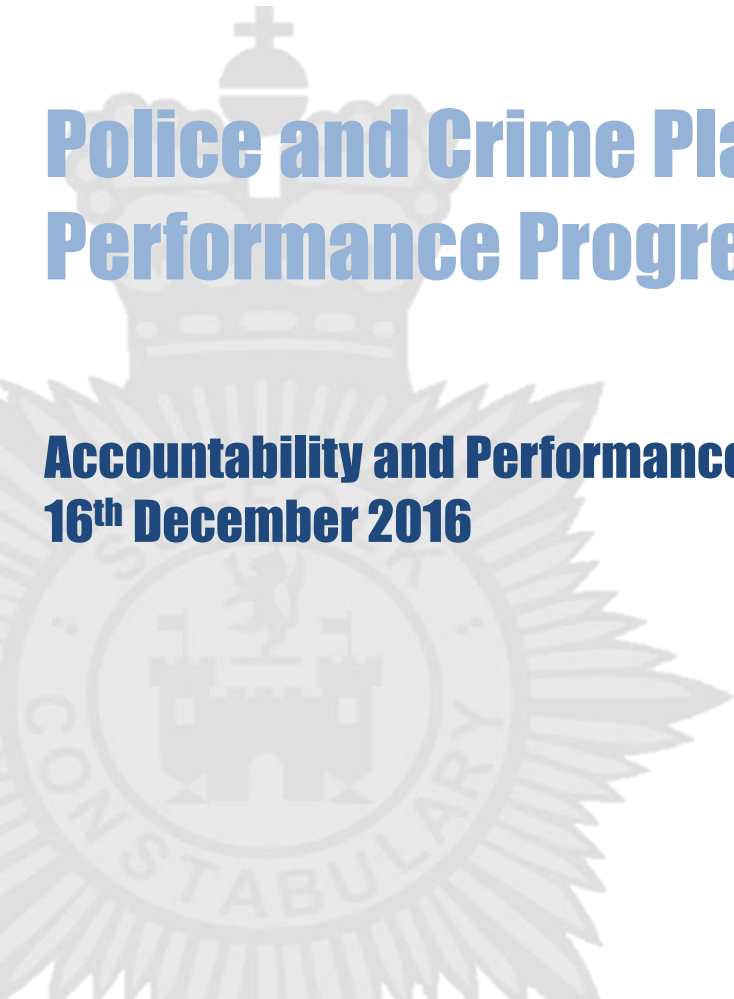


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# **Police and Crime Plan Performance Progress Report**

**Accountability and Performance Panel  
16<sup>th</sup> December 2016**



# PERFORMANCE REPORT: **Introduction**

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This report contains a selection of measures from the forthcoming Suffolk Police and Crime Plan. Some future performance indicators are under development while those within this version will be expanded on in future versions.

Future iterations of this report performance will cover the topics shown overleaf. This report introduces the format that these topics will be reported in.

In addition, separate annual reports will be provided for domestic burglary, violence with injury, robbery, anti-social behaviour, reoffending and drug trafficking.

# PERFORMANCE REPORT: Introduction

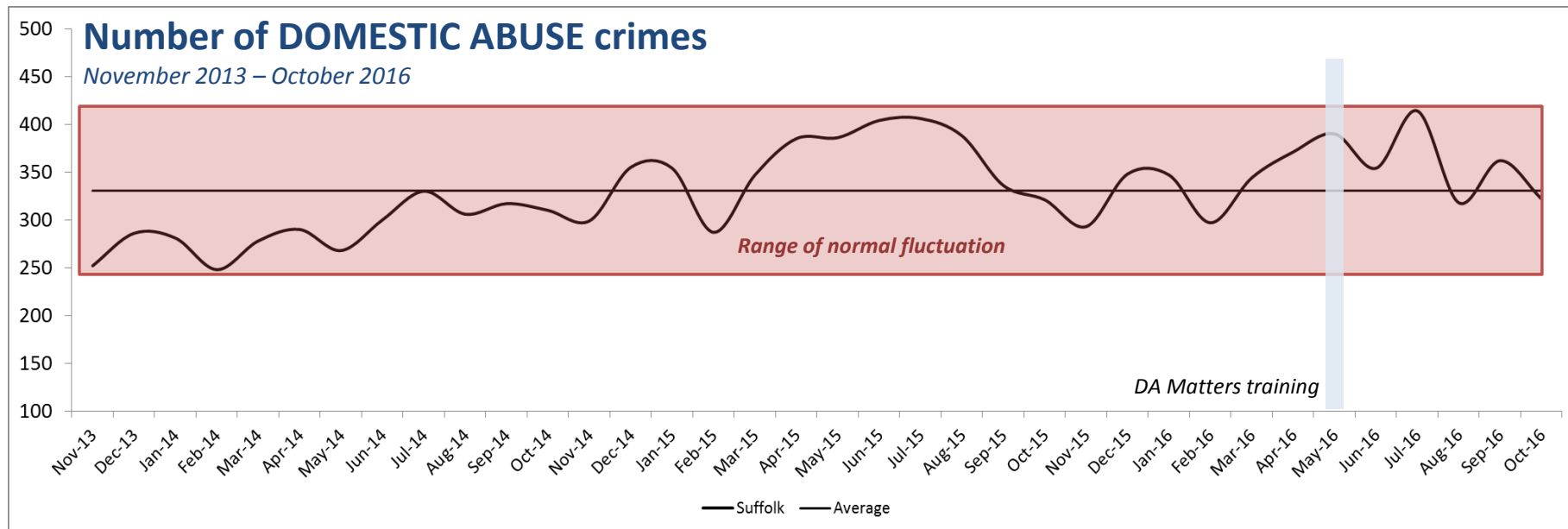
## Core Key Performance Indicators for Suffolk Police and Crime Plan

Crime	Public Safety	Public Confidence	Workforce
Number of crimes	999 call handling	Overall confidence	Establishment
Comparison with 'Most Similar Forces'	Emergency response	Community priorities	Strength
Solved Rates	Number of killed and seriously injured collisions	Fair treatment	Restricted and adjusted duties
Victim Engagement	Road Safety enforcement	Non emergency call handling	Sickness and absence
Victim Satisfaction			Diversity

*For the following crime types:*

*Business Crime  
Child Sexual Abuse  
Domestic Abuse  
Hate Crime  
Rural Crime  
Serious Sexual Crime*

# PERFORMANCE REPORT: Domestic Abuse



## ANALYSIS

Domestic Abuse related offences remain within statistically normal levels as the constabulary continues to encourage victims to report crimes and incidents. These crimes are now among the highest volume in the county and the constabulary continues to scrutinise its recording standards in line with Her Majesty's Inspectorate of Constabulary's recommendations.

The increasing reports have led to higher workloads for safeguarding hub staff and police investigators and the constabulary continues to refine how it achieves the best outcomes for victims. Further investments in body worn video technology which will provide more officers with this technology in 2017 will further strengthen opportunities to collect the best possible evidence.

## OPERATIONAL COMMENT

A new Domestic Abuse investigations multi agency panel is under development, which will reflect the rape scrutiny panel model.

The constabulary's response to stalking and harassment is under review, with focus on accurate crime identification and recording, improved awareness and recognition of stalking behaviour in a DA context, and a review of policy and working practices.

Honour Based Abuse investigations will move to a single team approach in due course, with all new allocated cases to be progressed consistently by the same cohort of investigators. Work is underway to facilitate this approach.

Initial evaluation of 'DA Matters' training indicates positive attitude changes among call handlers and investigators, with a full evaluation to be published in due course and consideration around delivering the training to a wider audience.

## KEY STATISTICS

CRIMES LAST YEAR

**4,160**

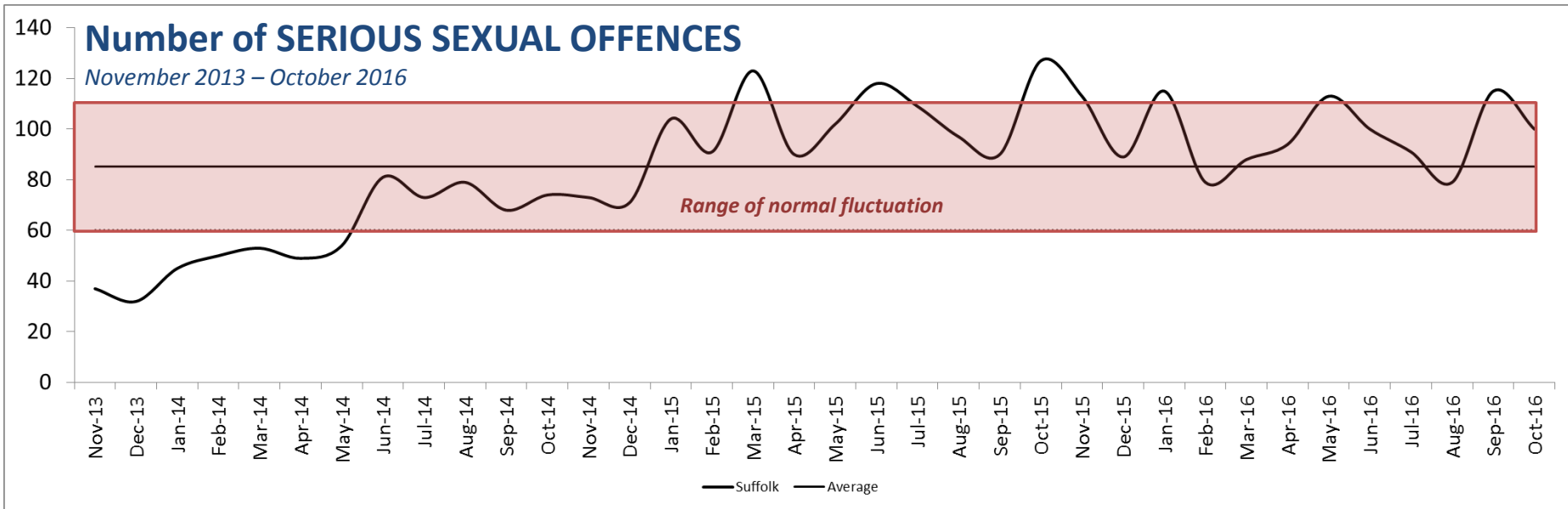
CHANGE IN LAST 3 YEARS

**-2.5%**

SOLVED RATE LAST YEAR

**26%**

# PERFORMANCE REPORT: Serious Sexual Offences



## ANALYSIS

Reports of Serious Sexual Offences (SSO) to police have risen substantially compared to three years ago, but have reached a plateau in the last year. Workloads however have substantially increased from an average of 58 new cases per month in 2013/14 to 98 per month over the most recent twelve months.

Whilst this reflects the Constabulary’s good work in encouraging increased reporting, it will continue to present challenges in terms of increased workloads for investigating teams, as is reflected in ‘Most Similar Group’ (MSG) and national rankings.

## OPERATIONAL COMMENT

- Ongoing work around compliance with and understanding of the victim’s code of practice, including gathering evidence of victim’s experiences from external agencies.
- A two day CPD training package has been delivered to SSO investigators around case preparation and suspect management, with positive feedback.
- A PVP Continuous Improvement Gold Group has been established, with initial meetings focusing on victim engagement and the use of technology in investigations.
- Greater resilience and management of investigations will be progressed with the introduction of new shift patterns for SSO and Child Abuse investigation specialists from 30<sup>th</sup> January 2017.

## KEY STATISTICS

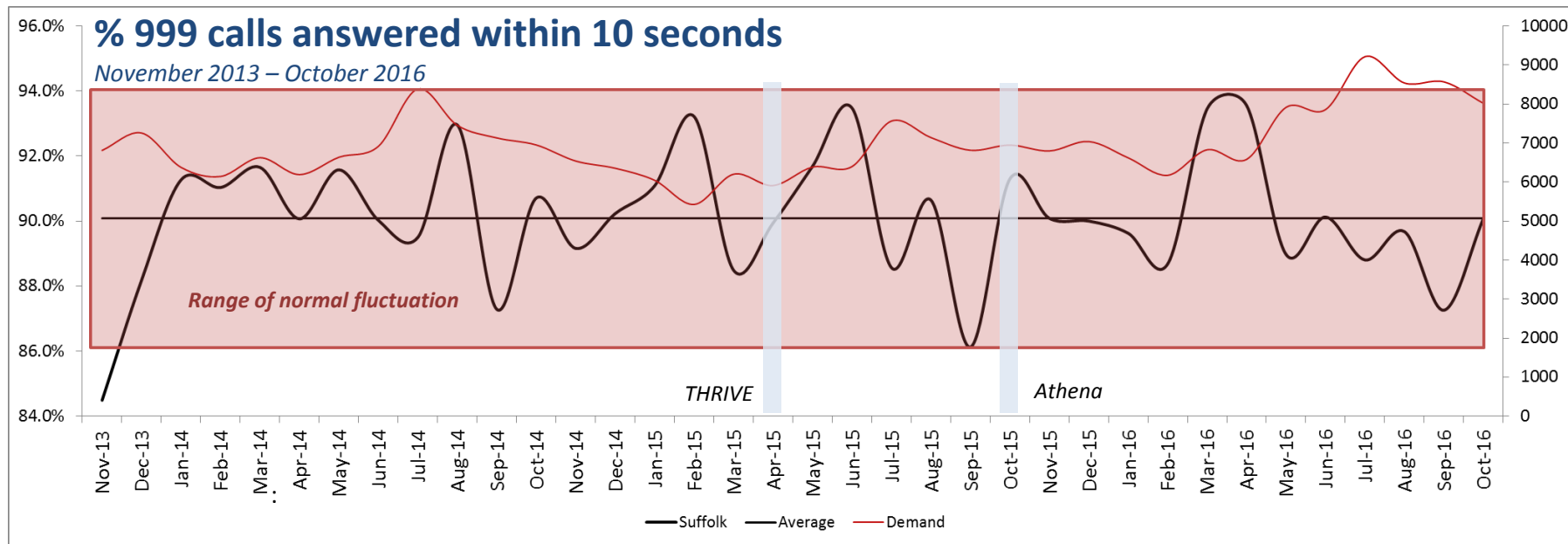
CRIMES LAST YEAR  
**1,158**

CHANGE IN LAST 3 YEARS  
**+13.8%**

NATIONAL RANKING  
(CRIMES PER 1000 POPN)  
**35/43**

SOLVED RATE LAST YEAR  
**12%**

# PERFORMANCE REPORT: 999 Call Handling



## ANALYSIS

Percentage of 999 calls answered within 10 seconds has fluctuated over the last quarter, with the service level in September falling to 87.3% as the constabulary dealt with a large increase in summer call demand. The summer has been followed by immediate increase to 90.1% in October, this reflects previous seasonal trends.

Since a peak of approximately **297** 999 calls per day in July, the demand has continued to drop to an average daily demand of **259** in October.

In addition to a drop in demand, the average duration of 999 call has dropped from a peak of 3m 38s in April to 3m 30s in October. This is also reflected in a drop in abandonment rate from 2.6% in May, to 2.3% in October.

## OPERATIONAL COMMENT

Developments to operating practices continue to be implemented to improve the efficiency of call taking and to provide the best service possible to callers. Most recent changes include the ability to send text messages directly from STORM (incident recording system) to callers. Some of these are still awaiting implementation but will, in due course, reduce call taking time by providing CAD reference numbers to all callers (reducing the time taken to search for CADs when multiple calls are made about the same incident), and sending updates to callers for instance in the event of the option to send a text message direct from STORM to all callers containing a CAD reference number. This will reduce the amount of time taken to search for CADs in cases of repeat calls about the same incident.

## KEY STATISTICS

% CALLS WITHIN 10 secs  
(Last year)

**90%**

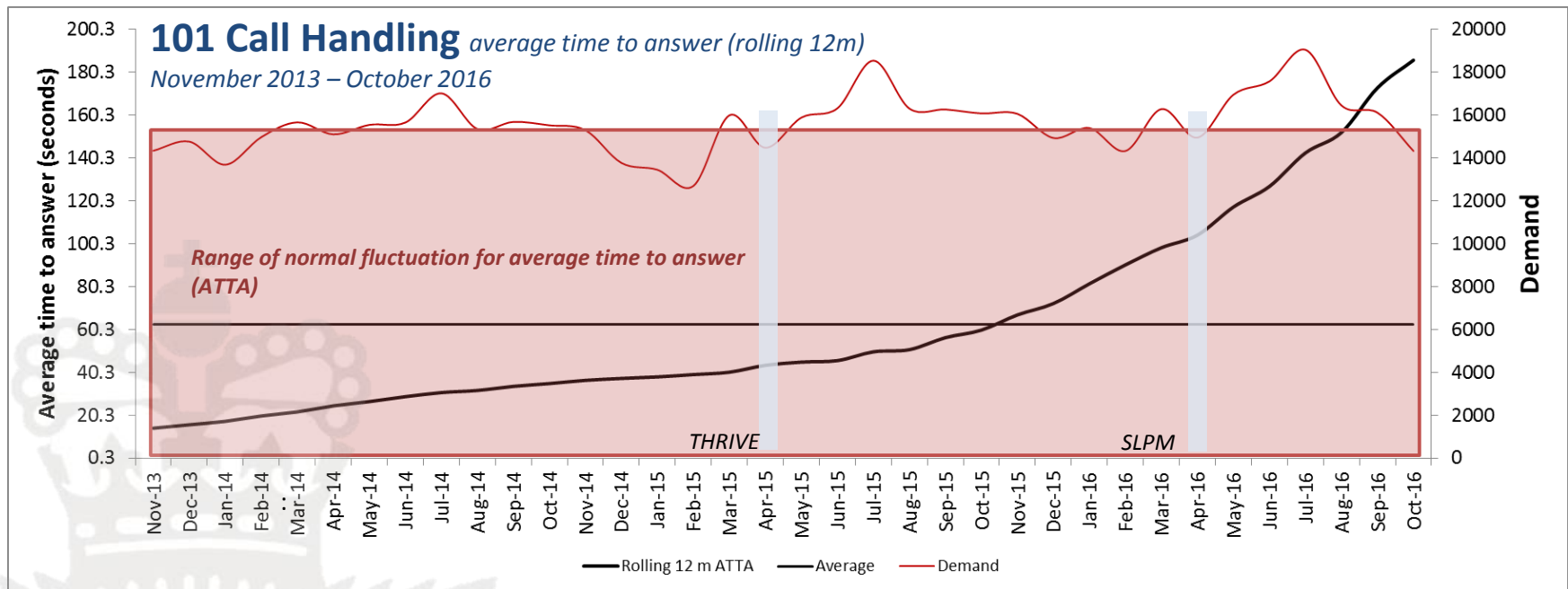
AVERAGE CALLS PER DAY

**259**

AVERAGE CALL  
DURATION

**3 mins 30 secs**

# PERFORMANCE REPORT: 101 call handling



## ANALYSIS

101 call handling times have become statistically higher than the normal, with the most recent monthly figure sitting at 3 minutes and 6 seconds. This represents a 209% increase on the same point last year (an increase of 2 minutes and 4 seconds) and represents ongoing challenges of higher demand for calls and the impact of added duration on the phone as a result of the implementation of the THRIVE model.

This added time is spent gathering information in order to accurately assess the vulnerability needs of the caller and deploy the correct resources.

## OPERATIONAL COMMENT

A cohort of new call handlers were deployed at the end of October, and will soon be joined by additional new staff who are currently undergoing training and tutorship within the CCR.

Work is underway to review shift patterns in the contact and control room, to provide optimum coverage across 'peak' and 'normal' demand periods.

A new telephony system is due to be implemented within the contact and control room in 2017, which is expected to ease existing IT constraints.

## KEY STATISTICS

AVERAGE TIME TO ANSWER  
(last 12 months)

**2 mins 55 secs**

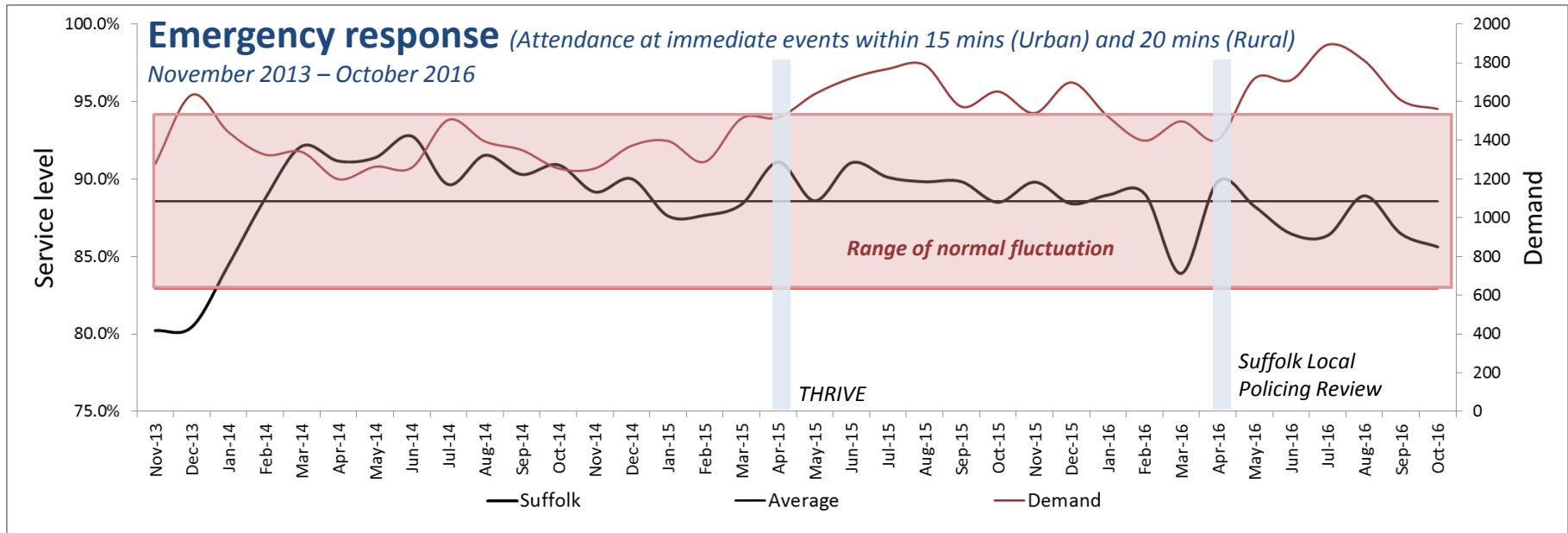
AVERAGE CALLS PER DAY

**527**

AVERAGE CALL DURATION

**5 mins 35 secs**

# PERFORMANCE REPORT: Emergency Response



## ANALYSIS

Note that previous values for emergency response have been recalculated to reflect urban/ rural boundary changes resulting for the SLPR, meaning that values on this chart may differ from previous reports.

The most recent monthly emergency response service level was 85.6%, which represents a general downward trend since April 2016 when emergency demand increased in line with seasonal norms. Since the implementation of the THRIVE model, the constabulary deals with more emergency events and since April 2016, Neighbourhood Response Teams have had their core responsibilities aligned to this task.

It is likely that emergency demand will decrease in the winter months and response levels increase.

## OPERATIONAL COMMENT

Although the geographical spread of demand has not altered significantly since the introduction of resourcing under the new policing model, a drop in performance has resulted in a review of emergency response times.

This process has involved reviewing all 'missed' immediate incidents since April and has identified options around adjusting capacity to cover additional peak demand periods and to maximise resources.

## KEY STATISTICS

% EMERGENCIES RESPONDED TO WITHIN TARGET (last 12 months)

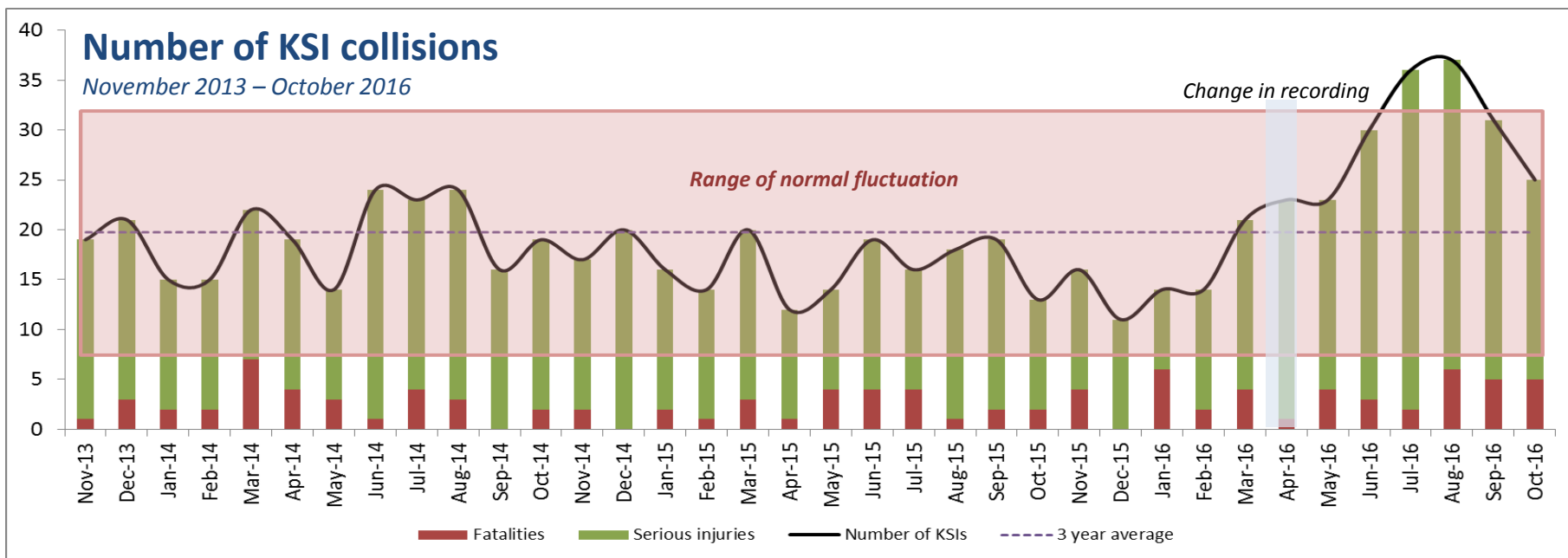
**87.7%**

% ALL POLICE EVENTS WHICH REQUIRE EMERGENCY RESPONSE

**12%**



# PERFORMANCE REPORT: KILLED AND SERIOUSLY INJURED COLLISIONS



## KEY STATISTICS AND ANALYSIS

Killed and Seriously Injured Collisions (KSI) has been a short term exception recently, breaching upper control limits during a peak between June and September. Over this period, KSI rose to almost double the three year average (87.6% higher in September) with the rate of accidents reaching or exceeding one per day. This trend was noticeably more pronounced than previous seasonal peaks and is most likely accounted for by a change in recording practices: Since April 2016, it has been mandatory to complete a statistics form for **all** collisions, regardless of severity, meaning that serious injuries that might previously have been suffered from a 'slight injury' collision (previously not always recorded on a statistics form) are now being captured more accurately.

Proportions of fatalities and serious injuries have fluctuated over the three year period with no discernible pattern, with the highest peak in fatalities having occurred in January 2016 (42.8% of KSI accidents). Since then, figures have remained below 20%.

## OPERATIONAL COMMENT

There are no obvious factors contributing to fluctuations in fatalities, although it is noted that there is some elevation in the number of motorcycle passenger fatalities.

Roads Policing units, casualty reduction teams, and neighbourhood teams continue to enforce road safety under the 'fatal four' umbrella of speed, distraction, seat belts, and drink/ drug driving.

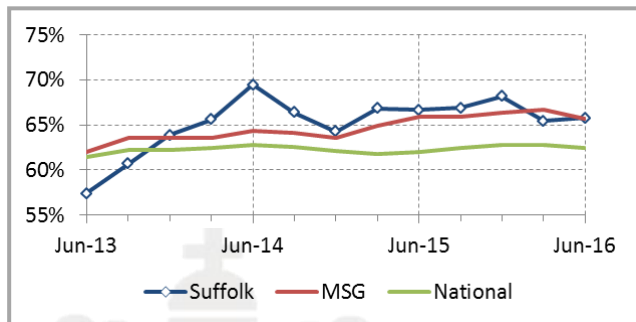
There will be a targeted operation on 6<sup>th</sup>, 7<sup>th</sup> and 8<sup>th</sup> December which is designed to tie in with the Christmas drink drive campaign, as well as road safety more generally.

The roads policing unit continue to use plain motorcycles for mobile phone enforcement, however these resources are currently secured on a temporary basis only, with funding to make this permanent among the units priorities.

# PERFORMANCE REPORT: Confidence

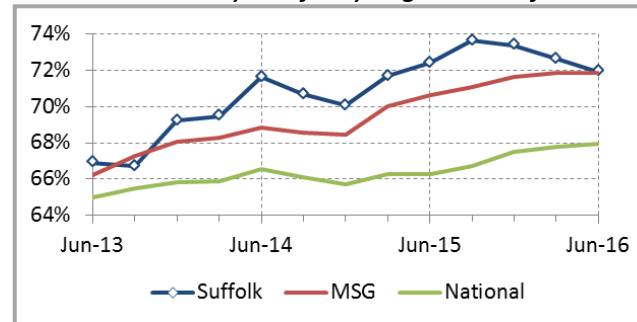
Data from Crime Survey for England and Wales up to June 2016.

*"Police do a good or excellent job"*



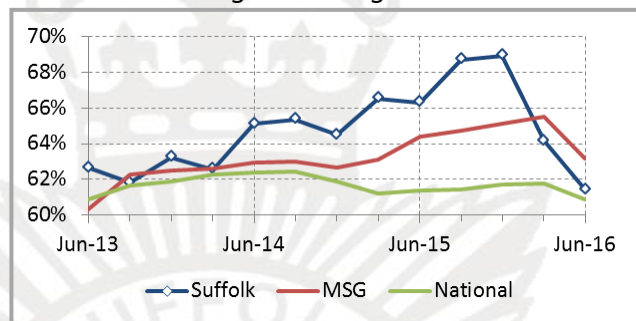
Good job	
Suffolk	65.7%
MSG Av/ Rank	65.7% 5/8
National Av/ Rank	62.4% 15/43

*"Police treat everyone fairly regardless of who they are"*



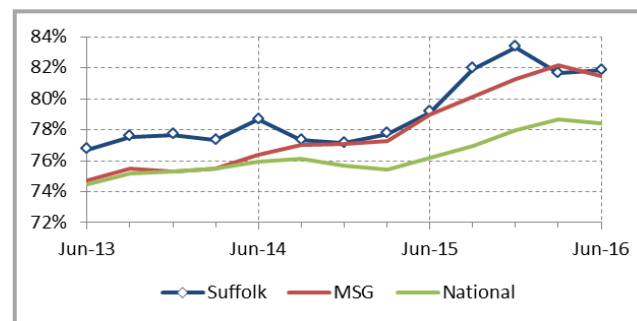
Fair Treatment	
Suffolk	71.9%
MSG Av/ Rank	71.8% 5/8
National Av/ Rank	68.0% 9/43

*"Police are dealing with things that matter to the community"*



Community Priorities	
Suffolk	61.4%
MSG Av/ Rank	63.2% 6/8
National Av/ Rank	60.9% 21/43

*"I have confidence in the police in this area"*



Overall	
Suffolk	81.8%
MSG Av/ Rank	81.5% 0/8
National Av/ Rank	78.4% 10/43

## KEY STATISTICS AND ANALYSIS

Having improved between late 2014 and early 2016, confidence has dropped to some degree across all of the indicators above. Most noticeably, confidence that the police are dealing with the issues that matter to the community has dropped to a three year low, with the Constabulary ranked as 6<sup>th</sup> out of 8 MSG forces.

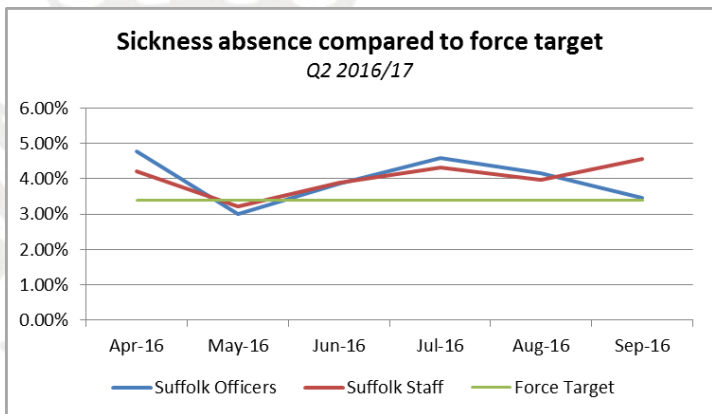
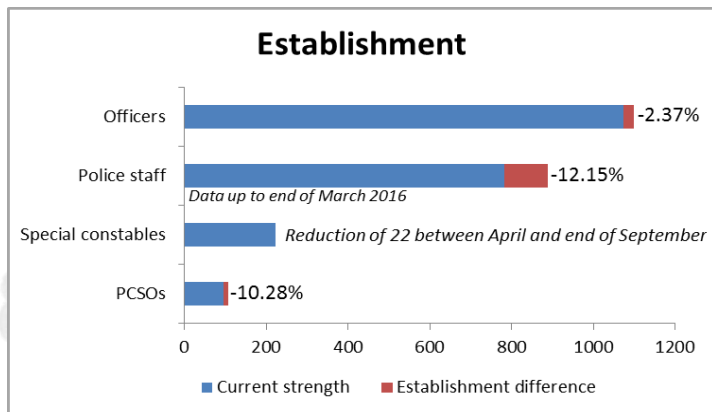
Nationally, Suffolk Constabulary rank favourably across most of the above indicators, falling within the top quarter for overall confidence and fair treatment, and around the top third for doing a good or excellent job.

## OPERATIONAL COMMENT

Work is planned and underway around better understanding how the constabulary can improve satisfaction in the services we provide which will in turn improve confidence among our communities. Particularly since the revision of the victims code in October 2015, this has included the development of an action plan to monitor and facilitate the delivery of the new Victim's Strategy. Further work will explore the development of performance measures to be fed directly into the Constabulary's new Performance Framework and will help to re-design the direction of the confidence and satisfaction board.

# PERFORMANCE REPORT: Workforce

## Workforce and sickness



Between Q1 and Q2 of 2016/17, the number of hours lost to sickness absence across the organisation increased among officers and staff. Officer hours lost rose only marginally, from 3.87% to 3.89%, with a peak in April (4.77%). Staff hours lost rose slightly more noticeably, from 3.77% to 4.28%, with a peak in April (4.77%)

## Recuperative and adjusted duties

