



**ORIGINATOR: CHIEF CONSTABLE**

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**SUBMITTED TO: ACCOUNTABILITY AND PERFORMANCE PANEL –  
18 NOVEMBER 2022**

**SUBJECT: NEIGHBOURHOOD CRIME AND ANTI-SOCIAL BEHAVIOUR (ASB)**

**SUMMARY:**

1. This report will explain the Constabulary's approach to Neighbourhood Crime and Anti-Social Behaviour (ASB). It details the current performance, demand, and activity with the inclusion of statistical information where relevant.

**RECOMMENDATION:**

1. The Police and Crime Commissioner (PCC) is asked to consider the progress made by the Constabulary, and raise issues with Chief Constable as appropriate to the PCC's role in holding the Chief Constable to account.

## 1. INTRODUCTION

- 1.1 The response to Anti-social Behaviour (ASB) and Neighbourhood Crime is a priority for Suffolk Constabulary and is highlighted as one of the 6 areas of focus within the Force Plan 2020/23. It is acknowledged that anti-social behaviour and neighbourhood crime can have a detrimental effect on the local community and that an appropriate policing response is required to ensure public trust and confidence is maintained.
- 1.2 This paper supports the related commitments in Objective 1 of the Police and Crime Plan, that the Constabulary will:
- Prevent and tackle ASB, crime and disorder (with focussed activity in geographic hot spots e.g. town centres);
  - Support a partnership problem solving approach to preventing Anti-Social Behaviour and crime. (Through working with CSP partners in respect of crime prevention solutions and ASB Community Trigger mechanisms);
  - Report on the force approach to Neighbourhood Crime and ASB.
- 1.3 The Constabulary response to ASB and neighbourhood crime is managed through a variety of departments within the Constabulary. The prevention and detection of ASB and crime is the role of all officers and staff employed within front facing roles and within some back-office functions. Whilst historically ASB has been seen as the primary role of Safer Neighbourhood Teams (SNT), and burglary/robbery the focus of the Criminal Investigations Department (CID), there has been progress towards a whole force approach to the prevention, detection and long-term problem solving for these and other crime types.
- 1.4 The data used in this report is accurate to the 31<sup>st</sup> August 2022, unless otherwise stated. In total in the last 12 months there has been a 3.5% reduction in neighbourhood crime across Suffolk.

## 2. ANTI-SOCIAL BEHAVIOUR

### Data

ASB	Last 12 Months	Three Year Average	% Difference (L12M to TYA)	Previous 12 months	% Difference (P12M to L12M)
ASB Environmental	836	910	-8.2%	1014	-17.2%
ASB Nuisance	6170	6819	-9.5%	7092	-13.0%
ASB Personal	1557	1403	11.0%	1415	10.0%
ASB Total	8563	9132	-6.0%	9521	-10.0%

Environmental: This includes the interface between people and places. It includes incidents where individuals and groups have an impact on their surroundings including natural, built, and social environments.

Nuisance: This is an act, condition, thing or person that causes trouble, annoyance, inconvenience, offence or suffering to the local community in general rather than to individual victims. It includes incidents where behaviour goes beyond the conventional bounds of acceptability and interferes with public interests including health, safety and quality of life.

Personal: This is either deliberately targeted at an individual or group or having an impact on an individual or group rather than the community at large. It includes incidents that cause concern, stress, disquiet and/or irritation through to incidents which have a serious adverse impact on people's quality of life.

## 2.1 Governance

Suffolk Constabulary's Western Area Commander is responsible for the strategic oversight of ASB, aligning our organisation response to the Pursue strand of the Neighbourhood Policing Strategy. Work continues to review and improve existing ASB policies and procedures, this work is organised through a continuous improvement plan (CiP) and managed by the ASB Delivery Group supported by internal ASB Champions. The County ASB Steering Group feeds into the Safer and Stronger Communities Board. This steering group has support from Suffolk County Council and all district and borough councils and is a direct link to Community Safety Partnerships and council ASB leads.

## 2.2 Key areas of work

- i) **ASB Policy Review** – This has been fully reviewed to provide clearer direction to officers and is updated to reflect current practice. A number of sections have been re-written including updating the process maps and around information sharing to ensure that all officers are aware of their responsibilities and to ensure a smooth and seamless journey for the public from initial contact through to final resolution of personal and community issues.
- ii) **Force wide Learning and Continued Professional Development (CPD)** – Following the roll out of the training highlighted in the last report, the initial phase of the training has been completed. A number of officers were unable to complete the training for various reasons and these have been highlighted with a view to ensuring every officer will undertake it. This will involve a mixture of face-to-face and online training. The Toolkits continue to be developed as legislation and guidance is updated and provide simple and clear options and step by step guides. All officers have the latest and most effective options available to support communities and deal with ASB.
- iii) **Quality Assurance and Review** – The work of the ASB Review Team is ongoing. The Team was established in January 2022 to review all ASB call logs (Computer Aided Despatch [CADs]) from October 2021 to the end of April 2022. This was completed with learning coming out and identification of issues that need work to further improve the service. There were a number of issues that were identified with individual cases that enabled officers to work with victims to enhance the response that they received. Over the course of the initial review phase the team saw a substantial improvement. The team have now moved to monitor live ASB investigations to ensure that any issues are dealt with immediately.
- iv) **Information Sharing** – Empowering Communities with Integrated Network Systems (ECINS) is partnership information sharing platform that the Constabulary has used for several years although its use had declined since the introduction of Athena. Working with partners, the Constabulary has agreed a further three year contract to continue and build on the use of ECINS. The new ASB policy has clarified ECINS will be used, and the number of officers actively using it is increasing. The system will allow for high and medium risk ASB cases to be appropriately shared with partners effectively to ensure joint working and problem solving to improve outcomes for victims and communities.

## 2.3 The Future

The Constabulary will continue to work with partners across Suffolk to improve joint working, and including around information sharing.

## 2.4 Anti-Social Behaviour Civil Orders open October 2022

The use of civil orders is an important tool in tackling ASB and targeting perpetrator behaviour. Used effectively, civil powers can set out clear boundaries to perpetrators, and highlight which

specific aspects of their behaviour has a detrimental impact on the community and must be addressed to comply with the conditions imposed upon them through use of each legislative power. The number of live civil powers in effect across the Constabulary (as of 1<sup>st</sup> October 2022) is as follows.

ORDER	TOTAL
Community Protection Notice Warning Letters (CPNWL)	87
Community Protection Notice (CPN)	41
Criminal Behaviour Orders (CBO)*	17
Injunctions**	0

\* CBOs that have been granted at court

\*\* Injunctions obtained by police as lead agency

## 2.5 Examples of Organisational Growth

**Example 1** – A disabled child was being targeted by other youths in a town centre and in particular near a skate park. He had been subject to verbal and physical assaults and had his property damaged. Initially they were not able to identify the suspects and so no further action was able to be taken. The group then identified where he and his father lived and started to target the address by knocking on the door, shouting abuse and running off. This would happen up to ten times a month and was causing significant distress to both the father and his son. The SNT became involved following the family coming forward and were in regular contact with them. Partners were engaged and regular patrols provided reassurance while CCTV was obtained for them, and education and support to the child was obtained. The local Police Cadets completed a street a week survey which identified a number of issues. The suspects were identified with the assistance of the local school and they were dealt with. Assemblies were held challenging bullying behaviour and highlighting the impact that it can have on communities. Following this work, the SNT continued to monitor the address and engage the family and no further incidents have occurred.

**Example 2** – A family reported that their home was being targeted by unknown suspects where smashed bottles, rocks and fruit were being thrown into their garden. They were concerned that a former friend of one of their children was responsible and this caused a considerable amount of worry for them. High visibility and plain clothed patrols were carried out to identify the suspect and covert cameras were requested. The local council kept the street lights on to provide reassurance to the family and enable the suspect to be identified. This identified that a neighbouring female who had mental health issues and who had recently moved back in with her parents was responsible. Partnership work with the suspect's family identified that she was not targeting the victims but her behaviour was a result of her mental health issues and this was addressed. This reassured the victims which enabled them to relax in their own home.

**Example 3** – Off-road motorcycles were being used in woods anti-socially and placing members of the public in danger, due to the manner of riding. Police highlighted the issue, creating a problem solving plan that allowed for analysis of data relating to days/times that incidents were likely to take place. Using this evidence base, police were able to target their patrols at the right time/days of the week that would likely have the biggest impact. A day of action was held in which 10 people were engaged with.

Police liaised with the local Council ASB officer and the Forestry Commission. Using Suffolk Police Design Out Crime Officers (DOCOs), a plan was created which identified potential target hardening of the area to prevent re-occurring ASB. As part of the response plan police used social media to advertise patrols within the area, the Forestry Commission used natural barriers to prevent anti-social use of motorbikes, signage was created and placed at key locations to make riders aware of police powers to seize bikes and educate riders. The work resulted in a 83% reduction in ASB related calls for the area, which in turn resulted in a significant cost reduction to police, council and the Forestry Commission. The reduction in ASB also presented a reduction in risk to members of the public using the same area for walking or cycling.

**Example 4** – A series of crimes were taking place in an allotment area, in a town, close to a high school. Crimes included general ASB and criminal damage. The victims of these incidents were identified as being repeat victims and were under reporting issues. A problem solving plan was created and through the scanning process it was identified that the victims were unaware of their rights to report incidents, were not aware of good quality security products and there was a lack of communication between victims and local stakeholders.

A Police DOCO visited the area and created a comprehensive plan to target harden each plot and the site as a whole. Evidence gathering opportunities were explored, including covert recording to identify suspects. Educational opportunities were identified, in that suspects were likely to be pupils at a nearby school.

A meeting was held with plot holders and products available with the “secured by design” accreditation were highlighted to them. Patrols were increased, using the Kestrel team to deploy at the location during key times and days to have the biggest impact. Community engagement officers used social media to highlight the police work taking place and information was sent out to nearby residents to encourage reporting. School Liaison officers attended the school to educate pupils and use the school disciplinary process to deal with suspects (where appropriate). Suspects that were identified were interviewed and referred to youth justice for diversion.

Following the police intervention, there has been a significant reduction in calls to the location, the allotment users feel listened to and supported. A specific letter of thanks was received from the Allotment Committee.

### **3. NEIGHBOURHOOD CRIME – RESIDENTIAL BURGLARY**

- 3.1 Crime, Safeguarding and Incident Management (CSIM) have overall ownership of the investigative response to dwelling burglary offences. The primary responsibility sits with CID and monitored by Detective Inspectors. Further monitoring takes place through force and local performance practices.
- 3.2 Suffolk Constabulary have been recognised by the National Police Chiefs Council (NPCC) Burglary Portfolio holder as a high performing Constabulary in regard to burglary outcomes. In April 2022, the Constabulary was represented by a Detective Inspector at a ‘round table’ event with colleagues from the Neighbourhood Crime Unit at the Home Office to discuss the Constabulary approach and share learning with the established network of single points of contact (SPOCS).
- 3.3 Recent media reporting has seen increased public scrutiny regarding this crime type. This has been followed with an NPCC commitment to attend all crimes of domestic burglary. The Constabulary’s approach to dwelling burglary has not required any changes. The Contact and Control Room (CCR) will continue to use the Threat, Harm, Risk, Investigation, Vulnerability,

Engagement (THRIVE) model, and use established deployment procedures to assess the response to burglary and dispatch units to all domestic burglaries in homes.

3.4 Home Office rules for the recording of crime does require some explanation. The public generally would view a dwelling burglary as one which involves a home used either for permanent habitation or occasional use (personal holiday home). The rules for recording crime does mean that other crimes are recorded in this category. Examples are:

- Changes in statistical recording mean that all buildings within the boundary of the property are classed as 'residential'. Suffolk Constabulary can differentiate between dwellings and non-dwellings in these circumstances as this can have an impact on figures dependent on which are being reviewed. The figures in the table below are those for **residential burglaries** and not burglaries of structures within the property boundary (sheds etc). If the later were included this would increase the figures by 618.
- A house on a building development which has all the amenities connected and is fit for habitation, but still under some construction and is used to store workman's tool, would be classed as a burglary dwelling despite there being no person living within

3.5 Homes with multiple occupants (HMOs) also account for a number of burglaries, these tend to be committed by persons known to each other or visitors to the addresses and entering unsecure rooms.

3.6 Detective Inspectors have an overview of all offences and are responsible for the identification of crime trends and serial offenders. A suspect focussed approach is undertaken and using the Area Tactical Tasking and Co-ordination Group (ATTCG) process, suitable resources are allocated to arrest and process perpetrators.

3.7 CSIM manage an operational delivery plan which is reviewed every 6 months to ensure good practice is maintained and a high quality service is delivered to victims. This plan also focuses on crime reduction and officer training to aid prevention and good quality investigations.

3.8 Insight, an analysis and data collection program, allows managers and staff to look at overall trends down to individual localities. Areas with higher numbers of crimes or lower detection rates are highlighted and reviewed with an improvement plan instigated where and when required.

Residential Burglary	Last 12 Months	Long Term Ave	% Difference L12M / LTA
Offences Recorded	774	954	-18.9%
Number solved	102	155	-34.0%
% Solved	13.2%	16.2%	-3.0%

3.9 Burglary residential is a CSIM priority and is encompassed in daily business for the CID teams. These work closely with the Operation Converter teams to maximise solved rates and provide victims with a high level of service. Where any person is arrested or charged with a residential burglary, the Converter Team are notified and will establish if the person wishes to take any offences into consideration (TIC). This has seen 32 offences solved and justice provided to victims in the last 12 months. Operation Converter is regarded nationally as the best practice to TICs.

3.10 The figures for recorded crime show an overall 5.5% decrease in Burglary Residential in the last 12 months (compared to a 5.8% increase in Norfolk). This has to be measured against low

levels of offences in the preceding 12 months due to lockdown and COVID seeing more people work from and stay at home for longer periods. This indicates good practice in prevention, intelligence and enforcement to maintain low levels.

3.11 The national solved rate for this crime rate sites at around 5%. Suffolk continues to perform highly with solved rate of 13.9% over a 12 month period. The decrease in % solved is 3% and a lower exception, this will be monitored to ensure the trend remains towards increased performance.

3.12 Operation Reflux relates to the burglary of homes to steal gold/jewellery and/or using cleaning products to frustrate forensic evidence collection. This offence type can disproportionately target the Asian community due to the cultural relevance of the items stolen. Whilst Suffolk has seen low levels of offending, the Constabulary is linked into regional units and other forces to identify and target known Organised Crime Groups (OCGs) and undertake enforcement action.

#### 4. NEIGHBOURHOOD CRIME – BURGLARY (COMMERCIAL)

4.1 The geographical make up of Suffolk makes this type of crime attractive to perpetrators. Many commercial premises are within isolated rural areas and the road network makes it easy to travel in and out of Suffolk to neighbouring counties.

4.2 Many reports of commercial burglary are routed via the Crime Co-Ordination Centre (CCC). Once reports are received by the CCC they are assessed based on investigative opportunities. Where forensic or CCTV enquiries are identified, these are assigned to local officers for progression. Generally, commercial burglaries will be investigated by the Safer Neighbourhood Teams who will also provide security and crime reduction advice.

4.3 Offences that are linked, often with out of force offenders or complex/protracted investigations are owned by CSIM. Appropriate resources are allocated to investigate these offences.

4.4 There have been an additional 91 offences of commercial burglary, which incorporates both commercial and ‘other buildings’ detected through the Operation Converter team in the preceding 12 months.

#### 5. NEIGHBOURHOOD CRIME – THEFT OF AND THEFT FROM MOTOR VEHICLE

5.1 Advances in technology, working from home and the ability to immobilise and track vehicles have all seen a long-term trends towards less vehicle crime.

TOMV	Last 12 Months	Three Year Average	% Difference (L12M to TYA)	Previous 12 months	% Difference (P12M to L12M)
Offences Recorded	510	608	-16.2%	622	-18.0%
Number Solved	56	75	-25.9%	60	-6.7%
Percentage Solved	11.0%	12.3%	1.3%	9.7%	1.3%

5.2 Given the number of vehicles within the county, the number stolen is statistically small. The data below provides an overview of policing demand in relation to this crime type.

- 5.3 The good work highlighted in the previous report around the theft of catalytic convertors is continuing to have a positive effect. Local teams are still carrying out marking sessions to improve security. There continues to be a significant reduction in both theft from and theft of motor vehicles while solved rates remain consistent.

TFMV	Last 12 Months	Three Year Average	% Difference (L12M to TYA)	Previous 12 months	% Difference (P12M to L12M)
Offences Recorded	1301	1644	-20.9%	1394	-6.7%
Number Solved	52	58	-11.2%	57	-8.8%
Percentage Solved	4.0%	3.6%	0.4%	4.1%	-0.1%

## 6. NEIGHBOURHOOD CRIME - ROBBERY

- 6.1 Robbery remains core business for both criminal investigations departments and local policing. The response to these offences is well established and embedded in the operating practices of all front-line resources.

- 6.2 The number of robbery offences has seen a 21.6% increase in the last 12 months (61 more offences) with a 11.2% decrease against the long term average. This was expected with the data being compared to COVID period offences whereas the long term average reflects the position more accurately. The below data gives an overview of the policing demand:

- 6.3

ROBBERY	Last 12 Months	Long Term Ave	% Difference L12M / LTA
Offences Recorded	311	350	-11.2%
Number solved	53	63	-15.2%
% Solved	17.0%	17.9%	-0.8%

- 6.4 Robbery offences are reported through the Constabulary Daily Management Meeting (DMM) to ensure local, and investigations senior managers have oversight and an understanding of the trends and issues. This also provides for a robust system to allocate investigations and manage safeguarding risks.

- 6.5 Suffolk sees low levels of robbery offences (311) while the increase on first review appears to be high, it is measured against a period of COVID and lockdown restrictions which reduced the opportunity to commit these offences. The percentage increase is measured against low numbers which inflates the percentage difference. In context for a county of over 760,000 people there were 311 robbery offences recorded. This is less than one a day and compares with 250 offences in the previous 12 months.

- 6.6 CSIM retain responsibility for performance in this area, with local Detective Inspectors allocated to perform monthly and quarterly reviews and report on the current picture regarding youth offending, county lines linked crime and business offences.

- 6.7 Solved rate remains relatively static at 17.0%, this is a less than 1% decrease from the long term average. This is in the lower exception range and is continually monitored.



- 6.8 A Constabulary Robbery Plan is reviewed quarterly and managed by the Southern Area Detective Inspectors. This plan looks at trends, policing responses, the use of best evidence and problem solving to continue the trend towards offence reduction.

## **7. USE OF PROTECTIVE POWERS**

- 7.1 Op Investigate was introduced to improve investigations standards and investigator knowledge in relation to Professionalising Investigation Programme (PIP) Level 1 investigations. This saw the role out of specific training to front line uniformed officers and supervisors. Work to improve the knowledge of officers and staff in relation to civil protective powers is continuing. Civil powers such as Community Protection Notices (CPNs), Criminal Behaviour Orders (CBOs) and injunctions can assist in preventing burglary and robbery offences. Utilising these powers will ensure a focus on crime prevention is considered in all cases. A table documenting our current usage of civil powers can be found in section 2.4.
- 7.2 County Policing Command resources are provided briefings and intelligence relating to any identified series offences or offenders to ensure a targeted and effective approach to preventing offences and pursuing offenders.
- 7.3 Currently there are no identified series offences or persons believed to be actively committing multiple burglary or robbery offences in Suffolk.

## **8. FINANCIAL IMPLICATIONS**

- 8.1 None.

## **9. OTHER IMPLICATIONS AND RISKS**

- 9.1 From first point of contact resources are assessing our response based on the THRIVE principles. Using a standard approach to assess all calls for service ensures consistent delivery across the Constabulary. Also, this approach helps to build trust and confidence from within the community as each demand is assessed using the same process.
- 9.2 In all cases the victim's vulnerability is assessed. A person is vulnerable if as a result of their situation or circumstances, they are unable to take care of or protect themselves or others from harm or exploitation. History tells us that vulnerable people within the community are likely to be targeted by perpetrators of neighbourhood crime, ASB and hate crime. Often the cumulative effect of these seemingly low-level crimes can have a devastating effect on the individual both mentally and physically. By identifying vulnerability, the Constabulary can be flexible in its approach and deploy resources appropriately.