

Suffolk Constabulary

Police and Crime Plan Performance Progress Report



October 2015

Police & Crime Plan Objectives (September 2015)

Police & Crime Plan Objectives						
Objective	Measure	12 months to 30 Sep 15	Baseline ¹	Comparison to baseline ^{1,2}	Status ³	National ranking ⁴
Responding to Emergencies	999 Call Handling ⁵	90.2%	92.0%	-1.8%	⬇️	N/A
	Response to Emergency Incidents	91.5%	91.1%	+0.4%	⬆️	N/A
Solving Crime	Violence with Injury – Solved	40.1%	50.1%	-10.0%	⬇️	8th
	Domestic Burglary – Solved	14.9%	21.2%	-6.3%	⬇️	4th
	Robbery – Solved	22.1%	33.4%	-11%	⬇️	11th
	Serious Sexual Offences – Solved	13.3%	20.6%	-7.3%	⬇️	38th
	Drug Trafficking – Solved	93.3%	94.3%	-1.0%	⬆️	15th
Preventing & Reducing Crime	Violence with Injury – Crimes	4,554	3,761	▲21.1%	⬇️	16th
	Domestic Burglary – Crimes	1,437	1,573	▼9%	⬆️	10th
	Robbery – Crimes	204	208	▼2%	⬆️	11th
	Anti-Social Behaviour Incidents	17,233	24,897	▼31%	⬆️	15th
	Total - Crimes	42,351	38,150	▲11%	⬇️	N/A
Caring	Victims' Satisfaction – Whole Experience	83.0%	86.6%	-3.6%	⬇️	15th
	Victims' Satisfaction – Follow-up	78.0%	79.4%	-1.4%	⬇️	10th
	Domestic Abuse Repeat Victimisation (existing)	60.0%	64.8%	-4.8%	⬆️	N/A
	Domestic Abuse Repeat Victimisation (proposed)	33.0%	30.7%	+2.3%	⬆️	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	Public Confidence – Police Do a Good Job ⁶	66.8%	64.2%	+2.6%	⬆️	12th
	Public Confidence – Community Priorities ⁶	66.5%	63.4%	+3.1%	⬆️	4th
	Public Confidence – Fair Treatment ⁶	71.7%	69.2%	+2.5%	⬆️	4th
	Public Confidence – Overall Confidence ⁶	77.7%	77.2%	+0.5%	⬆️	13th

- 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 twelve months performance against the baseline.
- The status graphic is a subjective assessment of current performance compared to the baseline. Symbol key: ● Meeting baseline target; ⬇️ Not meeting baseline target; ⬆️ Performance/measure improved; ● Performance/measure not changed; ⬇️ Performance/measure deteriorated.
- Latest known rankings shown. For crimes recorded and solved, data is collected from police forces by the Home Office and rankings published monthly, those shown being for the period September 2014 – August 2015. Public Confidence and Victim Satisfaction rankings are published quarterly by the Office for National Statistics from respondents to the Crime Survey of England & Wales; the period of the latest data is shown at footnote 6. Anti-Social Behaviour rankings are published annually, the latest being for the financial year 2013/14. 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).
- National guideline standard 90% (http://library.college.police.uk/docs/homeoffice/call_handling_standards.pdf)
- These indicators are updated on a quarterly basis, the latest being for the period April 2014 to March 2015

999 Call Handling – Lead Officer: Supt (Operations)

Emergency 999 calls answered within 10 seconds

Calls received	Year to date 40,218	Last 12 months 77,739	3-year baseline 83,138	National rank N/A
Within target	Year to date 90.0%	Last 12 months 90.2%	3-year baseline 92.0%	National rank N/A

Performance

The target set for the Constabulary in relation to answering 999 calls is to answer at least 92% of calls within ten seconds. In the twelve months to the end of September 2015 it answered 90.2% within ten seconds. Since April 2015 (this period is referred to as year to date) 90.0% of 999s have been answered within the target time. The overall volume of 999 calls continues on a downward trend, with the 77,739 calls in the 12 months to the end of September 2015 being 7.3% less than those saw as at end of September 2014. However, peak levels of calls were recorded in July and August as is usually the case during the Summer months.

Analysis

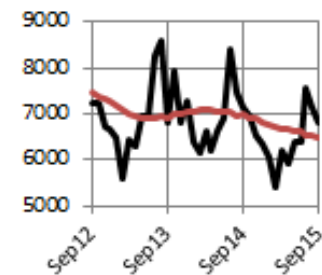
The new shift system implemented in May continues to have a positive impact. The new system provides more staff for peak times of calls. The CCR also continues to prioritise emergency calls by using ring-fenced staff. Despite this, peak levels of calls recorded over the summer, alongside a recent increase in both long and short term sickness among CCR staff in September 2015 has meant that 999 call handling performance has deteriorated. Staffing levels in the CCR currently sit at 16.38 FTE under establishment, with further predicted leavers within the next few months taking the forecasted level of under establishment to 23.16 FTE. Targeted part time recruitment and recruitment for two supervisor positions is underway, with an anticipated start date in January 2016. This is the earliest any further recruitment can take place due to Athena 'go live' and December high demand period.

It should be noted that the national standard for answering 999 calls within 10 seconds is 90%, a target which the constabulary is meeting.

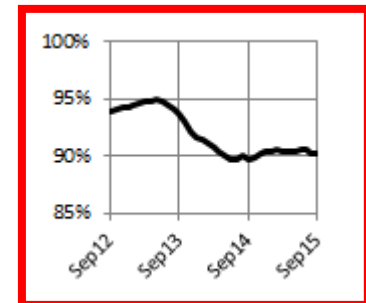
Police Response

The CCR service desk, manned by 6 FTE staff continue to record between 16 – 18.5% of the Constabulary crime, amongst other duties, assisting in reducing front line demand. The introduction of the 'THRIVE' process as a way of assessing calls continues to have a positive impact on call handling performance, in terms of ensuring the right service response is provided to each caller. The introduction of Athena presents a potential risk in increasing call length due to the increased data requirement and the demands upon the CCR service desk. Plans are being put in place to provide some mitigation, with increased staffing on the service desk and a staged approach to introducing direct input into Athena for call taking staff.

Monthly & average demand



Rolling annual performance



101 Call Handling – Lead Officer: Supt (Operations)

Non-emergency 101 calls answered within 20 seconds

Calls received	Year to date 47,797	Last 12 months 184,518	3-year baseline 178,313	National rank N/A
Within target	Year to date 57.3%	Last 12 months 60.7%	3-year baseline 76.8%	National rank N/A

Whilst not a measure included in the Police & Crime Plan, information relating to non-emergency 101 call handling remains in this document to provide context to the 999 issues as above.

Performance Summary

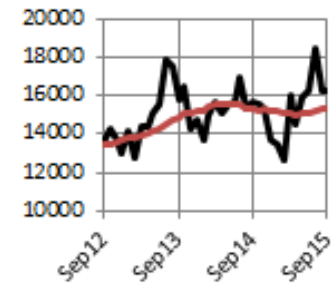
The average number of 101 calls received by Suffolk in the twelve months to end of September 2015 was 506 per day, which is approximately the same level as seen in the twelve months to end of September 2014. The proportion of calls answered within twenty seconds has declined over the last two years remains, and remains below 70%.

Analysis

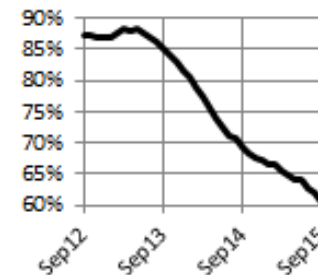
The Constabulary has had an unofficial aim of answering 80% of 101 calls in 20 seconds but has not achieved that rate since 2013. 999 calls are prioritised above 101 calls and will continue to be. This has been the clear focus for CCR staff. Staffing levels in CCR are likely to have contributed, and as was discussed in relation to 999s, the number of FTE staff in the CCR is likely to deteriorate further in the coming months. The actual staffing level remains under establishment by 16.38 full time equivalent posts which is forecast to rise to 23.16 FTE over the next few months. This is due to a number of retirements and staff being successful in securing other posts internally. As referred to earlier, a recruitment process is underway with an anticipated start date in January 2016.

The introduction of the THRIVE system in April 2015 led to an increase in the duration of 101 calls, as CCR staff learned the new procedures for assessing these calls and allocating the appropriate response. As this new way of working is becoming embedded, average call durations are beginning to return to previous levels.

Monthly & average demand



Rolling annual performance



Continued overleaf

Policing Response

The THRIVE project was supported by the Joint Chief Officer Team (JCOT) and has now been introduced in the Control room. THRIVE stands for Threat, Harm, Risk, Investigation, Vulnerability and Engagement, and provides a new way of assessing calls to ensure the right policing response is provided to meet the needs of the caller. The new system assists front line officers by reducing demand and providing better quality information, obtained during initial contact. The removal of mandatory attendances has reduced the number of incidents that are treated as priority attendances (Grade B), which continue to see a reduction in the time taken to attend these incidents.

The introduction of Athena may also present a potential risk in increasing call length due to the increased data requirement and the demands upon the CCR service desk. Athena is a new system being implemented in Suffolk (and a number of other counties) as a replacement for Crime and Information systems currently in existence. All crime and intelligence will be recorded on the new system, and all staff will be required to be able to both input data onto the system and search the system. This will effectively change the way officers and staff work across the board, and whilst there will be many benefits of having a new and updated system, there will be a 'bedding in' period as staff learn how to use it and implement new procedures. Plans are being put in place to provide some mitigation of the risk, with increased staffing on the service desk and a staged approach to introducing direct input onto the Athena system for call taking staff.

Response to Emergency Incidents – Lead Officer: Supt (Operations) *Grade 1 emergency incidents attended within 15 minutes (urban) / 20 minutes (rural) of call receipt*

Incidents attended	Year to date 4,713	Last 12 months 16,621	3-year baseline 13,370	National rank N/A
Within target	Year to date 90.9%	Last 12 months 91.5%	3-year baseline 91.1%	National rank N/A

Performance Summary

Over the last twelve months, Suffolk officers have been required to attend 48 emergency incidents per day on average, which is a rise of 14% on the twelve months to September 2014, and 33% higher than in the twelve months to September 2013. Despite increasing volumes of emergency incidents, the percentage of those emergencies attended by officers within target times has remained above the three year baseline target.

Analysis

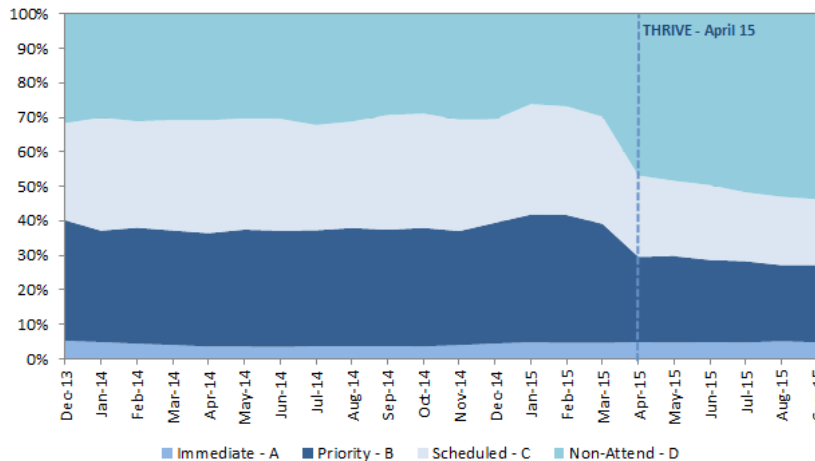
CCR Supervisors continue to review key categories of events phoned in to identify higher risk incidents and the downgrading of any event requires supervisor ratification. All calls continue to be assessed according to Threat, Risk & Harm and are graded accordingly (THRIVE).

Recent emergency response data shows that there are now five local policing areas below the 90% attendance target (Beccles & Leiston LPC (Rural) 80.3% Forest Heath LPC (Rural) 89.8% Ipswich West LPC (Urban) 89.3% Lowestoft South LPC (Urban) 89.6% Mid Suffolk LPC (Rural) 84.6%), although the Constabulary performance as a whole remains above target. Whilst there may be a number of contributory factors this does reflect the rural nature of the locations and distance from response bases.

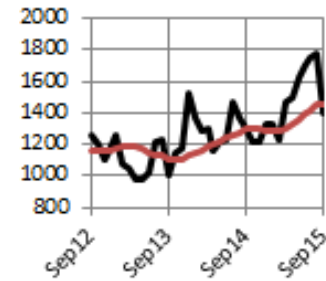
STORM Data from the first six months 1st January – 30th June of 2014 and 2015 shows an increase in grade A attendances, set against a reduction in 999 calls received.

Response grading allocated to all events into the CCR (Dec-13 to Sep-15)

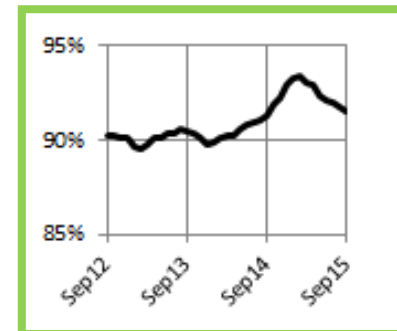
This can in part be explained by the introduction of THRIVE in April 2015, the impact being a better assessment of calls resulting in more emergency responses, a reduction in priority attendances and a move toward scheduled / diarised appointments and resolutions not requiring police attendance, which is illustrated in the chart, displaying how the grading of all incidents responded to by the constabulary has changed since the introduction of THRIVE.



Monthly & average demand

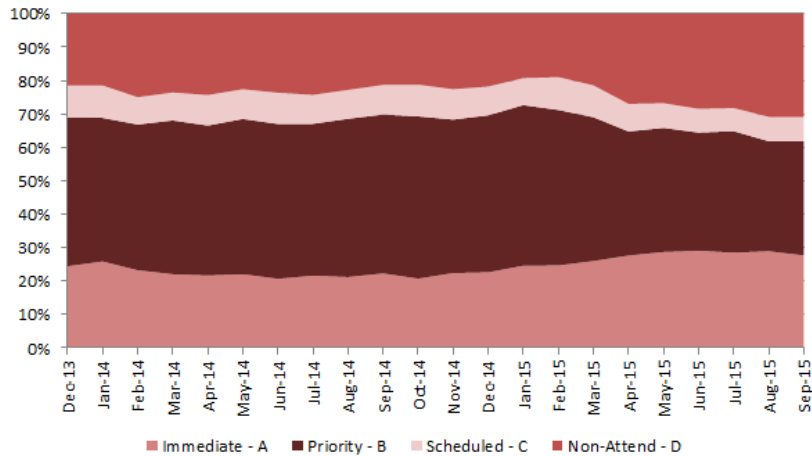


Rolling annual performance



Response to Emergency Incidents – Lead Officer: Supt (Operations) Grade 1 emergency incidents attended within 15 minutes (urban) / 20 minutes (rural) of call receipt

Response grading allocated to 999 calls into the CCR (Dec-13 to Sep-15)



This chart illustrates the response grading allocated to calls coming into the CCR as 999s. Since January 2015 there has been an increase in the proportion of 999 calls allocated an grade A (or immediate) response, standing at 27.7% in September 2015 (compared to 24.6% in January 2015). There has been a reduction in the proportion of 999s allocated a grade B (or priority) response (from 48.1% in January 2015 to 34.1% in September). There has been a slight reduction in the proportion of 999 calls allocated a grade C (or scheduled) response. An increase in the proportion of 999 calls allocated a grade D (or non-attendance) response is also apparent, from 19.3% in January 2015 to 30.9% in September 2015.

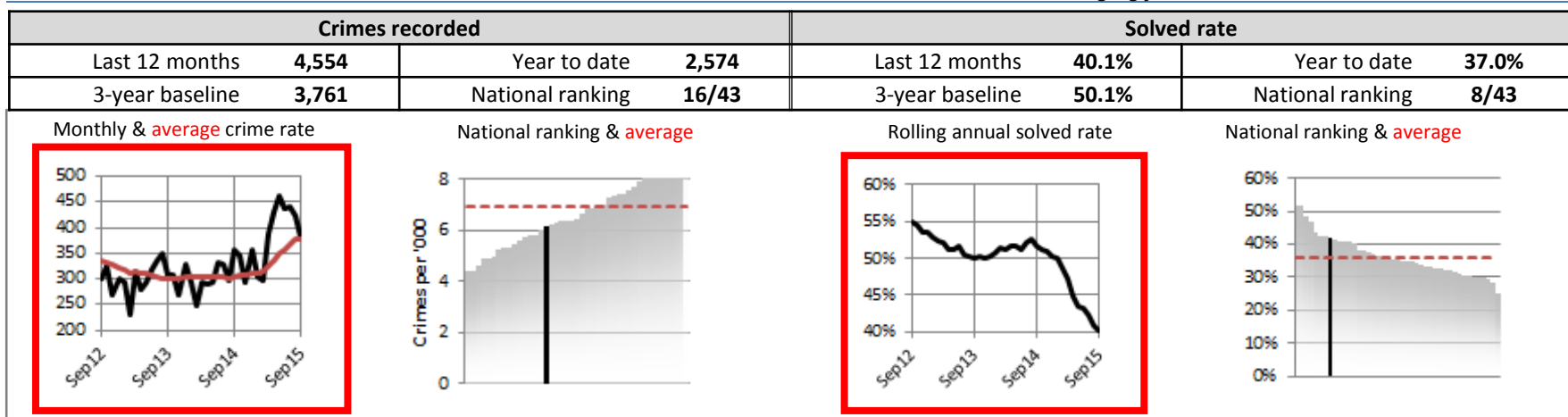
Policing Response

Detailed daily auditing of emergency response failures continues, with details being supplied to the Force Daily Management Meeting (DMM). CCR support are to begin manual correction of grade A (highest priority events) which should have been downgraded prior to closure, which is an issue that has been impacting upon performance. Events which have not been downgraded, but should have been are estimated to be between 2-3% of current shown failures. Manual intervention to ensure these events are downgraded when appropriate will improve the current recorded performance.

Where LPCs are not meeting the 90% attendance target new deployment plans have been introduced (or existing plans reviewed) with the aim of improving response times in the future. LPCs continue to work with the CCR to improve response to emergency incidents.

Violence with Injury – Lead Officer: Supt (CPC Ipswich)

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



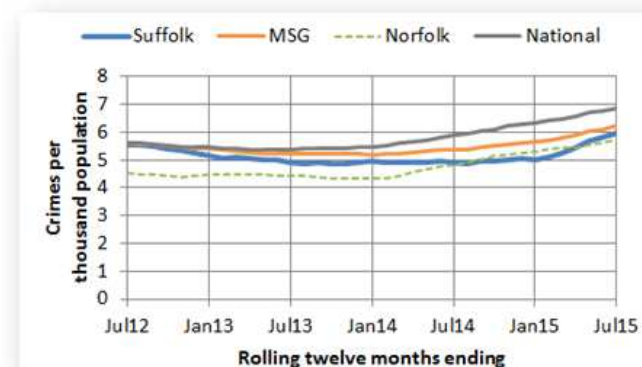
Performance Summary

The last report described how since the beginning of 2015, Suffolk has experienced a significant rise in the level of reported violent crimes with injury. The increase had been particularly acute since April, from which time each month was higher than every preceding month going back to May 2010. As the chart above illustrates, for the last two months levels of crimes recorded have dropped. With 381 offences recorded in September 2015, levels are at their lowest since February. However, with 4,554 offences recorded in the 12 months to the end of September 2015, this equates to an increase of 25% on the previous year. There has equally been a corresponding drop in solved rates, standing at 39.4% over the last twelve months, compared to 51.7% in the previous twelve months

Analysis

The constabulary has a target of recording 3,761 violence with injury offences a year, with an accompanying solved rate of 50.1%, both based on three year baselines. At present, it is some way off achieving these targets but this must be seen in the context of the relatively recent changes made to National Crime Recording Standards and increasing efforts to ensure the organisation is fully compliant. The rises experienced in reported violent crime have not been limited to Suffolk, it is a national trend linked to an increased focus on National Crime Recording Standard compliance, as indicated in the chart.

In a sample of cases classified as ‘Serious’ violence in Suffolk in 2015, 40% of victims were not willing to support police in progressing a criminal investigation. Whilst a part of this is linked to domestic abuse related violence, it also manifests itself in other issues such as offending within the confines of a prison, and offences linked to the night time economy. These types of issues need to be understood, and communicated to add further context to the basic performance information.



Policing Response

The Joint Performance and Analysis Department (JPAD) has been commissioned to produce a piece of work that will seek to identify offenders and locations of offences, and what is driving these offences (alcohol, domestic abuse etc.) Once this work has determined what is lying at the heart of the increase in VWI figures, the organisation will look to target resources and interventions accordingly. This work may also assist in identifying measures for a more sophisticated performance framework.

As mentioned previously, the constabulary is committed to dealing with Night Time Economy (NTE) related violence. In addition to actions around this mentioned in the last report, a Proactive Licensing Team (PLT) has been set up to provide a co-ordinated response to NTE issues across the county. The Town Pastor's scheme which provides vital support to policing Night Time Economy areas is now directly funded by the PCCs office, and all main night time economy towns now have such a scheme.

The Constabulary action plans for VWI are currently under review to set out investigative action plans which will seek to improve the quality of investigations and outcomes. Whilst domestic abuse is covered separately in this report, it is worth noting that a joint action plan is also currently being developed around violence with injury linked to domestic abuse.

Domestic Burglary – Lead Officer: D/Supt (CPC Investigations)

Burglary of domestic dwellings, including attempts and distraction offences

Crimes recorded		Solved rate	
Last 12 months	1,437	Year to date	727
3-year baseline	1,573	National ranking	10/43
Last 12 months	14.9%	Year to date	11.6%
3-year baseline	21.2%	National ranking	4/43

Monthly & average crime rate	National ranking & average	Rolling annual solved rate	National ranking & average

Performance Summary

Levels of offences have fluctuated throughout 2015. High volumes of offences were recorded in February (129), March (148), April (169) and May (136), offending in June 2015 (89) and July (96) returned to lower levels. However offences have once again breached 100 offences per month in August (121) and September (116). The monthly solved rate of these offences has remained low, standing at 10.3% for the month of September.

Analysis

The spread of offending over the last three months has been uniform across the county, with a spike in offending in part generated by a specific group of criminals travelling from out of force into West Suffolk. This series is believed to have come to an end with the arrest and prosecution of identified offenders by Devon and Cornwall Constabulary. Suffolk can expect to record in excess of 50 detections for burglary dwelling offences in relation to this series, which will enhance the solved rate for this area. There is a general trend across the country of more organised groups of burglary offenders travelling greater distances to commit offences.

It should be noted that the improved compliance with National Crime Recording Standard has also affected performance in this area. If a victim's perception is that they have been subject of a burglary, but with little supporting evidence, such offences will correctly be recorded against the NCRS, reflecting the feelings of the victim. However, these offences, by their nature, will always be problematic to detect, as there may be little evidence to support the assumption that a burglary has even occurred.

The constabulary also no longer runs Operation Converter, which sought to identify offences which would be 'Taken into Consideration' (TIC) for offenders. Offenders charged with offences would be given the opportunity to admit to additional crimes they had committed (thereby, detecting those offences). To illustrate the impact of this for Burglary Dwelling, the constabulary achieved 84 offences TIC'd in 2013/14, 49 in 2014/15 and none in 2015/16 to date.

There are no further significant series in regard to burglary dwelling in the county at the time of writing, and as may be anticipated the higher volumes of offending are taking place in Ipswich, Bury St Edmunds and Lowestoft.

Continued Overleaf

Policing Response

Two burglary dwelling operations (Nebraska and Domain) have been brought to successful conclusions with the arrest and remand of a number of individuals and this is reflected in the reduction of rural dwelling burglaries across the county. However, Operation Sheepdog continues which is targeting both local and out of force criminals targeting the county committing both dwelling burglaries and burglary other building. This operation is being supported by the roads policing team.

The joint 180 team continue to work to break the re offending cycle, targeting those that are most prolific in committing acquisitive crime. Those offenders subject to his scheme are discussed at Daily Management Meetings to provide early information on any that are failing to respond and identifying opportunities for early intervention

Robbery – Lead Officer: D/Supt (CPC Investigations)

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

Crimes recorded		Solved rate	
Last 12 months	204	Year to date	112
3-year baseline	208	National ranking	11/43
Last 12 months	22.1%	Year to date	20.5%
3-year baseline	33.4%	National ranking	11/43

Monthly & average crime rate	National ranking & average	Rolling annual solved rate	National ranking & average

Performance Summary

The overall trend in volumes of robbery offences over the last three years has been one of decline. However, offences have started to increase and in August and September, the highest levels of offences were seen since October 2013. Fifty offences were recorded from April to June 2015, rising to sixty one between July and September. The bulk of the increase can be attributed to offending in Ipswich.

The solved rate of these offences has continued to reduce, and stood at 22.1% for the twelve months to end of September 2015. This is the lowest solved rate since 2009. Consideration should be given to the fact that robbery is a low volume offence, and small changes in actual numbers of offences recorded and detected can have large impacts on percentages.

Analysis

The locations of robberies taking place in Ipswich, and the identity of some of the known victims suggests that a contributory factor to the increase is the drugs market and associated supply businesses. It is believed that a number of the Ipswich based robberies are between rival groups attacking each other for both drugs and cash. In some cases, these matters are reported by third party witnesses but the victims are not supportive of a police investigation of the offence.

Furthermore, a small series of robberies was identified in Ipswich where handbags were being snatched from lone females. The offender has since been identified, arrested and charged.

Policing Response

All robbery offences continue to be reviewed at Constabulary Daily Management Meetings to ensure that any specific issues are identified and that adequate resources are allocated. This is further supported at FDMM with the allocation of force based resources to assist with proactive targeting in relation to identified problems. At this time Operation Volcanic (targeting the supply of class A drugs in Ipswich and safeguarding vulnerable persons associated with it) remains high priority for the Constabulary and as the robbery offences have direct links to Volcanic the resources are already well placed to deal with both issues. Operation Vanish a bespoke robbery operation has been reinstated for the Ipswich area to deal with this issue at this time. This operation, along with operation Volcanic are being supported by the Drugs team the Scorpion team, RPF0U and Dog section.

Drug Trafficking – Lead Officer: Supt (CPC West)

Production, supply or possession with intent to supply controlled drugs

Crimes recorded				Solved rate			
Last 12 months	252	Year to date	128	Last 12 months	93.3%	Year to date	89.8%
3-year baseline	357	National ranking	17/43	3-year baseline	94.3%	National ranking	15/43

Monthly & average crime rate	National ranking & average	Rolling annual solved rate	National ranking & average

Performance Summary

The continuing trend in volumes of drugs offences is that of decline over the last two years, with Suffolk sitting at over 100 offences below the 3 year baseline over the last twelve months. The solved rate for these offences remains above 90%, sitting at 93.4% over the last twelve months. This solved rate can rise above 100% due to the nature of the calculations involved.

Analysis

The ongoing trend of decline in terms of volumes of recorded offences is reflective of a reduction in proactivity locally as the organisation effectively gets smaller. This is not an issue specific to Suffolk, but is in fact a picture seen nationally in many other forces. There is a direct link between proactive policing of drugs issues and numbers of offences recorded. Ordinarily, if an offence has been recorded it is as a result of a drugs seizure, which explains the particularly high detection rates of these offences compared to other offences.

Policing Response

Despite reductions in proactivity, the constabulary continues to resource two major ongoing drug enforcement operations, both of which have a focus not just on offenders, but on vulnerable persons being exploited by drug suppliers.

The Constabulary has introduced three ‘Scorpion’ pro-active teams (consolidating a number of previous proactive teams) and part of their job is to proactively police drug offending. Where vulnerable victims are identified, typically in relation to London based drug dealers exploiting vulnerable persons locally, immediate action is taken.

The Tactical Support Teams (TSTs) staffed by the Special Constabulary are now operational in the East, West and Ipswich areas, and part of their work involves undertaking drugs warrants.

Anti-Social Behaviour – Lead Officer: C/Insp. (Community Safety)

Recorded incidents finalised as any classification of Anti-Social Behaviour

Incidents recorded	Year to date 8,606	Last 12 months 17,233	3-year baseline 24,897	National rank 15/43
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Performance Summary

Volumes of incidents of ASB continue to decline in Suffolk (and nationwide). Suffolk has recorded around 1,500 incidents or less each month since November 2014, and in September 2015 saw the lowest levels of ASB recorded (since 2007)

Analysis

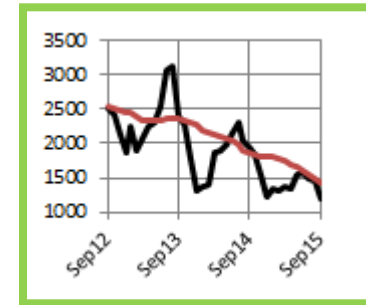
The downward trend of instances of ASB is thought to be linked to a number of factors. The constabulary has improved methods of identifying and targeting problem solving of repeat victims, offenders and locations and made effective use of the new ASB powers which came into effect from October 2014.

Furthermore, the ASB reduction may be linked to a cultural shift in social habits of young people. There is a perception that young people may be meeting their social needs online, rather than meeting in person and causing, or being perceived as causing Anti-Social Behaviour.

Policing Response

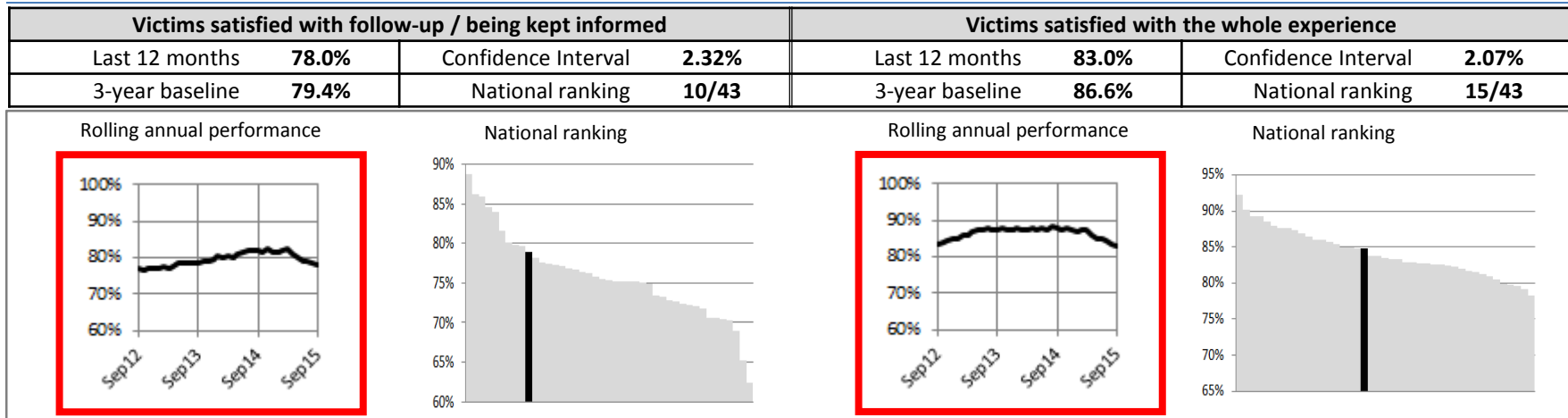
In addition to measures discussed in previous reports, the newly formed Cyber Crime unit is undertaking a profile to establish whether “traditional” ASB has moved online.

Monthly & average inc. rate



Victims' Satisfaction – Lead Officer: Supt. (CPC East)

Percentage of telephone survey respondents satisfied with the follow-up and their whole experience



Performance Summary

Performance in relation to these measures of victim satisfaction has continued on a path of gradual decline since March 2015. Satisfaction with follow up has declined by 4.3% and currently sits just below the baseline. Satisfaction with the whole experience has declined by 4.2% over the same period, and also sits just below the baseline

National ranking data reflects performance up to June 2015, with updated data next released in mid-November.

Analysis

Satisfaction performance is measured by surveys of a representative sample of victims. As such the results are 'estimates' of the views of all victims based on that sample. This method means that the results are the mid point of a range (known as a 'confidence interval'). The surveys used by Suffolk Constabulary are strong and this range is small – for example the 78.9% figure for the last 12 months reported here is subject to a 2.39% confidence interval meaning the actual level of satisfaction is just as likely to be 76.5% or 81.3% or anything in between. The implication of this is that performance is in line with the baseline.

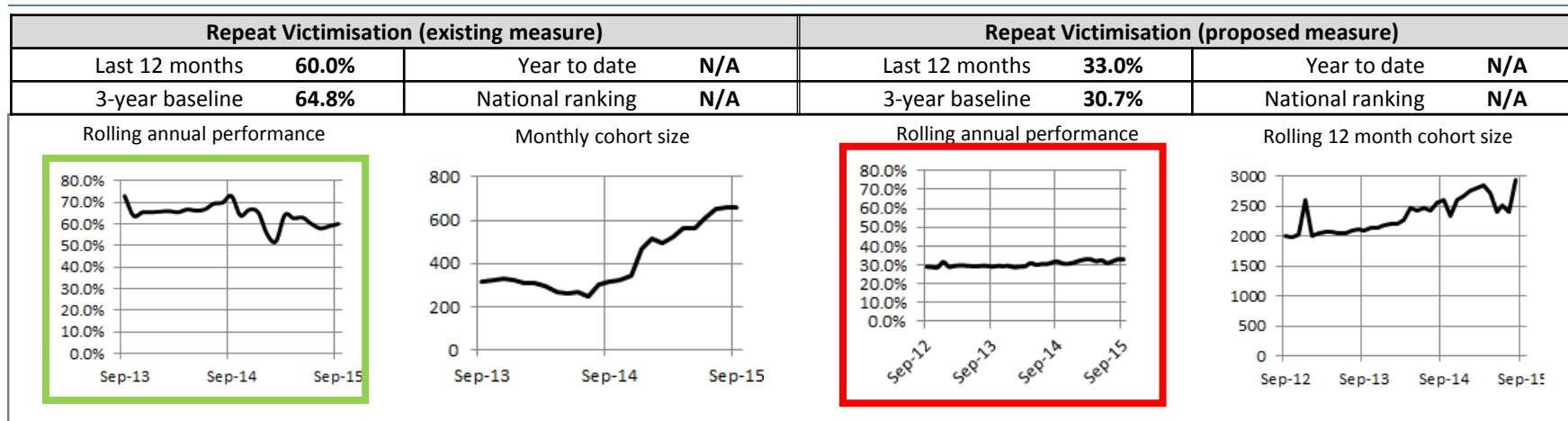
A limitation of this method is that (as is the case nationally) only victims of vehicle crime, violent crime and burglary dwelling are surveyed, and so only captures a narrow selection of victims of crime the constabulary comes into contact with.

Policing Response

The Victim Satisfaction Improvement Group has recently been incorporated into the Constabulary's Confidence Board. The two primary actions to take forward via that forum will be the creation of a victim satisfaction and customer service award for staff displaying exceptional customer service, aimed at raising the profile of customer service. The board have approved taking this action on and it will be progressed as soon as possible. The second is the development of a training video for staff, where victims of crime experiencing both positive, and not so positive service discuss their experiences. The board have also agreed to progress this action, though recognised that there is a reduced capacity to deliver at present, and it can be problematic to identify victims to take part in such a video.

A further issue discussed at the meeting was for consideration to be given to the possibility of utilising police volunteers to undertake certain functions to assist in improving customer services, as has been progressed by Dorset Police. This will be subject of further discussion, and consideration given to an action for formally scoping the Dorset model at the next meeting.

Domestic Abuse Repeat Victimization – Lead Officer: Supt (Public Protection) *Victims of repeat Domestic Abuse who are reoffended against three times or more within a twelve month period*



Performance Summary: Existing Measure

Current performance in relation to the existing measure of domestic abuse indicates that 60% of domestic abuse victims suffering three or more such offences within a twelve month period were further offended against in the subsequent twelve months. The rate has remained below baseline levels throughout 2015.

Repeat victimisation is highest amongst ‘high’ risk victims, at 53.9%. Repeat victimisation in ‘medium risk’ victims stands at 32.5% and repeat victimisation in the ‘low risk’ category stands at 42.8%.

Performance Summary: Proposed measure

The proposed repeat victimisation measure shows that 33% of domestic abuse victims have suffered more than one offence within a twelve month period.

The rate has remained at largely between 30% and 33% in 2015 to date. In this context a change in the number of all repeat reports can be considered a more accurate indication of the impact of police and partner interventions, not just those of specialist teams.

Analysis

As discussed in the end of year report, the significant efforts the constabulary has made around ethical crime recording, and particularly around victim engagement have contributed towards the continuing increase in the volume of cases where repeat victimisation is apparent. This trend is likely to continue with the enhanced activity taking place in this area to support victims and encourage reporting, as discussed in the separate paper referred to in the policing response section.

Additional focus has been applied to standard risk repeat victims as a pilot initiative which is intended to be rolled out across the constabulary.

Policing Response

As discussed in the last report, work is ongoing around three key actions arising from an HMIC Inspection of the effectiveness of Suffolk Constabulary's response to domestic abuse. The latest progress against these actions is outlined below:

Recommendation 1

The Force should review the training currently provided to staff to ensure all staff understand coercive control, stalking, harassment and so-called honour-based violence.

Progress – This forms part of a 3-year programme to roll out training to all frontline staff. A guide for frontline officers and supervisors is being developed to cover attitudes and behaviours of officers, and investigative guidelines. The force is considering the new College of Policing / Safe Lives training package for forces to change organisational culture in respect of domestic abuse. This training is being piloted in other forces, and the constabulary will await a full assessment of that training prior to progressing.

Recommendation 3

The Force should consider how multiple contacts with victims, by different officers or police staff and other agencies can be streamlined to provide a better service for the victim.

Progress – The force is now working with a new Independent Domestic Violence Advocacy (IDVA) service and other voluntary organisations to ensure a more streamlined approach. Work is ongoing to improve the experience of victims contacts with the Criminal Justice system. This issue now forms part of the actions arising from a report produced by the University College Suffolk (commissioned by the Police and Crime Commissioner) into the experiences of domestic abuse victims in Suffolk.

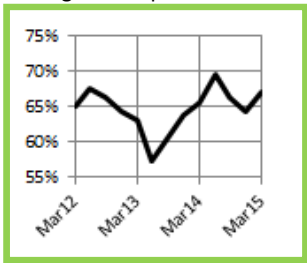
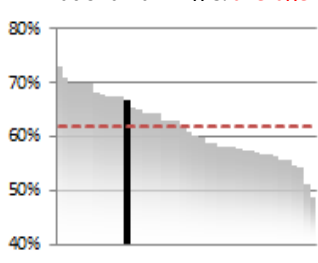
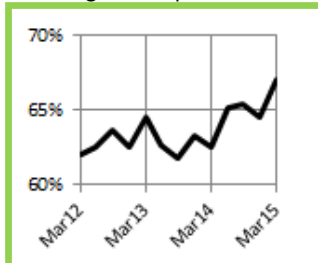
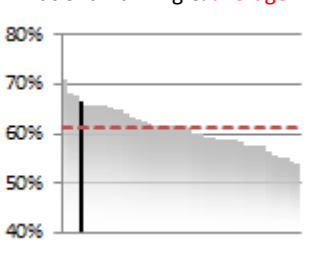
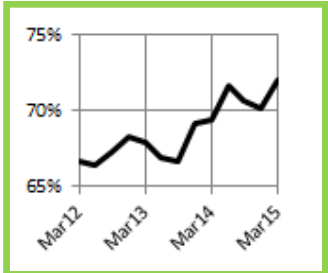
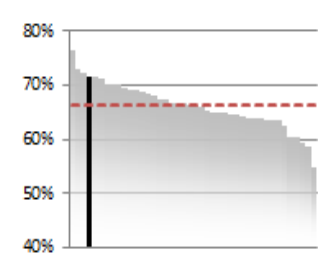
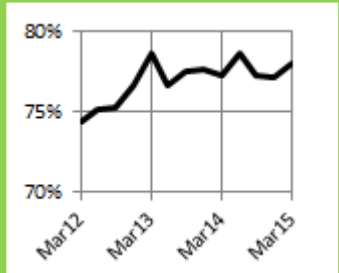
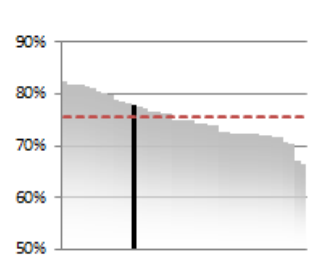
Recommendation 4

The Force should review the investigative process for domestic abuse to ensure that officers collect all available evidence to help build strong cases against perpetrators

Progress – Guidance provided by CPS and ACPO on Domestic Abuse Investigations is in use across the force and a wider document providing guidance on investigation, supervision and audit continues to be developed to ensure it works across Suffolk / Joint units.

Public Confidence – Lead Officer: C/Supt County Policing

Responses to the Crime Survey of England & Wales relating to confidence in the police

People who think the police do a good / excellent job				...who think the police are dealing with community priorities			
Last 12 months	66.8%	Confidence Interval	2.8%	Last 12 months	66.5%	Confidence Interval	2.5%
3-year baseline	64.2%	National ranking	12th	3-year baseline	63.4%	National ranking	4th
Rolling annual performance		National ranking & average		Rolling annual performance		National ranking & average	
							
...who think the police would treat them fairly				...who have overall confidence in the police			
Last 12 months	71.7%	Confidence Interval	2.5%	Last 12 months	77.7%	Confidence Interval	2.4%
3-year baseline	69.2%	National ranking	4th	3-year baseline	77.2%	National ranking	13th
Rolling annual performance		National ranking & average		Rolling annual performance		National ranking & average	
							

Public confidence data is taken from the Crime Survey for England and Wales. Current data is as per the last report, and only displays up to March 2015. Data to June 2015 will be released in mid October, and included in the next report.

Performance Summary

Suffolk is sitting at above baseline levels, and is above national average rates of confidence in all four measures. Its national ranking has improved in three of the four measures, and the force is in 4th position nationally in terms of both police dealing with community priorities and police treating members of the public fairly.

Analysis

The Constabulary has previously had a 'Confidence Board' to provide governance around Public Confidence. It has been decided to evolve this forum to incorporate victim satisfaction, and is now known as the Confidence and Satisfaction Board. The board will sit on a six weekly basis, chaired by the Assistant Chief Constable (ACC). The next meeting will be held on 14th October 2015. A Terms of Reference for the new board has been agreed, and there is an extensive action plan which has been developed to improve the confidence of the public in policing which is monitored via this process.

Policing Response

Public confidence in police (and local authorities) relies upon many different variables. Work is ongoing to assist in increasing public confidence across a number of work streams including community engagement, police fairness, police effectiveness and perceptions of crime and disorder. As part of the evolution to becoming a Confidence and Satisfaction board, an additional work stream with associated actions will be developed around Victim Satisfaction. Governance of the Children and Young Peoples Strategy will also be incorporated into this board. Some of the actions identified to be progressed via these streams of work (and monitored by the Confidence Board) include:

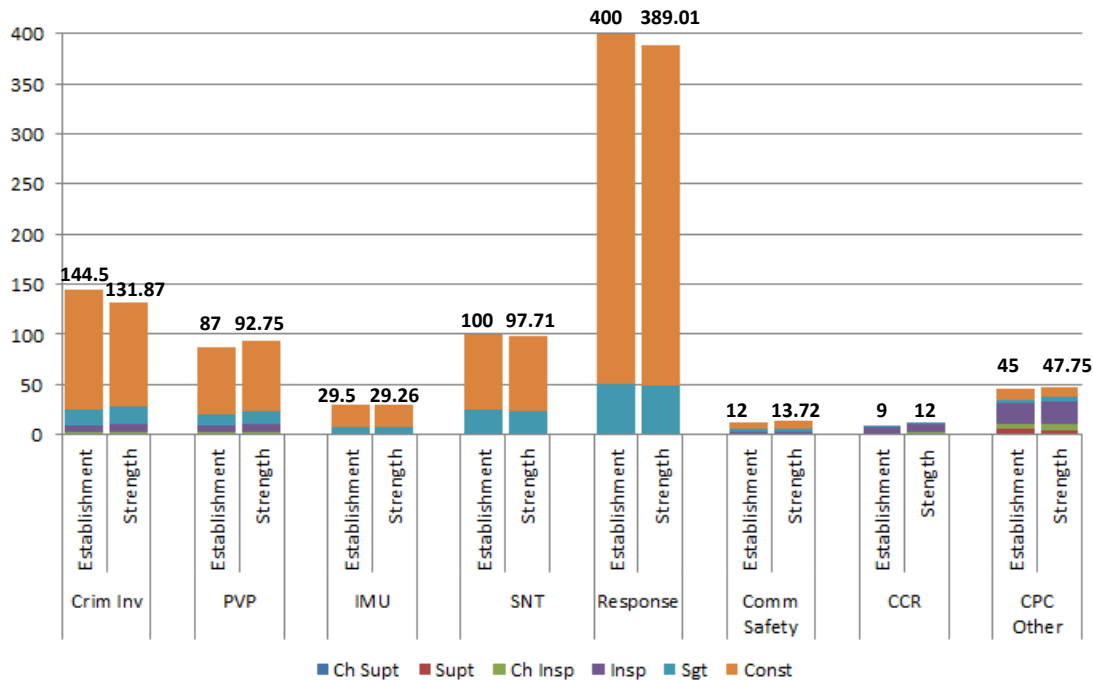
- Developing a new website with public interactive capability,
- Safer Neighbourhood Teams to review engagement with the public to set community priorities, and if necessary develop new and improved methods to do so
- Increasing and improving use of Body Worn Video,
- Introducing 'Toughbooks' (Lap Top computers) to Safer Neighbourhood Teams and Neighbourhood Response Teams (to allow frontline officers to have desktop functionality whilst on patrol to improve the level of decision making, and service provided to the public
- Ensuring social media is used effectively and proactively to deliver co-ordinated communications to the public

Human Resources - Establishment

Number of officers and staff employed

Total No Officers		Total No PCSOs		Total No Staff		Total No Specials
Current strength of officers	Officer FTE Establishment	Current strength of PCSOs	PCSO FTE Establishment	Current strength of police staff	Police Staff FTE Establishment	Current strength of Specials
1098.65	1,131.9	155.44	166	Staff establishment is subject to finance and HR reconciliation	N/A	244

Current FTE Strength and Establishment of Police Officers by Suffolk Constabulary County Poling Command (as at September 30th 2015).



The current strength of Police Officers now stands at 2.98% below establishment. However, both the establishment and strength of officers have reduced compared to March 2015. The overall establishment of officers has dropped by 5.4% (from 1194.9) and the overall strength of officers has dropped by 3.73% (from 1140.44 to 1098.65).

PCSOs stand at 6.6% below establishment at 155.44, and again, overall establishment has also dropped by 1.78% compared to March 2015. The combined strength of 1254.09 is 1.9% lower than that reported in June 2015, and 4.15% lower than March 2015. The strength of Police Staff is currently unavailable due to it being subject to HR and finance reconciliation. The current strength of the Specials is 244.

The chart displays the strength and establishment of County Policing Command Teams (police officers) as at 30th September 2015. Teams currently under police officer establishment include criminal investigations, and neighbourhood and response teams. CPC strength overall currently stands at 832.59 compared to an establishment of 827. It should be noted that the establishment for CPC has reduced by 7% from March 2014, when establishment stood at 890.

Data for Police Staff is unavailable at this time as staff establishment is awaiting reconciliation on the new Enterprise Resource Planning System.

Human Resources – Long and Short Term Sickness

Number of officers and staff on sickness leave

Total No. Officers	Current (combined officer & staff)		Target		National Ranking	N/A
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<p><i>Sickness Hours lost for Suffolk Police Officers compared to force target and national average</i></p>	<p><i>Sickness Hours lost for Suffolk Police Staff compared to force target and national average</i></p>
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Data for staff sickness is currently unavailable due to irregularities in the data from the new Enterprise Resource Planning (ERP) System.

Human Resources – Restricted and Recuperative Duties

Number of officers not available for full front line duties

Total No. Officers	Current	130	12 month average		National Ranking	N/A
<p>Detailed information for officers on restricted and recuperative is currently unavailable due to irregularities in the data from the new Enterprise Resource Planning (ERP) System.</p> <p>As at the end of September 2015, 87 officers were on restricted duties, and a further 43 on recuperative duties.</p>					<p><i>Number of Officers R&R over time</i></p>	

Human Resources – Workforce Diversity

Number of officers and staff employed

% of Workforce	BME	2.09	Female	42.14	Lesbian, Gay, Bisexual	2.38%
	Part-time	17%	Disabled	5.17%		

Proportions of Black and Minority Ethnic (BME) Officers, Staff and Specials are marginally below the previous figure reported, standing at 2.09% (compared to 2.16%)

There is generally greater female representation among police staff (61.33%) compared to PCSOs (43.56%), police officers (28.76%) and Special Constabulary (32.38%).

83% of the workforce is full time, with no significant changes have been seen compared with the previous quarter.

Sexual Orientation is unknown in 33.16% of the workforce. The proportion of Lesbian, Gay & Bisexual Officers, Staff and Specials has remained consistent with the previous report at 2.38%.