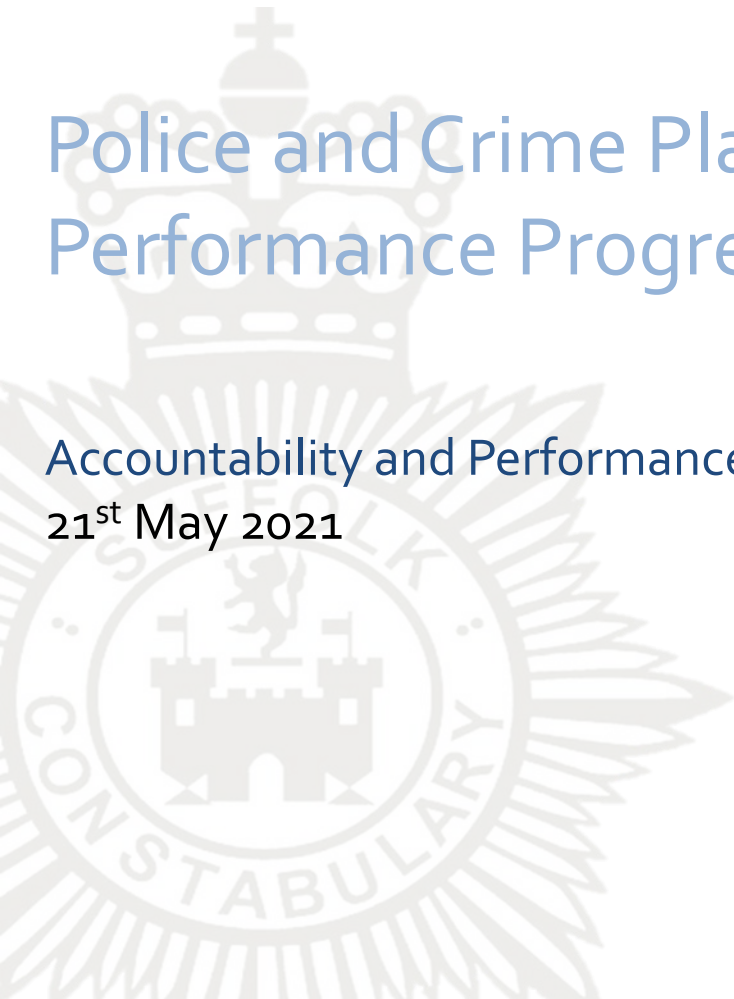
3. OTHER IMPLICATIONS AND RISKS

- 3.1 Covid-19 has had an impact on demand within particular offence types. There has been an increase in police recorded domestic abuse and violence without injury and a decrease in serious sexual offences, violence with injury and robbery. With the relaxation of social restrictions, it is expected that volumes of serious sexual offences, violence with injury and robbery will increase.

Police and Crime Plan Performance Progress Report

Accountability and Performance Panel

21st May 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. Due to the impact of Covid-19 the method used for the Crime Survey for England and Wales (CSEW) has had to change and so comparative data is not currently available – due to the age of the last CSEW update it has not been provided in this report, but a placeholder has been retained for when data becomes available.

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 31/03/2021

Area	Indicator	Last 12 months	Three Year Average	% Difference
Domestic Abuse Crimes	Number of crimes	9,358	8,298	12.8%
	Solved Number	996	1,205	-17.3%
	- Percentage solved	10.6%	14.5%	-3.9p.p
	Percentage of Cases where investigation not possible	1.2%	0.9%	0.3p.p
	Percentage of Cases where victim does not support	47.4%	51.9%	-4.5p.p
		Qtr 4 2020-21	Previous Qtr (Qtr 3 2020-21)	% Difference
	Percentage of victims satisfied with overall service	94.7%	86.7%	8.0p.p
	Percentage of victims satisfied with first contact	94.7%	73.3%	21.4p.p
	Percentage of victims satisfied with service provided	78.9%	93.3%	-14.4p.p
	Percentage of victims satisfied with treatment	95.7%	93.3%	2.4p.p
	Percentage of victims satisfied with updates	89.5%	73.3%	16.2p.p
Serious Sexual Offences		Last 12 months	Three Year Average	% Difference
	Number of crimes	1,749	1,871	-6.5%
	Solved Number	106	108	-1.9%
	- Percentage solved	6.1%	5.7%	0.4p.p
	Percentage of Cases where investigation not possible	3.9%	3.6%	0.3p.p
Child Sexual Abuse	Percentage of Cases where victim does not support	49.3%	44.2%	5.1p.p
	Number of Child Sexual Abuse Crime (by keyword - Athena data only)	1,196	1,313	-8.9%
	Solved number	123	119	3.4%
	- Percentage solved	10.3%	9.0%	1.3p.p
	Percentage of Cases where investigation not possible	3.3%	3.3%	0.0p.p
	Percentage of Cases where victim does not support	32.5%	31.3%	1.2p.p

PERFORMANCE REPORT: Summary

Data up to 31/03/2021

Area	Indicator	Last 12 months	Three Year Average	% Difference
Public Safety	% Percentage Emergency Response in Target	91.6%	91.0%	0.6p.p
	Number of Emergency Response in Target	18,141	17,635	2.9%
	% Percentage Emergency Response in Target - East	86.5%	86.5%	0.0%
	Number of Emergency Response in Target - East	3,338	3,115	7.2%
	% Percentage Emergency Response in Target - South	93.3%	92.9%	0.4p.p
	Number of Emergency Response in Target - South	7,976	7,988	-0.2%
	% Percentage Emergency Response in Target - West	92.5%	90.9%	1.6p.p
	Number of Emergency Response in Target - West	6,826	6,546	4.3%
	% 999 calls answered within 10 seconds	92.1%	90.9%	1.2p.p
	Number of KSI Collisions	228	285	-19.9%
	Number of TORs issued for seatbelts (until 28/02/2021)	1,034	945	9.4%
	Number of TORs issued for mobile phone use (28/02/2021)	111	666	-83.3%
Confidence	<p>Due to the impact Covid-19 has had on how CSEW surveys can be conducted which has resulted in small sample sizes, the data set for the first quarter of 2020/2021 is incomplete and has not been made available for analysis.</p> <p>It is currently unknown as to when there will be a return to previous survey format.</p>			
Non-Emergency Call Handling (Based on March 2021 only)		Last month (February 2021)	Previous month (February 2021)	% Difference
	Average Time to Answer (Seconds) - Emergency Redirect	7	3	133.3%
	Average Time to Answer (Seconds) - Priority	713	534	33.5%
	Average Time to Answer (Seconds) - Routine	922	768	20.1%
	Average Time to Answer (Seconds) - Advice and Admin	1216	1239	-1.9%

PERFORMANCE REPORT: Summary

Data up to 31/03/2021

Area	Indicator	Last 12 months	Three Year Average	% Difference
Online Crime	Number of crimes	2,013	1,467	37.2%
	Solved Number	204	161	26.7%
	- Percentage solved	10.1%	11.0%	-0.9p.p
	Percentage of Cases where investigation not possible	0.5%	0.4%	0.1p.p
	Percentage of Cases where victim does not support	27.2%	27.3%	-0.1p.p
		Last 12 months	Previous 12 months	% Difference
	Percentage of victims satisfied with overall service (until 28/02/2021)	78.3%	78.3%	0.0p.p
	Percentage of victims satisfied with first contact (until 28/02/2021)	74.5%	72.4%	2.1p.p
	Percentage of victims satisfied with actions taken (until 28/02/2021)	76.6%	72.3%	4.3p.p
	Percentage of victims satisfied with treatment (until 28/02/2021)	90.9%	85.5%	5.4p.p
	Percentage of victims satisfied with updates (until 28/02/2021)	77.1%	75.9%	1.2p.p
Hate Crime		Last 12 months	Three Year Average	% Difference
	Number of crimes	994	991	0.3%
	Solved Number	176	164	7.3%
	- Percentage solved	17.7%	16.5%	1.2p.p
	Percentage of Cases where investigation not possible	2.0%	1.6%	0.4p.p
	Percentage of Cases where victim does not support	23.4%	28.1%	-4.7p.p
		Last 12 months	Previous 12 months	% Difference
	Percentage of victims satisfied with overall service (until 28/02/2021)	70.1%	66.7%	3.4p.p
	Percentage of victims satisfied with first contact (until 28/02/2021)	64.2%	71.3%	-7.1p.p
	Percentage of victims satisfied with actions taken (until 28/02/2021)	67.2%	59.6%	7.6p.p
	Percentage of victims satisfied with treatment (until 28/02/2021)	84.3%	84.8%	-0.5p.p
	Percentage of victims satisfied with updates (until 28/02/2021)	67.9%	69.7%	-1.8p.p

PERFORMANCE REPORT: Summary

Data up to 31/03/2021

Area	Indicator	Last 12 months	Three Year Average	% Difference
Business Crime	Number of crimes	4,711	6,928	-32.0%
	Solved Number	1,128	1,891	-40.3%
	- Percentage solved	23.9%	27.3%	-3.4p.p
	Percentage of Cases where investigation not possible	0.7%	0.3%	0.4p.p
	Percentage of Cases where victim does not support	6.9%	5.7%	1.2p.p
		Last 12 months	Previous 12 months	% Difference
	Percentage of victims satisfied with overall service (until 28/02/2021)	80.3%	65.6%	14.7p.p
	Percentage of victims satisfied with first contact (until 28/02/2021)	85.1%	84.5%	0.6p.p
	Percentage of victims satisfied with actions taken (until 28/02/2021)	75.9%	60.2%	15.7p.p
	Percentage of victims satisfied with treatment (until 28/02/2021)	91.2%	88.2%	3.0p.p
	Percentage of victims satisfied with updates (until 28/02/2021)	75.2%	63.4%	11.8p.p
Rural Crime		Last 12 months	Three Year Average	% Difference
	Number of crimes	477	419	13.8%
	Solved Number	28	17	64.7%
	- Percentage solved	5.9%	4.2%	1.7p.p
	Percentage of Cases where victim does not support	4.0%	4.0%	0.0p.p
		Last 12 months	Previous 12 months	% Difference
	Percentage of victims satisfied with overall service (until 28/02/2021)	75.6%	75.0%	0.6p.p
	Percentage of victims satisfied with first contact (until 28/02/2021)	69.7%	77.2%	-7.5p.p
	Percentage of victims satisfied with actions taken (until 28/02/2021)	68.5%	59.4%	9.1p.p
	Percentage of victims satisfied with treatment (until 28/02/2021)	87.4%	89.1%	-1.7p.p
	Percentage of victims satisfied with updates (until 28/02/2021)	66.9%	70.3%	-3.4p.p

PERFORMANCE REPORT: Summary

Data up to 31/03/2021

Area	Indicator	Last 12 months	Three Year Average	% Difference
Violence Against the Person	Violence With Injury	5,120	5,685	-9.9%
	Solved Number	825	1,099	-24.9%
	- Percentage solved	16.1%	19.3%	-3.2p.p
	Violence Without Injury	8,947	8,755	2.2%
	Solved Number	939	1,259	-25.4%
	- Percentage solved	10.5%	14.4%	-3.9p.p
Robbery	Robbery	274	436	-37.2%
	Solved Number	67	72	-6.9%
	- Percentage solved	24.5%	16.4%	8.1p.p
Drug offences	Trafficking of drugs	314	355	-11.5%
	Solved Number	325	249	30.5%
	- Percentage solved	103.5%	70.3%	33.2p.p
	Possession of drugs	1,512	1,304	16.0%
	Solved Number	1,313	1,089	20.5%
	- Percentage solved	86.8%	83.6%	3.2p.p
	Other drug offences	8	8	0.0%
	Solved Number	4	4	0.0%
	- Percentage solved	50.0%	45.0%	5.0p.p
ASB	ASB Environmental	1,097	898	22.1%
	ASB Nuisance	7,787	6,656	17.0%
	ASB Personal	1,468	1,393	5.4%
	ASB Total	10,352	8,947	15.7%
Residential Burglary Dwelling	Residential Burglary Dwelling	776	1,302	-40.4%
	Solved Number	108	197	-45.1%
	- Percentage solved	13.9%	15.1%	-1.2p.p

PERFORMANCE REPORT: Workforce

Quarter 4 2020/21

As at 31/03/2021

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	1211.3	41.2	964.6	The strength of police officers stands at 102.7% of the current establishment level as at 31/03/2021. The PCSO strength is 6.32% below the establishment and the current police staff strength stands at 6.95% below establishment as at 31/03/2021.
Strength	1243.4	38.6	897.6	As at 31/03/2021, there were 118 Specials, and 155 Police Support Volunteers. 70 prospective Specials and 21 prospective Police Support Volunteers are within the recruitment process.
% working hours lost to sickness (Year to date) (force target 3.4%)	5.20%	6.54%		Sickness absence for Suffolk Police Officers has increased by 0.14% in comparison with the corresponding point of the previous financial year from 5.06%. This figure does include isolation related to Covid-19. Sickness absence for Suffolk Police Staff has increased in comparison with the corresponding point in the previous financial year from 4.31% to 6.54%. This figure also includes isolation related to Covid-19.
Number on recuperative duties	87	N/A		There were 34 fewer police officers on recuperative duties as at 31.03.21 than as at 31.12.2020. Police Staff and PCSOs are not managed under the Limited Duties policy
Number on adjusted duties	40	N/A		There were 2 fewer police officers on adjusted duties as at 31.03.2021 than as at 31.12.2020. Police Staff and PCSOs are not managed under the Limited Duties policy

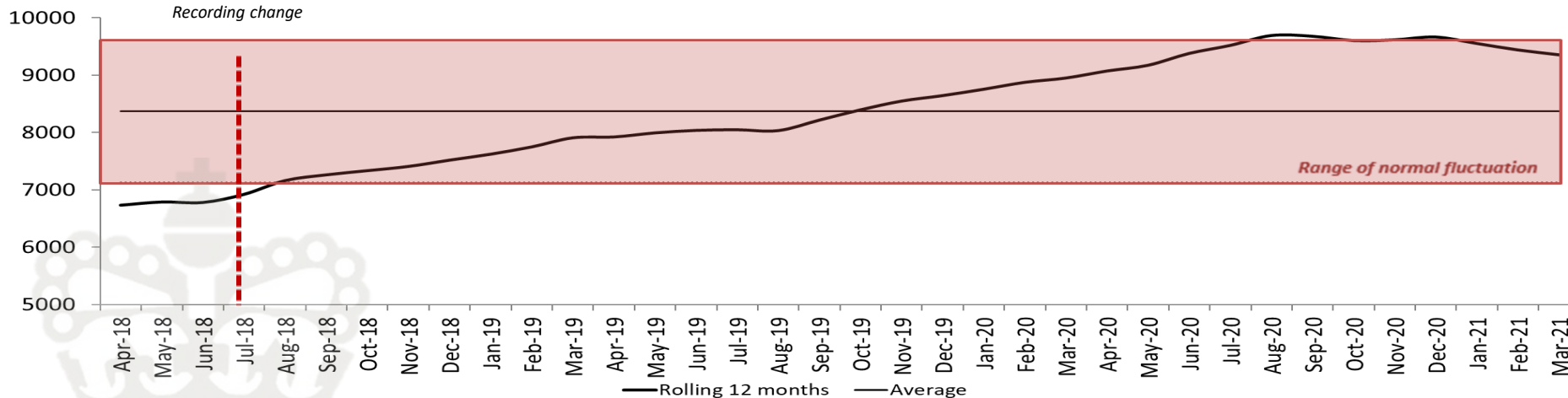
PERFORMANCE REPORT: Domestic Abuse (DA)

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

Number of Domestic Abuse crimes

April 2018 – March 2021

Recording change



Performance at a glance

Level of crime

Continuing upward trend caused by increased compliance with crime recording practices. Upper exception limit was breached in August and December. There has been a reduction in 12m rolling volume in 2021.

Level of successful investigations

In the last 12 months just under 1 in 9 crimes are solved by police.

Level of victim support for police investigations

Just over 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	9,358 (+12.8%)
% of crimes where an investigation was not possible	1.2% (+0.3p.p)
% crimes where victim not ready to support police investigation	47.4% (-4.5p.p)
% crimes solved by police	10.6% (-3.9p.p)
% of cases convicted in court	Awaiting up-to-date data.
% of cases convicted in court – comparison to most similar forces	Awaiting up-to-date data.

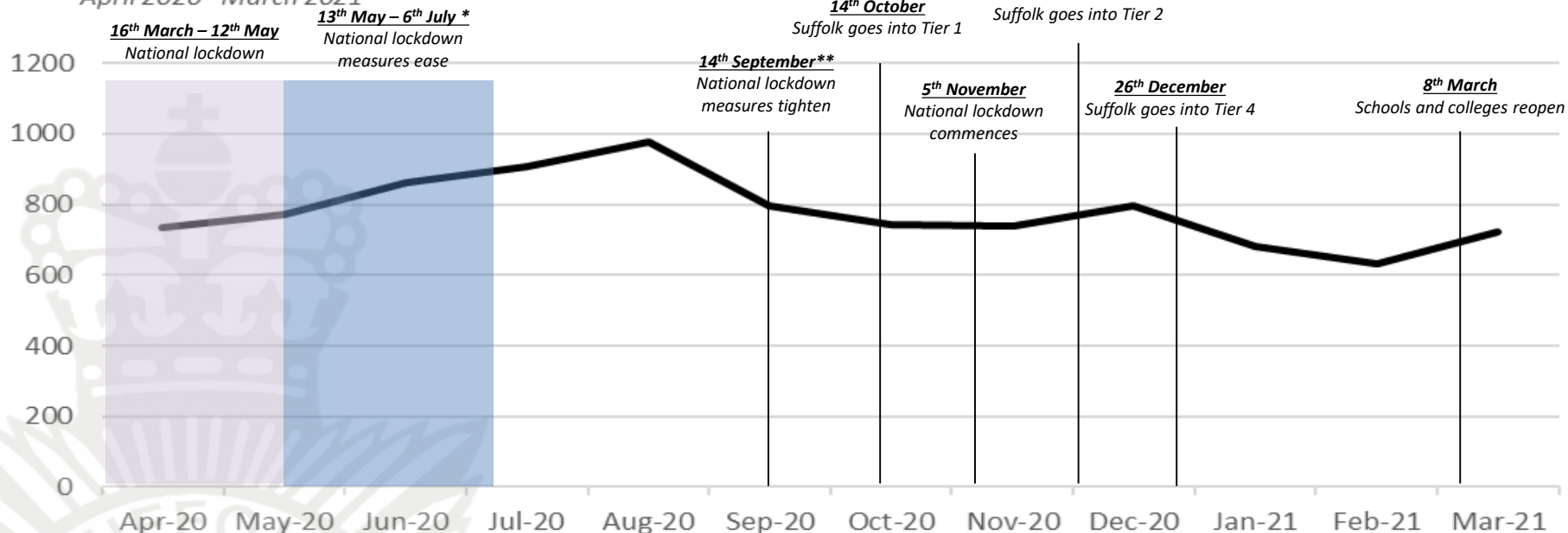
PERFORMANCE REPORT: Domestic Abuse (DA)

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

Domestic abuse offences - monthly totals

April 2020 - March 2021



* On 13th May 2020, 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 2020 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 2020, 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.

April 2018 – March 2021

After months of steady increase in the volume of DA, the rolling 12-month volume breached the upper range of normal fluctuation in July/August 2020, plateaued and has since decreased slightly in the first few months of 2021. The rigorous application of National Crime Recording Standards contributed towards the increase over the preceding three years, though the increases in 2020 coincide with the period of lockdown and there will be latent implications from late March 2020.

There has been no significant change since the last quarterly report, with Suffolk continuing to record a decrease in the solved rate. The solved rate is 0.4p.p lower than the last report but has improved against the LTA (-3.9p.p lower in the current report compared to -4.2p.p in last report).

The rate of victims not ready to support action has been decreasing, both against the LTA and the last quarterly report and is currently being reported at 47.4%.

Last 12 months

In the early stages of the first national lockdown the anticipated increase in DA was not reflected in terms of DA crime, although 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. As per ONS, “increases were seen in demand for domestic abuse support following the easing of lockdown measures in mid-May, such as a 12% increase in the number of domestic abuse cases handled by Victim Support in the week lockdown restrictions were eased”.

The peak in August followed the seasonal trend in DA where there have been peaks around late summer for the last three years. In February 2021, the monthly volume of DA fell to its lowest level since April 2019 however it can be expected that there will be an increase and return to “normal” volumes over the upcoming months as lockdown measures ease.

Operational Commentary:

The Force data specifically relates to the number of crimes recorded and should not be taken as an indicator of the number of victims who have reported Domestic Abuse during the last 12 months. There were 5,983 distinct individual victims who had reported a domestic abuse crime to police during that same period. This means a number may have reported more than one incident during the previous 12 months or when they did report an incident disclosed more than one incident and that resulted in more than one crime being recorded.

Domestic Abuse reporting has been much lower than expected during the last 12 months, with a variety of potential causes. Examination of data in other forces has identified that abuse by current partners and family members has increased, while ex-partner abuse has decreased (lockdown restrictions may have prevented movement, therefore providing an additional safeguard for victims who were not residing with the perpetrator).

Operational Commentary continued:

Prior to the impact of covid-19, the long-term trend for domestic abuse crimes had been a consistent increase against the same month in previous years (ONS). Covid-19 is likely to have masked demand in the last 12 months and it is suggested that lack of social contact, reduction in service provision and lack of opportunity for face-to-face contact have all impacted this trend.

A bid to secure funding from the Home Office has been submitted to deliver an analysis and research project which will assess the journey of victims of domestic abuse, from initial call to the end of the investigation, with particular attention around why victims withdraw their support from police investigations. Within this, crimes, the role of victim support and the impact of the Covid-19 pandemic will be considered alongside any differences in the victim's journey between urban and rural crimes and incidents.

During this reporting period the domestic abuse team conducted secondary risk-assessments on approximately 7800 high and medium risk investigations though it cannot be determined if there was an increase following the secondary assessments. Prison releases also increased over this period therefore increasing the number of victims the team had contact with to arrange safeguarding. The team also completed 10 Honour Based Abuse risk assessments and initiated the necessary safeguarding, including working with partners, and a total of 392 face-to-face DVDS (Domestic Violence Disclosures [Clare's Law]) were delivered with partners.

During the first lockdown, in addition to the normal everyday duties, the team contacted approximately 400 current and previous DA victims to check on their welfare and the effects of isolation, and created individualised safety plans. From quarter three the team assisted in the development of the Domestic Abuse Perpetrator unit and have since supported 25 victims whilst the perpetrator is completing the programme.

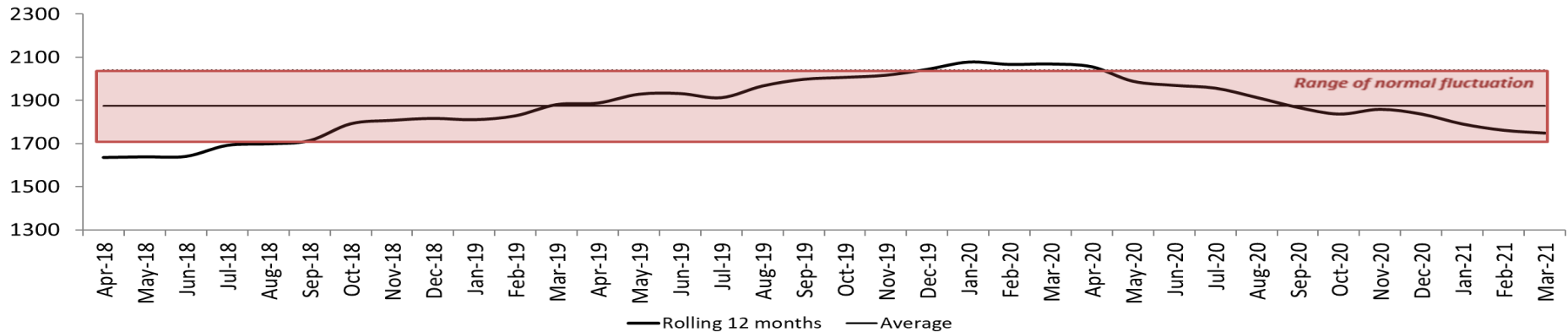
There were a total of 2088 Police referrals into MARAC, in addition to an increase in external referrals caused by victims accessing other agencies more frequently. Out of the 222 external referrals received, just under half were scored as medium risk and subsequently victims were contacted by the team for support, advice and safeguarding.

PERFORMANCE REPORT: Serious Sexual Offences (SSO)

Suffolk Constabulary's work on serious sexual offences is to ensure the most vulnerable victims receive high quality support in accordance with the Victims Code of Practice.

Number of Serious Sexual Offences

April 2018 – March 2021



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 under 1 in 16 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)

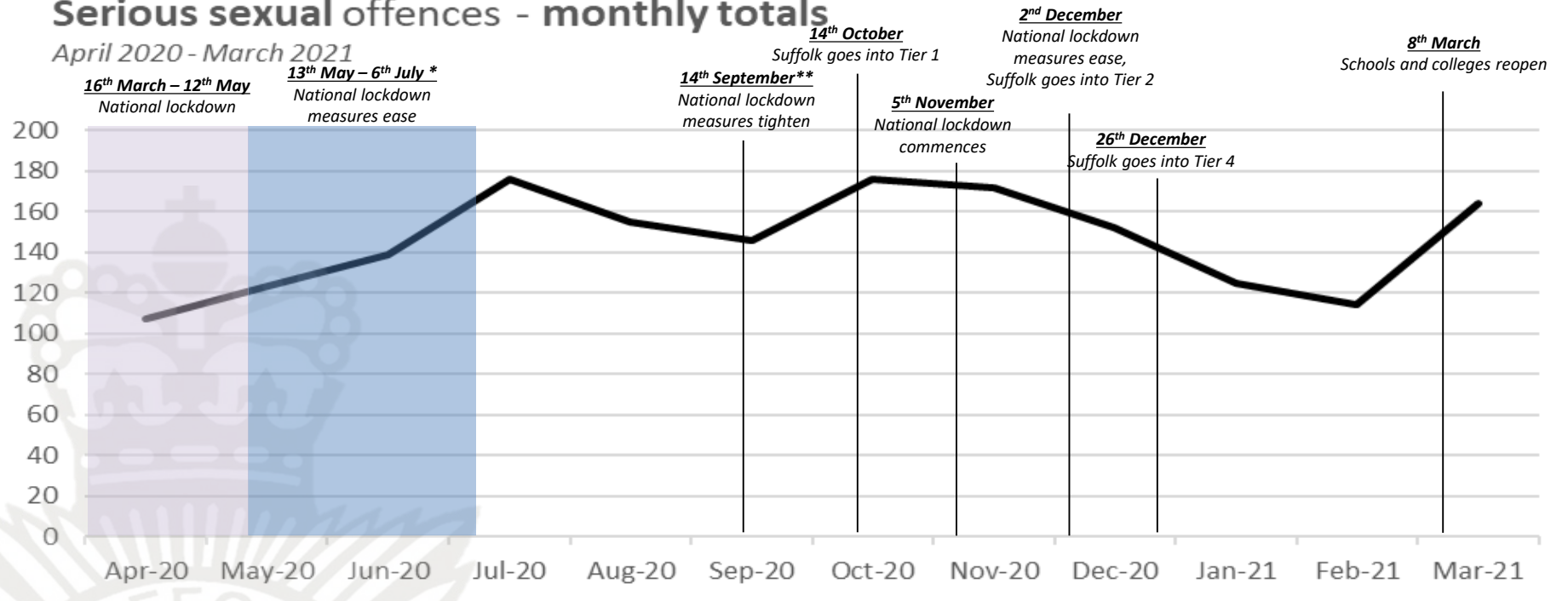
Number of crimes	1,749 (-6.5%)
% of crimes where an investigation was not possible	3.9% (+0.3p.p)
% crimes where victim not ready to support police investigation	49.3% (+5.1p.p)
% crimes solved by police	6.1% (+0.4p.p)
% of rape cases convicted in court	Awaiting up-to-date data

PERFORMANCE REPORT: Serious Sexual Offences (SSO)

Last 12 months

Serious sexual offences - monthly totals

April 2020 - March 2021



* On 13th May 2020, 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 2020 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 2020, 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 REPORT: Serious Sexual Offences (SSO)

Analysis:

April 2018 –March 2021

The volume of reported serious sexual offences (SSO) in the last 12 months continues to fall below the LTA and it is likely that lockdown associated with Covid-19 is an impacting factor for this.

The solved rate for serious sexual offences is low (6.1% in this report compared to 6.8% in the last quarterly report) but this is higher than the LTA by 0.4p.p, although a slight decrease from the last report where it was 1.0p.p higher than the LTA. While the rate of victims not ready to support investigation is higher than the LTA it is currently being reported at 49.3% (lower than the rate in the last quarterly report- 57.9%)

When comparing volumes of all sexual offences in Suffolk (not limited to serious sexual offences) with forces in its most similar group (MSG), Suffolk recorded the 2nd highest number of sexual offences per 1,000 population between February 2020 and January 2021, with a rate of 2.9 crimes per 1,000 population. Suffolk recorded the 2nd lowest solved rate compared to other forces in its MSG in the 12 months ending January 2021 although the solved rate is 7.5% (an increase from the 12 months ending January 2020 when it was 5.7%). This increase in solved rate is consistent with the national picture and most of the forces in Suffolk's MSG.

Last 12 months

While the lowest numbers of SSOs in each of the last three years have been consistently recorded in April, the lowest recorded number across all three years was in April 2020. Volumes then increased after April, although they did not reach the volumes reported in the same periods in 2019 and 2018. Volumes started to drop again slightly following the second national lockdown and reached similar low volumes in February 2021 before increasing again in March.

Operational Commentary:

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, and this remains in place to ensure performance and progression is mapped and developed through the SSO board. These boards have become an established process forging closer working relationships with our CPS partners. The board is able to identify concerns and ensure swift responses at both a regional and national level. It is currently working towards ensuring that the national action plan is embedded and driven forward regionally.

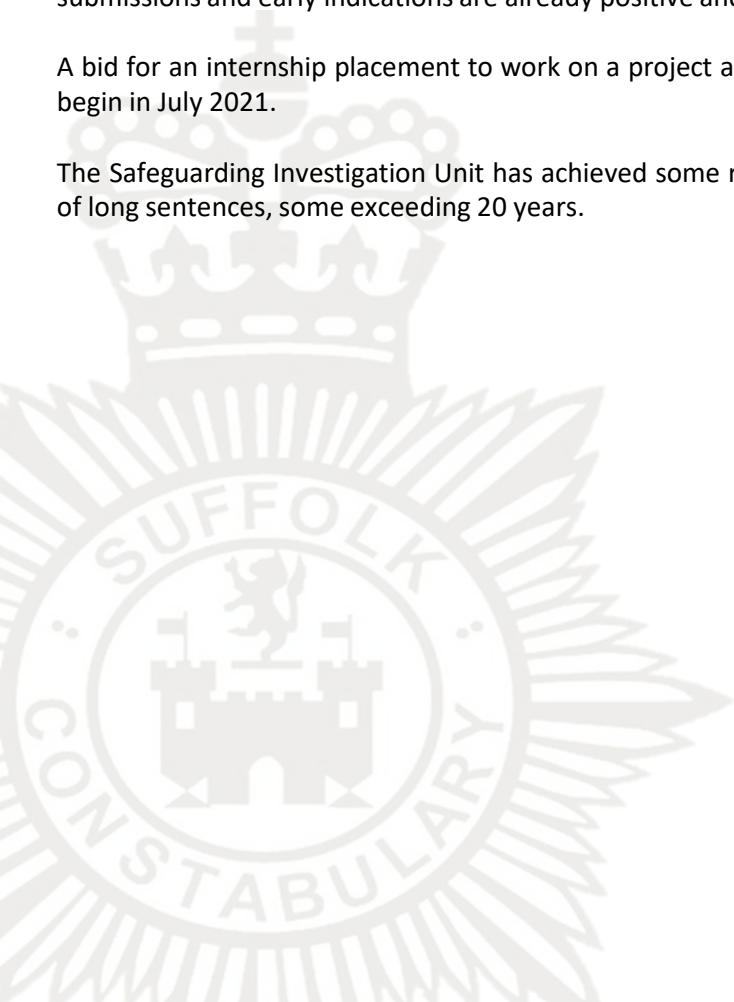
Operational Commentary cont:

The position remains stable with efforts in hand to encourage victim engagement- working with the ISVA service and providing bespoke information leaflets to victims at the time of reporting to ensure they are able to make informed choices.

Over the next 12 months the focus will continue to be on submissions to RASSO (the physical submission of a case file to the crown for charging advice) which have already seen a steady improvement, and investigation timeliness. The unit is currently trialling a “Gatekeeper” position to improve file submissions and early indications are already positive and an evaluation is in place for the summer.

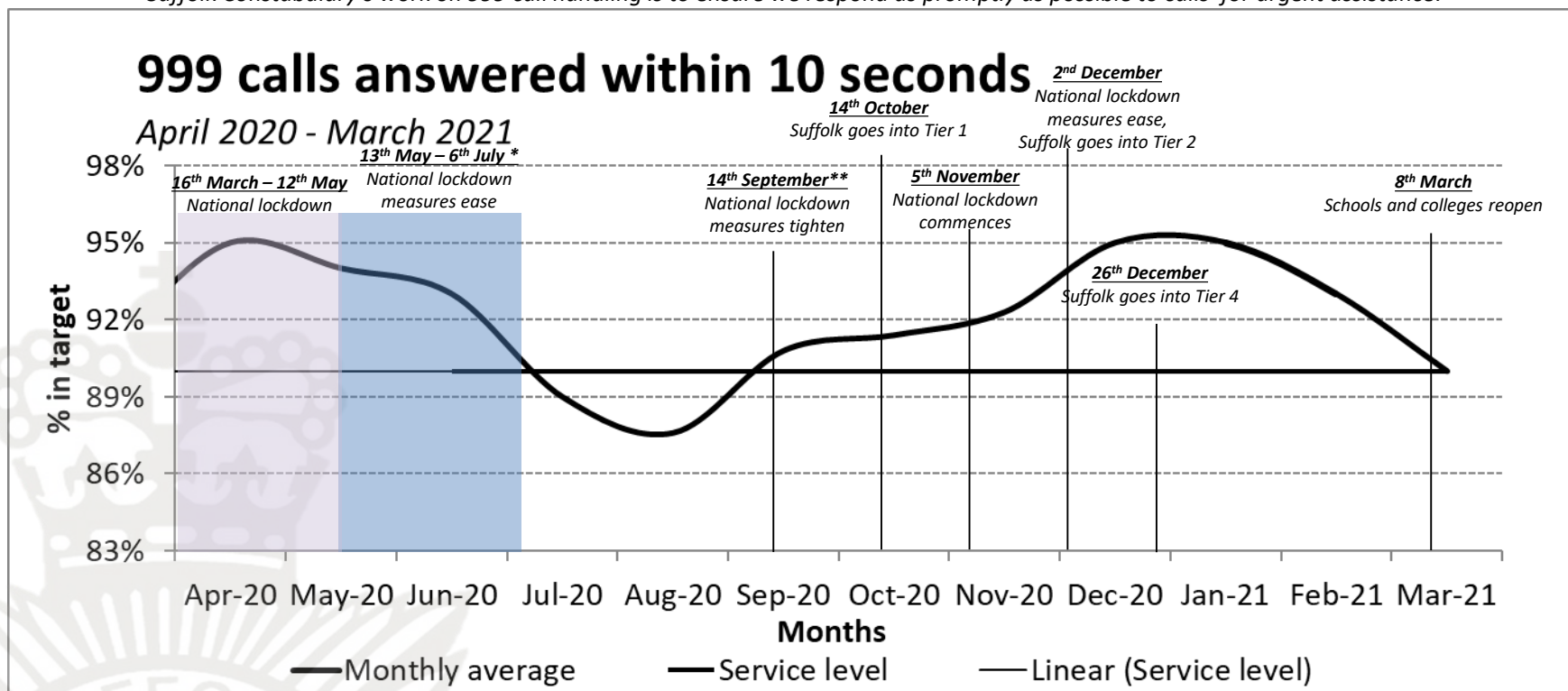
A bid for an internship placement to work on a project aimed at understanding non engagement with younger victims has been accepted, and this will begin in July 2021.

The Safeguarding Investigation Unit has achieved some remarkable and high profile criminal justice outcomes in recent months with several instances of long sentences, some exceeding 20 years.



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 2020, 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 2020 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 2020, pubs, restaurants and hotels could reopen.

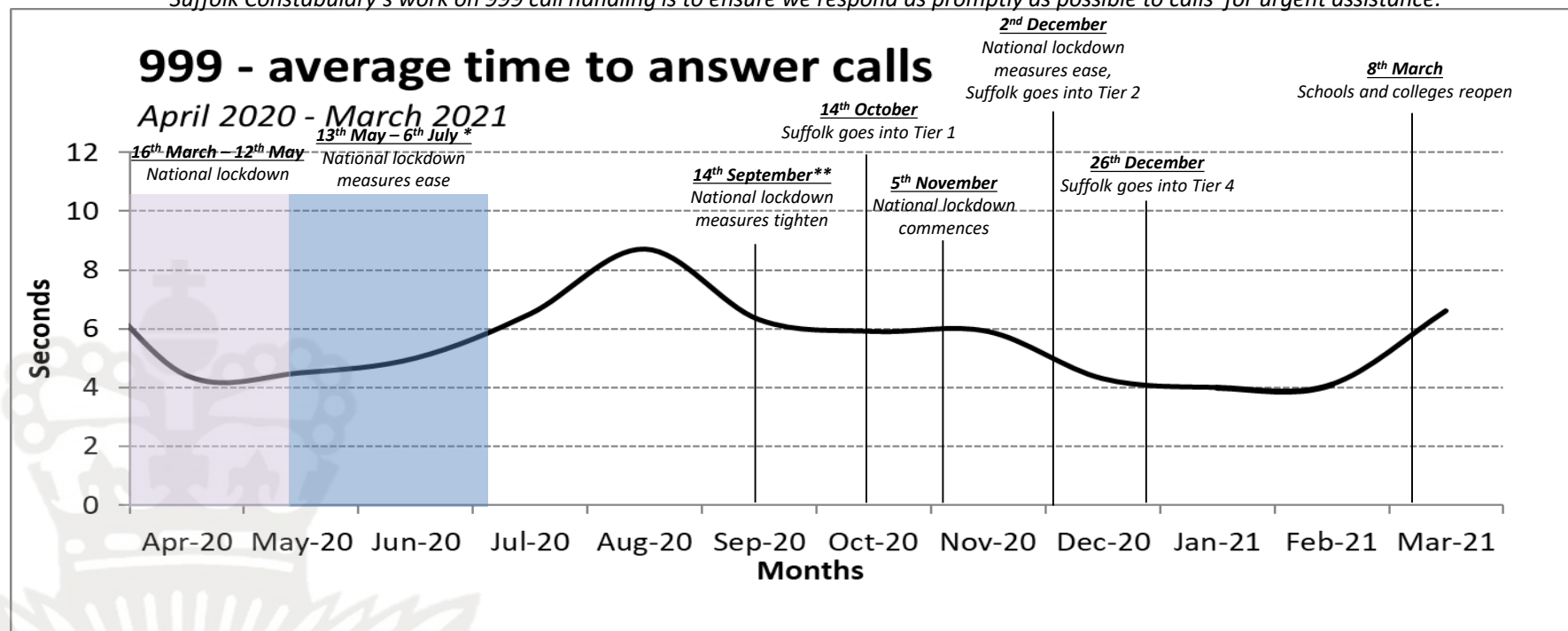
**Social gatherings of more than six people were made illegal with the exception of workplaces, schools, Covid secure weddings and funerals and organised team sports.

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	47.1% of all calls were dealt with as an emergency call in the last 12 months. This has remained relatively 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 steadily improved toward the end of 2020 before dropping slightly in early 2021.

PERFORMANCE REPORT: Emergency call handling

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Last 12 Months in Detail

(difference to 3 year average in brackets)

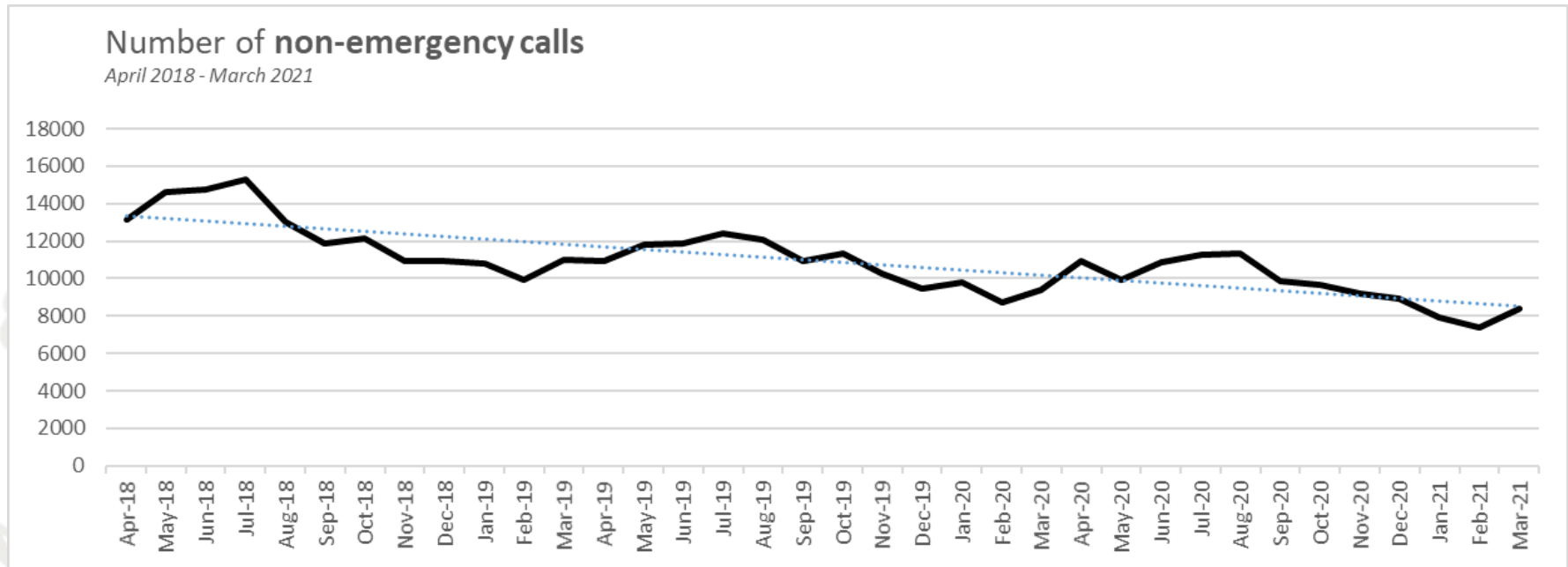
Number of 999 calls	102,903 (-2.5%)
% of all calls that are 999	47.1% (+6.0p.p)
Average calls per day	282 (-2.5%)

Analysis:

999 call handling demand has decreased by 2.5% in the last 12 months compared to the LTA. Suffolk Constabulary answered 92.1% of calls within 10 seconds between April 2020 and March 2021 and the average time to answer calls was 5.5 seconds (compared to 6.0 seconds between April 2019 and March 2020).

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	115,606 (-23.5%)
Average non-emergency calls per day	327 (-23.5%)

PERFORMANCE REPORT: Non-emergency call handling

Analysis:

Non-emergency call handling demand continues to reduce. There has been a 23.5% reduction in calls in the last 12 months compared to the previous three years. This rate of decrease against the LTA has remained relatively stable since the last report where a reduction of 22.9% was recorded.

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

Emergency call handling volumes continued to reduce during the ongoing Covid-19 lockdown between October 2020 and March 2021, in comparison to the same period last year. The CCR successfully achieved the year end performance target of answering 90% of 999 calls within 10 seconds, finishing at 92.1% with an average call answering time of 5.5 seconds.

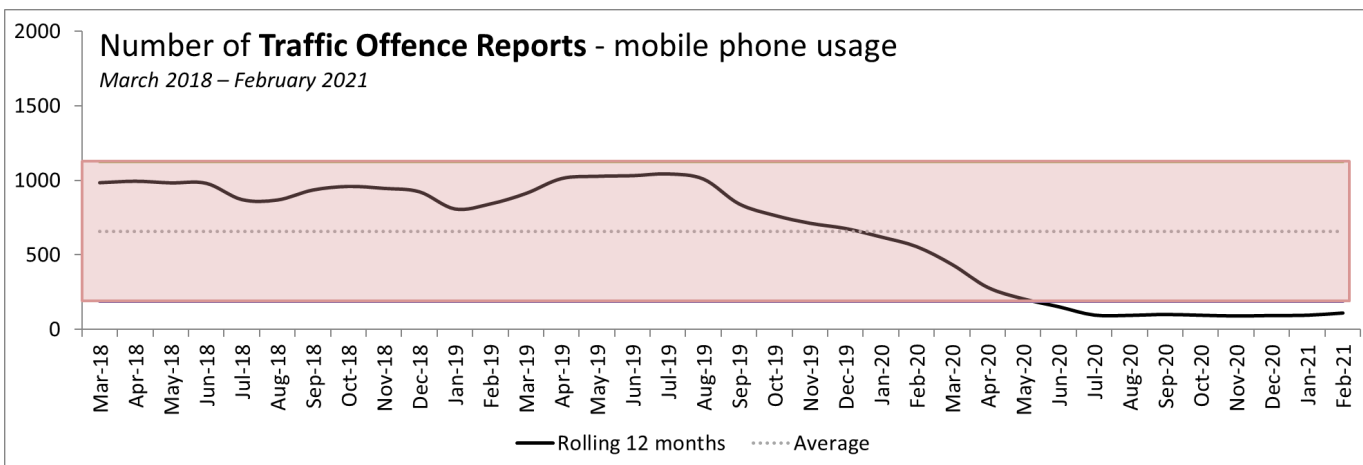
Non-emergency call handling continued to see a decline overall in volume during October 2020 through to mid-March 2021 as government Covid-19 plans came into effect and a third lockdown was introduced. Higher volumes have started to be experienced towards the end of March with the expectation this will continue as lockdown milestones are reached. Online reporting and live web chat continues to be promoted as an alternative contact route and to reduce inbound telephony calls and wait times. The priority queuing system for higher risk 101 calls, such as Mental Health and Domestic Abuse, ensures the CCR efficiently answers public safety and vulnerability calls ahead of general enquiries and reduces wait times for these call types with an average of approximately no more than seven minutes in length.

The CCR has recruited five new call takers during January and March. A further five vacancies are expected to be filled throughout the year as a result of retirements and career progression with induction training expected to take place during October 2021. CCR Covid-19 resilience plans have been consolidated with additional non CCR staff undergoing refresher training to increase call handling resilience in support of any staff Covid-19-absences. A hate crime priority queue has also been introduced within the 101 telephony system to assist with earlier identification of vulnerability and data recording.

The online reporting facility continues to be used within the CCR and is supported by the social media campaign “Click Before You Call” to promote public self-service, along with online reminder messaging within the 101 telephony lines.

Since the 22nd February 2021 the Constabulary has offered a full Live Chat service on its website. The service is offered between the hours of 0900 – 1700hrs Monday to Friday and has already been used by over 1000 members of the public. Currently a member of the public can expect to wait only 12 seconds to be answered by our dedicated Live Chat team, who are able to assist with all non-urgent enquiries. As of the 13th April we had received 297 replies to our Live Chat survey with 276 (93%) users rating the service either Very Good or Good, and 285 (96%) users saying they would use the service again or recommend it to a friend.

PERFORMANCE REPORT: Traffic Offence Reports



Last 12 Months in Detail (averages)

(difference to 3 year average in brackets)

Number of KSI collisions recorded	228 (-19.9%)
Number of TORs issued for mobile phone use	111 (-83.3%)
Number of TORs issued for seatbelts	1034 (9.4%)

*KSI figures up to 28/02/2021
TOR figures up to 28/02/2021*

<u>Suffolk 2021</u>	Killed	Seriously Injured	Single Occupancy within Vehicle	Multiple Occupancy within Vehicle
January	0	20	14	2
February	2	16	13	2
March	2	10	8	1

The above table shows the breakdown of KSIs that have taken place in 2021 (01/01/2021-31/03/2021) by severity and whether the vehicle is single or multiple occupancy. Please note that if a driver suffered serious injuries and the passenger did not suffer any injuries, then this would appear to be a single occupant vehicle.

Analysis:

There has been a decrease in Killed or Seriously Injured collisions (KSIs) when compared to the long-term average. Traffic Offence Reports (TORs) for seatbelts have increased. A decrease is seen in TORs issued for mobile phone use, which has dropped below the lower limit of normal fluctuation since June 2020. Lockdown restrictions during Covid-19 has likely had an impact on volumes since March 2020.

Operational Commentary:

TORs issued for seatbelt offences have seen a 9.4% increase on the LTA. This will be as a result the Constabulary's support to the NPCC National Roads Partnership Calendar.

PERFORMANCE REPORT: Traffic Offence Reports

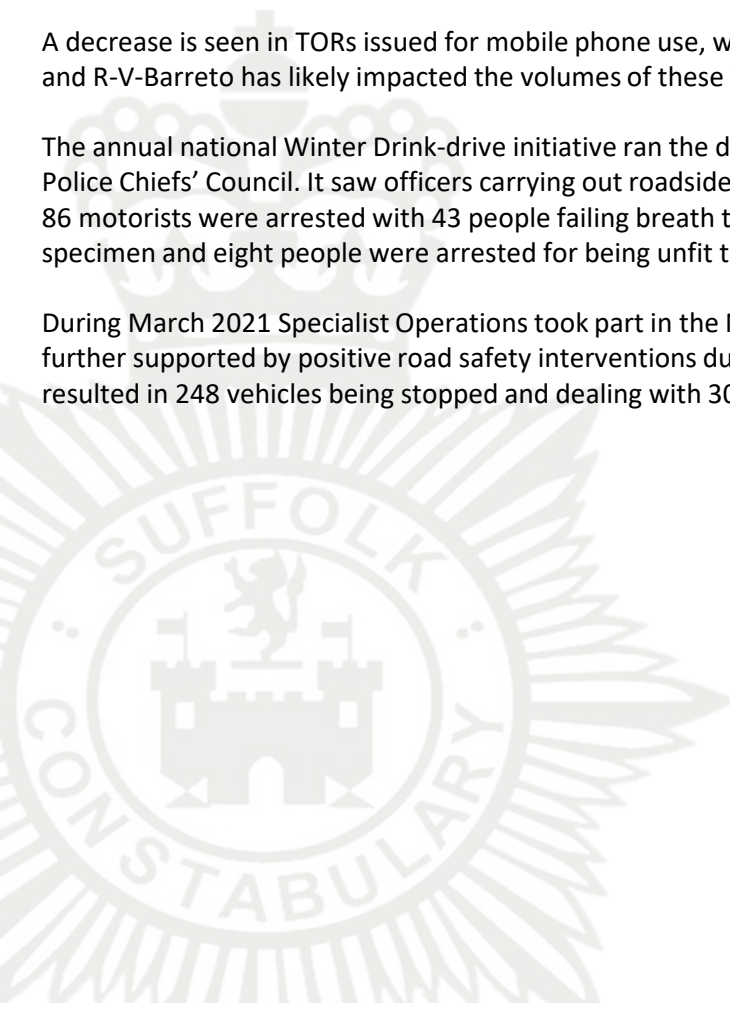
Operational Commentary continued:

There has been a decrease in Killed or Serious Injured collisions (KSIs) when compared to the LTA. The Specialist Operations Performance meetings assess collisions and identify collisions hotspots, those locations attracting more than one RTC over a 12 month period though there is not an apparent trend regarding fatal RTCs.

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 and R-V-Barreto has likely impacted the volumes of these TORs since March 2020.

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.

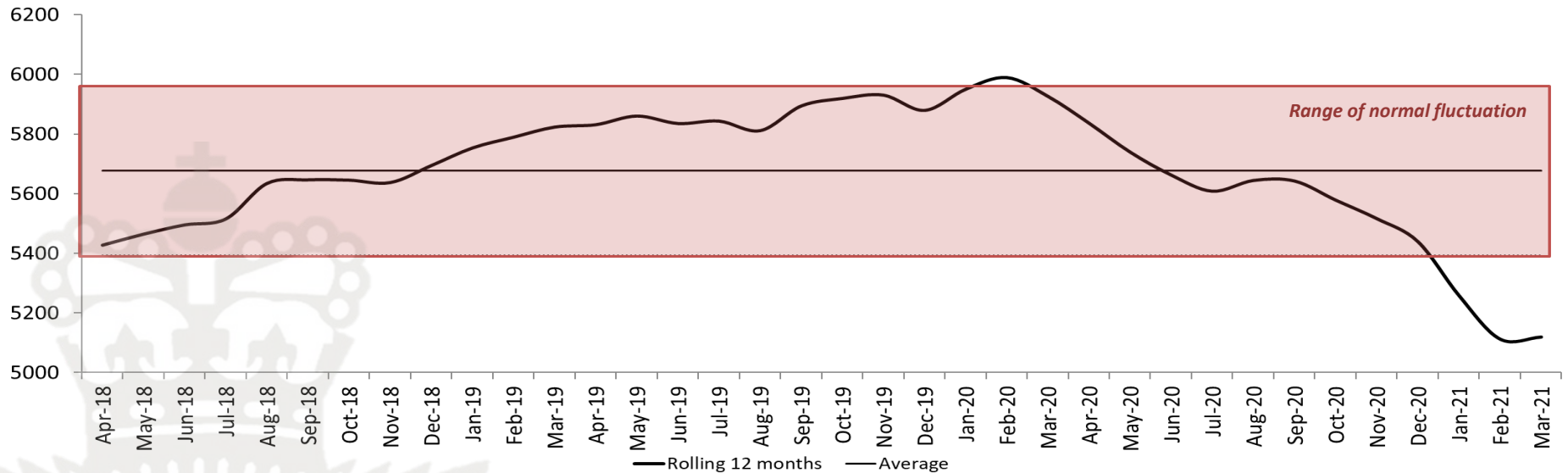
During March 2021 Specialist Operations took part in the NPCC Commercial Vehicle week stopping 56 vehicles and dealing with 63 offences. This was further supported by positive road safety interventions during Operation Tramline with the assistance of partners and the use of an unmarked HGV. This resulted in 248 vehicles being stopped and dealing with 307 offences.



PERFORMANCE REPORT: Violence with injury

Number of Violence With injury offences

April 2018 - March 2021



Performance at a glance

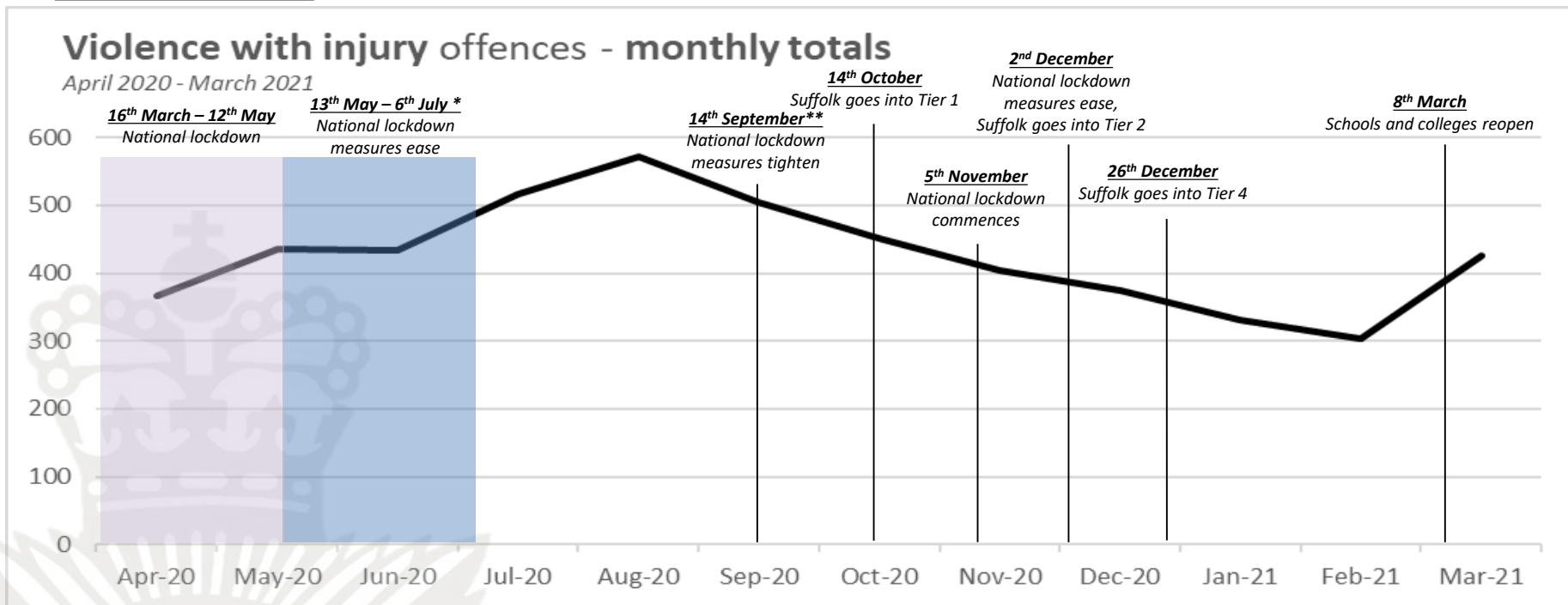
Level of crime	Continued increasing trend and above the exceptional level in early 2020, before decreasing in March. This is a similar trend to that seen regionally, nationally and across the MSG and has continued throughout the covid-19 pandemic.
Level of successful investigations	Just under 1 in 6 crimes are solved
Comparison to most similar forces	3 rd lowest out of 8 forces per 1,000 population (to January 2021)

Last 12 Months in Detail

(difference to 3 year average in brackets)

Number of crimes	5,120 (-9.9%)
% crimes solved by police	16.1% (-3.1p.p)

Last 12 months



* On 13th May 2020, 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 2020 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 2020, 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:

April 2018 – March 2021

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-19 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 and fell below the range of normal fluctuation in late 2021. The rolling 12-month trend shows a decrease against the LTA (-9.9%).

The decrease in volume of Violence with Injury offences in the 12 months ending March 2021 has been seen nationally, with all of the forces in Suffolk's MSG experiencing decreases in the rate of recorded offences per 1000 population between the 12 months ending January 2020 and the 12 months ending January 2021. Suffolk recorded the 2nd lowest rate of Violence with Injury per 1000 population when compared to other forces in its MSG. Solved rates in Suffolk have also decreased since the last report and compared to the LTA (-3.2p.p). Suffolk is one of three forces in its MSG that has reported a decrease in its solved rate although Suffolk still reports the 4th highest solved rate when compared to other forces within its MSG.

Last 12 months

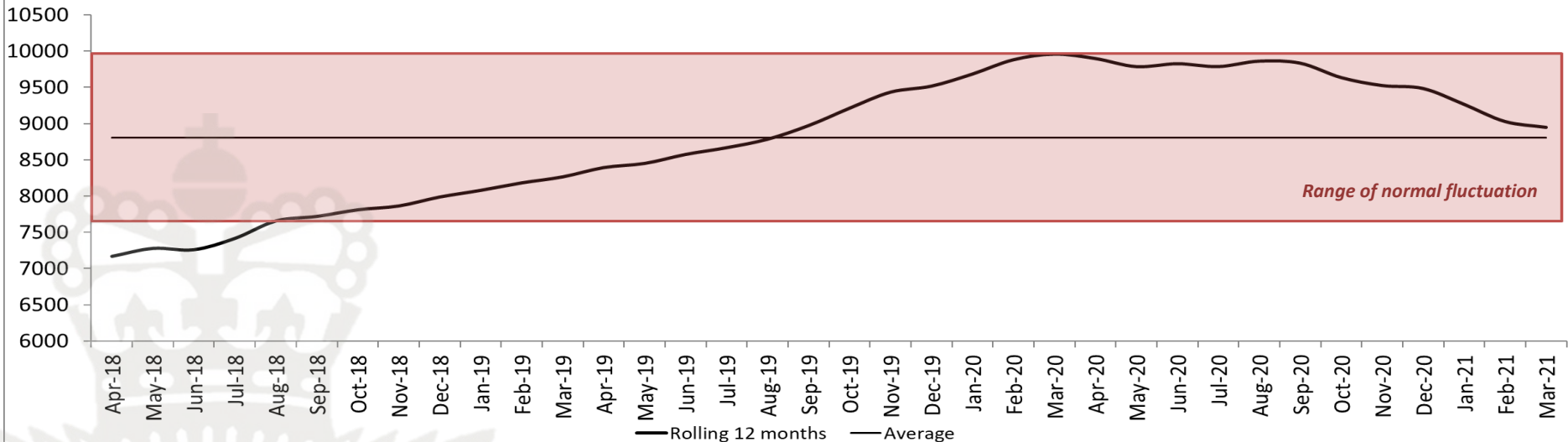
The monthly volumes in 2020 follow a similar seasonal pattern to both 2018 and 2019 with lows in the early part of the year and increasing around August. In April 2020, Suffolk recorded the lowest monthly volume for three years before returning to pre-Covid levels in August after social restrictions were relaxed, and then decreasing again as national lockdown began in November. As predicted in the last report, offences remained low into the early part of 2021 and as lockdown restrictions began to relax in March volumes have increased slightly. It can be expected that this will continue over the next reporting period.

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

PERFORMANCE REPORT: Violence without injury

Number of Violence Without injury offences

April 2018 - March 2021



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)

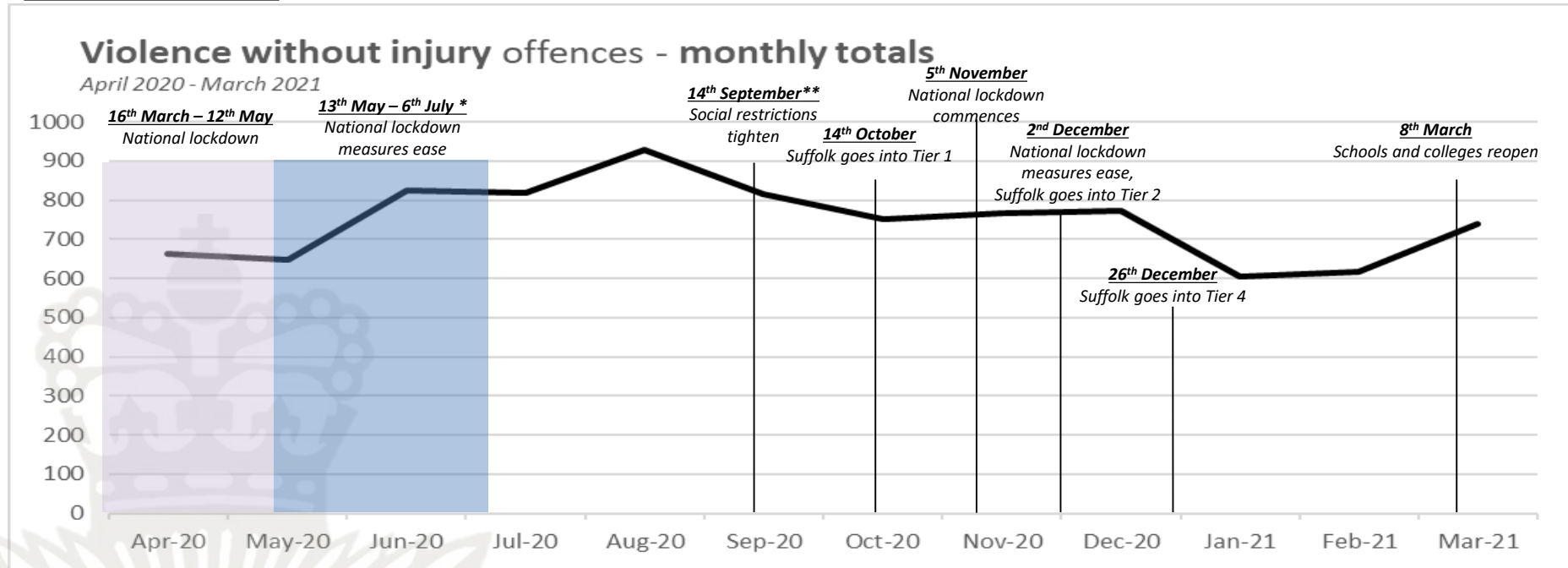
Last 12 Months in Detail

(difference to 3 year average in brackets)

Number of crimes	8.947 (+2.2%)
% crimes solved by police	10.5% (-3.9p.p)

PERFORMANCE REPORT: Violence without injury

Last 12 months



* On 13th May 2020, 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 2020 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 2020, 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.

April 2018 – March 2021

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 for recording violence. The volume of offences breached the upper range of normal fluctuation in early 2020 and although they have decreased since then, this has not been at the same rate as Violence with Injury, and still places current rolling 12-month volumes higher than the LTA (currently by 2.2%).

As expected, this higher volume in 2020 compared to previous years 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 January 2020 and the 12 months ending January 2021, seven of the eight forces in Suffolk's MSG 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 also had the 3rd highest rate in the previous report).

Solved rates in Suffolk have decreased between the 12 months ending January 2020 and the 12 months ending January 2021, and Suffolk is one of three forces in its MSG that has recorded a decrease in its solved rates.

Last 12 months

Reductions in monthly volumes of Violence without Injury coincided with Covid-19 national lockdowns, and were recorded from March 2020 onwards with temporary increases 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. Volumes have started to return to levels that were reported before the latest lockdown.

Operational Commentary:

A rise in Violence with Injury is expected with the relaxation of lockdown. Whilst violent DA levels remained relatively consistent during lockdown it is likely there was an element of suppressed demand. Likewise, Night Time Economy (NTE) offending has been noticeably lower during lockdown and so these levels will rise as the NTE begins operating again.

The Domestic Abuse Perpetrator Unit began its work in December 2020. This team is focussing on long term one-to-one behavioural change work with DA perpetrators (including violent offenders) and as of April 2021, over 100 sessions have been delivered. Each subject will follow the course for up to six months, therefore we will be able to monitor changes in offending from Summer 2021 onwards.

Violence without Injury

Operational Commentary continued:

The Violent Crime Delivery Board has agreed a Terms of Reference and a Delivery Plan. This will sit alongside other delivery plans and will track progress against specific actions. In addition, provision of a rolling dataset has been agreed with the analytical department which will allow the tracking of specific crime areas and the ability to react to peaks and troughs.

A recent audit on Outcome 17 investigations (suspect identified but prosecution time limits have expired) has identified a number of areas which can be improved. These are generally low level, non-injury assaults, and the required improvements will form part of the Investigation Standards work, with further regular audits also planned. We would expect an immediate short term improvement followed by a change in process resulting in long term improvement.

A week of action for knife crime (Op SCEPTRE) is planned for the week commencing 26th April and actions will include:

- Roads and Armed Policing Teams, as well as the Sentinel team tasked with increasing intelligence around the road networks and particularly surrounding knives and drugs
- The Kestrel team will be utilised to enhance engagement and reassurance opportunities after designated pro-activity
- The Scorpion team will be tasked with supporting localised officers for warrants and targeting those identified as carrying knives through intelligence
- There are two key operations focussed on Ipswich train station (26th) and Bury train station (27th) supported by British Transport Police.
- Schools engagement throughout the week will be delivered both digitally and in person (based on schools' current needs and practices)
- There will be weapons sweeps in Ipswich

