



SUFFOLK CONSTABULARY

ORIGINATOR: CHIEF CONSTABLE

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**SUBMITTED TO: ACCOUNTABILITY AND PERFORMANCE PANEL –
22 NOVEMBER 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 and 2 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) – Objective 1.
 - 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)* – Objective 2.
- 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 The data used in this report is accurate to 31 August 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	1,291	1,911	1,931	-33%	-33%
South	1,881	3,433	3,350	-45%	-44%
West	1,552	2,456	2,541	-37%	-39%
SUFFOLK	4,724	7,800	7,822	-39%	-39%

- 2.1 Suffolk has seen a reduction in the volume of ASB calls across all areas. With a **39% reduction** in the last 12 months and a **39% 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 In early 2024 the reduction in calls for service plateaued and has remained consistent so the next reporting period will no doubt show a marked decrease in the large disparity between the current and previous 12 months data. Whilst the data is encouraging in terms of demand on the Constabulary it does not mean that ASB in the community has reduced, as we do not have all the data from our Local Authority colleagues, but this remains a focus of discussion at the County ASB Steering Group.

2.4 The government was due to be changing ASB classifications in 2024 but since the General Election there has been no update on this, but it is still anticipated that this existing 3 classification will reduce to 2; ASB – Personal and ASB – Community. This will require amendments to all our ASB processes including Single Online Home, Contact and Control Room (CCR) triage and crime recording.

2.5 **Governance**

2.6 The ASB portfolio is held by the 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 The ASB Team within the CPPH 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) **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 near finalisation and this will make ongoing performance analysis possible.

Compliance with the Suffolk ASB policy as well as National Reporting Standards is checked annually through auditing both by the Performance Improvement Unit and the Crime Data Integrity Team.

Additionally, the ASB Team are able to monitor effective performance and delivery through a newly created PowerBi Dashboard. This allows CPPH to provide the Neighbourhood Policing Working Group with regular ASB reports highlighting area performance against policy and to tailor resources to improve and simplify the guidance on processes around ASB recording and finalisation to assist CPT and Response Investigation Team (RIT) colleagues.

- ii) **Intervention and Feedback** – ASB Officers conduct daily reviews 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.
- iii) **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 and as a result the following work has been undertaken to realise improvement in this area:
- A new Call Script was developed and has been embedded into the new Smartstorm as of 30th September 2024. This introduction and the delivery of training across the Contact and Control Room (CCR), will bring about additional efficiencies from the initial call through to incident closure.
 - Training delivery is being undertaken across the Community Policing Team’s, CPC Supervisors and CCR to increase their response to the initial risk assessments and the requirement for secondary Risk Assessments, policy compliance and investigative standards.
 - CPPH are exploring with the Investigation Management Unit (IMU) an Athena solution around a mandated 8-point QA checklist plan for ASB investigations.
 - A new digital Risk Assessment Matrix (RAM) will further assist officers and development of the software is anticipated to begin programming from early 2025.
- iv) **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	Apr 24 – Jun 24				Jul 24 – Sep 24			
	West	BMS	Ipswich	East	West	BMS	Ipswich	East
Didn’t meet threshold	1	1	0	1	-	-	-	-
Case review carried out	0	1	0	1	-	-	-	-
Total number of applications received	1	2	0	2	-	-	-	-
ASB Case Appeal Applications	0	0	0	1	-	-	-	-

*Jul 24-Sep 24 data has been requested from SCC but not received to date.

2.11 Anti-Social Behaviour Orders

2.12 Used effectively, these 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	Apr 24 – Oct 24	Oct 23-Apr 24
Community Protection Notice Warning Letters (CPNWL)	67 	70
Community Protection Notice (CPN)	35 	24
Criminal Behaviour Orders (CBO)	4 	7
Injunctions	0 	1

2.14 The ASB team continue to engage with our frontline officers delivering training and ongoing Continuing professional development (CPD) to increase awareness and to enhance confidence in their ability to pursue early preventative intervention.

2.15 **ASB Hotspot Policing –**

In April 2024 Suffolk Constabulary applied for a funding grant from the Home Office to directly enhance overt policing and partnership activity aimed at reducing anti-social behaviour. Analytical assessments, based on the criteria set by the Home Office identified 18 hotspots across the County that would benefit from an increase in focused activity. Confirmation of up to £1m of funding was received in May 2024 and the Constabulary launched Operation Spotlight.

Operation spotlight is delivering increased operational hotspot activity which to date includes:

- An additional 2100 police and partnership patrols across the hotspots (aspiration is to achieve 9,000 hours of additional patrol by the end of the financial year).
- Creation of a fund to support enhanced legal provision for the securing of ASB related orders.
- A commitment for over £75K of Diversion and Engagement Activity.
- The launching of a Targeted Social Media Campaign (due to go live in October 2024).
- Development of a proposal to enhance mobile CCTV provision across Suffolk (awaits confirmation of agreement for circa £190K capital expenditure to occur in Q3 & Q4)

In addition, the Constabulary is benefiting from and enhanced analytical understanding of ASB, including:

- Upgrading existing analytical system to provide greater depth and granularity to support the monitoring, forecasting, and mapping of serious violence and ASB demand.
- Enhanced performance and operational analysis to support better targeting of vulnerable areas or individuals.
- Enhanced links into Suffolk Office for Data Analytics (SODA)
- Pump priming and increased development of the GoodSam product, including technical and operational trial of GPS tracking for patrol.

2.16 Due to the delay in grant confirmation by the Home Office, operational activity did not commence fully until the end of Quarter 1. In Quarter 1, the actual spend was £40,469. The current forecast for the remaining financial year 24/25 is as follows:

Reporting Period/Budget Lines	Q1 Actuals	Q2 Forecast	Q3 Forecast	Q4 Forecast	Total
Analytical Capability	£ 40,469	£ 79,643	£ 87,291	£ 87,291	£ 294,694
Operational Hotspot Activity		£ 75,690	£ 257,159	£ 257,159	£ 590,008
Problem Oriented Policing		£ 20,479	£ 20,133	£ 20,133	£ 60,745
Total	£ 40,469	£ 175,812	£ 364,583	£ 364,583	£ 945,447

All funding is received by the Constabulary on a reimbursement basis each quarter.

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 Residential burglary continues to see a reduction in offences year on year, this can partly be attributed to increased numbers of employees working from home. 1094 offences were recorded last year, this is a 11.7% reduction on the long-term average and a 4.9% reduction on the previous 12 months. This is a slowing of the reduction over rate which was over 11% for the last APP reporting period. This slowing may be an early indication that we are reaching a ‘new normal’ for residential burglary rates, it is too early to make any firm assessments and the rates will continue to be tracked and assessed over the coming year.

3.3 The solved rate was 11.7% for the last 12 months, this represents 128 solved offences. This is a 0.2% increase in solved rates when compared to the long-term average however is a 2.0% decrease when compared to the previous year. There is no specific reason for the reduction in solved rate this year and the long-term average is the best indication of performance as it balances out across the longer-term period and takes into account yearly variances.

Residential Burglary	Last 12 Months	Long Term Ave	% Difference (L12M to LTA)	Previous 12 months	% Difference (P12M to L12M)
Offences Recorded	1094	1238	-11.7%	1150	-4.9%
Number Solved	128	141	-9.7%	158	-19.0%
Percentage Solved	11.7%	11.5%	0.2%	13.7%	-2.0%

3.4 Data published data by the Office of National Statistics (ONS) covering March 2023 to March 2024 shows Suffolk as the 5th best performing force nationally for Burglary and 4th in our most similar group of Constabularies. This data does include sheds and other buildings which are classed as residential burglary by the Home Office, the data provided in this report specifically focuses on homes which are entered. The latest ONS data is published on 24th October 2024 which is after the requested submission date for this report.

- 3.5 The Constabulary focus on achieving positive outcomes for victims has been supported by the Converter Team who work with offenders to enable 33 residential burglary offences to be taken into consideration in the last 12 months, this supported victims to obtain justice while the individuals are able to admit additional offences which are put before the sentencing court.
- 3.6 The Constabulary remains focussed on series offences and offenders, any crime trends or series are managed both locally and through force tasking and co-ordination meetings. Positive results have been achieved in the 12 months preceding this report include:
- A male who admitted to 3 years imprisonment having admitted to 11 offences.
 - A male was sentenced to 30 months imprisonment for a number of offences a burglary where he entered a home overnight while the occupants and 2 children were sleeping.
 - A male who was sentenced to 27 months imprisonment including 7 offences taken into consideration. The arrest of Smith was following a period of concerted efforts to identify and apprehend the person responsible for multiple offences in the Ipswich and bordering area. Following his arrest and charge under Operation Airdrie, the Taking Offences into Consideration Team (TIC) were able to obtain voluntary admissions to the offences and enable a swift criminal justice outcome.
- 3.7 Recent operational activity has seen arrests made and one offender charged and remanded in custody having been suspected of committing a number of 'Family Gold' burglaries in the Lowestoft area. These offences target families and people with cultural traditions of having gold jewellery, following thorough investigation of the offences the suspect was identified, arrested, and charged.
- 3.8 Following a summer of exceptional demand across Suffolk the Detective establishment has remained in place and continued to focus on their core activities. Specialist teams including the Converter officers have been redeployed to support high risk/high harm investigations. This will have an onward effect on some outcomes moving forward. A review on the Constabularies Proactive Teams capabilities is ongoing and includes the TIC team to build a sustainable longer-term solution to maintain performance in this area.

4. NEIGHBOURHOOD CRIME – ROBBERY

- 4.1 There has been a continuing downward trend in robbery offences.
- 4.2 There have been 213 offences recorded in the last 12 months, this is another year-on-year reduction from 230 in the last APP reporting period. This represents a 6.6% reduction on the previous 12 months and a 17.4% reduction on the long-term average. This equates to 2 offences every 3 days across the whole of the Suffolk area.
- 4.3 The Constabulary continues to have enquires from other Constabularies to seek information and advice on how the reduction is maintained. There is no specific initiative or reason for the reduction levels, it is assessed this may be due to a long term focus on youth robbery over a 10-15 year period which has seen long term reduction, it is also likely that the geography of the County and changes to the habits and behaviours of young people has contributed with less in person socialisation meaning they are less exposed to robbery risks.

Robbery	Last 12 Months	Long Term Ave	% Difference (L12M to LTA)	Previous 12 months	% Difference (P12M to L12M)
Offences Recorded	213	257	-17.4%	228	-6.6%
Number Solved	47	48	-4.0%	47	0.0%
Percentage Solved	22.1%	19.1%	3.0%	20.6%	1.5%

4.4 Due to the low recorded number and high solved rate, there has been no specific changes in the Constabulary approach to Robbery. The current approach and governance have seen year on year positive performance.

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

5.1 There has been an increase in the number of offences of theft of motor vehicle (631 up from 547) and a decrease in theft from motor vehicle (1,064 down from 1,222) in the last 12 months.

5.2 Lowestoft saw the biggest increase in theft of motor vehicle, with an additional 100 per year. A large proportion of these can be attributed to a series of moped thefts by local youths which started in October 2023, peaked in December 2023, and continued through to May 2024. Operation Contour was established in the East to address this and a reduction in offending since May has now been realised.

5.3 Solve rate for theft from motor vehicle has improved by 0.5% but is still low and an area for improvement. The solved rate from theft of a motor vehicle is 5.7% but has seen a reduction of 5.5% on the long-term average so performance had dropped.

TOMV	Last 12 Months	Long Term Ave	% Difference (L12M to LTA)	Previous 12 months	% Difference (P12M to L12M)
Offences Recorded	631	547	15.3%	519	21.6%
Number Solved	36	55	-34.8%	62	-41.9%
Percentage Solved	5.7%	10.2%	-4.5%	11.9%	-6.2%

TFMV	Last 12 Months	Long Term Ave	% Difference (L12M to LTA)	Previous 12 months	% Difference (P12M to L12M)
Offences Recorded	1064	1,222	-12.9%	1218	-12.6%
Number Solved	52	53	-3.2%	51	2.0%
Percentage Solved	4.9%	4.4%	0.5%	4.2%	0.7%

5.4 Theft of Motor is generally dealt with via the Crime Co-ordination Centre (desk-based recording and allocation to resources where evidential opportunities are identified) or via the Response Investigation Teams. Improving outcomes and the standards of investigations is a Constabulary priority and subject to governance as Chief Officer (Assistant Chief Constable) level. Significant effort has taken place and is planned with front facing police officers to improve the standards of their investigations and given them tools to help them achieve better outcomes for victims. This includes in person training events over the next three months for all front facing officers.

- 5.5 Operation Gladioli is an example of operational activity to reduce vehicle crime, this is managed by a locality Inspector in the Southern area and includes a problem-solving plan and investigative support where appropriate. This activity has been replicated in the Eastern and Western areas where there has been identified crime series or an increase in offences.
- 5.6 The Roads and Armed Policing Team and Sentinel Teams continue to support operations and utilise Automatic Number Plate Recognition (ANPR) on the main roads into and out of the County, this is through the use of both Hotlists and specific taskings through daily management meetings.
- 5.7 Vehicle crime can tend to be lower in threat and direct harm to victims, the offences generally occur when the victim is not present, this can result in other higher harm offences taking priority at times of increase demand.

6. NEIGHBOURHOOD CRIME – RETAIL THEFT/SHOPLIFTING

- 6.1 The force has an appointed strategic lead for retail crime, which includes retail theft and shop lifting, who holds responsibility for delivery against the National Police Chiefs' Council (NPCC) Retail Crime Action Plan monitored through the Local Policing Board.
- 6.2 The Constabulary is an active member of the National Retail Crime Action Group (RCAG) and, in support of local delivery, convened the Suffolk Retail Crime Forum in October 2024 to bring retailers, industry and the police together to improve information sharing, target prolific offenders and establish supporting working groups.
- 6.3 Shoplifting continues to be under-reported nationally and locally with retailers adopting different criteria for reporting to the police. A number of national retailers have changed their policies in response to the National Retail Action Plan, which can include reporting all retail crime or not challenging offenders on the grounds of safety. Both of which will impact the accuracy of recorded data and crime trends.
- 6.4 For the year to July 2024, Suffolk recorded the second lowest volume of shoplifting offences per 1000 of the population nationally and the lowest in its most similar group, despite a 4% increase year on year according to the ONS.
- 6.5 The Constabulary continues to maintain a high detection rate for retail theft, when considered against other offence types.

	Last 12 M	Long-Term Avg	Difference to LTA	Previous 12m	Difference to Previous 12m
No. Recorded	3,628	3,128	15.9%	3,456	5.0%
No. Solved	1,286	1,142	12.5%	1,310	-1.8%
% Solved	35.4%	36.4%	-1.0pp	37.9%	-2.5pp

- 6.6 Suffolk Constabulary is working with a number of retailers to pilot new methods of investigation management and reporting over the coming 12 months across the county. This is supported by works with Business Improvement Districts (BID) to improve the identification of prolific offenders and sharing of information and supporting the establishment of Business Retail Crime Partnerships to improve relationships outside of BID areas.
- 6.7 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.

- 6.8 The Constabulary supports the use of Criminal Behaviour Orders to target prolific offenders and has established a Retail Crime Dashboard to support local teams in identifying individuals and targeting activity.

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.