

## Suffolk Constabulary

## Police &amp; Crime Plan Performance Progress Report

September 2013



## Police &amp; Crime Plan Objectives

Objective	Measure	12 months to 30 Sep 13	Baseline <sup>1</sup>	Comparison to baseline <sup>1 2</sup>	Status <sup>3</sup>	National ranking <sup>6</sup>
Responding to Emergencies	<b>999 Call Handling</b>	<b>93.6%</b>	92.4%	+1.2%	●	N/A
	<b>Response to Emergency Incidents</b>	<b>90.5%</b>	90.2%	+0.3%	●	N/A
Solving Crime	<b>Violence with Injury – Solved</b>	<b>49.5%</b>	52.9%	-3.4%	◆	11th
	<b>Domestic Burglary – Solved</b>	<b>21.2%</b>	21.2%	=	●	15th
	<b>Robbery – Solved</b>	<b>34.3%</b>	28.2%	+6.1%	●	17th
	<b>Serious Sexual Offences – Solved</b>	<b>21.9%</b>	24.1%	-2.2%	▲	40th
	<b>Drug Trafficking – Solved</b>	<b>89.5%</b>	88.7%	+0.8%	●	22nd
Preventing & Reducing Crime	<b>Violence with Injury – Crimes</b>	<b>3,621</b>	4,093	▼11.5%	●	17th
	<b>Domestic Burglary – Crimes</b>	<b>1,808</b>	1,944	▼7.0%	●	16th
	<b>Robbery – Crimes</b>	<b>213</b>	295	▼27.8%	●	13th
	<b>Anti-Social Behaviour Incidents</b>	<b>28,302</b>	33,296	▼15.0%	●	N/A
Caring	<b>Victims' Satisfaction – Whole Experience<sup>5</sup></b>	<b>87.6%</b>	83.3%	+4.3%	●	15th
	<b>Victims' Satisfaction – Follow-up<sup>5</sup></b>	<b>78.6%</b>	75.3%	+3.3%	●	20th
	<b>Domestic Abuse Repeat Victimisation</b>	<b>65.0%</b>	68.0%	-3.0%	▲	N/A

## Additional measures for Quality of Service

The following measures of quality are not included in the Police and Crime Plan but are included here to assist in delivering the high quality of service required to support the delivery of Police and Crime Plan objectives.

Quality of Service	<b>Public Confidence – Police Do a Good Job<sup>4</sup></b>	<b>57.4%</b>	60.1%	-2.7%	◆	33rd
	<b>Public Confidence – Community Priorities<sup>4</sup></b>	<b>62.6%</b>	59.9%	+2.7%	●	16th
	<b>Public Confidence – Fair Treatment<sup>4</sup></b>	<b>66.9%</b>	68.0%	-1.1%	▲	17th
	<b>Public Confidence – Overall Confidence<sup>4</sup></b>	<b>76.7%</b>	72.4%	+4.3%	●	12th

## Footnotes

- 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.
- The comparison to the baseline represents the last 12 months performance against the baseline.
- The status graphic is a subjective assessment of current performance compared to the baseline. Symbol key: ● Meeting target; ▲ Not meeting target but improving; ◆ Not meeting target
- Public Confidence data is collected via the Crime Survey for England & Wales, reported quarterly on a rolling annual basis. The latest data available in October 2013 is for the period **July 2012-June 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.
- National ranking data is collected via monthly Home Office returns, which are published around three weeks after the month-end. The latest data in October 2013 is for the period **September 2012-August 2013**, with the exception of Victims' Satisfaction data which is for the period **July 2012-June 2013**. Rankings are out of the 43 Police Forces in England & Wales, with the exception of data for Public Confidence which is of 42 (Metropolitan Police and City of London combined).

Part A: Police & Crime Plan indicators

**999 Call Handling**

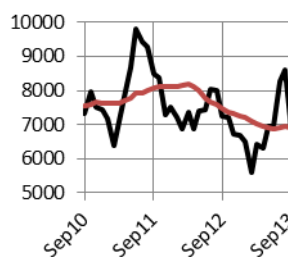
999 calls answered within 10 seconds

<b>Calls received</b>	Year to date <b>43,879</b>	Last 12 months <b>82,981</b>	3-year baseline <b>91,266</b>	National rank <b>N/A</b>
<b>Answered within tgt.</b>	Year to date <b>92.3%</b>	Last 12 months <b>93.6%</b>	3-year baseline <b>92.4%</b>	National rank <b>N/A</b>

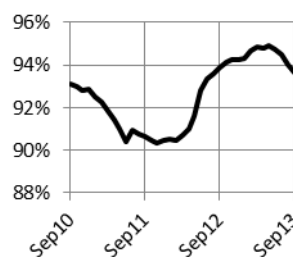
The months of July and August are the peak time of year in terms of the number of 999 calls received and 2013 was no exception. Although the peak was higher than 2012, over the long term it was not significantly greater than previous summers.

During this peak period, performance for answering calls within 10 seconds did deteriorate slightly, but as it has remained strong throughout the rest of the year, the impact upon achieving the performance objective was slight.

Monthly & average demand



Rolling annual performance



**Response to Emergency Incidents**

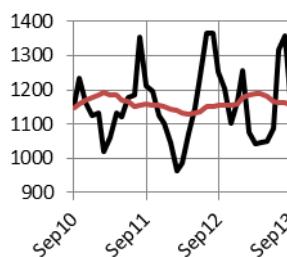
Grade 1 emergency incidents attended within 15 minutes (urban)/20 minutes (rural) of call receipt

<b>Incidents attended</b>	Year to date <b>6,995</b>	Last 12 months <b>13,841</b>	3-year baseline <b>14,043</b>	National rank <b>N/A</b>
<b>Within target</b>	Year to date <b>91.8%</b>	Last 12 months <b>90.5%</b>	3-year baseline <b>90.2%</b>	National rank <b>N/A</b>

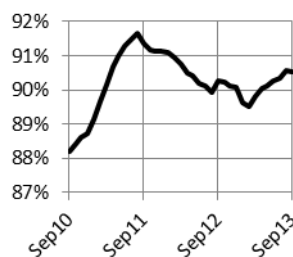
The number of emergency incidents which police attended also rose to its usual summer peak during July and August. Over the long term, this demand has not varied significantly and is presently below the baseline.

Response performance, in terms of attending incidents within the target time, was slightly better this summer than in previous years and monthly performance has been above the 90% baseline since March.

Monthly & average demand



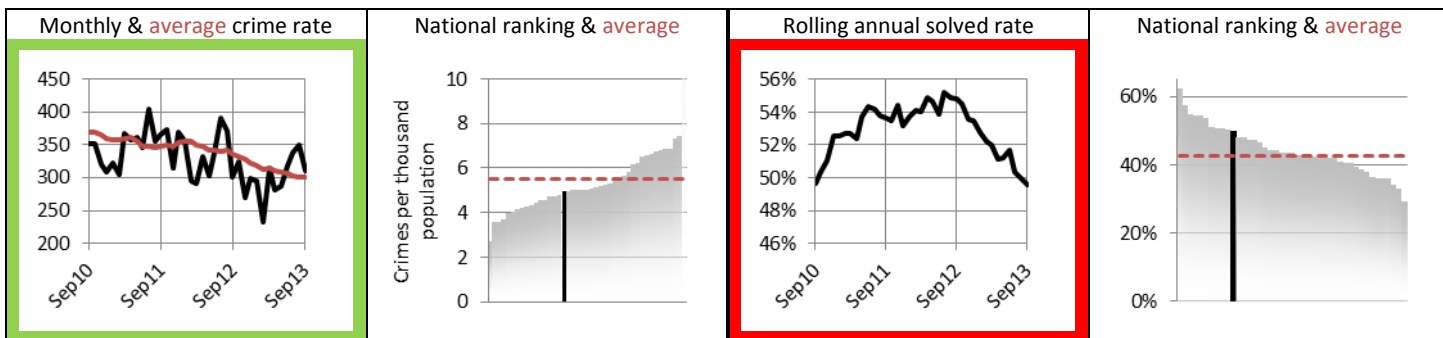
Rolling annual performance



## Violence with Injury

Assaults causing injury irrespective of intent, ranging from ABH to murder

Crimes recorded		Solved rate	
Last 12 months	<b>3,621</b>	Year to date	<b>1,887</b>
3-year baseline	<b>4,093</b>	National ranking	<b>17/43</b>
Last 12 months	<b>49.5%</b>	Year to date	<b>48.4%</b>
3-year baseline	<b>52.9%</b>	National ranking	<b>11/43</b>



The rate of crime in this category has been on a gradual downward trend for the past four years, although this trend has strengthened over the past year such that crime is presently 20% lower than three years ago. A large proportion of this reduction has been in Night-Time Economy crime, specifically alcohol-related assaults in public places, which have almost halved since their peak in 2006, with the past twelve months alone seeing a reduction of 20%.

However, Domestic Abuse-related Violence with Injury offences have increased during the same period, not least because the Force has actively encouraged victims to report offences.

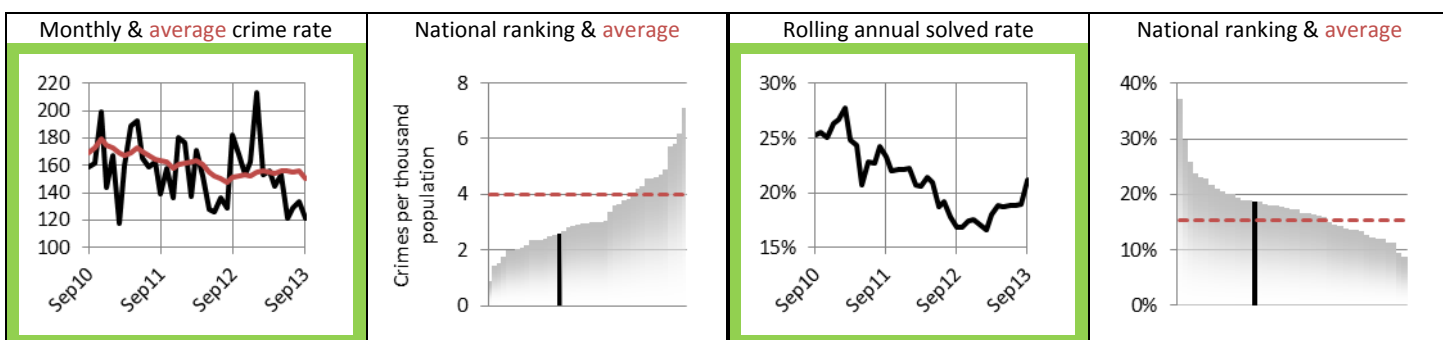
With the reduction in crime over the past year has come a decrease in the percentage of offences solved. This is now below 50% for the first time in three years, with monthly performance below the baseline since March. The reduction in Night-Time Economy crime is considered one reason for this drop in performance as such offences are often police-discovered and therefore more likely to be solved. Offences of Domestic Abuse-related violence, whilst outnumbered three-to-one by the Night-Time Economy violence, are somewhat more complex investigations and more prone to attrition.

Other factors identified for consideration include the quality and timeliness of taking initial victim and witness statements, and the quality of post-custody investigations, sometimes leading to suspects remaining on bail, or being re-bailed, for a considerable period of time.

## Domestic Burglary

Burglary of domestic dwellings, including attempts and distraction offences

Crimes recorded		Solved rate	
Last 12 months	<b>1,808</b>	Year to date	<b>802</b>
3-year baseline	<b>1,944</b>	National ranking	<b>16/43</b>
Last 12 months	<b>21.2%</b>	Year to date	<b>24.3%</b>
3-year baseline	<b>21.2%</b>	National ranking	<b>15/43</b>



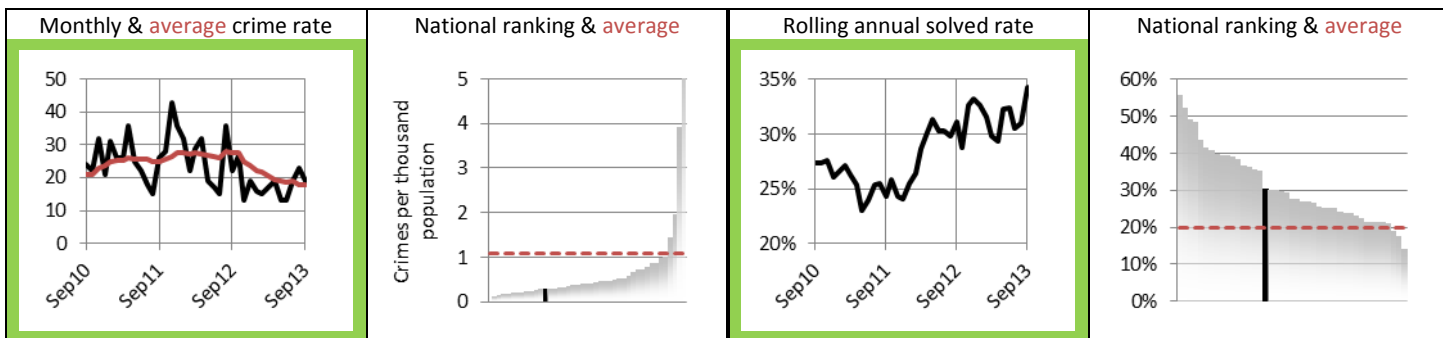
Suffolk's rate of domestic burglary remains low: the past quarter has seen the fewest recorded burglaries in almost five years. This is consistent with the national trend of decreasing burglary over the past three years.

Following the detection in September of a significant number of offences in Lowestoft and Mid Suffolk, the solved rate has improved to its best position in more than a year and is presently level with the baseline target. Suffolk's national ranking for detecting domestic burglaries has improved from 29<sup>th</sup> to 15<sup>th</sup> in the past twelve months.

**Robbery**

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

Crimes recorded		Solved rate	
Last 12 months	<b>213</b>	Year to date	<b>106</b>
3-year baseline	<b>295</b>	National ranking	<b>13/43</b>
		Last 12 months	<b>33.8%</b>
		Year to date	<b>38.7%</b>
		3-year baseline	<b>28.2%</b>
		National ranking	<b>17/43</b>



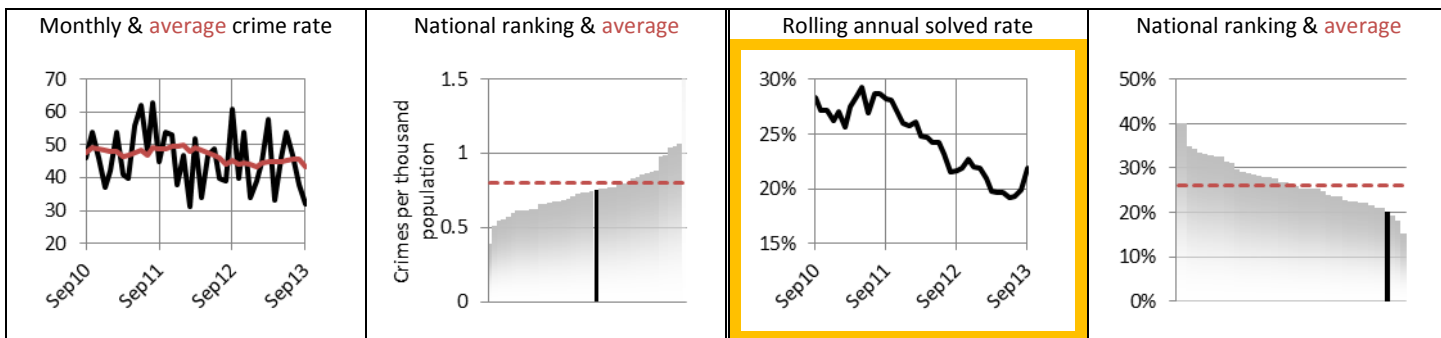
The rate of recorded robbery offences has been reduced by one-third in the past year, to its lowest in more than five years. As a result, the rate is significantly lower than the baseline target.

The onset of autumn and darker evenings increase the risk of a rise in robbery offences and crime reduction messages are being circulated with the aim of reducing potential victims' vulnerability and offering property marking.

Performance for solving robberies remains strong, with a further series of offences detected in September.

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

Crimes recorded		Solved rate	
Last 12 months	<b>520</b>	Year to date	<b>250</b>
3-year baseline	<b>563</b>	National ranking	<b>24/43</b>
		Last 12 months	<b>19.2%</b>
		Year to date	<b>29.2%</b>
		3-year baseline	<b>24.1%</b>
		National ranking	<b>40/43</b>



The crime rate for Serious Sexual Offences varies greatly on a month to month basis but over the longer term Suffolk has seen little change in the number of offences being reported. However, the proportion of reported offences which were committed historically, in many cases decades ago, remains significantly increased following media coverage of a number of high-profile investigations into similar offences. In the current year, 26% of offences investigated were committed more than a year prior to being reported, rising to 35% in the past three months and compared to 19% over the long term. Historic investigations are known to take significantly longer to conclude so their increase places a greater demand upon detective resources.

The solved rate for all Serious Sexual Offences has been in long-term decline in Suffolk but has recently shown signs of improvement with the detection of a number of historic offences. The implementation of a focused action plan in April 2013, including area-based monthly meetings and the appointment of a dedicated Detective Inspector to oversee investigations, has yielded results.

The solved rate over the past twelve months is reported here as 19.2%, but since April a rate of 29% has been achieved so it is anticipated that comparative performance against peers will show improvement in the coming months.

The College of Policing visited Suffolk Constabulary at our invitation on 9<sup>th</sup> and 10<sup>th</sup> October 2013. The purpose of the visit was to conduct a peer review in respect of how Suffolk manages cases of Serious Sex Offences (SSO) and ultimately how we can improve our solved rates in this complex area.

The college peer team were impressed by the openness, honesty and dedication of the Gemini officers working across the county. They also highlighted excellent joint working between Gemini and partner agencies.

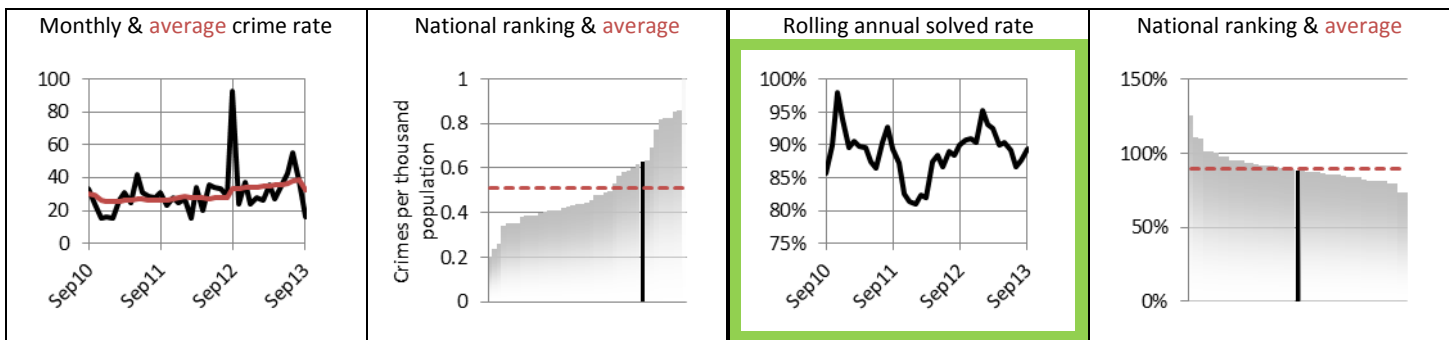
The college made a number of suggestions that the force may wish to consider.

- To consider our current action plan being a joint action plan with partners.
- To consider undertaking an SSO problem profile to gain a better understanding of attrition rates, which category of SSO's are presenting the greatest problems in achieving positive outcomes and a demand profile of SSO reporting. Within this, to consider customer satisfaction interviews and use of self-referral data via the SARC and Rape Crisis.
- To consider the strategic ownership of Gemini teams and whether there would be greater synergies under Protective Services rather than CPC (for example Gemini are not represented on the SARC strategic board)
- To review our use of SOIT's across the county and if this can be streamlined and more efficient.
- Developing the Serious Sexual Assault Investigators Development Programme (SSAIDP) to ensure national registration for specialist investigators by April 2014 (work around this is already being progressed).

The Suffolk senior management team will meet very shortly to consider the findings and recommendations by the peer team.

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

Crimes recorded		Solved rate	
Last 12 months	<b>389</b>	Year to date	<b>214</b>
3-year baseline	<b>357</b>	National ranking	<b>34/43</b>
Last 12 months	<b>89.5%</b>	Year to date	<b>88.3%</b>
3-year baseline	<b>88.7%</b>	National ranking	<b>22/43</b>



The solved rate of Drug Trafficking offences is above the baseline target despite dipping in July following the recording of a number of offences. Performance in the twelve months to the end of September 2013 was 89.5%, while year-to-date performance at the end of September was 88.3%, rising to 90.7% by mid-October. The crime rate remains on a slight upward trend, a positive measure of police proactivity in tackling organised drug markets.

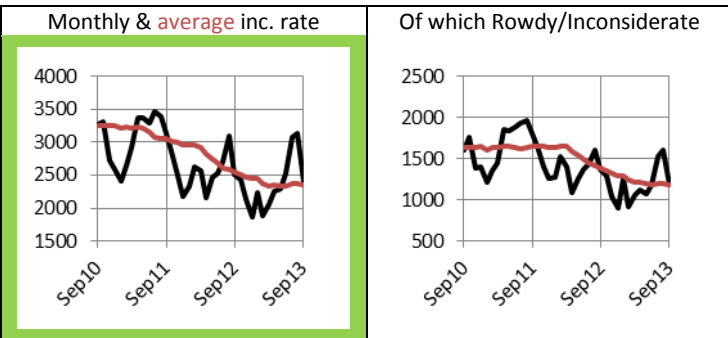
The number of drug offences solved is perhaps a more prudent measure of the success of proactivity than the percentage. 348 offences have been solved in the past twelve months, similar to the previous year but 10% more than the three-year average.

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

Incidents recorded	Year to date	15,867	Last 12 months	28,302	3-year baseline	33,926	National rank	N/A
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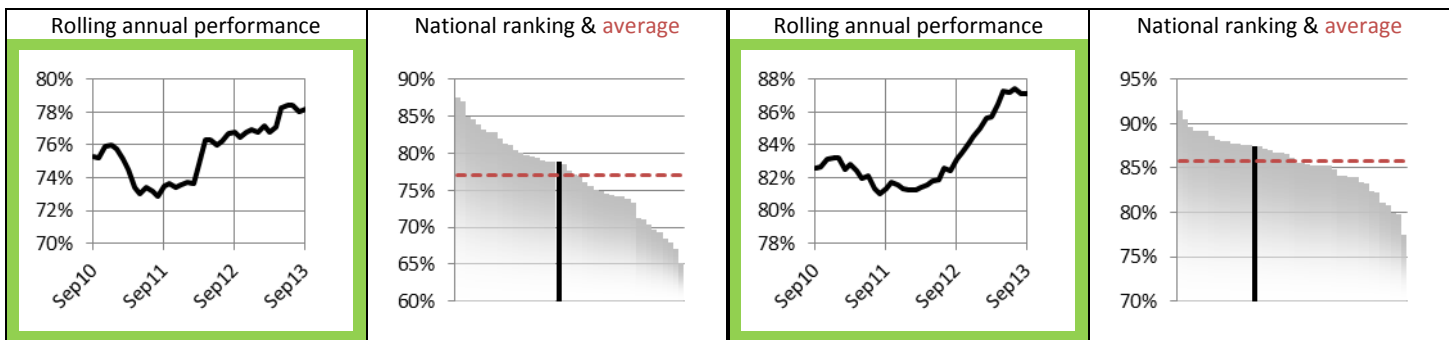
Suffolk's long-term reduction in reported incidents of Anti-Social Behaviour continues. However, the summer months this year saw a higher and longer-sustained peak than anticipated, so the rate of Anti-Social Behaviour is marginally up compared to last year, but still 15% lower than the baseline.

Whilst the bulk of the reduction has come in the category Rowdy/Inconsiderate Behaviour as it is the largest component, the current year has also seen fewer reports of abandoned vehicles and noise nuisance.



**Victims' Satisfaction** *Percentage of telephone survey respondents satisfied with the follow-up and their whole experience*

Victims satisfied with follow-up/being kept informed				Victims satisfied with the whole experience			
Last 12 months	<b>78.6%</b>	Year to date	<b>N/A</b>	Last 12 months	<b>87.6%</b>	Year to date	<b>N/A</b>
3-year baseline	<b>75.3%</b>	National ranking	<b>20/43</b>	3-year baseline	<b>83.3%</b>	National ranking	<b>15/43</b>



Performance in relation to victims of domestic burglary, violent crime and vehicle crime's satisfaction with being kept informed during the course of the investigation continues to improve, and remains above the national average. All three areas of the Force have similar performance.

In respect of overall satisfaction, the percentage of victims satisfied has increased by 4.2 percentage points over the past twelve months, though has flattened out over the summer months. Although no clear cause for this is evident, satisfaction with actions taken following vehicle crimes appears the most changed, so feedback has been given to local commanders regarding the importance of managing victims' expectations.

Suffolk's national ranking for whole experience satisfaction has improved from 34<sup>th</sup> to 15<sup>th</sup> over the past twelve months; the ranking for follow-up has remained around 20<sup>th</sup>.

**Domestic Abuse Repeat Victimization** *Victims of serial Domestic Abuse who are reoffended against within a twelve month period*

<b>Repeat Victim. rate</b>	Last 12 months	<b>65.0%</b>	3-year baseline	<b>68.0%</b>	National ranking	<b>N/A</b>
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<p>This indicator is intended to measure and reduce the number of victims of Domestic Abuse who are repeatedly offended against.</p> <p>Persons who report they have been victims of Domestic Abuse three times within a twelve month period, who are then victimised for a fourth time within the subsequent twelve months, are considered repeat victims. In the twelve months to September 2013, 65% of the victims identified after three offences were offended against a fourth time.</p> <p>The police take all reports of Domestic Abuse seriously, irrespective of how many times an individual has been victimised or who by. By identifying and locally case-managing these victims, the intention is to reduce their risk of further victimisation.</p>	<p>Monthly &amp; average crime rate</p> <p>Chart to be produced</p>	<p>Repeat victimisation rate</p> <p>Chart to be produced</p>

Part B: Quality of Service indicators

<b>Public Confidence</b>				<i>Responses to the Crime Survey of England &amp; Wales, relating to confidence in the Police</i>			
<b>People who think the police do a good/excellent job</b>		<b>...who think the police are dealing with community priorities</b>					
Last 12 months	<b>57.4%</b>	Year to date	<b>N/A</b>	Last 12 months	<b>62.6%</b>	Year to date	<b>N/A</b>
3-year baseline	<b>60.1%</b>	National ranking	<b>33/42</b>	3-year baseline	<b>59.9%</b>	National ranking	<b>16/42</b>
Rolling annual performance		National ranking & average		Rolling annual performance		National ranking & average	
<b>...who think the police would treat them fairly</b>		<b>...who have overall confidence in the police</b>					
Last 12 months	<b>66.9%</b>	Year to date	<b>N/A</b>	Last 12 months	<b>76.7%</b>	Year to date	<b>N/A</b>
3-year baseline	<b>68.0%</b>	National ranking	<b>17/42</b>	3-year baseline	<b>72.4%</b>	National ranking	<b>12/42</b>
Rolling annual performance		National ranking & average		Rolling annual performance		National ranking & average	
<p>The Constabulary's performance in relation to public confidence deteriorated slightly in all four of these measures, in the most recently published results from the Crime Survey of England &amp; Wales. This is a face-to-face survey of, in Suffolk, approximately 1,000 residents per year, selected at random, who may or may not have been victims of crime or contacted the Police for any reason.</p> <p>The most significant decrease in confidence performance was in the measure of the percentage of people who responded "good" or "excellent" to the question "Taking everything into account, how good a job do you think the police in this area are doing?". Suffolk's performance has been in decline since peaking in the twelve months to June 2012, but the decrease in the twelve months to June 2013 was significant and is now 2.7 percentage points below the three-year baseline target. Suffolk's performance has fallen below the national average, presently 61.4%, for the first time in more than five years, ranking 33<sup>rd</sup> of 42 police forces in England &amp; Wales, down from 15<sup>th</sup> at the end of March 2013.</p> <p>Similarly, the percentage of respondents stating they "strongly agree" or "tend to agree" that "the police in this area treat everyone fairly, regardless of who they are", decreased for a second quarter, having previously exhibited a strong improvement following a drop in performance during 2011/12. Suffolk is ranked 17<sup>th</sup> nationally, down five places from the previous survey.</p> <p>Whilst Suffolk's performance in the remaining two measures has also fallen, the deterioration is to a much lesser extent and performance remains above their respective baseline targets.</p> <p>In none of the four measures reported here is Suffolk's present performance statistically significantly different from the national average rate. Suffolk's recent performance has largely been commensurate with national trends in confidence in the police, which had exhibited a long-term upward trend up until mid-2012 since when it has either flattened out or began to decrease very slightly.</p> <p><b>The Constabulary has requested more-detailed survey response data from the Office for National Statistics to assist the interpretation of the factors behind its recent performance.</b></p>							



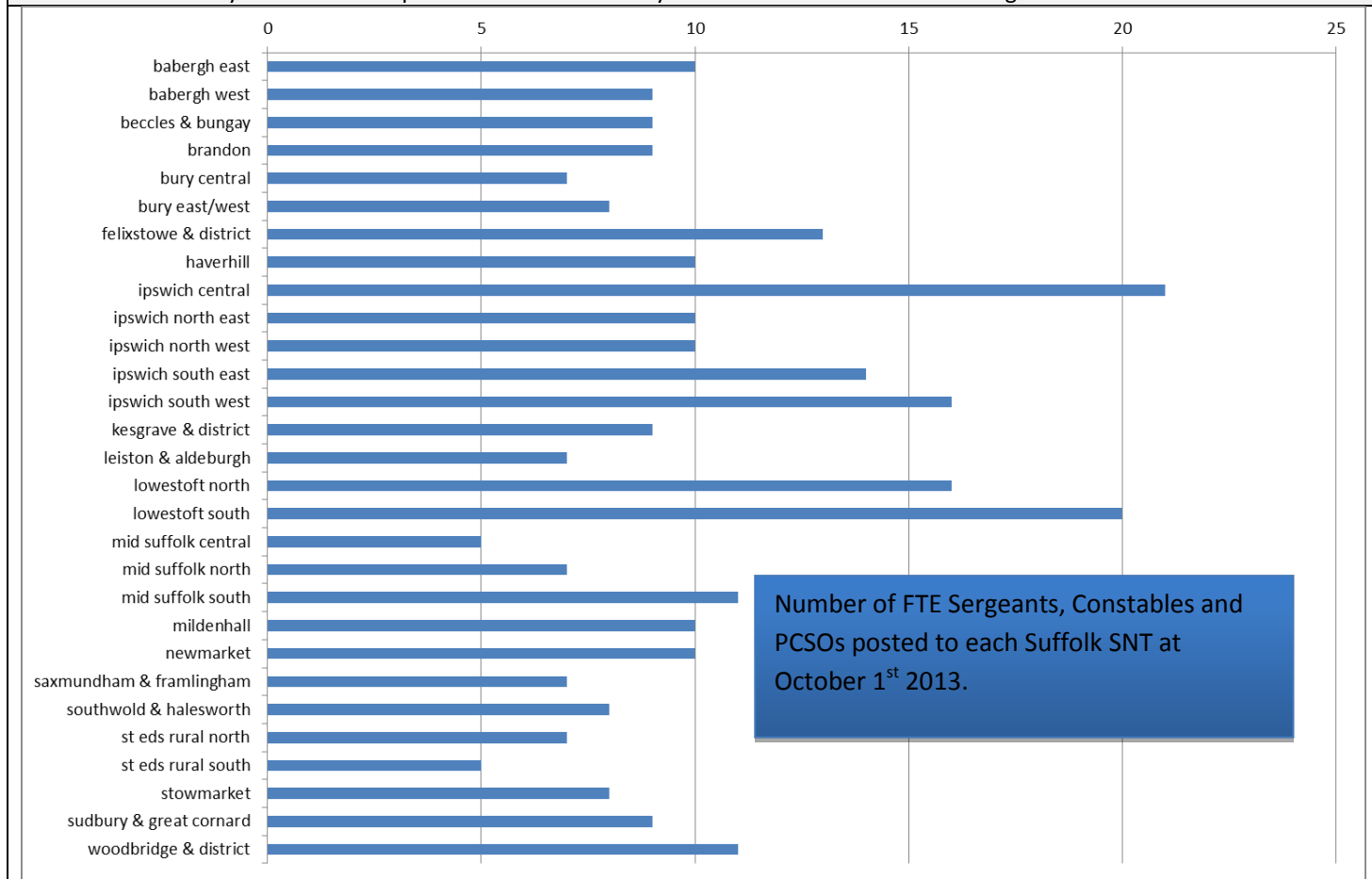
Part C: HR & Sickness data

Establishment		Number of officers and staff employed				
<b>Total No. Officers</b>	Current Establishment Incl officers, staff, PCSOs and Specials	<b>2629.13</b>	Baseline	<b>2613</b>	National ranking	<b>N/A</b>

Overall establishment stands at 2629.13 including Special Constabulary. Current strength is 2450.44 (as at 30.9.2013). There are 1365.41 budgeted officers and PCSOs (52% of the workforce) against an establishment of 1370 posts. The overall establishment has grown by 0.6% since the third quarter of last year.

There are no notable exceptions at a department level although consideration should be given to the three local Strategic Policing Commands which are hosting a total of 53 student officer posts who are as yet not deployable in their allocated NRT posting.

There are currently 296 established officer (Sergeant and Constable) and PCSO posts allocated in Safer Neighbourhood Teams broken down as per the graph below, with a strength level of 293.79 FTE deployed within those posts. In no cases are any of the SNTs understaffed by more than one post. 20 out of the county's 29 SNTs have at least their budgeted number of officers.



### Restricted and Recuperative Duties

Number of officers not available for full front line duties

<b>Total No. Officers</b>	Current	<b>124</b>	12 month Average	<b>133</b>	National ranking	<b>N/A</b>
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As of October 1<sup>st</sup> 2013, 124 officers were on recuperative or restricted duties. This was the fourth consecutive month below the 130 marker – a level not previously breached in the preceding 19 months.

The current level of this restriction represents 9% of the total officer strength. Between departments this rate ranges from those where officers are deployed because of restricted or recuperative status, such as Investigation Management (73%) to 4% in CID.

71% of restricted and recuperative duty officers are on medium to long-term restrictions.

Number of Officers R&R over time



### Long and Short Term Sickness

Number of officers and staff on sickness leave

<b>Total No. Officers</b>	Current	<b>3.48%</b>	Target	<b>3.80%</b>	National ranking	<b>N/A</b>
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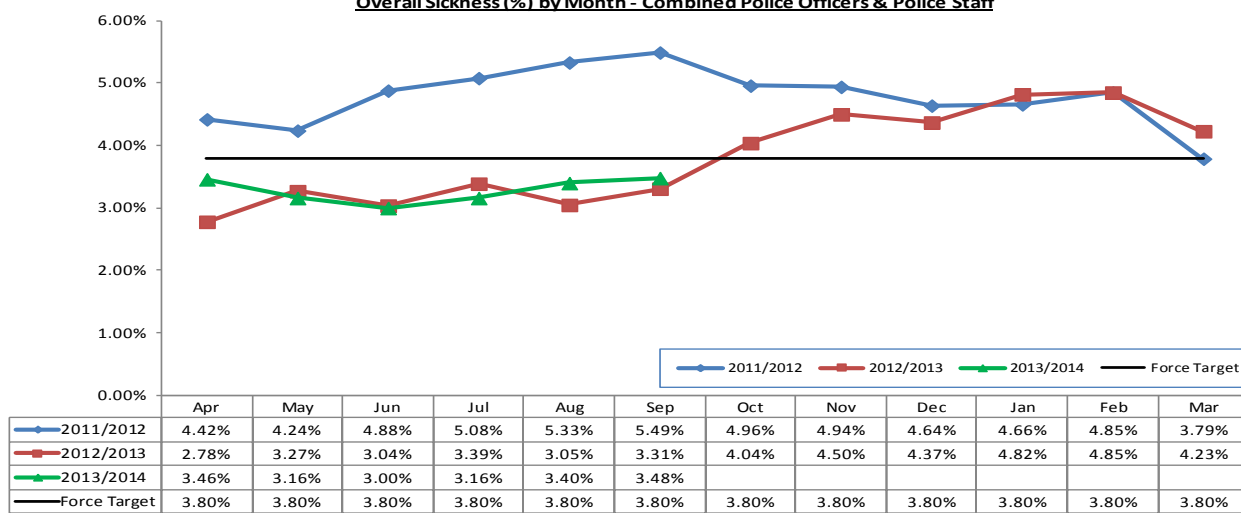
Suffolk Constabulary has seen an increase in sickness absence from July to September but has still remained below the set combined target of 3.80% with performance as at 30 September 2013 being 3.48%. The YTD (year to date) figure as at 30 September 2013 is 3.24% and also remains below the set combined target of 3.80%.

Police Officer sickness has increased from July to September with performance as at 30 September 2013 being 3.38% and remains within the set target of 3.40%; the YTD figure as at 30 September 2013 is 3.09% and remains within the set target of 3.40%.

Police Staff sickness has remained static from July to September with performance as at 30 September 2013 being 3.62% and remains within the set target of 3.80%; the YTD figure as at 30 September 2013 is 3.44% and remains within the set target of 3.80%.

Short term absences relating to respiratory illness has marginally increased during the month of September which is slightly earlier than in previous years with October usually seeing increases in this type of absence.

Overall Sickness (%) by Month - Combined Police Officers & Police Staff



**Workforce Diversity***Number of officers and staff employed*

<b>% of Workforce</b>	BME	<b>3.2%</b>	Female	<b>41.2%</b>	Lesbian, Gay, Bisexual	<b>2.1%</b>
	Part-time	<b>17.3%</b>	Disabled	<b>4.9%</b>		

At the last Diversity Programme Board (DPB) in September 2013 it was agreed to formulate a small working group to understand the profile of our workforce and make recommendations to the DPB to enhance representation of underrepresented groups in specific ranks, grades or roles.

Proportions of Black and Minority Ethnic Officers, Staff and Specials have remained consistent since 2012/13 with slight growth in BME officer proportions among officers and specials. Similarly the male/female ratio of the workforce has been consistent across all categories. There is generally greater female representation among police staff (58%) compared to police officers (28%) and Special Constabulary (28%).

82.7% of the workforce is full time. This proportion reduces to 74% among police staff and increases to 90% among officers. Again these proportions have been consistent over time.

Sexual Orientation is unknown in 37% of the workforce although this percentage has been reducing gradually since 2012/13. There has been a slightly greater level of reduction in confirmation of religious status although overall a greater proportion of the workforce (46%) has not disclosed its religion.