

**ORIGINATOR:** CHIEF CONSTABLE

**PAPER NO:** AP21/54

**SUBMITTED TO:** ACCOUNTABILITY AND PERFORMANCE PANEL - 19 NOVEMBER 2021

**SUBJECT:** PERFORMANCE PRIORITIES MONITORING REPORT  
– 1 OCTOBER 2020 TO 30 SEPTEMBER 2021

**SUMMARY:**

1. This report shows the Constabulary's performance between October 2020 and September 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 1<sup>st</sup> October 2020 and 30<sup>th</sup> September 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 changes and 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 decreased compared to the three-year average with 90.6% of emergency incidents attended within target. The number of 999 calls have increased in the last 12 months, 2.8% higher than the three-year average. The average time to answer 999 calls is 6.4 seconds.
- 1.6 Police recorded domestic abuse in the last 12 months was 3.1% higher than the average of the previous three years. Rolling 12 months figures almost breached the upper range of normal fluctuation in August and December 2020 before reducing and stabilising in 2021. Police recorded serious sexual offences in the last 12 months was 5.3% higher than the average of the previous three years. After steadily decreasing from March 2020, this offence type has been increasing since March 2021. Both domestic abuse and serious sexual offences 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 these offence types.
- 1.7 Challenges remain in the respect of solved rates in domestic abuse crimes (2.1 percentage points lower than the three-year average), violence with injury (3.5 percentage points lower than the three-year average), violence without injury (2.6 percentage points lower 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 where 46.4% and serious sexual offences where 45.0% of victims of either offence are not ready to support the police investigation.
- 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**

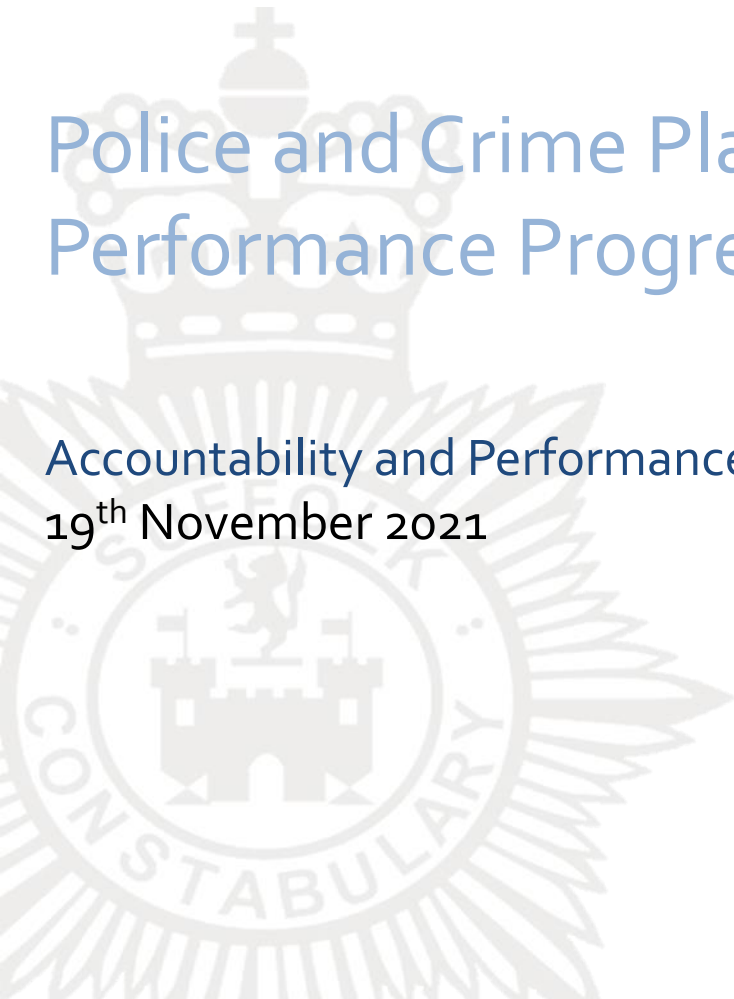
- 3.1 Covid-19 has had an impact on demand within particular offence types. There has been an increase in police recorded domestic abuse and online crimes. As social restrictions have relaxed, there started to be an increase in serious sexual offences. There is still a decrease in violence with injury and violence without injury. However, following the relaxation of social restrictions it is expected that volumes of violence with injury will increase.

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# Police and Crime Plan Performance Progress Report

Accountability and Performance Panel

19<sup>th</sup> November 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 5 -9)
- Workforce (slide 10)
- Domestic Abuse (slides 11 - 15)
- Serious Sexual Offences (slides 16 - 19)
- Call Handling (slides 20 - 23)
- Traffic Offence Reports (slides 24 and 25)
- Violence with injury (slides 26 - 30)
- Violence without injury (slides 31 -33)

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



# PERFORMANCE REPORT: Points of note

## Key terms:

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

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

## Data considerations:

### Long-term averages still under development

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

### Performance reporting

The previous impact of processing delays on performance reporting has now reduced considerably following the recruitment and training of additional permanent resources. This has had a positive impact on processing capabilities and the availability of timely performance information.

### External data

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

# PERFORMANCE REPORT: Summary

Data up to 30/09/2021

Area	Indicator	Last 12 months	Three Year Average	% Difference
Domestic Abuse Crimes	Number of crimes	8,977	8,710	3.1%
	Solved Number	1,024	1,173	-12.7%
	- Percentage solved	11.4%	13.5%	-2.1p.p
	Percentage of Cases where investigation not possible	1.2%	1.0%	0.2p.p
	Percentage of Cases where victim not ready to support	46.4%	50.5%	-4.1p.p
		Qtr 2 2021-22	Previous Qtr (Qtr 1 2021-22)	% Difference
	Percentage of victims satisfied with overall service	83.3%	87.5%	-4.2p.p
	Percentage of victims satisfied with first contact	58.3%	100.0%	-41.7p.p
	Percentage of victims satisfied with service provided	75.0%	87.5%	-12.5p.p
	Percentage of victims satisfied with treatment	83.3%	87.5%	-4.2p.p
	Percentage of victims satisfied with updates	83.3%	100.0%	-16.7p.p
Serious Sexual Offences		Last 12 months	Three Year Average	% Difference
	Number of crimes	2,006	1,906	5.2%
	Solved Number	101	108	-6.5%
	- Percentage solved	5.0%	5.7%	-0.6p.p
	Percentage of Cases where investigation not possible	4.0%	3.8%	0.2p.p
Child Sexual Abuse	Percentage of Cases where victim not ready to support	45.0%	46.2%	-1.2p.p
	Number of Child Sexual Abuse Crime (by keyword - Athena data only)	1,329	1,334	-0.4%
	Solved number	121	120	0.8%
	- Percentage solved	9.1%	9.0%	0.1p.p
	Percentage of Cases where investigation not possible	3.1%	3.5%	-0.4p.p
	Percentage of Cases where victim not ready to support	32.7%	32.4%	0.3p.p



# PERFORMANCE REPORT: Summary

Data up to 30/09/2021

Area	Indicator	Last 12 months	Three Year Average	% Difference
<b>Public Safety</b>	% Percentage Emergency Response in Target	90.6%	91.2%	-0.6p.p
	Number of Emergency Response in Target	18,960	17,787	6.6%
	% Percentage Emergency Response in Target - East	85.3%	86.6%	-1.3p.p
	Number of Emergency Response in Target - East	3,516	3,174	10.8%
	% Percentage Emergency Response in Target - South	92.8%	93.0%	-0.2p.p
	Number of Emergency Response in Target - South	8,398	7,990	5.1%
	% Percentage Emergency Response in Target - West	91.0%	91.2%	-0.2p.p
	Number of Emergency Response in Target - West	7,025	6,637	5.8%
	% 999 calls answered within 10 seconds	90.9%	91.3%	-0.4p.p
	Number of KSI Collisions	239	285	-16.2%
	Number of TORs issued for seatbelts (until 31/08/2021)	915	990	-7.6%
	Number of TORs issued for mobile phone use (until 31/08/2021)	91	522	-82.6%
<b>Confidence</b>	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. It is currently unknown as to when there will be a return to previous survey format.			
<b>Non-Emergency Call Handling</b> (Based on September 2021 only)		Last month (September 2021)	Previous month (August 2021)	% Difference
	Average Time to Answer (Seconds) - Emergency Redirect	10	10	0.0%
	Average Time to Answer (Seconds) - Priority	687	585	17.4%
	Average Time to Answer (Seconds) - Routine	913	822	11.0%
	Average Time to Answer (Seconds) - Advice and Admin	1056	1054	0.1%

# PERFORMANCE REPORT: Summary

Data up to 30/09/2021

Area	Indicator	Last 12 months	Three Year Average	% Difference
Online Crime	Number of crimes	2,104	1,616	30.2%
	Solved Number	228	175	30.3%
	- Percentage solved	10.8%	10.8%	0.0p.p
	Percentage of Cases where investigation not possible	0.5%	0.4%	0.1p.p
	Percentage of Cases where victim not ready to support	23.0%	26.5%	-3.5p.p
		Last 12 months	Previous 12 months	% Difference
	Percentage of victims satisfied with overall service (until 30/08/2021)	74.9%	78.0%	-3.1p.p
	Percentage of victims satisfied with first contact (until 30/08/2021)	71.3%	67.7%	3.6p.p
	Percentage of victims satisfied with actions taken (until 30/08/2021)	71.4%	75.2%	-3.8p.p
	Percentage of victims satisfied with treatment (until 30/08/2021)	85.2%	89.9%	-4.7p.p
	Percentage of victims satisfied with updates (until 30/08/2021)	72.4%	78.9%	-6.5p.p
Hate Crime		Last 12 months	Three Year Average	% Difference
	Number of crimes	1025	979	4.7%
	Solved Number	168	162	3.7%
	- Percentage solved	16.4%	16.6%	-0.2p.p
	Percentage of Cases where investigation not possible	1.8%	1.6%	0.2p.p
	Percentage of Cases where victim not ready to support	23.2%	26.8%	-3.6p.p
		Last 12 months	Previous 12 months	% Difference
	Percentage of victims satisfied with overall service (until 30/08/2021)	66.7%	71.3%	-4.6p.p
	Percentage of victims satisfied with first contact (until 30/08/2021)	60.4%	72.3%	-11.9p.p
	Percentage of victims satisfied with actions taken (until 30/08/2021)	62.2%	67.8%	-5.6p.p
	Percentage of victims satisfied with treatment (until 30/08/2021)	81.5%	87.0%	-5.5p.p
	Percentage of victims satisfied with updates (until 30/08/2021)	65.2%	67.8%	-2.6p.p

# PERFORMANCE REPORT: Summary

Data up to 30/09/2021

Area	Indicator	Last 12 months	Three Year Average	% Difference
Business Crime	Number of crimes	5,051	6,506	-22.4%
	Solved Number	1,176	1,742	-32.5%
	- Percentage solved	23.3%	26.8%	-3.5%
	Percentage of Cases where investigation not possible	0.7%	0.3%	0.4p.p
	Percentage of Cases where victim not ready to support	7.1%	6.0%	1.1p.p
		Last 12 months	Previous 12 months	% Difference
	Percentage of victims satisfied with overall service (until 30/08/2021)	79.2%	77.4%	1.8p.p
	Percentage of victims satisfied with first contact (until 30/08/2021)	70.7%	88.1%	-17.4p.p
	Percentage of victims satisfied with actions taken (until 30/08/2021)	78.2%	70.4%	7.8p.p
	Percentage of victims satisfied with treatment (until 30/08/2021)	89.1%	89.6%	-0.5p.p
	Percentage of victims satisfied with updates (until 30/08/2021)	84.5%	69.6%	14.9p.p
Rural Crime		Last 12 months	Three Year Average	% Difference
	Number of crimes	275	420	-34.5%
	Solved Number	17	19	-10.5%
	- Percentage solved	6.2%	4.5%	1.7p.p
	Percentage of Cases where victim not ready to support	4.0%	4.0%	0.0p.p
		Last 12 months	Previous 12 months	% Difference
	Percentage of victims satisfied with overall service (until 30/08/2021)	75.8%	78.2%	-2.4p.p
	Percentage of victims satisfied with first contact (until 30/08/2021)	73.1%	70.0%	3.1p.p
	Percentage of victims satisfied with actions taken (until 30/08/2021)	73.6%	69.3%	4.3p.p
	Percentage of victims satisfied with treatment (until 30/08/2021)	92.3%	89.1%	3.2p.p
	Percentage of victims satisfied with updates (until 30/08/2021)	72.5%	69.3%	3.2p.p

# PERFORMANCE REPORT: Summary

Data up to 30/09/2021

Area	Indicator	Last 12 months	Three Year Average	% Difference
<b>Violence Against the Person</b>	Violence With Injury	5,257	5,646	-6.9%
	Solved Number	787	1,043	-24.5%
	- Percentage solved	15.0%	18.5%	-3.5p.p
	Violence Without Injury	8,857	9,056	-2.2%
	Solved Number	944	1,203	-21.5%
	- Percentage solved	10.7%	13.3%	-2.6p.p
<b>Robbery</b>	Robbery	251	416	-39.7%
	Solved Number	40	68	-41.2%
	- Percentage solved	15.9%	16.3%	-0.4p.p
<b>Drug offences</b>	Trafficking of drugs	305	352	-13.4%
	Solved Number	284	255	11.4%
	- Percentage solved	93.1%	72.5%	20.6p.p
	Possession of drugs	1,438	1,363	5.5%
	Solved Number	1,193	1,134	5.2%
	- Percentage solved	83.0%	83.2%	-0.2p.p
	Other drug offences	4	8	-50.0%
	Solved Number	2	4	-50.0%
	- Percentage solved	50.0%	45.5%	4.5p.p
<b>ASB</b>	ASB Environmental	1,016	885	14.8%
	ASB Nuisance	6,938	6,753	2.7%
	ASB Personal	1,404	1,364	2.9%
	ASB Total	9,358	9,002	4.0%
<b>Residential Burglary Dwelling</b>	Residential Burglary Dwelling	788	1,176	-33.0%
	Solved Number	126	188	-33.1%
	- Percentage solved	16.0%	16.0%	0.0p.p

# PERFORMANCE REPORT: Workforce

Quarter 2 2021/22

As at 30/09/2021

*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.*

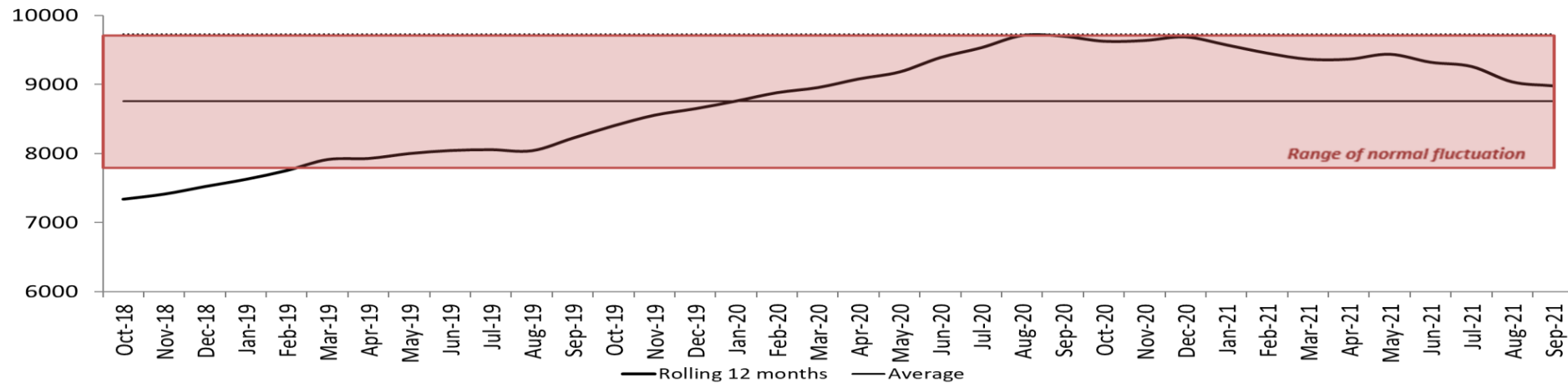
Indicator	Officers	PCSOs	Staff	Commentary New
Establishment	1265.9	40.2	980.2	The strength of police officers stands at 100.7% of the current establishment level as at 30/09/2021. 30 officers are seconded regionally. The PCSO strength is 8.9% below the establishment and the current police staff strength stands at 9.8% below establishment as at 30/09/2021.  As at 30/09/2021, there were 120 Specials, and 126 Police Support Volunteers. 41 prospective Specials and 13 prospective Police Support Volunteers are within the recruitment process.
Strength	1275.9	36.6	884.4	
% working hours lost to sickness (Year to date)  (force target 3.4%)	4.45%	4.02%		Sickness absence for Suffolk Police Officers has decreased by 0.58% in comparison with the corresponding point of the previous financial year from 5.03%. This figure does include isolation related to Covid-19.  Sickness absence for Suffolk Police Staff has decreased in comparison with the corresponding point in the previous financial year from 6.03% to 4.02%. This figure also includes isolation related to Covid-19.
Number on recuperative duties	84	N/A		There the same number of police officers on recuperative duties as at 30.09.21 than as at 30.06.2021. Police Staff and PCSOs are not managed under the Limited Duties policy.
Number on adjusted duties	42	N/A		There were the same number of police officers on adjusted duties as at 30.09.2021 than as at 30.06.2021. 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

October 2018 – September 2021



### Performance at a glance

#### Level of crime

Increased compliance with crime recording practices meant a continued upward trend until August 2020. Since almost breaching upper limit in August and December 2020, rolling 12 month average volumes have been declining.

#### Level of successful investigations

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

#### Level of victim support for police investigations

Just under half of victims support police investigation

### Last 12 Months in Detail

(difference to 3 year average in brackets)

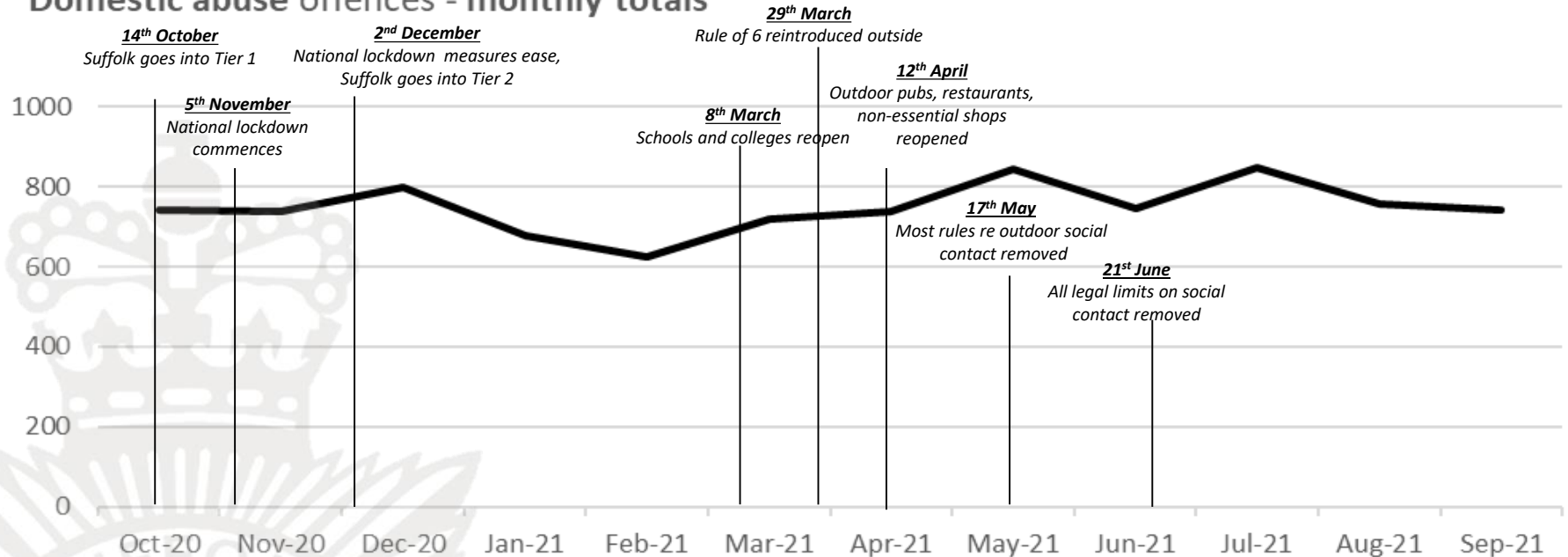
Number of crimes	8.977 (+3.1%)
% of crimes where an investigation <b>was not</b> possible	1.2% (+0.1p.p)
% crimes where victim <b>not ready to support</b> police investigation	46.4% (-4.1p.p)
% crimes solved by police	11.4% (-2.1p.p)
% of cases convicted in court	Data release by Crown Prosecution Service tbc
% of cases convicted in court – comparison to most similar forces	Data release by Crown Prosecution Service tbc

# 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 (October 2020 – September 2021)

### Domestic abuse offences - monthly totals





# PERFORMANCE REPORT: Domestic Abuse (DA)

## Analysis:

Since July 2018 there was a general upward trend in Domestic Abuse (DA) offences and the rigorous application of National Crime Recording Standards has possibly contributed towards this increase. After months of steady increase, the rolling 12-month volume almost breached the upper range of normal fluctuation in August and December 2020. Since then, and for most of 2021 the rolling volume has been in decline and is now at a similar level (9000 crimes per month) last seen in March 2020.

The volumes of DA in the 12 months ending September 2021 was 3.1% above the LTA though the increase compared to the LTA is smaller than the last reporting period and the same period last year (9.6% in the 12 months ending June 2021 and 24.1% in the 12 months ending September 2020).

There has not been a significant change with regards to solved rates since the last quarterly report. The solved rate is 0.6p.p higher than the last report and has improved against the LTA (-2.1p.p lower in the current reporting period compared to -3.1p.p in the last reporting period).

The rate of victims not ready to support action is 46.4%. This rate has increased slightly compared to the last quarterly report (45.5%), but a decrease can be seen when compared against the LTA (-5.7p.p decrease).

In the last 12 months, monthly volumes peaked in July 2021. This follows the seasonal trend in DA where there have been peaks around late summer for the last three years. This year we also saw a similarly high peak in May 2021. This coincided with the end of restrictions around outdoor social distancing.

In February 2021, the monthly volume of DA fell to its lowest level since April 2019 and while volumes increased, they have not returned to volumes reported in the latter half of 2020. Limited data has been published so far around the extent of the impact that Covid-19 lockdown has had on volumes of DA however it is known that the Refuge UK national DA helpline saw an increase in contacts of more than 60% on the average number of monthly contacts between April 2020 and February 2021.

It can be expected that DA may increase over the next few months in the lead-up to Christmas and as changes in the economy begin to put a strain on people's financial circumstances.



# PERFORMANCE REPORT: Domestic Abuse (DA)

## Operational Commentary:

Suffolk's DA picture appears to be in line with other Athena forces and, according to the HMICFRS PEEL dashboard, is not an outlier for prevalence. Suffolk is recording 1 in 5 crimes as being domestic related, and this has had an impact on the type of workloads officers are picking up.

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 approximately 6000 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, reported multiple incidents that resulted in more than one crime being recorded.

Suffolk's positive outcome rate for DA has been decreasing over the last few years, although over recent months this has started to improve. but is still favourable compared to other forces.

### Suffolk Libraries – Safe Spaces for victims of domestic abuse (led by Suffolk County Council)

Suffolk Libraries launched safe spaces for victims of domestic abuse to seek information, advice and guidance on the support available.

### Recent Local Initiatives

Staff have been trained as Domestic Abuse Champions and will be in a position to offer initial support, as well as signposting to local specialist services. If required, a private room will be made available so victims can call support, and information will be prominently displayed so that anyone with concerns can access advice.

### Euro Football Tournament (Joint)

Nationally during major football tournaments, domestic abuse increases by a third. Partners utilised social media channels to call out abusive behaviour and make sure that victims know support is available to them when it is safe for them to access it.

### Rural DA Engagement Plan (led by Police)

The Kestrel Team and Community Engagement Officer were utilised to raise awareness of reporting mechanisms and support services available to victims of rural domestic abuse. Posters and postcards are being distributed to surgeries, farms, primary healthcare settings, pubs, food manufacturers, community halls, shops etc.

### Op Encompass (working with schools to report on Domestic Abuse that has taken place at the home of a pupil).

After review of Op Encompass take up from education settings in September 2021 and further contact with those not yet receiving DA notifications, we have now achieved an incredible 100% sign up from all primary schools, secondary schools and colleges in Suffolk. In the past 12 months there have been an average of 439 monthly DA notifications shared with schools (total of 5,279 notifications), which have enabled safeguarding and support to be put in place where necessary.

# PERFORMANCE REPORT: Domestic Abuse (DA)

## Operational Commentary continued:

### Domestic Abuse Perpetrator Unit (DAPU) Action:

- DAPU signed the first perpetrator on to the behaviour change programme in late December 2020.
- Prior to this, the team were working hard to raise awareness of the programme, research and score potential DA perpetrators to work with.
- Many more sign ups followed from January 2021.
- The programme takes six months to complete on average.
- Currently there are 17 active cases at various stages of the programme.
- 7 perpetrators await or are in the process of joining the programme.
- Between 01/10/2020 to 30/09/2021, 6 perpetrators completed the programme in full.
- 292 Behaviour Change one-to-one sessions were delivered.
- The main referrer is Social Care and this is where we have seen the best results.
- Social Care level of intervention success - 4 Child Protection cases have gradually been stepped down to CIN then Universal Services and there is now no active involvement by CYPS due to the risk being reduced.
- Whilst still in it's infancy, DAPU are making good progress and delivering effective change to date.

### Training delivered by DA Team

Domestic Abuse training continues to be delivered across the organisation and between 1<sup>st</sup> October 2020 and 30<sup>th</sup> September 2021 there have been inputs including DA Matters, DA/HBA/MASH inputs to new students, training to CCR and CID and refresher training for DA Champions.

### Development

A new Domestic Abuse Continuous Improvement Plan has been developed which focuses on areas such as Developing Accountability, Positive & Preventative Action, Reviewing & Learning and Working with Partners. Implementation of this plan is managed through a DA improvement working group led by the head of Crime Safeguarding and Incident Management command.

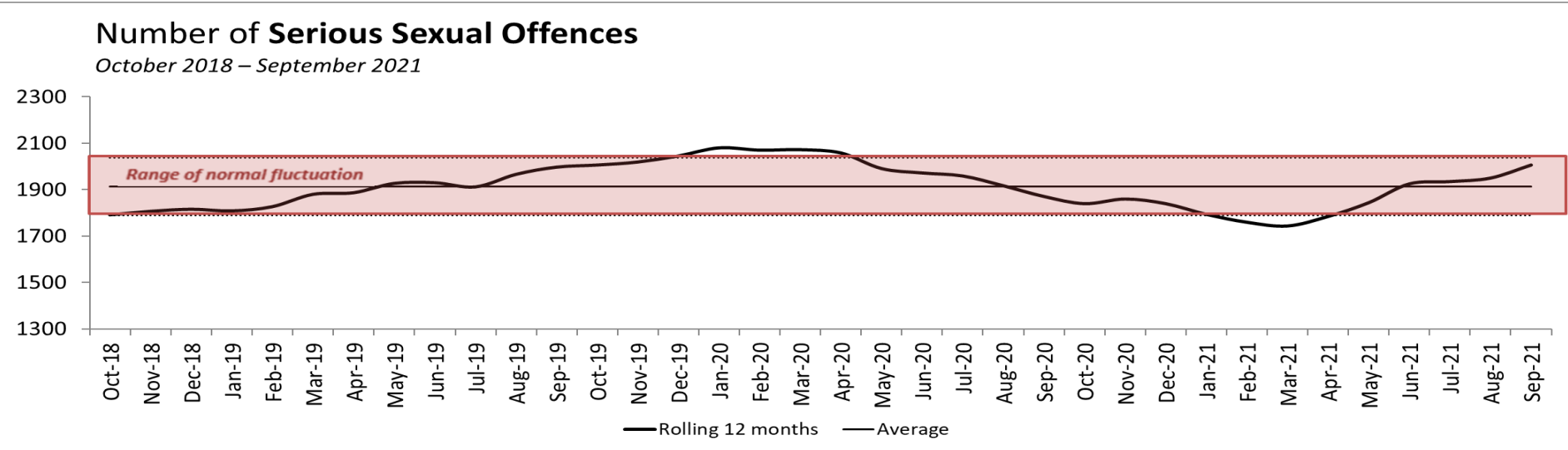
Requirements of the new Domestic Abuse Act 2021 will also be reflected in force, including a new offence of non fatal strangulation; an extension to the Controlling and Coercive offence legislation; targeted changes around DA perpetrators (for instance a requirement to undertake polygraph testing as a licence condition); and the introduction of new DA protection notices and orders to replace the current prevention orders and notices. These tools can impose conditions that force changes in perpetrator behaviour.

### CPS East of England VAWG Performance Data

The most recent East of England VAWG Local Scrutiny and Involvement Panel (LSIP) highlighted that Domestic Abuse conviction rates for the East of England over the last year has dropped slightly in response to the pandemic, however figures for April and May 2021 were 79.9% which indicates we have managed to remain above the national average of 76.6%. The volumes of convictions recovered in quarter 4.

# 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.



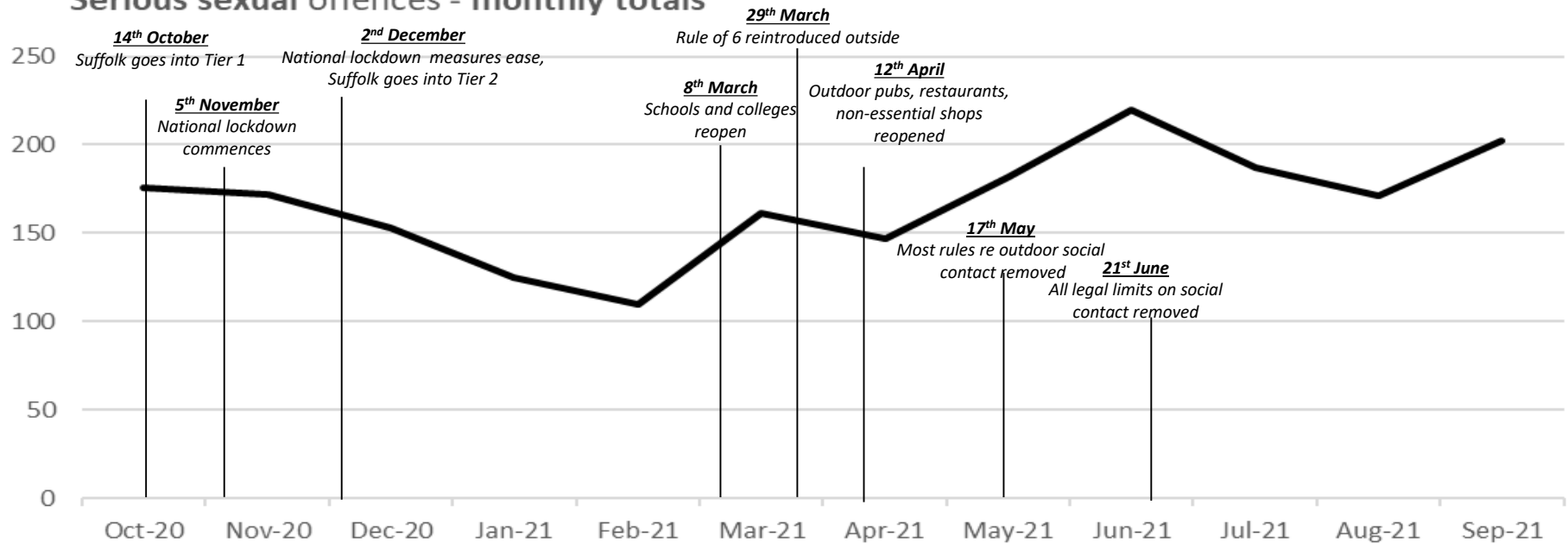
Performance at a glance	
Level of crime	After a continuous upward trend, volumes of SSOs began to decrease following the national lockdown associated with Covid-19. Volumes continued to decrease into early 2021, however have been increasing since March.
Level of successful investigations	1 in 20 crimes are solved
Level of victim support for police investigations	Just over half of victims support police investigations
Comparison to most similar forces	Highest rate of offences per 1000 household in its MSG. *Based on ONS data

Last 12 Months in Detail	
(difference to 3 year average in brackets)	
Number of crimes	2,006 (5.3%)
% of crimes where an investigation <b>was not</b> possible	4.0% (+0.2p.p)
% crimes where victim <b>not ready to support</b> police investigation	45.0% (-1.2p.p)
% crimes solved by police	5.0% (-0.6p.p)
% of <b>rape</b> cases convicted in court	Data release by Crown Prosecution Service tbc

# PERFORMANCE REPORT: Serious Sexual Offences (SSO)

**Last 12 months (October 2020 – September 2021)**

## Serious sexual offences - monthly totals



# PERFORMANCE REPORT: Serious Sexual Offences (SSO)

## Analysis:

The volume of serious sexual offences (SSOs) peaked at the end of 2019 and into early 2020 but began to decrease after social restrictions linked to Covid-19 were introduced in 2020. This decrease continued into early 2021 but there has been a steady increase in volume since February 2021 and volumes in the last 12 months are 5.3% higher than the LTA.

Monthly volumes of SSOs over the last 12 months appear to have fluctuated with the commencement and relaxation of social restrictions, decreasing when social restrictions were at their tightest and increasing when some measures were lifted. Volumes started to drop again slightly following the second national lockdown in November 2020 and in February 2021 it reached some of the lowest volumes in the last three years. Volumes increased in March, coinciding with the reopening of schools and colleges and pubs and restaurants. They increased again in May and June 2021 when most other legal restrictions were removed. It is likely that volumes will continue to increase in the next reporting period and return to “normal” pre-Covid-19 levels.

The solved rate for SSOs is low (5.0% in this report compared to 5.3% in the last quarterly report) and this is a 0.6p.p decrease compared to the LTA. The rate of victims not ready to support investigation is slightly lower than the LTA, there has been steady decrease in this outcome type. It is currently being reported at 45.0% (lower than the last report at 45.5% and before that at 49.3%).

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 highest number of sexual offences per 1,000 households in 12 months ending August 2021, with a rate of 3.1 crimes per 1,000 households.

Suffolk recorded the lowest solved rate (5.7%) compared to other forces in its MSG in the 12 months ending August 2021 and this solved rate is also a decrease from the 12 months ending August 2020 (7.7%).

## Operational Commentary:

The recommendations within the joint thematic HMICFRS inspection have now been adopted into the Suffolk SSO Delivery plan and work is ongoing to address the issues. There have been a number of positive meetings with senior CPS leaders who are equally committed to improving current processes and timeliness of investigation and prosecutions remains a constant priority.

The current Crown Court trial backlog is having an effect on case progression however all parties are working closely together to prioritise cases appropriately.

# PERFORMANCE REPORT: Serious Sexual Offences (SSO)

## Operational Commentary continued:

Recommendation 11 of the HMICFRS thematic review states:

*The Home Office should undertake an urgent review of the role of the detective constable. This should identify appropriate incentives, career progression and support for police officer and police staff investigators to encourage this career path. It should include specific recommendations to ensure there is adequate capacity and capability in every force to investigate rape cases thoroughly and effectively.*

The review specifically highlighted the need for forces to have the necessary skills resilience to ensure cases were given the time to be investigated effectively.

In Suffolk we are working hard to ensure we have the right level of trained detectives and investigators. The Safeguarding Investigation Unit (SIU) teams are strengthened by Fast Track Detective Entries (FTDE) and Trainee Investigators (PC's wanting to become DC's), and ongoing recruitment will ensure that the balance between new and experienced detectives is as effective as possible. The ability to recruit, train and retain experienced detectives is at the very heart of providing a quality service to RASSO victims.

### CPS East of England VAWG Performance Data

The most recent East of England VAWG Local Scrutiny and Involvement Panel (LSIP) highlighted that the East of England has a strong conviction rate for sexual offences (94.6% in April/May) and remains well above the national average (84.8%) (with the exception of Q3). The indication from the combined April and May data for Q1 this year is that we will remain above the national average despite the volumes of cases being heard increasing.

In Q1 20/21 the East of England were below the national average for rape convictions, however in the following quarters we remained above the national average with our conviction rate staying steady throughout the year, despite the volumes of cases increasing. The data for April and May 2021 (70%) indicates that we are on track to remain above the national average rate (66.2%).

The RaSSO guilty plea at first hearing figures for April and May 2021 is 34.2%. This is below the national average for the same period of 37.5%. The proportion of consultations resulting in an action plan was 39% which is on a downward trend. The national figure is 54.9%.

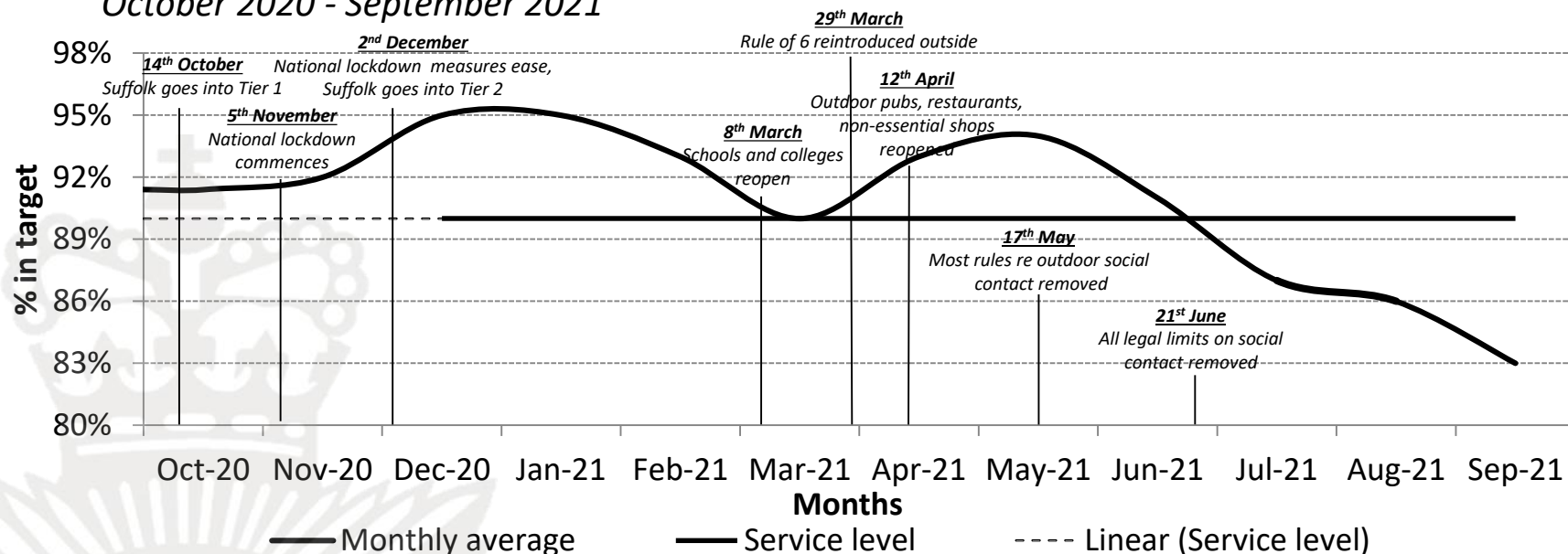


# PERFORMANCE REPORT: Emergency call handling

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

## 999 calls answered within 10 seconds

October 2020 - September 2021



### Performance at a glance

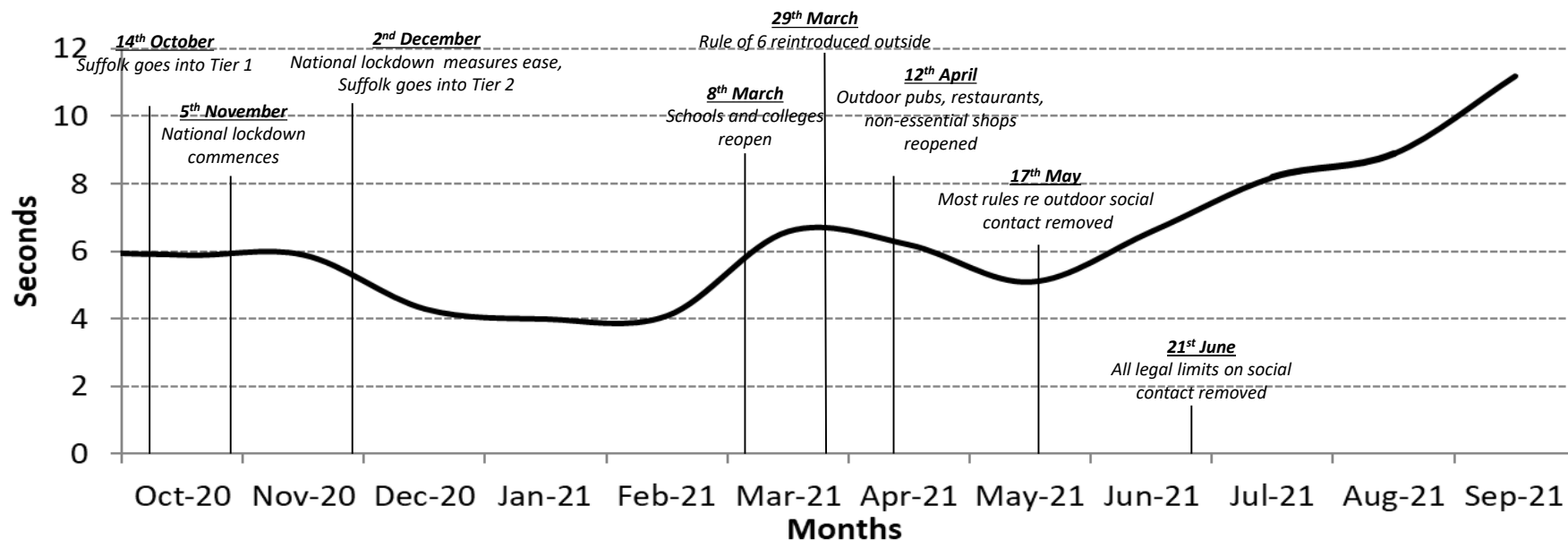
Level of demand	Overall 999 demand continues to increase and has increased by 2.8% compared to the LTA.
Proportion of all calls that are 999	52.1% of all calls were dealt with as an emergency call in the last 12 months.
Service level	Performance steadily improved toward the end of 2020 reaching 95% in December. There was a dip in performance in March which coincided with an increase in demand. Since June 2021 performance levels have decreased significantly and September saw the level reach 83% which is the lowest level in over 4 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.

## 999 - average time to answer calls

October 2020 - September 2021



### Last 12 Months in Detail

(difference to 3 year average in brackets)

Number of calls	110,151 (+2.8%)
% of all calls that are 999	52.1% (+4.1p.p)
Average calls per day	302 (+4.1%)

### Analysis:

999 call handling demand has increased by 2.8% in the last 12 months compared to the LTA. Suffolk Constabulary has answered 90.9% of calls within 10 seconds between October 2020 and September 2021 and the average time to answer calls is 6.4 seconds between October 2020 and September 2021 (compared to 6.9 seconds between October 2019 and September 2020).

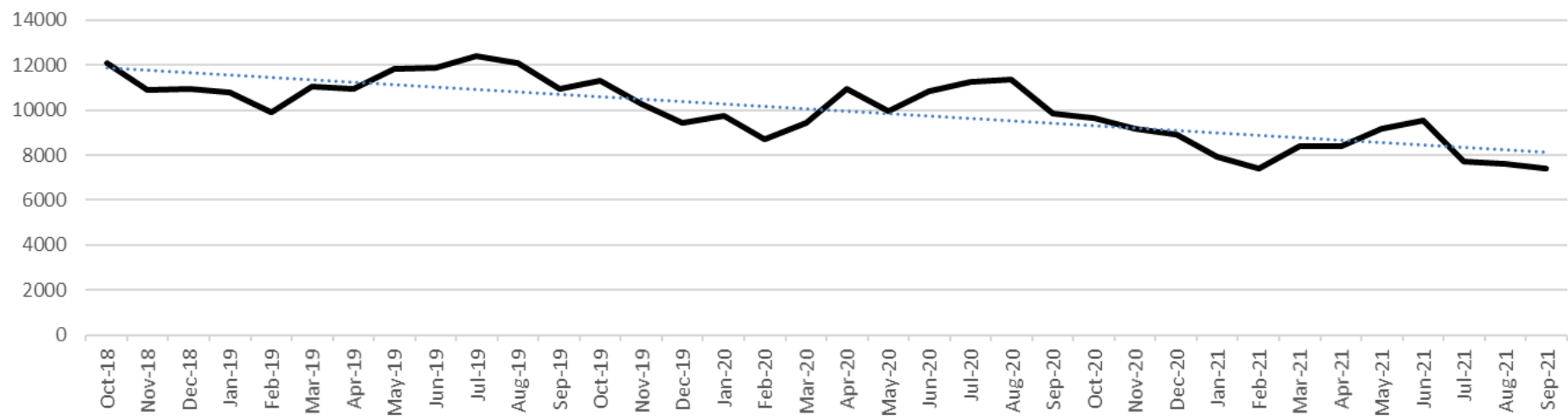
Despite the average time to answer decreasing year-on-year there has been a notable increase of over the past four months from 5 seconds to 11 seconds. This has coincided with summer demand and an increase in overall calls numbers.



# 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.

Non-emergency calls - monthly totals  
October 2018 - September 2021



## 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	101,224 (-28.2%)
Average non-emergency calls per day	277 (-28.2%)

## Analysis:

Non-emergency call handling demand continues to reduce. There has been a 28.2% reduction in calls in the last 12 months compared to the LTA. This rate of decrease against the LTA has increased by 6.8p.p. since the last report where a reduction of 21.4% was recorded.

# PERFORMANCE REPORT: Non-emergency call handling

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

### 999

Over the last 12-month period the CCR has seen daily demand on 999 calls increase above previous daily demand averages. This culminated in summer 999 call daily demand regularly exceeding 400 calls per day at weekends and during the week. This is comparable with demand normally experienced on New Year's Eve, the Force's busiest day of the year. On NYE 2020 the CCR took 373 999 calls in total.

Historically call demand in the summer months (June, July, August) also remains higher for longer into the evening, maintaining a rate of over 40 calls per hour until 10pm compared to 6-7pm across the other seasons. With the advent of all restrictions now lifted, demand has continued to increase and rise above 2019 levels. During July 2021, the volume of 999 calls up to 14<sup>th</sup> of that month was 5124 calls, extrapolated to 11346 calls across the month as a whole. This equated to 366 calls on average per day or 15.4% growth on average per day since May 2021.

To manage the increase in demands steps were taken to increase call takers through the summer period with additional staff from supporting departments trained to handle calls. The recruitment programme continued, including an uplift of five more staff planned for an October start date who will join their CCR teams during December following completion of vetting procedures and classroom training.

### 101

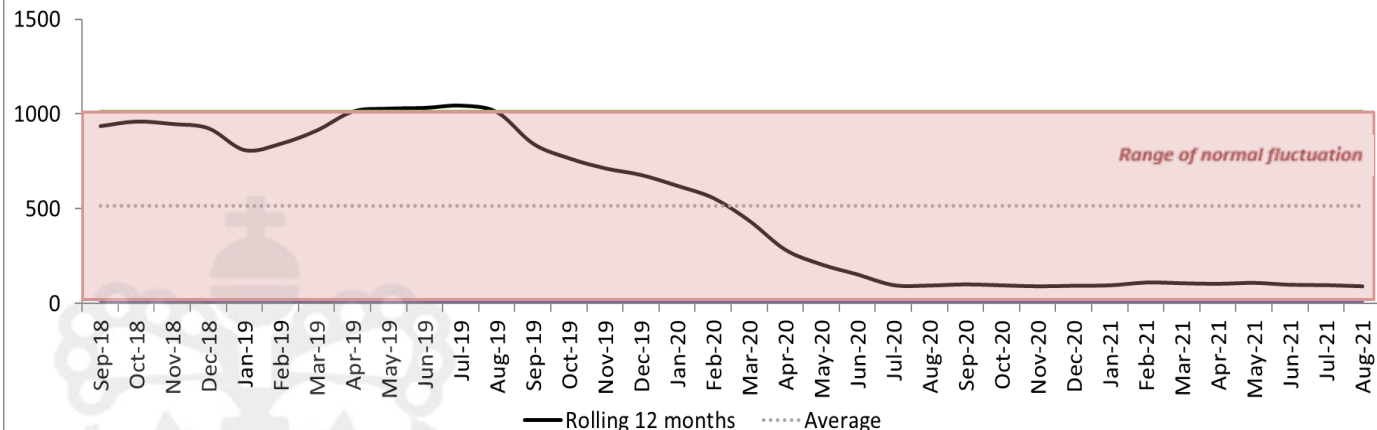
Higher 101 volumes had been recorded towards the end of March 2021 which continued through to June, before falling again. Online reporting and live web chat continue to be highlighted as alternative options to contact Suffolk Constabulary in order to reduce inbound telephony calls and wait times, and the 'Click before you call' campaign continued to be publicised throughout the summer period. The corporate communications department have produced postcards to support engagement officers in promoting these alternative options of contact and previous media releases have been revisited to add details of calls the CCR should not be receiving. The priority queuing system for higher risk 101 calls, such as Mental Health, Domestic Abuse and Hate Crime 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 no more than 10 minutes in length.

Work continues to address the rate of abandoned calls, and it should be noted that these rates are likely to reflect a positive channel shift towards other options of contact (online reporting/ live web chat). New recruitment and the uplift of staff going live with call handling in December will help to alleviate this pressure. Despite this 76.8% of all calls received into Suffolk during August were successfully resolved on the phone with the caller.

# PERFORMANCE REPORT: Traffic Offence Reports

## Number of Traffic Offence Reports - mobile phone usage

September 2018 – August 2021



## Last 12 Months in Detail (averages)

(difference to 3 year average in brackets)

Number of KSI collisions recorded	239 (-16.2%)
Number of TORs issued for mobile phone use	91 (-82.6%)
Number of TORs issued for seatbelts	915 (-7.6%)

*KSI figures up to 30/09/2021*

*TOR figures up to 31/08/2021*

Suffolk 2021	Killed	Seriously Injured	Single Occupancy within Vehicle	Multiple Occupancy within Vehicle
July	1	37	34	2
August	5	13	17	0
September	0	13	9	2

The table to the left shows the breakdown of KSI collisions that have taken place in the last quarter (01/07/2021-30/09/2021) 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. The number of KSI collisions currently remains below that of previous years and the LTA, this is largely because the effects of the Covid-19 lockdown at the start of 2021 are still evident in the 12-month figures. Traffic volumes have increased following the ending of restrictions and it is anticipated that the rolling 12-month KSI figures will gradually increase as a result.

In the current reporting period, TORs for seatbelts decreased slightly but a significant decrease was seen in TORs issued for mobile phone use compared to the LTA. Volumes of TORs issued for mobile phone use has dropped below the lower limit of normal fluctuation since June 2020.

# PERFORMANCE REPORT: Traffic Offence Reports

## Operational Commentary:

TORs issued for seatbelt offences have decreased. More noticeably is the decrease in TOR's issued for mobile phone use, which reflects the impact of meeting higher evidential thresholds for recording an offence.

Along with support to NPCC road safety campaigns and Fatal 4 enforcement, in August 2021 RAPT delivered an operation focussing on the strategic road network and the use of an unmarked HGV tractor unit, stopping 234 vehicles, identifying 304 offences and issuing 245 TOR's.

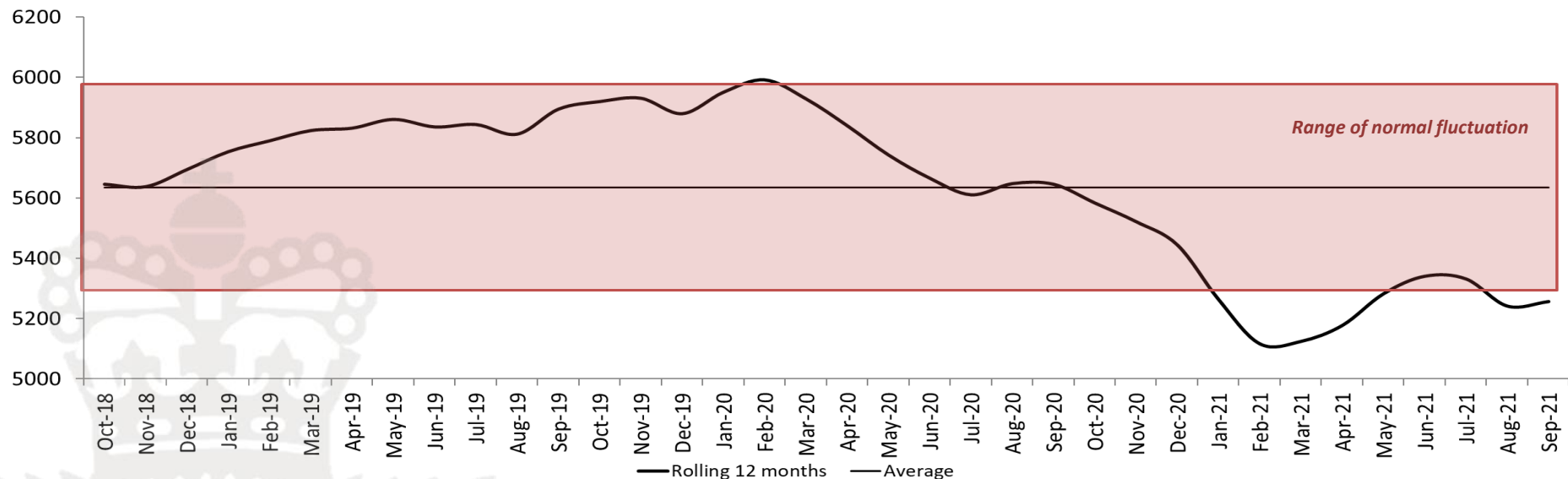
The Commercial Vehicle Unit (CVU) commenced enforcement activity on the 23rd November 2020 and in just under a year has stopped 1286 vehicles, dealt with 1722 offences and issued £248,400 in fines. 250 vehicles have been prohibited from the roads, 101 have been immobilised and 295 given warnings. These were all for a variety of offences including being overweight, mechanical reasons/condition, insecure loads, tachograph infringements, carrying dangerous goods, abnormal loads and agricultural vehicles.



# PERFORMANCE REPORT: Violence with injury

## Number of **Violence With injury** offences

October 2018 - September 2021



### Performance at a glance

Level of crime	There was a significant decrease in rolling 12m volume between March 2020 and February 2021 when the lower level of normal fluctuation was breached. Volumes have remained below that level for much of this calendar year. This is a similar trend to that seen regionally, nationally and across Suffolk's MSG.
Level of successful investigations	Just over 1 in 7 crimes are solved
Comparison to most similar forces	The lowest out of 8 forces per 1,000 households (to August 2021)

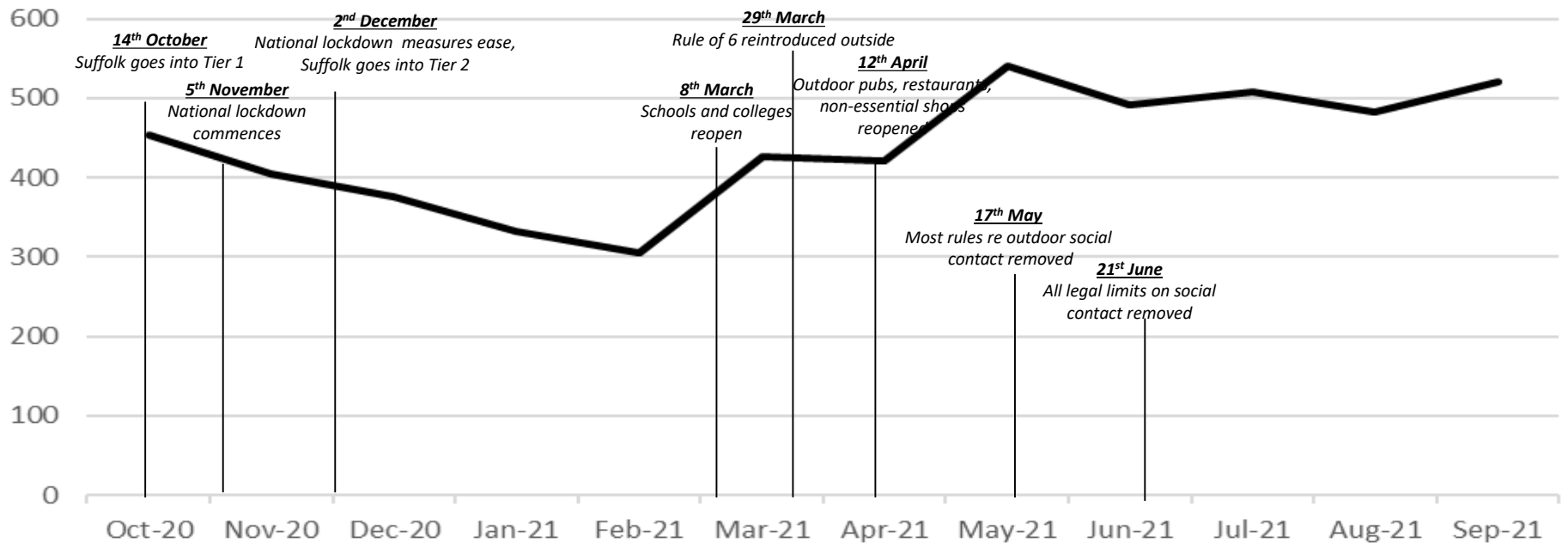
### Last 12 Months in Detail

(difference to 3 year average in brackets)

Number of crimes	5,257 (-6.9%)
% crimes solved by police	15.0% (-3.5p.p)

**Last 12 months (October 2020 – September 2021)**

## Violence with Injury offences - monthly totals



# PERFORMANCE REPORT: Violence with Injury

## Analysis:

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 previous 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 volume stabilised in July and August 2020, as social lockdown restrictions were reintroduced, it began to decrease again and fell below the range of normal fluctuation in late 2020. The rolling 12-month trend shows a decrease against the LTA (-6.9%). A slight increase on the previous quarter, which was -9.9%

The volume of Violence with Injury offences were at the lowest seen in the last three years in February 2021 and since then numbers have been increasing. Volumes returned to the range of normal fluctuation in June and July 2021, however, have subsequently decreased. In the 12 months ending August 2021, only two of the seven forces in Suffolk's MSG have experienced an increased rate of recorded offences when compared to the 12 months ending August 2020. Suffolk has seen an 8.3% decrease in this period.

Suffolk recorded the lowest rate of Violence with Injury per 1000 households (6.8) when compared to other forces in its MSG in the year ending August 2021. This rate had dropped from 7.4 in the 12 months ending August 2020.

Solved rates in Suffolk have also decreased since the last report and compared to the LTA (-3.5p.p). Suffolk is one of seven forces in its MSG that has reported a decrease in its solved rate although Suffolk still reports the 4<sup>th</sup> highest solved rate when compared to other forces within its MSG.

Social restrictions were relaxed again in the spring of 2021, and this has possibly contributed to the increase in offences seen between March and May 2021. Monthly volumes have stabilised at around 500 for the past 5 months in Suffolk and whilst the rolling 12-month figures are still low the monthly figures do exceed those seen towards the end of 2020. The year-on-year volumes between May and August have increased by 2.9% from 1,947 in 2020 to 2,004 in 2021.

As predicted in the last report, the general upward trend has continued, and it can be expected that this will continue over the next reporting period and that volumes will soon return to be within the normal range of fluctuation.



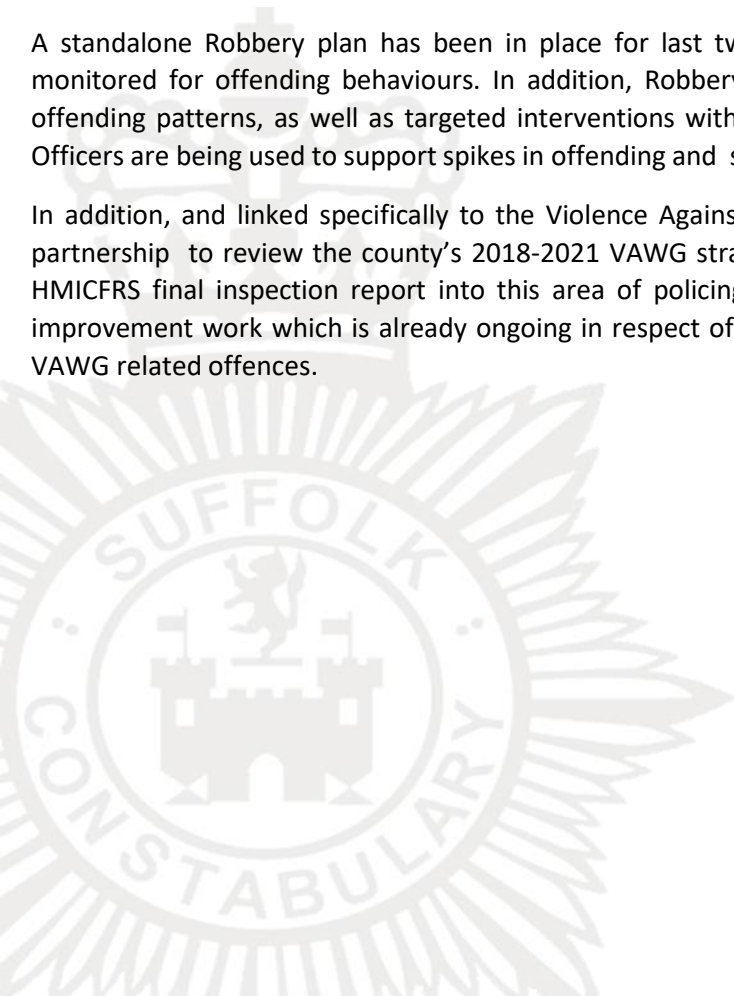
# PERFORMANCE REPORT: Violence with Injury

## Operational Commentary:

Current Activity from the Violent Crime Delivery Board includes the establishment of the Domestic Abuse Perpetrator Unit (DAPU) which has begun well and referrals into the unit are increasing. Neighbourhood Policing Teams are also identifying violence hotspots and producing problem solving plans alongside relevant partner agencies. In addition, a Child Exploitation Vulnerability Tracker is being used which focuses on interventions for youths who may become involved in gang violence, and there is ongoing engagement with the College of Policing Knowledge Hub and links at a tactical level with other force leads regarding effective activity.

A standalone Robbery plan has been in place for last two years, and activity includes a process for identifying high harm offenders which are then monitored for offending behaviours. In addition, Robbery suspects are encouraged to provide information that improves our understanding of wider offending patterns, as well as targeted interventions with key offenders to deter further offending and signpost to relevant support. Design Out Crime Officers are being used to support spikes in offending and seasonal trends.

In addition, and linked specifically to the Violence Against Women and Girls (VAWG) thematic area, work has commenced with the community safety partnership to review the county's 2018-2021 VAWG strategy and the constabulary is actively responding to recommendations arising from the recent HMICFRS final inspection report into this area of policing. Implementation of a revised VAWG strategy will need to be cognisant of governance and improvement work which is already ongoing in respect of domestic abuse and rape and serious sexual offences, both of which form a significant part of VAWG related offences.

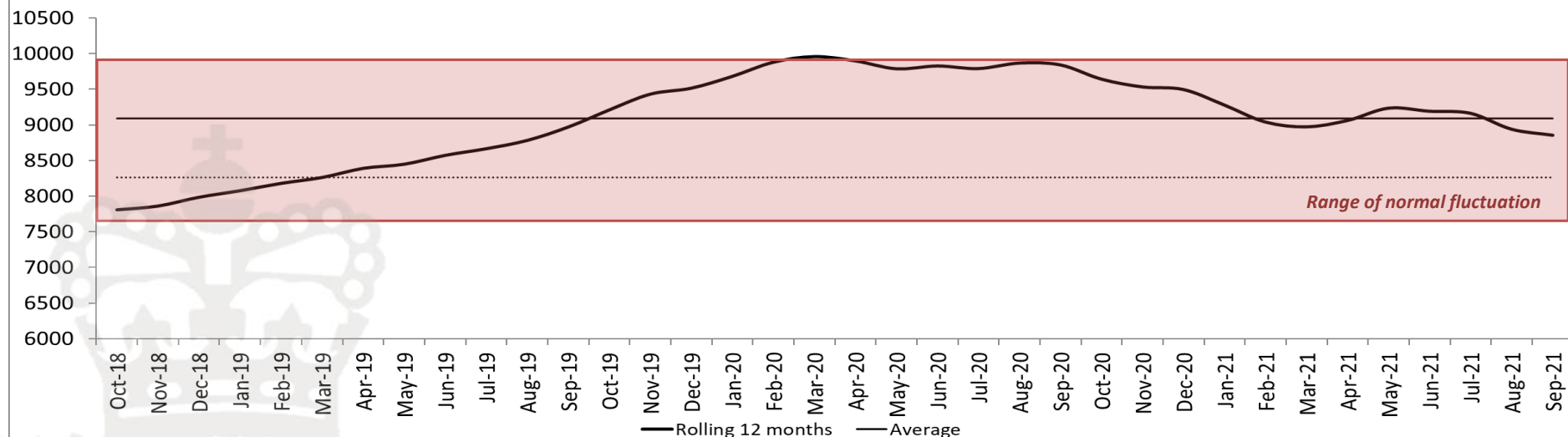




# PERFORMANCE REPORT: Violence without injury

## Number of **Violence Without injury** offences

October 2018 - September 2021



### Performance at a glance

Level of crime	Rolling 12-month volumes levelled off in March 2020. There was a gentle reduction from September with the trend beginning to pick up over recent months. This is a similar trend to that seen regionally, nationally and across the MSG.
Level of successful investigations	Just over 1 in 10 crimes are solved
Comparison to most similar forces	6 <sup>th</sup> out of eight forces per 1,000 households as per ONS (to March 2021)

### Last 12 Months in Detail

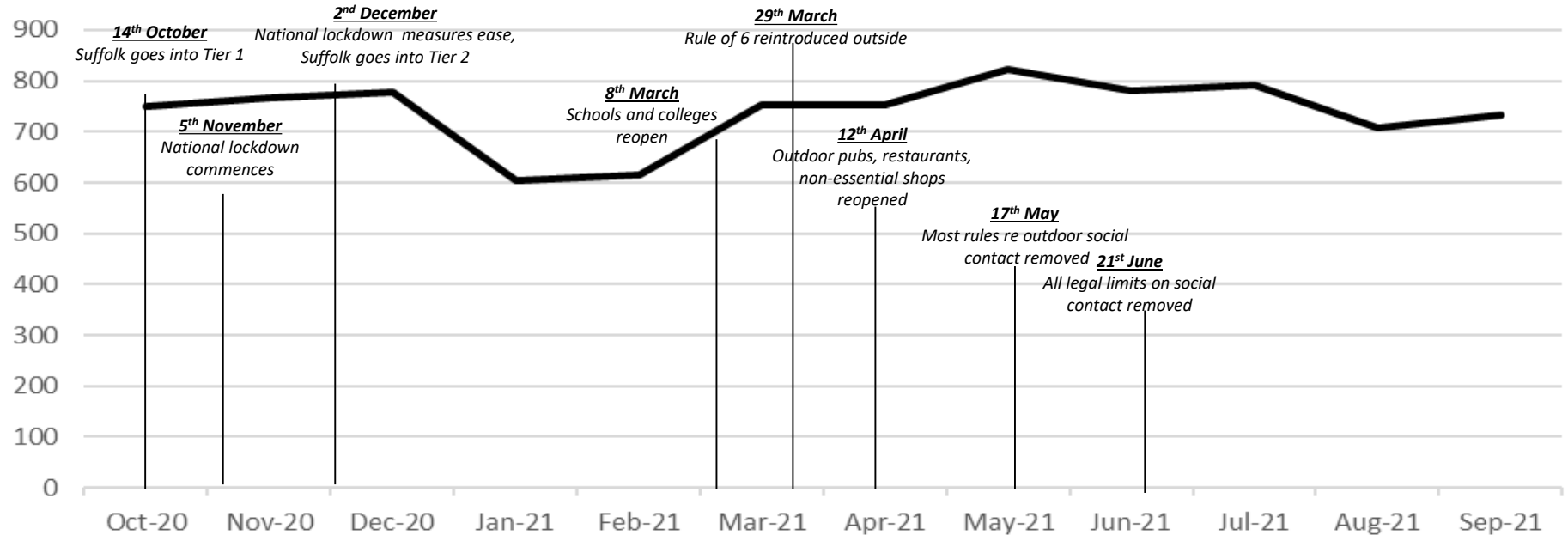
(difference to 3 year average in brackets)

Number of crimes	8,857 (-2.2%)
% crimes solved by police	10.7% (-2.6p.p)

# PERFORMANCE REPORT: Violence without injury

**Last 12 months (October 2020 – September 2021)**

## Violence Without injury offences - monthly totals



# PERFORMANCE REPORT: Violence without Injury

## Analysis:

Recorded volumes of Violence without Injury offences have been increasing steadily 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. The current rolling 12-month volume is lower than the LTA (2.2%).

The solved rate is 10.7%, a decrease of 2.6p.p compared to the LTA. This is a slight increase since the last report (10.2%).

Suffolk reported the 3<sup>rd</sup> highest rate of Violence without Injury per 1000 households in 12 months ending August 2021 when compared to other forces in its MSG.

Solved rates in Suffolk have decreased in the 12 months ending August 2021 compared to 12 months ending August 2020, with Suffolk being one of six forces in its MSG that has recorded a decrease in its solved rate. It has the 3<sup>rd</sup> highest solved rate of the eight forces in its MSG at 9.2%.

Reductions in monthly volumes of Violence without Injury have coincided with Covid-19 national lockdowns, and this continued into the third lockdown in January 2021. Increased volumes were recorded as social restrictions were gradually lifted in March, April and May, and volumes have started to return to levels that were reported before the latest lockdown.

## Operational Commentary:

Further guidance has been issued in relation to Outcome 17s (Prosecution Time Limit Expired), after it was identified a better understanding was required. It is proposed a further audit will be conducted in the new year to confirm an improvement in understanding and a decrease in these outcomes.

A new Out of Court Disposals (OOC) Scrutiny Panel has been created, with its first meeting due to take place on 8th Dec 2021. OOC's include preventative measures such as Domestic Violence Protection Order's, Domestic Violence Protection Notices, Stalking Protection Orders and civil restraining orders as well as community resolutions and cautions. Overall awareness of these options has increased, and more opportunities are being taken to use them effectively. Victims are generally positive about the use of these measures.