



TO: Business Co-ordination Board

FROM: Chief Constable

DATE: 24th June 2013

OPERATIONAL UPDATE

1. Purpose of Paper

1.1 The purpose of this paper is to provide an operational update to the OPCC. This will cover: Post Woolwich Murder, EDL events in Cambridge and Peterborough, EDHR, CSAS and 101 performance.

2. Post Woolwich Murder

2.1 Following the tragic murder of Lee Rigby which took place in Woolwich on 22nd May 2013 and the Met Police announcement that there had been a rise in Islamophobic attacks, the Constabulary has been working hard to reduce the impact on local communities and maintain community cohesion. Latest reports are that these attacks have since reduced, although there continues to be regular monitoring on both a national and local level.

2.2 A very small number of minor incidents have taken place in Cambridge, however, those incidents and any with the potential to cause community tension have been prioritised under the daily tasking process in line with the 'prevent and reassure' areas detailed within the Police and Crime Plan.

3. EDL events in Cambridge and Peterborough

3.1 On May 29 the EDL (English Defence League) indicated they were planning to hold a series of events nationally on Saturday, June 1, in the form of peaceful walks to lay a wreath at war memorials, in memory of Lee Rigby and other fallen soldiers. Information was obtained, via social media (publicised on EDL's Facebook page), that events were to be held in five eastern region cities on the Saturday, which included Cambridge and Peterborough. This coincided with Strawberry Fair in Cambridge city centre.

- 3.2 A communications strategy was created, and adopted by the Silver Commander, which aimed to provide focused communications to aid the force in maintaining community cohesion, informing and reassuring the public and maintaining confidence in the force.
- 3.3 Prior to the events being held, contact was made with communications colleagues in partner agencies to make them aware of the situation, this ensured resilience within the constabulary team and developed some communications to go out via social, traditional media and on the website in the run up to the events.
- 3.4 During the events, social media was monitored for direct questions to the force and at the end of the event; a Tweet was posted to inform followers that the event had passed without incident. Post event debriefing confirmed that the 'EDL supporters gathered in Peterborough and Cambridge on Saturday 1st June, as detailed above. There were no incidents and EDL supporters dispersed after visiting War memorials and laying wreaths'.

4. Equality, Diversity, and Human Relations (EDHR)

- 4.1 Equality and diversity issues will now be managed and governed by the newly established Equality Board. The quarterly meeting, which met for the first time on Friday (June 7), will work to ensure good relations internally and with the public, by promoting equal opportunities and working to eliminate discrimination.
- 4.2 It will also provide a clear framework for managing the Equality, Diversity and Human Rights area of business and help the organisation meet the terms of equality legislation. The board will be chaired by Chief Superintendent Simon Megicks, Corporate Development, who is the nominated performance lead on Equality, Diversity and Human Rights.
- 4.3 A number of boards report to the Equality Board, one of which is the Hate Crime group which is chaired by Supt Fullwood. This board last met on 10th June and will discuss issues as tension emerging in communities following events such as the Woolwich murder as part of the 'keeping people safe ' section shown in the Police and Crime Plan.
- 4.4 Equality data along with the Equality Framework is published on the Constabulary website, under 'useful information'. (<http://www.cambs-police.co.uk/help/EqualityObjectiveFramework/>)

5. Community Safety Accreditation Scheme

- 5.1 CSAS is a scheme where individual Chief Constables can accredit certain low level police powers to non-police staff of external organisations. This is

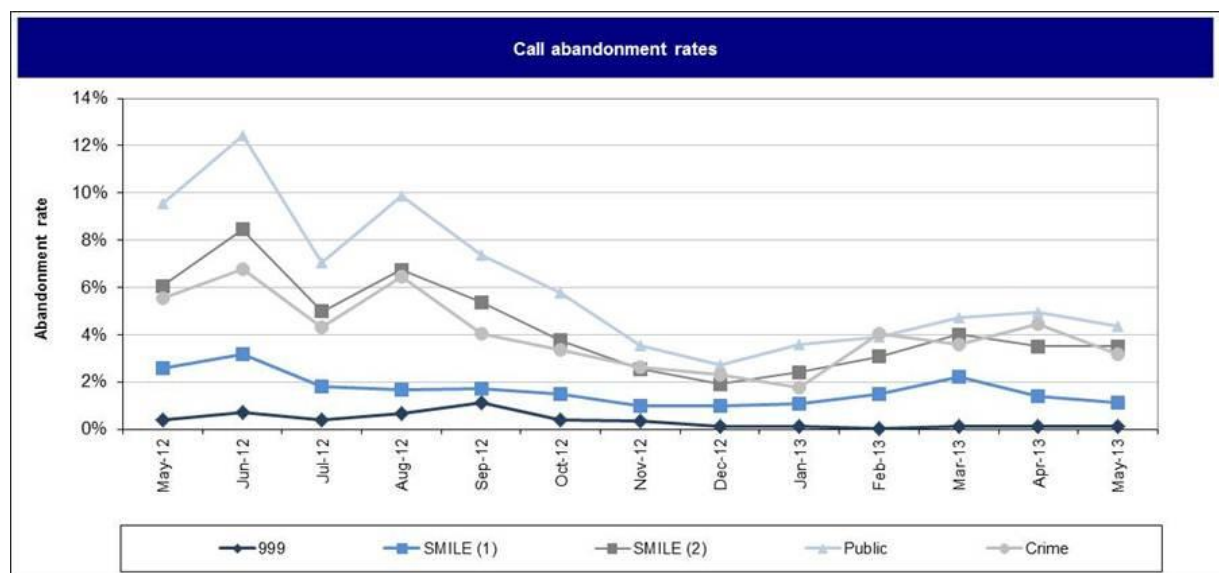
generally given if the company and staff are fit and proper for Accreditation and the powers will help community safety. All schemes are monitored and subject to working protocols and review. Before accreditation can be given, legislation requires the Chief Constable to consult with certain people. In fact the Commissioner and CSPs are not on that list of statutory consultees, however the Constabulary consults with them in the sense of good partnership working.

5.2 From time to time therefore, on behalf of the Chief Constable a view will be sought from the Commissioner, along with the CSPs, local authorities and Justices' Clerk for Cambridgeshire when new applications are received.

5.3 Currently Cambridgeshire does not proactively promote CSAS or seek new schemes' however we do respond positively to externally generated applications where that would positively add to community safety. The Constabulary is currently processing two new applications as set out in separate letters already provided to the OPCC; both traffic management companies, GSL Dardan and CSP Ltd.

6. 101 Performance

6.1 There had been a recent rise in abandonment rates which has now stabilised and although they haven't returned to the lowest levels, current figures indicate a slight improvement. The following graph indicates current data (to end of May).



6.2 **Target - Ensure at least 95% of 999 calls are answered within 10 seconds:** 999 call handling remained stable month-on-month with the grade of service (GOS) remaining stable at 97.0% (from 97.3%). The average wait time remains on track.

- 6.3 **Target - Ensure at least 90% of non-emergency calls are answered within 30 seconds:** Force Control Room call handling performance dipped slightly in May to 95.3% from 97.7% in April and the average wait time rose from four to five seconds. Furthermore, an improvement was seen in call handling performance relating to public calls answered by the Police Service Centre (the grade of service improved from 91.7% in April to 93.3% in May) and the average wait time improved from eight seconds in April to seven seconds in May.

7. Recommendation

- 7.1 The Board is invited to note the operational update.