



**ORIGINATOR: CHIEF CONSTABLE**

**PAPER NO: AP13/58**

**SUBMITTED TO: ACCOUNTABILITY AND PERFORMANCE PANEL –  
5 DECEMBER 2013**

**SUBJECT: PERFORMANCE PRIORITIES – MONITORING REPORT APRIL  
2013 TO OCTOBER 2013**

**SUMMARY:**

1. At the previous meeting, a report was presented which showed Constabulary performance against the Performance Priorities for the financial year 2013/14. An assessment was made (red/amber/green) as to where the Constabulary sat against each priority and charts were included to illustrate the position (Paper AP13/48).
2. This interim report contains a summary of three priority areas: Violence with Injury, Serious Sexual Offences and Victims' Satisfaction. Each has a separate page within the report and has been summarised with the action being taken to improve or maintain performance. There is also a separate report being provided to the Panel at this meeting on the priority area of Serious Sexual Offences (Paper AP13/57).
3. Appendix A contains a more recent summary of the Constabulary's performance against these indicators.

**RECOMMENDATION:**

1. The Accountability and Performance Panel is asked to note the contents of this report.

**DETAIL OF THE SUBMISSION****1. KEY ISSUES FOR CONSIDERATION:**

- 1.1. This report is based upon the performance priorities set within the Police and Crime Plan for the financial year to date 2013/14.
- 1.2. This particular report was requested to focus on current performance relating to three of the 14 objectives - the solved rates for violence with injury and serious sexual offences, and victims' satisfaction.
- 1.3. The report uses a red/amber/green grading system to summarise current performance based on the following criteria:
  - Red: Performance is not meeting the baseline objective
  - Amber: Performance is not meeting the baseline objective but is improving
  - Green: Performance is meeting the baseline target
- 1.5. With some crime categories it is important to recognise that there is considerable context required to understand the issues. For example, active encouragement for victims to report serious sexual offences over recent years has seen an increase in the rate of such crimes. This is regarded as a positive change, which allows for a comprehensive and supportive service to be provided to victims while at the same time allowing the Force to fully understand the extent of such offending.
- 1.6. Of the 14 objectives set out in the Police & Crime Plan, current performance remains ahead of baseline in 12 including all crime reduction objectives and both responding to emergency targets.
- 1.7. Serious Sexual Offence detections remain 1.9 percentage points below the objective level, though this represents an improvement upon previous reports which, if sustained, as is anticipated, this objective will be achieved. The solved rate of Violence with Injury offences has also improved, marginally at least, but remains 2.9 percentage points below its three-year objective rate.

**2. FINANCIAL IMPLICATIONS:**

- 2.1. The performance of the Force hinges on the level of available resources to tackle each of the priority areas. In the current financial climate every effort is being made to maintain front line policing in order to ensure performance against these priorities can be maintained or improved.

**3. OTHER IMPLICATIONS AND RISKS:**

- 3.1. None.

<b>ORIGINATOR CHECKLIST (MUST BE COMPLETED)</b>	<b>PLEASE STATE 'YES' OR 'NO'</b>
Has legal advice been sought on this submission?	No
Has the PCC's Chief Finance Officer been consulted?	No
Have equality, diversity and human rights implications been considered including equality analysis, as appropriate?	No
Have human resource implications been considered?	No
Is the recommendation consistent with the objectives in the Police and Crime Plan?	Yes
Has consultation been undertaken with people or agencies likely to be affected by the recommendation?	No
Has communications advice been sought on areas of likely media interest and how they might be managed?	No
In relation to the above, have all relevant issues been highlighted in the 'other implications and risks' section of the submission?	Yes

## Suffolk Constabulary

## Police &amp; Crime Plan Performance Progress Report

October 2013



## Police &amp; Crime Plan Objectives

Objective	Measure	12 months to 31 Oct 13	Baseline <sup>1</sup>	Comparison to baseline <sup>1 2</sup>	Status <sup>3</sup>	National ranking <sup>5</sup>
Responding to Emergencies	999 Call Handling	93.1%	92.4%	+0.7%	●	N/A
	Response to Emergency Incidents	90.3%	90.2%	=	●	N/A
Solving Crime	Violence with Injury – Solved	50.0%	52.9%	-2.9%	▲	10th
	Domestic Burglary – Solved	22.1%	21.2%	+0.9%	●	7th
	Robbery – Solved	34.7%	28.2%	+6.5%	●	16th
	Serious Sexual Offences – Solved	22.6%	24.1%	-1.5%	▲	34th
	Drug Trafficking – Solved	92.1%	88.7%	+3.4%	●	9th
Preventing & Reducing Crime	Violence with Injury – Crimes	3,608	4,093	▼11.8%	●	19th
	Domestic Burglary – Crimes	1,764	1,944	▼9.3%	●	13th
	Robbery – Crimes	213	295	▼27.8%	●	11th
	Anti-Social Behaviour Incidents	28,147	33,296	▼15.5%	●	N/A
Caring	Victims' Satisfaction – Whole Experience <sup>5</sup>	87.6%	83.3%	+4.3%	●	17th
	Victims' Satisfaction – Follow-up <sup>5</sup>	79.1%	75.3%	+3.8%	●	21st
	Domestic Abuse Repeat Victimisation	65.0%	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	Public Confidence – Police Do a Good Job <sup>4</sup>	57.4%	60.1%	-2.7%	◆	33rd
	Public Confidence – Community Priorities <sup>4</sup>	62.6%	59.9%	+2.7%	●	16th
	Public Confidence – Fair Treatment <sup>4</sup>	66.9%	68.0%	-1.1%	▲	17th
	Public Confidence – Overall Confidence <sup>4</sup>	76.7%	72.4%	+4.3%	●	12th

## Footnotes

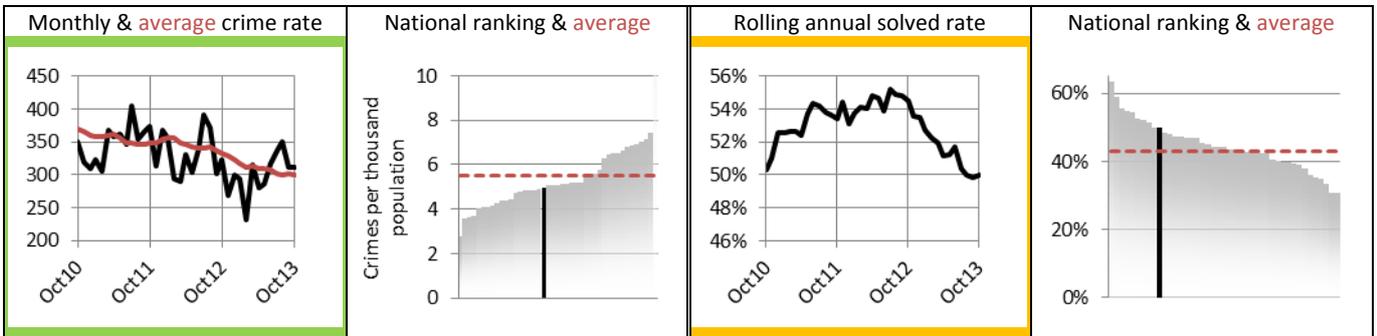
- The baseline figures are static and represent the performance required by year-end to improve upon the three-year averages published at the start of the year.
- The comparison to the baseline represents the last 12 months performance against the baseline.
- The status graphic is a subjective assessment 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 November 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 November 2013 is for the period **November 2012-October 2013**, with the exception of Victims' Satisfaction data which is for the period **October 2012-September 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).

NOT PROTECTIVELY MARKED

Part A: Police & Crime Plan indicators

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

Crimes recorded		Solved rate	
Last 12 months	<b>3,608</b>	Year to date	<b>2,198</b>
3-year baseline	<b>4,093</b>	National ranking	<b>19/43</b>
		Last 12 months	<b>50.0%</b>
		Year to date	<b>49.6%</b>
		3-year baseline	<b>52.9%</b>
		National ranking	<b>10/43</b>



The rate of recorded Violence with Injury crimes remains on a downward trend, reducing by 15% compared to 2011. Substantial reductions in alcohol-related assaults in public places during night-time economy hours have been achieved, which have almost halved since 2006. The summer months saw a markedly lower rate of crime than is expected at the time of year.

More than 90% of offences in this category are the nature of Actual Bodily Harm, with only 122 of the 3,608 offences recorded in the past twelve months being more serious, in terms of injury and/or intent. However, 32% of Violence with Injury offences recorded so far in 2013/14 were related to Domestic Abuse, a proportion which has grown incrementally over the past five years and the Constabulary continues to actively encourage victims of Domestic Abuse to come forward.

The solved rate of these offences has marginally improved over the past month, returning to a rolling twelve month level of 50% in October, although historically the autumn months do tend to see an improvement in such performance due to the reduced crime rate compared to the summer peak. The past month has seen improved performance in each of the four policing areas which had the lowest solved rate for these offences so far this year, these being North Lowestoft, East Ipswich, Bury St. Edmunds and Haverhill. Central Ipswich, Beccles/Leiston and Mid Suffolk areas are all performing better than their respective three-year averages.

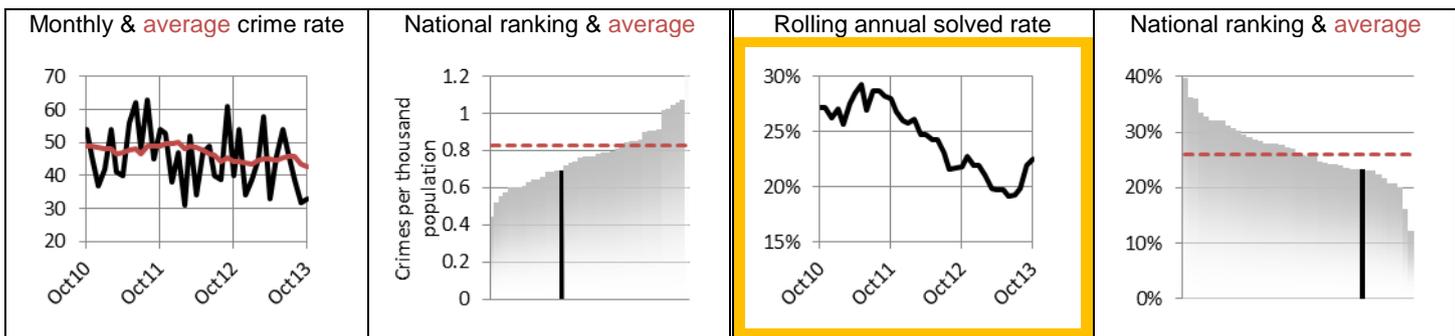
However, over the long term there have been changes in usage of the various disposal options available for Violence with Injury offences. Whilst the rate of charging has remained constant over a number of years, since the inception of Community Resolution (a formal but non-punitive means of restorative justice), the use of formal Police Cautions has decreased, and the rate of CR has not fully substituted these. Furthermore, proposed Ministry of Justice national guidance to not issue more than one caution for the same or similar offences committed within two years may further serve to reduce overall solved performance if alternative disposal options are not considered.

More pertinent to Suffolk, the previously identified issues remain in focus, particularly relating to solving Domestic Abuse cases whereby a checklist relating to evidence and charging decisions is now in place in the county's custody facilities. 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.

With the forthcoming demand associated with the Christmas party season, the proactive deployment of the specialist Night-Time Economy Team and other additional officers will provide a greater visible presence in the county's towns, which, in co-operation with councils and other partners, will continue to provide a safe environment for late-night shoppers, party-goers and the public in general.

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

Crimes recorded		Solved rate	
Last 12 months	<b>514</b>	Year to date	<b>284</b>
3-year baseline	<b>563</b>	National ranking	<b>16/43</b>
Last 12 months	<b>22.6%</b>	Year to date	<b>28.5%</b>
3-year baseline	<b>24.1%</b>	National ranking	<b>34/43</b>



The recorded number of Serious Sexual Offences in Suffolk continues to show little in the way of significant variation in total, although the number of historic offences being reported remains in the order of 20% greater than last year. These historic cases are by their nature often complex and their investigations on average take between two and three times longer to conclude than a recently committed and reported offence. This scenario imparts a significant workload upon the specialist but comparatively small team of dedicated detective resources set up for this particular type of crime.

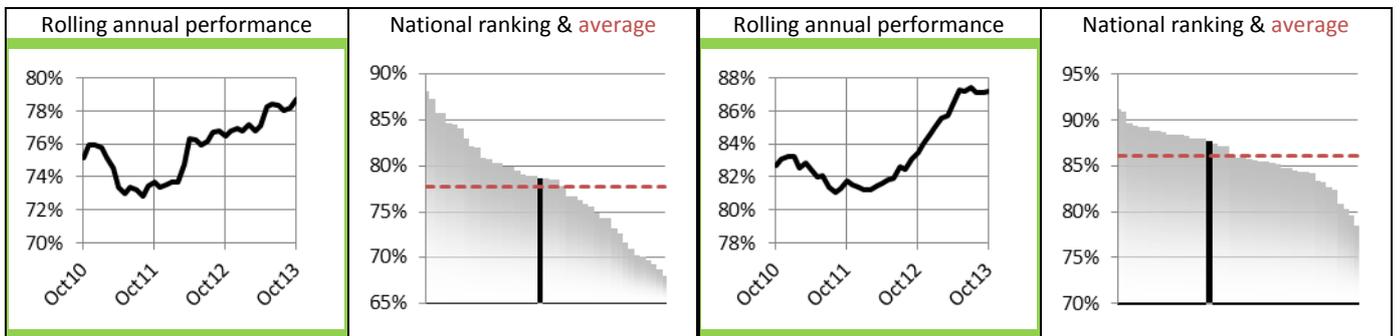
The solved rate of all Serious Sexual Offences is now exhibiting its most consistent improvement for more than two years. This has now been reflected in the latest national Force comparison data, with Suffolk's ranking improving from 40<sup>th</sup> to 34<sup>th</sup> between August and October. The solved rate over the twelve months to October 2013 was 22.6%, although this is anticipated to further improve as the performance between April and October was 28.5%.

Suffolk's solved rate is now higher than twelve months ago, albeit by only 0.8 percentage points, but this compares favourably with the national average 2.3 percentage point reduction over the same period.

Refer also to the paper submitted to the Accountability & Performance Panel on 5<sup>th</sup> December 2013 entitled Exception Report – Serious Sexual Offences.

**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>79.1%</b>	Year to date	<b>N/A</b>
3-year baseline	<b>75.3%</b>	National ranking	<b>21/43</b>
		Last 12 months	<b>87.6%</b>
		Year to date	<b>N/A</b>
		3-year baseline	<b>83.3%</b>
		National ranking	<b>17/43</b>



Suffolk's performance in relation to victims' satisfaction with how they were kept informed during the course of the investigation remains on an upward trend, with 79.1% of survey respondents during the twelve months to October 2013 stating they were fairly, very or completely satisfied with the follow-up. This represents an improvement of 2.3 percentage points compared to a year previous, with Ipswich showing the strongest gain. Suffolk is ranked 21<sup>st</sup> of the 43 Forces in England & Wales, largely unchanged over the past six quarters.

In relation to surveyed victims' satisfaction with their whole experience of dealing with Suffolk Constabulary, performance has remained largely unchanged over the past six months, with 87.6% of survey respondents during the twelve months to October 2013 stating they were fairly, very or completely satisfied. This however still represents an improvement of 3.8 percentage points compared to one year previous. Again Ipswich shows the strongest gain, although countywide victims of burglary and violence also report increased satisfaction with the service received.

The Constabulary continually reviews the anonymised textual responses from victims, in order to understand any common patterns or reasons for positive and negative experiences. Most commonly, in relation to keeping victims informed, the Constabulary understands the need for setting out realistic expectations for victims as well as fulfilling agreed timescales and frequency of follow-up contact.

Appendix A: Force Priority Crime Performance Indicators

The following table summarises performance against the Priority Performance Indicators for the year from 1<sup>st</sup> April to 17<sup>th</sup> November, comparing this to the same period in 2012 and to an average of the same period in the three previous years (2010-2012).

Suffolk - Year to Sunday 17 November		2013/14	Last 4 yrs	2012/13	Change	3-yr avg	Change	
Quality & Caring	Victim satisfaction	Satisfied with follow-up ▲	79.1%		76.8%	▲ 2.3%	75.5%	▲ 3.7%
		Satisfied with whole experience ▲	87.6%		83.8%	▲ 3.8%	83.0%	▲ 4.6%
	Domestic Abuse	Number of crimes recorded						
		Repeat victimisation rate ▼	65.0%		63.4%		65.1%	
Responding & Resolving	Emergency incidents	Number of incidents attended	9,107		9,235	▼ 1.4% (-128)	9,199	▼ 1% (-92)
		% attended within target ▲	90.9%		90.2%	▲ 0.7% (+63)	90.3%	▲ 0.6% (+54)
Protecting & Preventing		Number of Priority Crimes recorded ▼	3,475		3,795	▼ 8.4% (-320)	4,120	▼ 16% (-645)
	Violence with Injury	Number of crimes recorded ▼	2,355		2,524	▼ 6.7% (-169)	2,714	▼ 13% (-359)
		Solved rate ▲	49.3%		53.1%	▼ 3.8% (-90)	52.3%	▼ 3% (-71)
	Domestic burglary	Number of crimes recorded ▼	981		1,095	▼ 10% (-114)	1,221	▼ 20% (-240)
		Solved rate ▲	24.3%		16.7%	▲ 7.5% (+75)	22.3%	▲ 1.9% (+19)
	Robbery	Number of crimes recorded ▼	139		176	▼ 21% (-37)	185	▼ 25% (-46)
		Solved rate ▲	34.5%		27.8%	▲ 6.7% (+10)	26.5%	▲ 8% (+12)
	Serious sexual offences	Number of crimes recorded	303		346	▼ 12% (-43)	370	▼ 18% (-67)
		Solved rate ▲	28.4%		22.8%	▲ 5.6% (+17)	25.4%	▲ 3% (+10)
	Drug trafficking offences	Number of crimes recorded	235		291	▼ 19% (-56)	244	▼ 3.7% (-9)
Solved rate ▲		94.9%		94.2%	▲ 0.7% (+2)	87.7%	▲ 7.2% (+17)	
	Number of ASB incidents recorded ▼	19,034		19,139	▼ 0.5% (-105)	23,520	▼ 19% (-4486)	