
Police and Crime Plan Performance Progress Report

Accountability and Performance Panel

16th June 2017



PERFORMANCE REPORT: Introduction

The Suffolk Police & Crime Plan 2017-2021 sets out four objectives that underpin monitoring of the Constabulary's performance.

OBJECTIVE 1: Responding to calls for urgent assistance

OBJECTIVE 2: Caring about victims, communities, the local economy and our people

OBJECTIVE 3: Protecting the most vulnerable people & communities by preventing, reducing & solving crime & ASB

OBJECTIVE 4: Making Suffolk safer – ethical, efficient and effective services with the right resources

Within these objectives, the PCC monitors the constabulary particularly in respect of domestic abuse, serious sexual offences, child sexual abuse, hate crime, online crime, rural crime, business crime, burglary, robbery, violence with injury, drugs, reoffending and anti-social behaviour. Public confidence, 999 and 101 calls, emergency response times, road safety and workforce characteristics are also monitored.

However, apart from 999 calls and emergency response times, there are no targets set within the police and crime plan.

Instead the plan monitors the constabulary for continuous improvement. The PCC recognises that monitoring performance in relation to police and crime issues is complex and in many cases cannot be determined with a single indicator. Therefore this report, which informs the PCC's Accountability and Performance Panel, is based on two guiding principles; 1) performance is tracked for statistical exceptions and 2) a range of indicators that demonstrate all aspects of the PCC's objectives are tracked.

In terms of statistical exceptions, this report uses a method known as **statistical process control**. This method measures a range of 'normal' variation. Where a performance indicator moves outside of this range, performance is termed 'exceptional'. This does not necessarily mean performance is good or bad, but that variation is more than normal. In these cases further analysis is provided to explain this change.

PERFORMANCE REPORT: Introduction

This report covers the following performance measures from The Suffolk Police and Crime Plan (each measured against a set of indicators):

- Burglary Dwelling
- Violence With Injury
- Robbery
- Antisocial Behaviour
- Drug Trafficking
- Reoffending**
- Satisfaction** (for victims of serious sexual offences, domestic abuse and hate crime)

*** These measures are still under development*

In addition, quarterly reports will cover the following business areas:

- Domestic Abuse
- Serious Sexual Offences
- Child Sexual Abuse
- Killed and Seriously Injured collisions
- 101 Call Handling
- Workforce

Crime data for this report is compiled from the Suffolk Performance Framework.

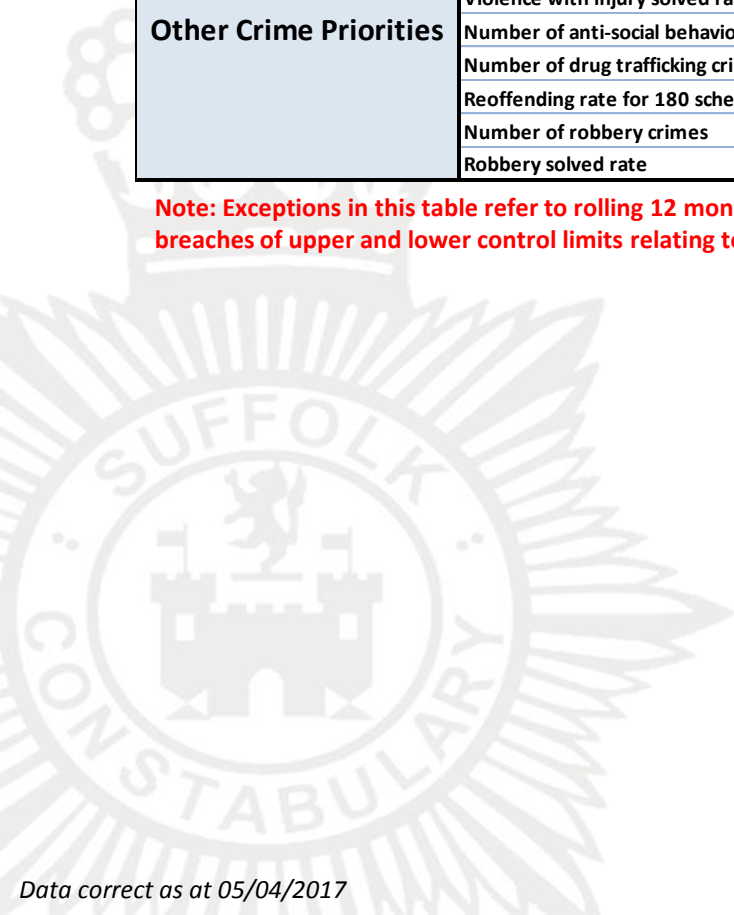
PERFORMANCE REPORT: Summary

Suffolk Police and Crime Plan Objectives: Performance Summary

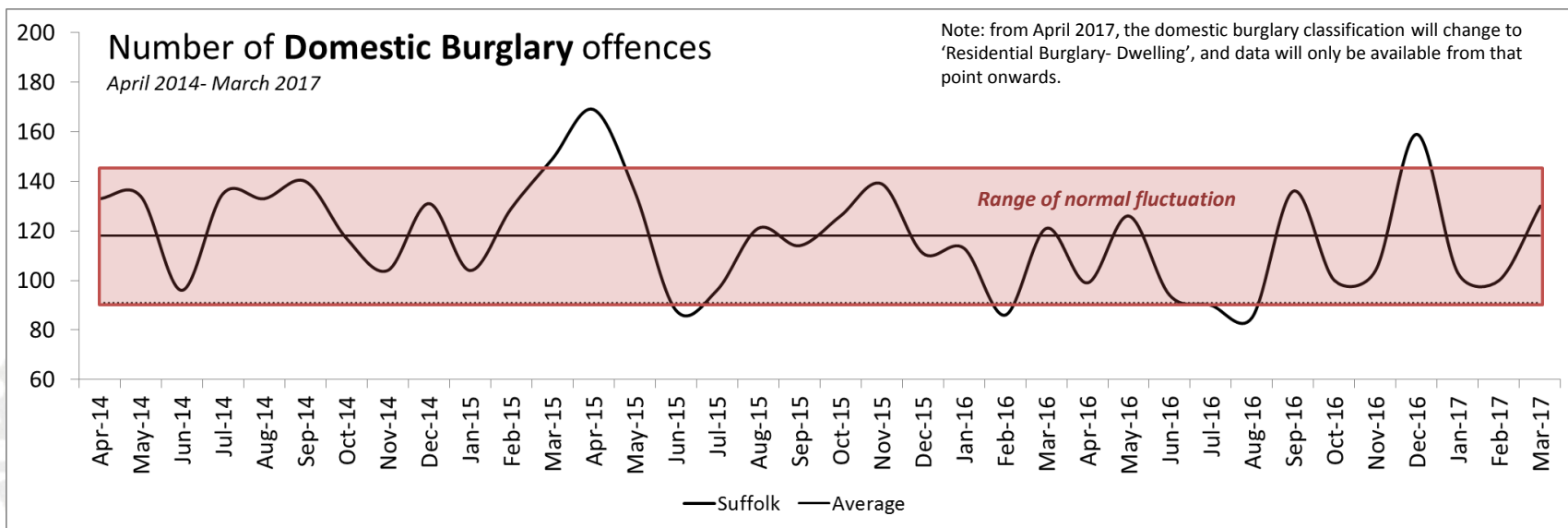
Data up to 31st March 2017

| Objective | Measure | Last 12 months | 3 year average | Difference | Statistical Exception (rolling 12 months) | |
|-------------------------------|---|----------------|-----------------------------|------------|---|-----|
| Other Crime Priorities | Number of domestic burglary crimes | Pages 5-6 | 1,328 | 1,452 | -9% | Yes |
| | Domestic burglary solved rate | | 13% | 18% | -6% | No |
| | Number of violence with injury crimes | Pages 7-8 | 4,825 | 4,131 | 17% | Yes |
| | Violence with injury solved rate | | 25% | 43% | -18% | Yes |
| | Number of anti-social behaviour incidents | Pages 11-12 | 13,186 | 14,392 | -8% | Yes |
| | Number of drug trafficking crimes | Pages 13-14 | 207 | 335 | -38% | Yes |
| | Reoffending rate for 180 scheme members | | Currently under development | | | |
| | Number of robbery crimes | Pages 9-10 | 278 | 181 | 53% | Yes |
| | Robbery solved rate | | 25% | 36% | -11% | No |

Note: Exceptions in this table refer to rolling 12 month crime rates. The charts on subsequent pages within the report show monthly data, with breaches of upper and lower control limits relating to single months.



PERFORMANCE REPORT: Domestic Burglary



Performance at a glance

| | |
|---|--|
| Level of crime | The level of burglaries in Suffolk has consistently fallen in the last three years |
| Level of successful investigations | Approximately 1 in 10 crimes are solved by police. |
| Level of victim support for police investigations | Just under 100% of victims support police investigation |
| Satisfaction of victims | 9 in 10 victims were satisfied with their whole experience |
| Comparison to most similar forces | 4 th out of eight forces (offences per 1,000 households) |

Last 12 Months in Detail

(difference to 3 year average in brackets)

| | |
|--|-----------------------------|
| Number of crimes | 1328 (-9%) |
| % of crimes where an investigation was not possible | Negligible (less than 0.5%) |
| % crimes where victim supports police investigation | 98% |
| % crimes solved by police | 13% (-6 ppt) |
| % of cases convicted in court | Not yet available |
| % victims satisfied overall (whole experience) | 90.7% |

Analysis:

Domestic Burglary has typically remained within 'normal' limits over the last 12 months. The most recent exceptional month, in December 2016 most likely reflects a series identified in West Suffolk, for which there was a coordinated policing response with Norfolk.

On a monthly basis there has been no discernible pattern of burglary numbers, but the rolling 12 month total has declined from 1,505 in March 2015, to 1,420 in March 2016, and 1,326 in March 2017 (a 12% reduction over a three year period). Accordingly, the average number of burglaries per day reduced from 4.2 in April 2015 to 3.6 as at March 2017.

Out of eight most similar group (MSG) forces, Suffolk was one of three to experience a year-on-year reduction in domestic burglary, and at March 2017 was below the MSG average for rate of offences per 1,000 households (4.4 compared to 5.0).

Over the last six months, the rolling 12 month solved rate for domestic burglary has been steadily increasing following a dip between late 2015 and late 2016. A rate of 13% in January this year was the highest monthly rate since October 2015 and was maintained during February and March despite a monthly increase in crime. The rolling 12 month solved rate (13%) is consistent with the average of MSG forces (also 13%) and higher than the national rates average of 9.3%.

New counting rules:

As of April 2017, the classifications for domestic burglary offences are changing to "Residential Dwelling" (previously 'Domestic') and "Residential non-Dwelling" (previously 'Other Building'). These classifications will be reported in subsequent versions of this report

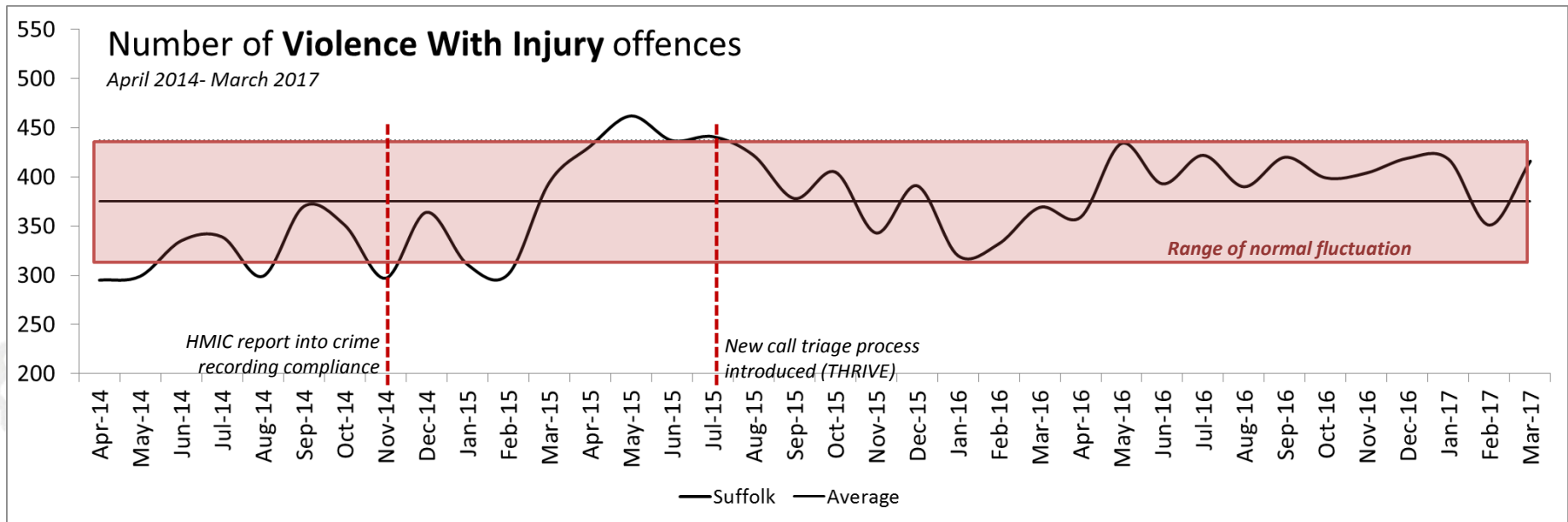
Operational Commentary:

The force operates a burglary 'action plan' which, provides direction for effective responses to domestic burglaries. Key activities include:

- Weekly analysis for early identification of emerging hotspots and trends.
- Ongoing comparative case analysis to identify potential series' or linked offences.
- Targeted media campaigns, such as the recent #Gnomesecurity campaign¹, aimed at reminding residents of the importance of maintaining security through the summer months.
- Prioritisation of forensic work relating to domestic burglary suspects
- Continued engagement with charged and/ or convicted offenders to detect further offences and to refer to restorative justice schemes where appropriate and possible.

¹ <https://www.suffolk.police.uk/news/latest-news/avoid-spring-break-your-home>

PERFORMANCE REPORT: Violence with Injury



Performance at a glance

| | |
|---|---|
| Level of crime | Stability within a range of normal fluctuation since May 2016 with no monthly exception breaches. |
| Level of successful investigations | 1 in 4 crimes are solved |
| Level of victim support for police investigations | 7 out of 10 victims support police investigation |
| Satisfaction of victims (all violent crime) | Almost 8 in 10 victims were satisfied with the whole experience |
| Comparison to most similar forces | 3 rd lowest out of 8 similar forces for crimes per 1,000 population |

Last 12 Months in Detail

(difference to 3 year average in brackets)

| | |
|--|--------------------|
| Number of crimes | 4,825 (+17%) |
| % of crimes where an investigation was not possible | 3% |
| % crimes where victim supports police investigation | 71% |
| % crimes solved by police | 25% (-18ppt) |
| % of cases convicted in court | Not yet available |
| % victims satisfied overall | 76.4% ⁷ |

Analysis:

Violence With Injury

A number of key changes have impacted the trend in Violence with Injury offences over the last three years:

- An HMIC report into compliance with National Crime Recording Standards² published in November 2014 which required all forces to apply stricter rules in relation to recording crime, is very likely to have contributed to an increase in recorded offences during since 2015³,
- The introduction of a new screening process in the control room in July 2015 (THRIVE) is very likely to have impacted the number of violent crimes due to a more effective approach to triaging.
- An increase between January and May 2016 coincided with changes relating to domestic abuse, including new legislation around coercive control, and comprehensive training designed to improve understanding around the complexities of domestic abuse (including violence). This may have contributed to increased reporting and recording of domestic related violence

Since these changes, the trend in violence with injury offences has settled towards a higher 'norm' with no breaches of upper or lower control limits over the most recent 12 month period, and with noticeably less fluctuation (rolling 12 month changes have been between 0% and 2% for nine consecutive months).

An increase in violence with injury offences has been experienced nationally. Year-on-year, the increase in Suffolk (3.1%) is lower than the average increase across MSG forces (6.7%), the East of England (8.0%), and the nation (8.1%). In March 2017 Suffolk were ranked third out of its eight MSG forces for crimes per 1,000 population (6.7 compared to an average of 7.3). Suffolk also compare favourably to national increases in knife and gun crime, with an 18% year-on-year reduction (up to the end of January 2017).

Solved rates for Violence with Injury offences have gradually declined over a rolling 12 month period, in line with the increase in offences recorded. Between May and September 2016 solved rates fell below the lower control limit but have risen since, with rates at the end of 2016 (40%) reaching their highest levels for almost a year.

Over a three year period, the proportion of Violence with Injury crimes that were domestic related reduced from 33% to 26% (rolling 12 month data). This compares to an estimated national average of 20%³.

Operational Commentary:

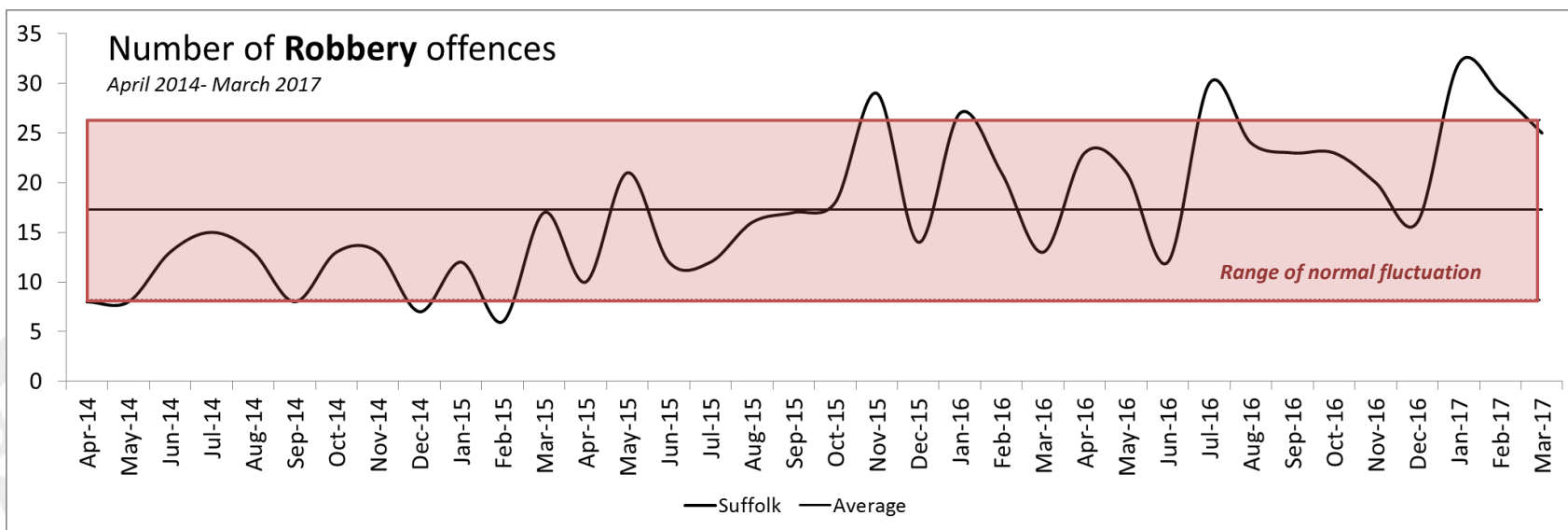
Ongoing analytical support has enabled the constabulary to better understand and target Violence With Injury across the county. In particular, an operation launched at the end of March to address violence and anti-social behaviour linked to drugs use has already seen a number of arrests, and positive engagement between the constabulary and key partners including social workers, youth offending teams, schools, and local community and equality groups.

A national week of action in May which was aimed at highlighting the dangers of carrying knives, resulted in a number of positive searches. This initiative will be repeated in July, working closely with media to communicate key messages.

² Home Office, 2014. *Crime Recording: Making the Victim Count*. <https://www.justiceinspectors.gov.uk/hmic/publications/crime-recording-making-the-victim-count/>

³ ONS, 2015. *Crime in England and Wales: Year ending June 2015*. <https://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/bulletins/crimeinenglandandwales/2015-10-15#violent-crime>

PERFORMANCE REPORT: Robbery



| Performance at a glance | | Last 12 Months in Detail (difference to 3 year average in brackets) | |
|---|--|--|-----------------------------|
| Level of crime | Noticeably monthly fluctuation, with upper exceptions in 3 of the last 12 months | Number of crimes | 278 (+53%) |
| Level of successful investigations | 1 in 4 crimes are solved | % of crimes where an investigation was not possible | Negligible (less than 0.5%) |
| Level of victim support for police investigations | 3 out of 4 victims support police investigation | % crimes where victim supports police investigation | 74% |
| Satisfaction of victims | Not available for Robbery | % crimes solved by police | 25% (-11 ppt) |
| Comparison to most similar forces | 5 th out of eight (offences per 1,000 population) | % of cases convicted in court | Not yet available |
| | | % victims satisfied overall | Not available for Robbery |

Analysis:

Robbery offences, have generally increased but at a slower rate in recent months. Year-on-year, the rate of increase has dropped from 69% in October 2016, to 42% in March 2017. There have been 'exceptional' months in the last year, one in July 2016, and a more sustained breach over January, February and March 2017. This pattern indicates that something other than normal variation is influencing the number of recorded crimes and the constabulary believes this to be a number of crime series. A profile of robberies during the exceptional period reported a number of key findings⁴:

- Alcohol and drugs were a factor in less than 20% all robberies.
- In approximately 30% of cases, the victim and suspect were known to each other or had befriended each other prior to the offence.
- Just over 10% of victims were under 18.
- 20 % of suspects were under 18.
- 40 % of offences involved a weapon.

Robberies of persons (as opposed to commercial premises) consistently represented over three quarters of all robberies.

All but one of the eight MSG forces experienced a year-on-year increase in robbery offences, with Suffolk currently ranked 5th, above the MSG average for offences per 1,000 population in March 2017 (0.4 compared to 0.3).

Solved rates have improved since June 2016, with December 2016 representing the highest monthly rate (63%) in three years. On a rolling twelve month basis, a 25% solved rate is consistent with the most recent quarter but fell just below the three year average (32%). However, the most recent month (36%) shows a promising improvement, and puts Suffolk in a favourable position against the national solved rate (16.9%), and MSG average (23.4%).

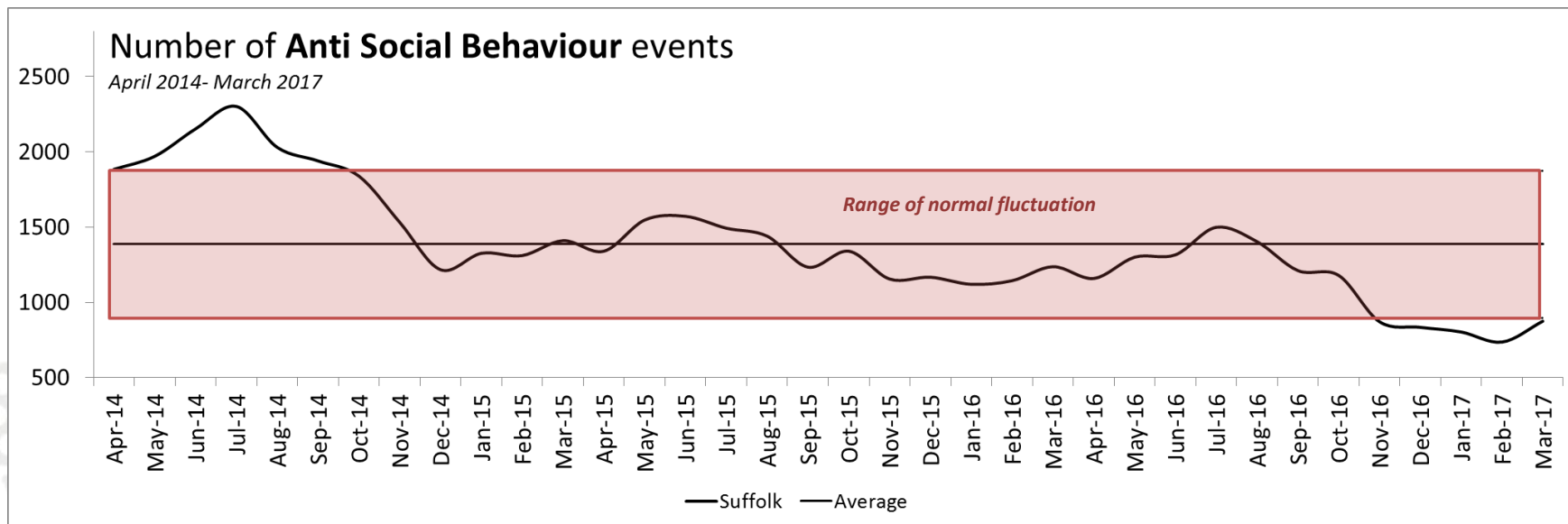
Operational Commentary:

With the support of regular analysis, the constabulary's 'design-out crime' team have been identifying robbery hotspots that will become the focus of a crime prevention plan supported by a summer media campaign to highlight the increased risk of robbery (and violence) when alcohol is a factor. In addition, there is work underway to better understand the reasons behind victim disengagement and how this can be improved, which will complement other projects aimed at ensuring the constabulary's adherence to the Victim's Code of Practice.

Additional commissioned analysis is also being used to help identify generating factors for robbery offences, including links to drugs use and/or supply.

⁴ JPAD 2017, *Suffolk Robberies*.

PERFORMANCE REPORT: Anti Social Behaviour



| Performance at a glance | | Last 12 Months in Detail (difference to 3 year average in brackets) | |
|---|---|--|--------------------------|
| Level of crime | Persistent downward trend, falling below the lower control limit for 5 consecutive months | Number of ASB events | 13,186 (-8%) |
| Level of successful investigations | Not applicable to ASB | % of crimes where an investigation was not possible | Not applicable to ASB |
| Level of victim support for police investigations | Not applicable to ASB | % crimes where victim supports police investigation | Not applicable to ASB |
| Satisfaction of victims | Not applicable to ASB | % crimes solved by police | Not applicable to ASB |
| Comparison to most similar forces | Not available for ASB | % of cases convicted in court | Not applicable to ASB |
| | | % victims satisfied overall | Not applicable to ASB 11 |

Analysis:

Anti Social Behaviour in Suffolk has been reducing since its height in early 2014, and has remained below the lower control limit since November 2016, although the rate of decrease is beginning to slow - a 16% year on year decrease in March 2017 (rolling 12 month rates) compares to 23% in March 2016. This indicates that a new level of normality is establishing, however still exceeds the rate of decrease seen nationally (7.9% reduction between 2014/15 and 2015/16).

The composition of ASB incidents has remained relatively consistent over a three year period, with Environmental incidents accounting for between 10% and 15%, Personal incidents between 20% and 31%, and Nuisance incidents between 56% and 72%.

The daily rate of incidents over a rolling 12 month period has reduced by almost 40% from 57.3 in March 2015 to 36.1 in March 2017.

Over a three year period, the most noticeable trend has been a reduction in the proportion of Personal ASB, which has reduced from 28% of all ASB in March 2015 (rolling 12 month figure), to 19% of all ASB in March 2017. Nuisance ASB has increased from 60% to 68% over the same period, and Environmental ASB has fluctuated between 12% and 15%.

Over the same period, the conversion rate of ASB incidents to crime has increased from 19% to 22% (12 month averages), although the proportion of these that have been converted to a violent offence has remained fairly consistent, accounting for between 6% and 7% each year.

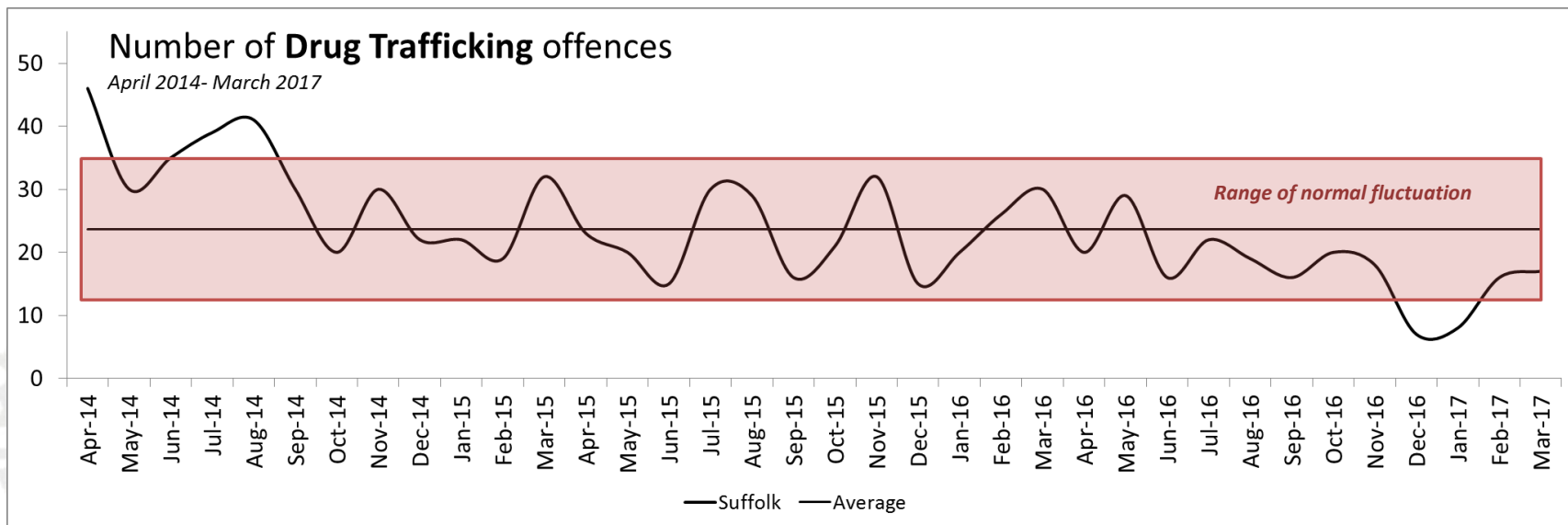
Operational Commentary:

ASB powers are being used effectively to address early indications of anti social behaviour in individuals, as well as identifying locations that have potential to present issues. Training is also being delivered to PCSOs to enable them to issue and authorise Community Protection Notices, and to embed best use of Criminal Behaviour Orders (CBOs)- working closely with Youth Offending Teams to understand the most suitable/ appropriate outcomes for young people. These powers, in addition to using expert knowledge effectively (ASB unit officers), are increasing the Constabulary's effectiveness in targeting persistent ongoing issues such as rough sleeping, begging, and drug dealing.

The ASB and Young People team work closely with the Design Out Crime officers to identify and address the most demanding areas for the Constabulary, receiving valuable advice on collaboration with businesses and organisations to implement recommended changes for reducing Anti Social Behaviour. Similarly, working closely with partner agencies, the Constabulary are working towards replacing ASB with positive activities as a longer term response to problems.

In March 2017, ASB incidents were introduced into regular audits undertaken by the crime registry team, meaning the Constabulary will be able to maintain a robust understanding of our use of ASB classifications and which incidents should be converted to crimes.

PERFORMANCE REPORT: Drug Trafficking



| Performance at a glance | | Last 12 Months in Detail (difference to 3 year average in brackets) | |
|---|--|--|------------------------------------|
| Level of crime | Stability within normal fluctuation for over two years, with exceptionally low crime rates towards the end of 2016 | Number of crimes | 207 (-38%) |
| Level of successful investigations | 10 in 10 crimes are solved | % of crimes where an investigation was not possible | Not applicable to Drug Trafficking |
| Level of victim support for police investigations | Not applicable to Drug Trafficking | % crimes where victim supports police investigation | Not applicable to Drug Trafficking |
| Satisfaction of victims | Not applicable to Drug Trafficking | % crimes solved by police | 108% (+29 ppt) |
| Comparison to most similar forces | 4 th out of eight (offences per 1,000 population) | % of cases convicted in court | Not yet available |
| | | % victims satisfied overall | Not applicable to Drug Trafficking |

Analysis:

Drug Trafficking offences have remained within normal levels of fluctuation for over two years, with exceptionally low rates over two consecutive months in late 2016, which in part reflected the impact of proactive policing operations to disrupt local drugs markets.

Nationally, trends in drug trafficking offences reflect increasing incidences of cross county drugs supply, known as 'county lines' whereby urban suppliers from outside the county take control of drugs markets in less urban (often coastal) towns. The recruitment of young 'runners' by such organised crime groups to distribute drugs has presented the constabulary with new challenges in protecting and safeguarding individuals who may be particularly vulnerable to becoming involved.

By comparison to its eight most similar group forces, Suffolk has seen the 2nd highest reduction in offences year on year (16.2%) and sits comfortably above the national reduction of 2.2%.

In the Eastern region, Suffolk ranks 2nd highest for a reduction in drug trafficking year on year- against a regional increase of 3.6%. This puts Suffolk in an encouraging position in light of the county's links to London which make us particularly susceptible to 'county lines' activity.

Solved rates for drug trafficking fluctuate noticeably and reflects the nature of these offences which can often be discovered through tactical operations, identifying multiple suspects and which take time to secure convictions at court. Over the last rolling 12 months, solved rates in Suffolk have increased by 29 percentage points when compared to the three year average. The current figure is higher than 100% due to the way that the percentage is calculated based on the date that an offence is solved. In drugs trafficking cases, there is often a long lead time between the recording and solving of the case due to laboratory processes.

Operational Commentary:

Suffolk Constabulary current activity is aimed at tackling the threats and risks posed by drugs trafficking, focusing specifically on:

- Disrupting Class A drugs markets.
- Minimising the impact of associated crime types (such as theft or violence) on the wider public.
- Making key locations a 'hostile' environment for those involved in drug supply.

These are in addition to working strategies which focus on identifying individuals at risk of becoming involved in drug trafficking or falling victim to associated crime types, as well as maximising opportunities to work with partner agencies (and regional serious and organised crime colleagues) to develop a dynamic approach⁴.

⁴ Suffolk Constabulary, 2017. *Exploring County Lines in Suffolk* (Accountability and Performance Panel paper)