

## Suffolk Constabulary

## Police &amp; Crime Plan Performance Progress Report

June 2013



Objective	Measure	12 months ending 30 Jun 13 <sup>1</sup>	Against rolling 3-year average <sup>3</sup>	Against static baseline <sup>1 3</sup>	Significance <sup>4</sup>	Trend <sup>5</sup>
<b>Police &amp; Crime Plan Objectives</b>						
Responding to Emergencies	<b>999 Call Handling</b>	<b>94.7%</b>	+2.1%	+2.3%	●	
	<b>Response to Emergency Incidents</b>	<b>90.3%</b>	+0.4%	+0.1%		↗
Solving Crime	<b>Violence with Injury – Solved</b>	<b>51.5%</b>	+0.3%	-1.4%		↘
	<b>Domestic Burglary – Solved</b>	<b>18.7%</b>	-3.6%	-2.5%		
	<b>Robbery – Solved</b>	<b>32.9%</b>	+3.0%	+4.7%	●	
	<b>Serious Sexual Offences – Solved</b>	<b>18.9%</b>	-7.7%	-5.2%	●	
	<b>Drug Trafficking – Solved</b>	<b>88.6%</b>	+0.9%	-0.1%		↘
Preventing & Reducing Crime	<b>Violence with Injury – Crimes</b>	<b>3,691</b>	▼ 13.5%	▼ 9.8%	●	↘
	<b>Domestic Burglary – Crimes</b>	<b>1,878</b>	▼ 3.2%	▼ 3.4%		
	<b>Robbery – Crimes</b>	<b>225</b>	▼ 23.3%	▼ 23.7%	●	↘
	<b>Anti-Social Behaviour Incidents</b>	<b>27,964</b>	▼ 24.4%	▼ 16.0%	●	↘
Caring	<b>Victims' Satisfaction – Whole Experience<sup>2</sup></b>	<b>87.5%</b>	+4.9%	+4.2%	●	↗
	<b>Victims' Satisfaction – Follow-up<sup>2</sup></b>	<b>78.8%</b>	+3.5%	+3.5%	●	
	<b>Domestic Abuse Repeat Victimization</b>					
<b>Additional measures for Quality of Service</b>						
Quality of Service	<b>Public Confidence – Police Do a Good Job<sup>2</sup></b>	<b>63.2%</b>	+1.7%	+3.1%		
	<b>Public Confidence – Community Priorities<sup>2</sup></b>	<b>64.5%</b>	+4.0%	+4.6%		↗
	<b>Public Confidence – Fair Treatment<sup>2</sup></b>	<b>67.9%</b>	-0.3%	-0.1%		↑
	<b>Public Confidence – Overall Confidence<sup>2</sup></b>	<b>78.6%</b>	+5.4%	+6.2%		↑

▨ Data/indicators being developed

## Footnotes

- Crime data is collected monthly and presented quarterly on a rolling annual basis, for consistent exception reporting and evaluation of variance and trends. The baseline figures are static and represent the performance required by year-end to improve upon the three-year averages published at the start of the year.
- Public Confidence data is collected via the Crime Survey for England & Wales, reported quarterly on a rolling annual basis. The latest data available in July 2013 is for the period April 2012-March 2013. Victims' Satisfaction data is collected monthly but reported only on a rolling annual basis, hence the confidence and satisfaction data are not able to be reported on a year-to-date basis.
- Arrow change indicators represent pure percentage change between two numeric values; plus/minus indicators refer to a percentage point change between two percent values.
- The significance indicator shows where the current rolling annual performance is statistically significantly different from the average of the preceding three years. Red signals worse, green better, with no indicator meaning no significant variation.
- The trend indicator correlates rolling annual performance against time, indicating the presence and strength of a trend. A vertical indicator signals a strong up or down trend, a diagonal indicator a weak trend, with no indicator meaning no significant trend.

**Domestic Burglary** *Burglary of domestic dwellings, including attempts and distraction offences*

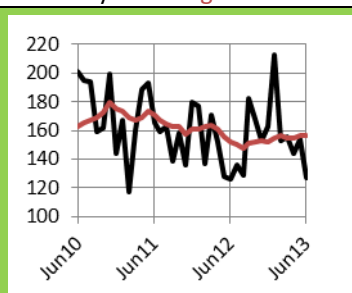
<b>Crimes recorded</b>	Last 12 months	<b>1,878</b>	3-year baseline	<b>1,944</b>	National ranking	<b>15/43</b>
<b>Solved rate</b>	Last 12 months	<b>18.7%</b>	3-year baseline	<b>21.2%</b>	National ranking	<b>22/43*</b>

Suffolk's domestic burglary rate is at present slightly below the long-term average. Since January 2013, when 213 offences were recorded, the rate has been below 160 per month (chart above right). The rolling annual crime rate is presently 1,878, 3% below the 3-year average of 1,944.

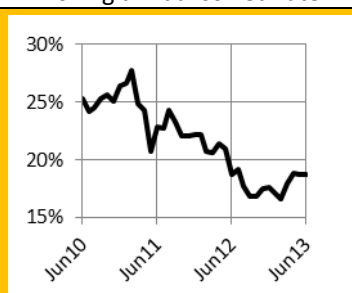
Suffolk's solved rate has been on a downward trend over the past three years, but has in recent months recovered from its low of 16.5% in February 2013 (chart below right). The solved rate between March and May was almost 25%. Current actions aimed at increasing the solved rate include developing a plan for structure intelligence interviews of burglary suspects. A forensic strategy is also in place and forensic attendance at burglary dwelling crime scenes currently stands at 95.1%

Suffolk's crime rate over the past twelve months ranks 15<sup>th</sup>-lowest nationally, with a marginal increase in crime compared to the preceding twelve months, Suffolk being one of ten Forces reporting such an increase. Suffolk's solved rate is above the national average, ranking 22<sup>nd</sup>.

Monthly & average crime rate



Rolling annual solved rate



**Serious Sexual Offences** *Offences of rape, sexual assault and sexual activity with vulnerable persons*

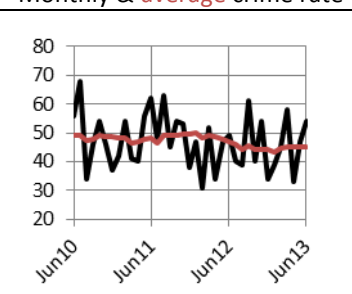
<b>Solved rate</b>	Last 12 months	<b>18.9%</b>	3-year baseline	<b>24.1%</b>	National ranking	<b>41/43*</b>
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The overall rate of recorded Serious Sexual Offences in Suffolk has, in terms of a rolling average, remained largely stable over the past year. However the Force has seen an increase in reports of historic offences since last autumn, in light of media coverage of Operation Yewtree. Recent analysis has suggested that not only historic offences, but also offences against younger victims (irrespective of whether historic or current) take longer to investigate, impacting on the solved rate. This is also a growth area in terms of the crime mix, but 85% of offences reported by victims aged under 20 are subject to No Further Action (NFA).

Suffolk's solved rate has remained on a downward trend since September 2011, such that for the year 2012/13 only two other Forces nationally reported a worse performance. The Force is ranked better for SSO crime, currently 28<sup>th</sup> and slightly better than the national average, with the 5<sup>th</sup>-largest annual reduction in recorded offences. Several actions are underway to improve performance: the Operation Gemini team has been expanded and now reviews all reported Serious Sexual Offences to help standardise the highest quality of investigation; additional officers have also undergone Sexual Offence Investigator Training (SOIT) to increase the general skills of investigating officers in this area; Regular area-based meetings, chaired by a Detective Inspector, now take place to intensively manage local SSO investigations.

Within the county, the Western command area has seen the most significant increase in SSO crimes, particularly in historic offences, and as a result the most pronounced decrease in solved rate performance compared to the three-year average. A review of investigations and case management in this area has been commissioned by the County Policing Command.

Monthly & average crime rate



Rolling annual solved rate



\* The latest available solved rate comparison data is for the period April 2012-March 2013.

**Violence with Injury** *Assaults causing injury irrespective of intent, ranging from ABH to murder*

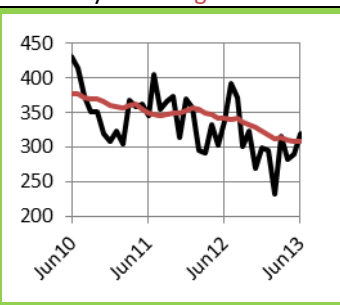
<b>Crimes recorded</b>	Last 12 months	<b>3,691</b>	3-year baseline	<b>4,093</b>	National ranking	<b>21/43</b>
<b>Solved rate</b>	Last 12 months	<b>51.5%</b>	3-year baseline	<b>52.9%</b>	National ranking	<b>6/43*</b>

The number of recorded crimes of Violence with Injury continues to fall. Significantly, work to prevent and deter alcohol-related offences in Night-Time Economy areas has been successful in reducing this type of crime.

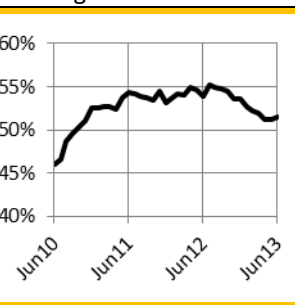
The solved rate, having improved during 2012, has begun to decline, but remains above the rolling three-year average at present. National policy changes around the use of Community Resolutions have reduced their usage and as CRs are used in a significant proportion of Violence offences this has been a factor in the recent decrease in performance. The quality of the initial stages of investigations is also being monitored.

The Constabulary will be piloting the extended use of Body-Worn Video cameras in the coming months, which may have a positive impact on solvability of cases. A forensic strategy for violent crime investigation has also been implemented.

Monthly & average crime rate



Rolling annual solved rate



**Robbery** *Theft, or attempted theft, of personal or business property by use or threat of violence/force*

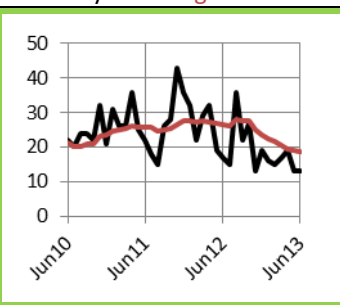
<b>Crimes recorded</b>	Last 12 months	<b>225</b>	3-year baseline	<b>295</b>	National ranking	<b>14/43</b>
<b>Solved rate</b>	Last 12 months	<b>32.9%</b>	3-year baseline	<b>28.2%</b>	National ranking	<b>21/43*</b>

More than 90% of Suffolk's robberies are of personal property and the rate of these offences has exhibited a downward trend since peaking in late 2011. Business robbery remains very low.

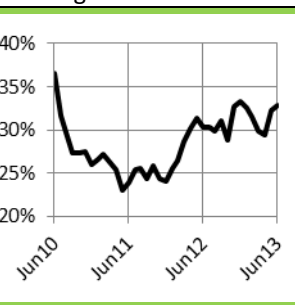
This downward trend is reflected in Suffolk's national ranking for the rate of robbery crime having steadily improved in recent months, from 23<sup>rd</sup> in November 2012 to 14<sup>th</sup> in June 2013.

In Ipswich, where more than half the county's robberies occur, a dedicated team of officers has dealt with core offenders from before this decrease, both driving down the crime rate and solving a number of linked offences. Crime reduction measures continue to be targeted at the most commonly victimised, i.e. ages 15-25.

Monthly & average crime rate



Rolling annual solved rate



**Drug Trafficking** *Production, supply or possession with intent to supply controlled drugs*

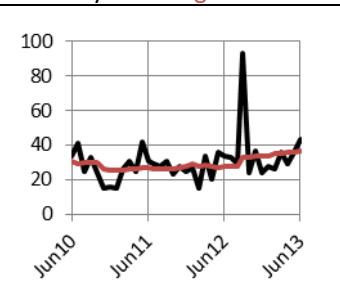
<b>Solved rate</b>	Last 12 months	<b>88.6%</b>	3-year baseline	<b>88.7%</b>	National ranking	<b>22/43*</b>
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Performance in this category is almost entirely a direct product of police pro-activity against drug markets and the increasing crime rate should be viewed as success. Targeted operations can result in an exceptionally large number of crimes being recorded in a short period of time (see chart right), which in turn creates volatility in the reported solved rate due to the time lag in concluding the investigations.

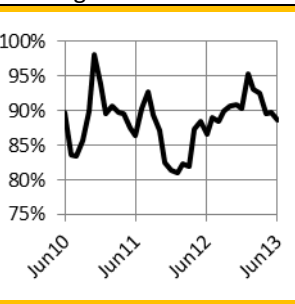
Numerically, 388 drug trafficking offences have been solved in the past twelve months, over 100 more than two years ago, with 2013 seeing the best performance for more than three years in this respect.

Drug Trafficking is currently subject to significant proactive resources managed by the force tactical tasking procedures.

Monthly & average crime rate



Rolling annual solved rate



**Anti-Social Behaviour**

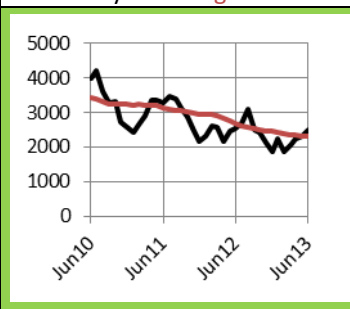
*Recorded incidents finalised as any classification of Anti-Social Behaviour*

<b>Incidents recorded</b>	Last 12 months	<b>27,964</b>	3-year baseline	<b>33,926</b>	National ranking	<b>N/A</b>
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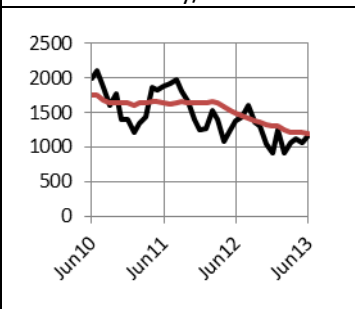
The rate of recorded Anti-Social Behaviour remains on a strong downward trend, having reduced by 37% since its peak in June 2008. Anti-Social Behaviour reports vary strongly with the changing weather and seasons, though more recently the rate, at county level, has been seen to vary less over the course of a year.

Some localised exceptions to this trend remain and these are subject to SNT and partner organisations' prioritisation.

Monthly & average inc. rate



Of which Rowdy/Inconsiderate



**Response to Emergency Incidents**

*Grade 1 emergency incidents attended within 15 minutes (urban)/20 minutes (rural) of call receipt*

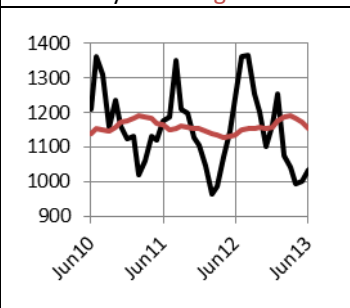
<b>Incidents attended</b>	Last 12 months	<b>13,860</b>	3-year baseline	<b>14,043</b>	National ranking	<b>N/A</b>
<b>Within target</b>	Last 12 months	<b>90.3%</b>	3-year baseline	<b>90.2%</b>	National ranking	<b>N/A</b>

Toward the end of 2012 performance dipped during the transition to a joint Firearms Operations and Roads Policing Units across Norfolk and Suffolk. Adverse weather also causes brief but severe spikes in demand and, subsequently, losses in performance; Suffolk was affected more by this during last winter than in previous years.

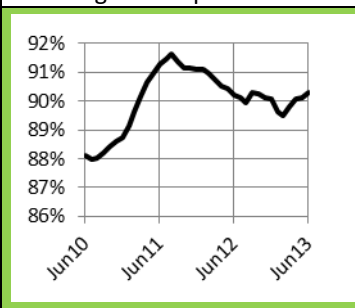
Intensive management of incoming events and deployment of resources quickly recovered lost ground and these measures have continued to safeguard performance.

A demand plan has been drawn up to ensure appropriate resources are in place throughout the Summer.

Monthly & average demand



Rolling annual performance



**999 Call Handling**

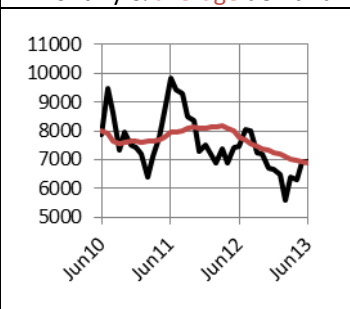
*999 calls answered within 10 seconds*

<b>Incidents attended</b>	Last 12 months	<b>82,575</b>	3-year baseline	<b>91,266</b>	National ranking	<b>N/A</b>
<b>Within target</b>	Last 12 months	<b>94.7%</b>	3-year baseline	<b>92.4%</b>	National ranking	<b>N/A</b>

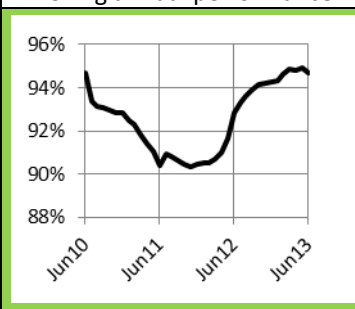
999 call demand has been at least 10% lower over the last 12 months than in preceding years, although its normal seasonal variation remains. Non-emergency demand from the 101 number is around expected levels.

Although no formal peer data exists for this measure, anecdotal comparison suggests that Suffolk performs excellently in terms of prompt call handling for both 999 and non-emergency calls.

Monthly & average demand



Rolling annual performance



<b>Domestic Abuse Repeat Victimization</b>		<i>Victims of serial Domestic Abuse who are reoffended against within a twelve month period</i>			
<b>Repeat Victim. rate</b>	Last 12 months	3-year baseline	<b>68.0%</b>	National ranking	<b>N/A</b>
<i>Performance metric to be established.</i>		Monthly & <b>average</b> crime rate		Repeat victimisation rate	
		Chart to be produced		Chart to be produced	

<b>Victims' Satisfaction</b>		<i>Percentage of telephone survey respondents satisfied with the follow-up and their whole experience</i>				
<b>Follow-up</b>	Last 12 months	<b>78.8%</b>	3-year baseline	<b>75.3%</b>	National ranking	<b>21/43</b>
<b>Whole Experience</b>	Last 12 months	<b>87.5%</b>	3-year baseline	<b>83.3%</b>	National ranking	<b>20/43</b>
<p>Suffolk's victims' satisfaction with their whole experience has risen on a consistent trend over the past sixteen months, currently at its highest in more than five years and ranking 20<sup>th</sup> nationally, an improvement of 18 places over this period.</p> <p>Of the five strands of satisfaction, follow-up (being kept informed) remains the weakest performance for Suffolk, though this is also now on a steady upward trend. As one in every six dwelling burglary victims are surveyed, these offences are being prioritised for improvement.</p>		<p><b>Follow-up</b></p>		<p><b>Whole Experience</b></p>		

<b>Public Confidence</b>		<i>Responses to the Crime Survey of England &amp; Wales, relating to confidence in the Police</i>				
<b>Police do a Good Job</b>	Last 12 months	<b>63.2%</b>	3-year baseline	<b>60.1%</b>	National ranking	<b>15/42</b>
<b>Community Prior.</b>	Last 12 months	<b>64.5%</b>	3-year baseline	<b>59.9%</b>	National ranking	<b>8/42</b>
<b>Fair Treatment</b>	Last 12 months	<b>67.9%</b>	3-year baseline	<b>68.0%</b>	National ranking	<b>12/42</b>
<b>Overall Confidence</b>	Last 12 months	<b>78.6%</b>	3-year baseline	<b>72.4%</b>	National ranking	<b>8/42</b>
<p>Public Confidence indicators for the twelve months to March 2013 show that the percentage of survey respondents who felt Suffolk Constabulary "do a good/excellent job" and "are dealing with the things that matter to people" in their communities peaked during the year and began to fall. However this is in line with national trends for both, in fact Suffolk's downturn commenced 3-6 months later than the national trend. In the latest results however, the latter has once more improved.</p> <p>Confidence that "the police in this area treat everyone fairly regardless of who they are" is rising again, having been on a downward trend over more than a year.</p> <p>"Overall confidence in the police in this area" remains on an upward trajectory and is presently at its highest for more than five years.</p> <p>Suffolk is ranked in the range 8<sup>th</sup>-15<sup>th</sup> nationally for all the above measures. The Overall Confidence ranking has improved from 23<sup>rd</sup> four quarters ago and Fair Treatment from 27<sup>th</sup> seven quarters ago; the latter is the only measure not above its three-year baseline at present.</p>		<p><b>Police do a Good Job</b></p>		<p><b>Community Priorities</b></p>		
		<p><b>Fair Treatment</b></p>		<p><b>Overall Confidence</b></p>		

### Appendix A: Sickness Data

Sickness performance accumulatively from 1 April to 30 June 2013 for police officers is 3.03% against the target of 3.40%; for police staff the figure is 2.97% against the target of 3.80%. Overall combined performance as at 30 June 2013 was 3.14% against a combined target of 3.80%.

The graph below demonstrates the year to date (YTD) performance for officers and staff:

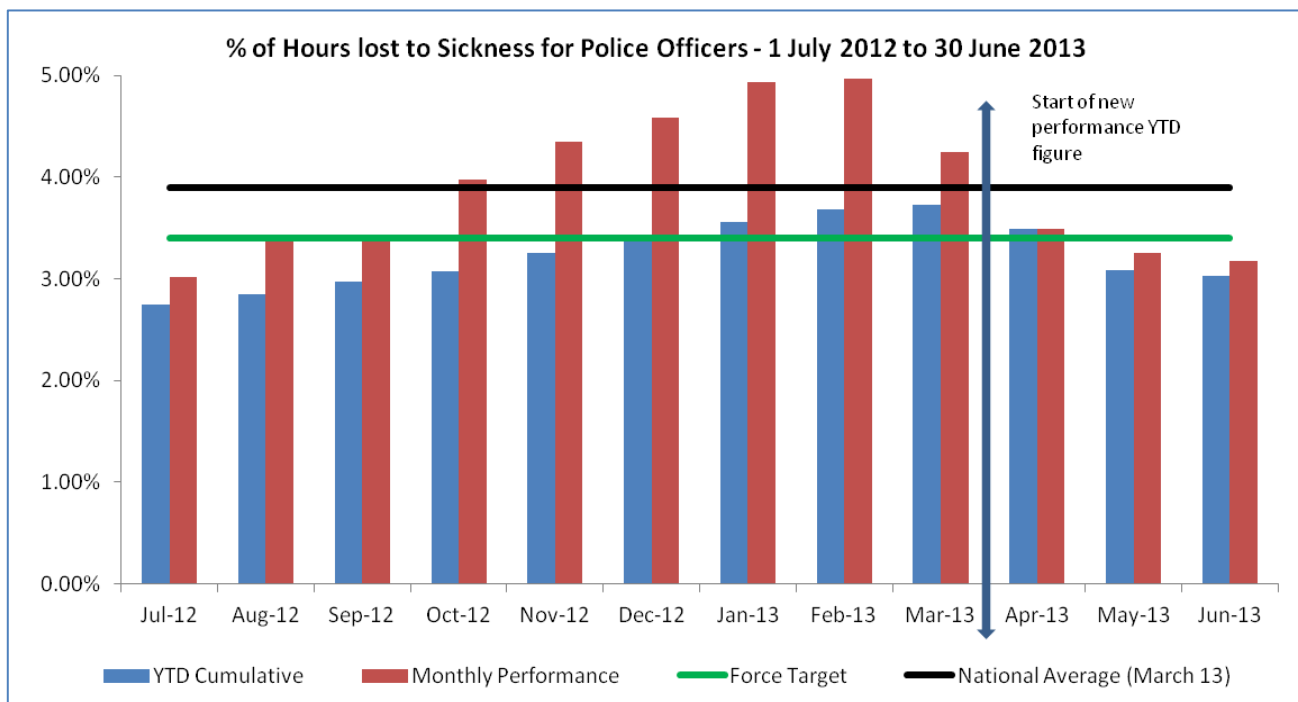


Figure 1 - Sickness Performance for Police Officers from 1 July 2012 to 30 June 2013

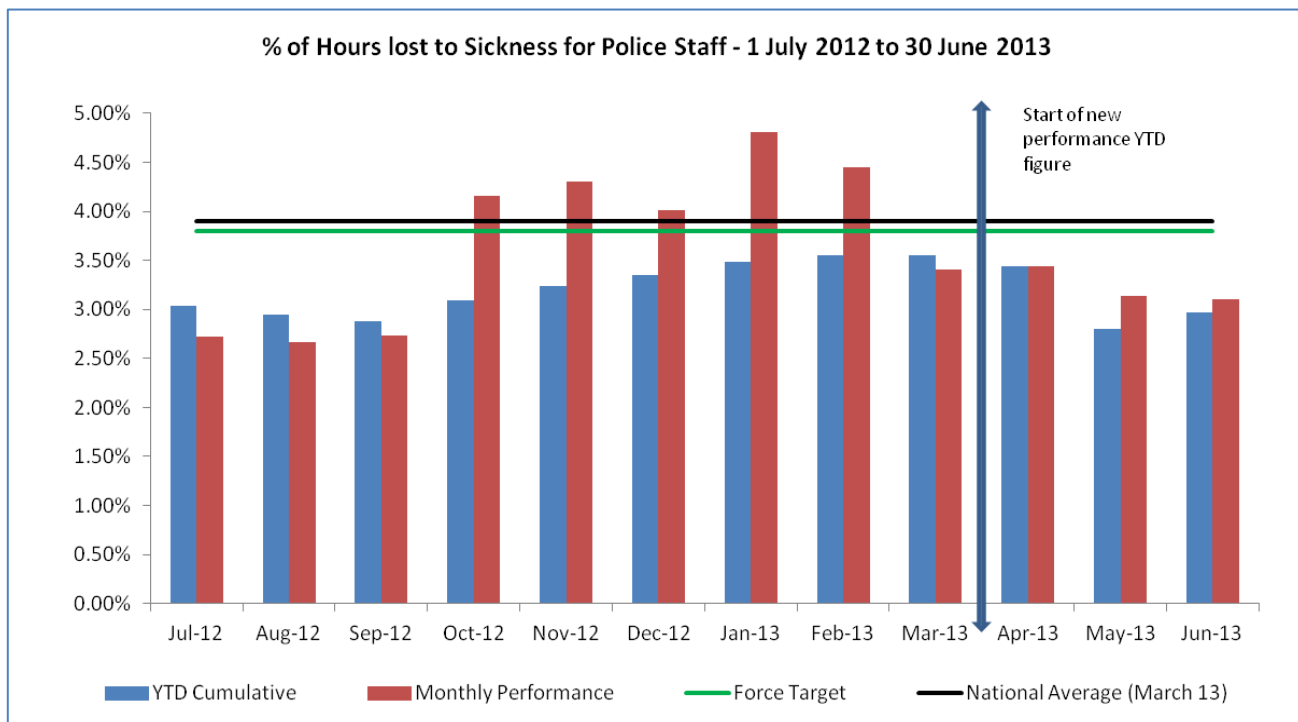


Figure 2 - Sickness Performance for Police Staff from 1 July 2012 to 30 June 2013

Figures 1 and 2 demonstrate both officer and staff absences are below the national averages and well within the current force targets.

**Appendix B: Ill Health Retirements**

Number of Suffolk officers referred to SMP for Quarter 1 (01 Apr – 30 Jun)	2
Number of Suffolk officers where IHR (ill health retirement) approved for Quarter 1 (01 Apr – 30 Jun) <i>*Note IHR may have been submitted prior to 01 Apr but subsequently approved during this Quarter 1 period</i>	3
Number of Suffolk officers where IHR rejected for Quarter 1 (01 Apr – 30 Jun)	0

There are currently another 7 cases in progress which fall outside the Quarter 1 data collection period.