



ORIGINATOR: CHIEF CONSTABLE

PAPER NO: AP24/23

**SUBMITTED TO: ACCOUNTABILITY AND PERFORMANCE PANEL –
24 MAY 2024**

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 the Chief Constable as appropriate to the PCC’s role in holding the Chief Constable to account.

1. INTRODUCTION

- 1.1 Neighbourhood crime and anti-social behaviour (ASB) remain as priorities for Suffolk Constabulary. In the 2023-2025 Police Effectiveness, Efficiency and Legitimacy (PEEL) report by HMICFRS, Suffolk were rated 'Good' in the area of 'Preventing and deterring crime and antisocial behaviour and reducing vulnerability'.
- 1.2 Suffolk are committed to maintaining this standard by working with partners on a local and national level, using best practice to ensure victims and communities receive the highest level of service.
- 1.3 This paper is underpinned by objective 1 of the Police and Crime Plan, which states 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 Case Review mechanisms)*
 - Report on the force approach to Neighbourhood Crime and ASB.
- 1.4 ASB is the responsibility of the County Policing Command (CPC). The portfolio is held by the County Partnership and Prevention Hub (CPPH) Superintendent with oversight from the CPC Commander. The CPPH will ensure that partnership and problem-solving approaches are used to prevent and resolve ASB in the most effective and enduring way, with tactical delivery falling to the new Community Policing Teams (CPTs) on each area.
- 1.5 The Crime, Safeguarding and Investigation Management department (CSIM) are the owners of burglary and robbery offences, but rely on a one team approach with CPC colleagues to focus on the prevention, detection and long-term problem solving for these and other crime types.
- 1.6 This report will also report on theft of and theft from motor vehicles, and address some of the concerns recently raised in relation to Retail Theft/Shoplifting.
- 1.7 The data used in this report is accurate to 1 April 2024, unless otherwise stated.

2. ANTI-SOCIAL BEHAVIOUR

District	Last 12 months	Previous 12 months	Long Term Average	Last 12 vs Previous 12	Last 12 vs Long Term Avg
East	1,688	1,976	2,200	-15%	-23%
South	2,811	3,419	3,802	-18%	-26%
West	2,093	2,555	3,047	-18%	-31%
SUFFOLK	6,592	7,950	9,049	-17%	-27%

- 2.1 Suffolk has seen a reduction in the volume of ASB calls across all areas. With a **17% reduction** in the last 12 months and a **27% reduction** over the long-term average.
- 2.2 The introduction of Single Online Home (SOH) last year has ensured effective diversion of unnecessary reporting through police to other agencies including the local authority and

provides an effective filter for nominating the lead agency. An anticipated outcome from this was that reporting 'into' the local authority would likely increase, and early conversations with partners tends to suggest this is in fact the case.

2.3 The governance for SOH was created Nationally and our Contact and Control Room (CCR) ASB triage was amended to reflect the same question set and risk assessment during triage.

2.4 The government will be changing ASB classifications in 2024 but this remains subject to ministerial approval. It will amend the existing 3 classifications; ASB – Personal, ASB – Nuisance and ASB – Environmental to 2 classifications; ASB – Personal and ASB – Community. This will require amendments to all our ASB processes including Single Online Home, CCR triage and crime recording.

2.5 **Governance**

2.6 As of December 2023, the ASB portfolio is held by the newly formed County Partnership and Prevention Hub. This hub promotes and supports the tactical delivery by each area's Community Policing Team to problem solve and effectively resolve ASB incidents.

2.7 The Neighbourhood Policing Working Group chaired by a CPC Area Superintendent and attended by force wide area leadership and other internal partners such as CPPH and Communications Team, review ASB performance and drive improvement holding to account the delivery of standards and policy.

2.8 With the introduction of the County Partnership and Prevention Hub, two force ASB Officers have been appointed as subject matter experts. The ASB Officers provide ongoing support to practitioners, through training, feedback, advice and review of best practice and internal processes to drive improvement. They also monitor compliance and delivery with the National Recording Standards through daily auditing and dip sampling, addressing repeat and non-compliance.

2.9 The County ASB Steering Group exists to ensure a partnership approach is taken to tackle ASB in a consistent way across the whole county. The group is currently chaired by police, but membership includes all district, borough and county councils, youth justice services, health, crown prosecution service and adult and children social service representatives. This steering group feeds into and is accountable to the Suffolk Safer and Stronger Communities Board (SSCB).

2.10 **Key Areas of Work**

i) **Introduction of Single Online Home for ASB reporting** – the new national online reporting system has been launched in Suffolk. The system directs those reporting anti-social behaviour to the most appropriate agency at the earliest opportunity. The system also identifies crime within the report at the first stages ensuring the most appropriate and proportionate response and investigation, and that crimes are not missed.

Whilst the introduction of Single Online Home has brought many benefits to the handling of ASB calls it has required a change to the way risk and vulnerability is triaged by the police call handlers. This change has been necessary to ensure that no matter which way ASB is reported to police, whether online or by phone, the risk is assessed the same way ensuring continuity and a standardised level of service to the public no matter the means of reporting.

This change has required amendments to the current ASB policy, and performance will be monitored through working groups with the CCR and the Neighbourhood Policing Working Group.

- ii) **Performance Packs** - A quarterly performance pack produced by colleagues in the Strategic Business and Operational Service (SBOS) allows ASB performance across the county to be reviewed and improvement requirements identified. Development of an ASB dashboard is also underway, based on the performance pack, that will make ongoing performance analysis possible.

Compliance with the Suffolk ASB policy as well as National Reporting Standards is checked annually through auditing and dip sampling of a 3-month data period by the ASB Review Team. The review data is reported upon by a Data Analyst to identify areas of learning to be addressed through training or development of processes at any level.

CPPH provide the Neighbourhood Policing Board with regular ASB reports highlighting area performance against policy.

- iii) **Intervention and Feedback** – ASB Officers now conduct a daily review of new ASB investigations providing early advice to the Officer in Charge (OIC). The ASB Officers perform a secondary review of the investigation for potential missed crime or vulnerability taking intervention action with the OIC and Supervisor to drive improvement and learning.

- iv) **HMICFRS and the PEEL Inspection** – His Majesty’s Inspectorate of Constabulary and Fire & Rescue Service (HMICFRS) in the reporting period 2023-2025 have rated the Constabulary ‘Good’ at preventing crime and anti-social behaviour in the Police Effectiveness, Efficiency and Legitimacy (PEEL) report. Whilst recognising the significant work the Constabulary have undertaken to understand ASB demand, they identified that improvement was needed in how we identify and record crime when ASB ‘personal’ is being reported.

As a result, more focused training has been provided to the Contact and Control Room (CCR), all Community Policing Team officers have received training, further ASB training is delivered to all new Sergeants and work is under way to introduce further training to new officers. This training along with the introduction of the ASB triage process at the point of call, Investigation Quality Assurance reviews by the Investigations Management Unit (IMU), Supervisor review and response to Risk Assessments and the CPPH ASB Officer’s secondary review, improves our scrutiny process and ability to identify crime.

- v) **New Operating Model/Community Policing Teams** – The new CPC operating model launched across Suffolk in December 23 with the introduction of Community Policing Officers (CPO’s) and the CPPH ASB Officers. ASB is a priority for CPOs and to support them to effectively deliver, they received further ASB and Problem-Solving training and have the ongoing support and guidance from the ASB Officers.

- vi) **ASB Hotspot Policing** – In March 2023 the Government launched [The Anti-Social Behaviour Action Plan](#) to crack down on anti-social behaviour.

As a result, 10 pilot forces were chosen to adopt Hotspot Policing and received significant funding. The intention was for police, in partnerships, to deliver an increased presence in designated areas with highly concentrated demands of ASB. Pilot forces reported significant reductions in ASB and also returned a positive allied impact of reductions in serious violence.

The Home Office and Policing Minister stated:-

“The national roll out of the ASB hotspot intervention will proceed as intended, all areas will receive £1m to deliver this intervention from April. For those areas who also receive Grip funding to deliver serious violence hotspots, it was acknowledged that there is a considerable overlap as the funding cannot cover the same specific hotspots. As such, those areas that receive Grip funding will receive a single combined pot to deliver both ASB and serious violence hotspots next year. The Home Office will be sending out further guidance on how to merge these two programmes soon.”

ASB Hotspot Policing is now being prepared within Suffolk with the dedicated funding expected to see further ASB analytics, introduction of an ASB Project Manager and a Scanning, Analysis, Response and Assessment (SARA) Coordinator Sergeant. Ultimately, a significant rise in proactive patrol hours targeting ASB hotspots is expected in line with the national pilot results. We remain connected to the national delivery and best practice adopted and identified through the pilot.

Adoption in Suffolk will require significant planning and monitoring and relies on positive relationships with our Local Authority partners and stakeholders for delivery.

- vii) **ASB Case Reviews** – All ASB Case Reviews are raised via the relevant District Councils with appeals being heard by Suffolk County Council. Suffolk Constabulary provide ongoing support by attending and/or chairing ASB Case Review meetings when appropriate.





ASB Case Review Applications	Oct23 – Apr24				Apr23 – Oct23			
	West	BMS	Ipswich	East	West	BMS	Ipswich	East
Didn't meet threshold		0	0	2		0	1	3
Case review carried out		1	0	2*		2	2	5
Total number of applications received		1	0	4		2	3	8
ASB Case Appeal Applications		0	0	0		0	0	3

*Includes 1 pending in the East
West – Awaits a response.

2.11 Anti-Social Behaviour Orders

2.12 Used effectively, orders can have an instant positive impact on offender behaviour. As an early intervention tool, community protection warning letters and full community protection notices prevent situations escalating and can be issued either in addition to criminal sanctions or in situations where criminal behaviour is yet to occur. Where a perpetrator continues to commit serious, persistent criminal offences of an anti-social nature, courts can issue criminal behaviour orders upon conviction to further restrict that person's ability to commit further anti-social behaviour. Similarly, injunctions can have the same effect by targeting those responsible and prohibiting them from conducting further activities to prevent repeat offending.

2.13 Below is a summary of the number of recorded orders issued compared to the previous reporting period:

ASB Orders Summary	Oct23-Apr24	Apr23-Oct23
Community Protection Notice Warning Letters (CPNWL)	70 	51
Community Protection Notice (CPN)	24 	24
Criminal Behaviour Orders (CBO)	7 	8
Injunctions	1 	0

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2.14 The Constabulary anticipates that the recent re-modelling of the Community Policing Teams, and increased connectivity with key Individual Networks and Local Authorities, will enhance the ability to pursue early preventative intervention.

3. NEIGHBOURHOOD CRIME – RESIDENTIAL BURGLARY

3.1 There have been no changes to the Constabulary’s response and oversight of residential burglary investigations which remain the responsibility of the Crime, Incident and Safeguarding Command (CSIM). Trends, series offences and identified prolific offenders continue to be managed through the force daily local meetings, force tasking and co-ordination, and performance management structures.

3.2 Changes to the Home Office recording standards for residential burglary have been embedded for over 12 months, this has allowed a stabilisation period to understand the way the data may have changed.

3.3 Residential burglary continues to see a reduction in offences year on year, this can partly be attributed to the impact of COVID with increased numbers of employees working from home. 1105 offences were recorded last year, this is a 14.0% reduction (185 offences) on the long-term average and a 11.5% reduction (143 offences) on the previous 12 months.

3.4 The solved rate has seen a steady increase with 12.1% (134) offences solved in the last 12 months, against the long-term average of 11.3% and the previous 12 months which saw a 10.8% solved rate.

Residential Burglary	Last 12 Months	Long Term Ave	% Difference (L12M to LTA)	Previous 12 months	% Difference (P12M to L12M)
Offences Recorded	1105	1285	-14.0%	1248	-11.5%
Number Solved	134	144	-6.9%	135	0.7%
Percentage Solved	12.1%	11.3%	0.8%	10.8%	1.3%

3.5 Data published data by the Office of National Statistics (ONS) allows the % change of recorded offences to be compared to the police forces most similar to Suffolk. The data demonstrate Suffolk is a leading force in reducing residential burglary offences.

Constabulary	% change Sept 2022 to Sept 2023
Suffolk	-16.31%
North Yorkshire	-15.26%
Norfolk	12.03%
North Wales	-8.27%
West Mercia	-0.37%
Devon and Cornwall	+1.93%
Wiltshire	+3.86%
Warwickshire	+21.66%

- 3.6 The ONS data shows that Suffolk is the 3rd best ranked force nationally for this crime type when considering the crime per 1000 population (1.5), % proportion of all crime (2.3%) and the % change (-16.3%).
- 3.7 The Constabulary focus on achieving positive outcomes for victims has been supported by the Converter team who work with offenders to enable 70 residential burglary offences to be taken into consideration in 2023, this supported victims to obtain justice while the individuals are able to admit additional offences which are put before the sentencing court.
- 3.8 The Criminal Investigation Department Detectives are the primary investigators for residential burglary offences, once an offender or series is identified they will refer any suspect or person charged with the offence to the converter team. Examples of this approach are:
- An offender who was sentenced to 2 years imprisonment for offences committed in Ipswich with a further 8 taken into consideration.
 - An offender who was sentenced to 4 years and 7 months for 3 offences with a further 21 taken into consideration.
 - An offender who was arrested for Norfolk offences who, having engaged with the Norfolk Taken into Consideration (TIC) Team, also took into account Suffolk offences in the 32 he subsequently admitted.

4. NEIGHBOURHOOD CRIME – ROBBERY

4.1 There is a long-term trend in the reduction in robbery offences, this year saw 230 offences recorded which is a 13.2% reduction on the long-term average and a 20.4% reduction on the preceding 12 months. The numbers of reports are low with robbery accounting for only 0.5% of all recorded crime in Suffolk. Recent contact has been received from both Merseyside and North Yorkshire who have recognised the Constabulary exceptional reduction in offences.

4.2

Robbery	Last 12 Months	Long Term Ave	% Difference (L12M to LTA)	Previous 12 months	% Difference (P12M to L12M)
Offences Recorded	230	265	-13.2%	289	-20.4%
Number Solved	44	49	-10.2%	52	15.4%
Percentage Solved	19.1%	18.6%	0.5%	18.0%	1.1%

4.3 The ONS data demonstrates the % reduction for robbery which indicates Suffolks reduction is the highest within the most similar group of forces

Constabulary	% change Sept 2022 to Sept 2023
Suffolk	-19.14%
North Yorkshire	-11.6%
Norfolk	-9.19%
North Wales	-8.28%
West Mercia	-3.16%
Devon and Cornwall	-0.95%
Wiltshire	+1.53%
Warwickshire	+6.23%

- 4.4 The ONS data shows that Suffolk is the 4th best ranked force nationally for this crime type when considering the crime per 1000 population (0.3), % proportion of all crime (0.5%) and the % change (-19.1%).
- 4.5 Robbery offences are subject to consistent and intrusive reviews, this enables trends and crime hotspots to be identified and targeted. Any emerging trends are managed through problem solving plans and offender management units. An example of this approach was an identified in hotspot in the Ipswich Central policing area with 31 crimes being recorded. Analysis showed a high proportion of these offences were linked to the street drinking and homeless communities. A problem-solving plan was owned by the locality Inspector with support from investigators to tackle the issue which has seen a 67.74% reduction since the plan was adopted.
- 4.6 The Constabulary continues to engage with Operation Calibre (National Robbery Prevention and Detection), in November 2023. With the low numbers of offences, the Constabulary continued to focus resources towards other key priorities with the participation in Calibre being more proportionate to the scale of the problem locally. 5 offences were recorded in the weeklong period.

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

- 5.1 Theft of motor vehicle continues to see a reduction in offences both over the last 12 months (21.4%) and the long-term average (17.3%). Given the number of vehicles within the county this is a statistically small number of offences.
- 5.2 The % solved rate has increased, this is due to the lower numbers of offences against a similar number of offences solved year on year.

TOMV	Last 12 Months	Long Term Ave	% Difference (L12M to LTA)	Previous 12 months	% Difference (P12M to L12M)
Offences Recorded	1059	1281	-17.3%	1347	-21.4%
Number Solved	54	53	1.9%	66	18.2%
Percentage Solved	5.1%	4.2%	-0.9%	4.9%	0.2%

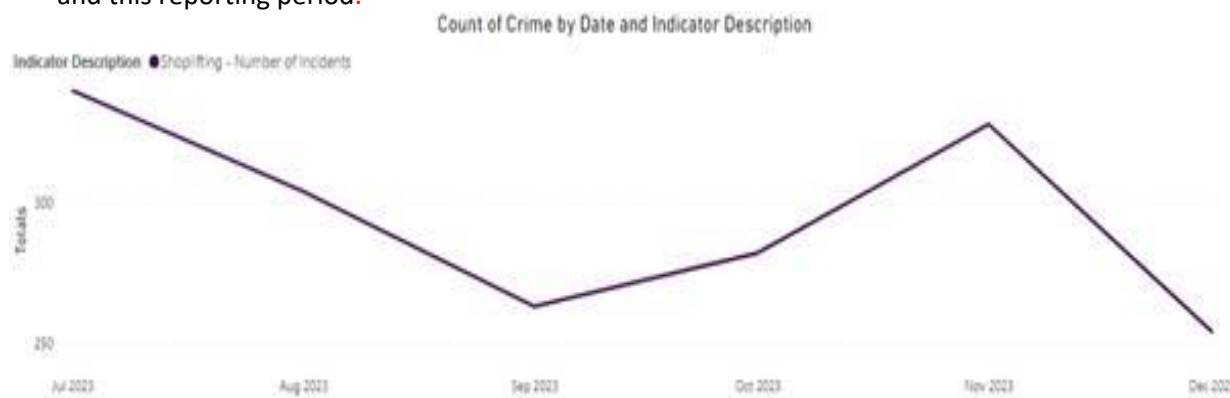
- 5.3 Theft of Motor and from motor vehicle generally is a lower threat and risk offence and as such THRIVE (Threat, harm, risk, investigation, vulnerability, and engagement) assessments would place this offence type below violent crime and some other acquisitive crime. The Constabulary will always review and assess reported vehicle crime for opportunities to achieve a positive outcome for victims, however other crime types may take priority where there is conflicting demand.

6. NEIGHBOURHOOD CRIME – RETAIL THEFT/SHOPLIFTING

- 6.1 Retail theft continues to feature heavily in both local and national media, with the October 2023 launch of the National Police Chiefs Council (NPCC) Retail Crime Action Plan in response. Suffolk Constabulary has undertaken a health check against the plan and are compliant with the vast majority of its aspirations. To support the coordination of activity, the South CPC Commander has adopted the portfolio as strategic lead for the force and will work closely with local and national partners to improve our policing response.

6.2 Shoplifting continues to be under-reported nationally and locally with a variety of approaches adopted by retailers. In the last 12 months Suffolk has seen an overall 6% increase in retail theft versus the previous 12 months, despite a notable decrease in the South. However due to disparities in reporting work is underway to establish the true scale of offending and impacted areas.

6.3 During this period there has been an overall decline in reported shoplifting following a 12-month peak in July 2023. December saw the lowest levels of reported offending for the year and this reporting period.



6.4 Suffolk Constabulary continues to work closely with the NPCC National Business Crime Centre and will be an active partner in Safer Business Action Days and Weeks. The force is working closely with the national portfolio to transition to digital solutions to reporting, evidence upload and capture with the adoption of single online home and Digital Asset Management Systems.

7. FINANCIAL IMPLICATIONS

7.1 None identified.

8. OTHER IMPLICATIONS AND RISK

8.1 None identified.

9. CHIEF OFFICER CONCLUSION

9.1 The Constabulary has well developed plans and clear strategic ownership of the crime types covered in this report. There is strong evidence of effective partnership working and compliance with national strategies and actions plans when considered against NPCC portfolio lead guidance.

9.2 There have been very encouraging reductions in most crime types which is against trends in most areas of the country that is seeing increases in victimisation. The Constabulary respond well to reports made and is achieving good levels of solved crimes whilst continuing to develop service provision through appropriate investment and innovation.