



To: Business Co-ordination Board

From: Chief Constable

Date: 22 October 2013

QUARTERLY UPDATE

1. Purpose

To discuss performance against the priorities identified in the Police and Crime Plan (PCP). Further data is available within the accompanying 'Performance Update' pack.

2. Background

- 2.1 Priorities identified in the PCP are grouped within several areas. This report follows that structure and provides contextual information where possible to help understand current progress against priorities.
- 2.2 This report acknowledges the impact of supporting management information in order to understand detailed performance against plan measures. In the main this detail is omitted, however where relevant this detail can be provided.

3. Maintain Local Police Performance

Deal with local concerns

- 3.1 Dealing with local concerns is an important measure of police engagement and gives an indication of how successful the constabulary are at meeting residents expectations. The PCP identifies the local confidence as the measure of success in this area.

- 3.2 Respondents to the Policing in Cambridgeshire (PiC) survey are asked to what extent they agree that the police deal with the things that matter to people in my community. Data to the end of September suggests 72.5% (n=3466) agree. This has increased from the baseline period (72.3%) has remained consistent with the last report in July.
- 3.3 As identified in the last report, Cambridge City, Fenland and South Cambs have all deteriorated compared to their respective baselines. These concerns along with emerging deterioration in East Cambridgeshire and Peterborough will be managed by the Force Performance Board in October. Analysis of underlying data along with local plans to improve confidence rates will be initiated.

Satisfaction with service delivery

- 3.4 Victims of crime are routinely surveyed in an attempt to understand (and improve) the quality of service given by the constabulary. Current data shows an improvement against the baseline period from 85.4% to 87.7% (n=1758).
- 3.5 Data to June confirms service delivery in Cambridgeshire to be better than peers. Further improvements in recent months are likely to consolidate this position.
- 3.6 With the exception of Fenland, all areas have improved compared to their baseline, with significant improvements noted in East Cambs and Huntingdonshire.

Increase the number of Special Constables

- 3.7 The number of active Special constables has remained below the baseline at 245. In addition, the number of hours worked in the 12 months has fallen to 4946 (from 5440).

4. Continue to Tackle Crime and Disorder

Reduce the level of recorded crime

- 4.1 The level of recorded crime (and Victim Based crime specifically) has continued to fall compared to the baseline. This is true of all Territorial policing areas – with significantly lower crime levels recorded in Peterborough and South Cambs particularly.

- 4.2 The total crime rate in Cambridgeshire remains comparable to peers. While recent monthly data had identified an increasing month on month trend, the scale was small and in each month fewer crimes were recorded than the same period in previous years. As in 2012, monthly recorded crime fell in September (compared to August).

Reduce the Perception of High ASB

- 4.3 Although the proportion of residents that perceive a high level of ASB has risen, this indicator remains very low (1.1% compared to 0.9%). In total just 13 respondents in the last 3 months perceive a high level of ASB (of 692 respondents). The majority of those residents are within Fenland – the District Commander is aware of the detail of these surveys in order that local management action can take place where necessary.
- 4.4 The number of ASB incidents remains consistent with the baseline (a marginal increase from 28,021 to 28,173) in the 12 months to September. The peak in incident volume over the summer months is now over – with monthly levels falling in August and September.

Improve the Detection Rate

- 4.5 The total detection rate remains below the baseline at 29.9% (compared to 30.6%). The monthly rate (inc RJ) has improved for the second successive month, however remains below the same period last year in 2 of the last 3 months. A plan drawn up to improve detection rates (and focussing on Burglary Dwelling) is likely to lead to further improvements.
- 4.6 Consultation from the Home Office regarding 'recorded crime outcomes' has resulted in a shift in focus away from purely sanction detections to a regime of broader scrutiny around crime outcomes. Data has been made available to forces (in August) to enable a more detailed evaluation of disposal methods. Initial analysis of this data to identify areas for improvement will be presented to the Force Performance Board in October.

Improve the Management of Dwelling Burglary

- 4.7 Three measures are identified as indicators of successful management of dwelling burglary;
- Recorded Crime Rate
 - Detection Rate
 - Satisfaction Rate

- 4.8 Two of the three measures have significantly improved. The satisfaction rate of victims identifies that service delivery in this area is better than peers and significantly improved compared to the baseline.
- 4.9 In addition the number of people becoming victims has fallen significantly with fewer than 200 victims per month for each of the last 7 months (compared to an average of 229 for 2012-13).
- 4.10 However, the detection rate has fallen significantly from last year. As noted above, an improvement plan has been drawn up and the strategic group has been brought together to address this problem. The group will continue to report to FPB (with an update in October). Early signs are promising, the detection rate in August and September was better than baseline.

Asset Recovery

- 4.11 The PCP identifies a strategic requirement to increase the volume and value of assets removed from criminals. Data showing the total value of assets removed shows a significant improvement, from a baseline figure of £1,502,063 to £2,948,431 up to the end of September. Acknowledging the long lead times associated with proceeds of crime act (POCA) work, this represents continued progress towards achieving the objective.

Organised Crime Groups

- 4.12 Two new measures are identified in this report to monitor progress against the objective to reduce the total harm caused by OCGs operating in Cambridgeshire. The total 'harm' caused by OCGs is measured and represented numerically using a national framework. The strategic intent of the constabulary is to reduce this value within the year.
- 4.13 The first measure is an aggregate of individual harm scores for all known OCGs currently operating in Cambridgeshire. The measure specifically recognises that effective management of OCGs is likely to identify new groups within the year and as a result the total harm score may not necessarily reduce. As previously unknown groups are recognised the value may increase.
- 4.14 The second measure is an indicator of efforts to disrupt and reduce the harm caused by the groups identified at the start of the plan. This 'cohort' will

remain the same and therefore a reduction in harm caused by these groups is expected. The total harm caused by the original cohort has been reduced significantly (from 1630 to 1249).

Perception of Drug Misuse

- 4.15 The perception of Drug Misuse remains low and continues to improve. Compared to the baseline, an improvement of 2.5ppts is seen for the period to September 2013.

5. Keeping People Safe

Improve the ratio of domestic violence incidents to prosecutions / Detection rate for Domestic abuse crime

- 5.1 Both of the above indicators have marginally deteriorated compared to the baseline figures. In part this is a product of good performance last year (on creation of the Domestic Abuse Investigation and Safeguarding Unit (DAISU)). However, it is recognised that this high risk area is one that requires constant focus.
- 5.2 The strategic lead continues to report quarterly to the FPB, and identifies problems as they arise. Dialogue is on-going regarding the support colleagues in Territorial Policing Command can give DAISU staff (specifically related to initial response and handover). The College of Policing have been approached to review the current terms of reference of the unit. In addition, the HMIC inspection of Domestic Abuse is likely to take place in December.

Integrated Offender Management

- 5.3 The IOM Performance Overview 20/05/2013 (Safer Peterborough Partnership) and the IOM Performance report 12/06/2013 (Cambridgeshire County Council Research Team) provides comment on the frequency and severity of offending of a cohort of offenders engaged on the scheme.
- 5.4 In summary, for 70% of the cohort, the frequency and severity of their offending reduced; whilst 20% of the cohort demonstrated an increase in both frequency and severity of their offending. A small percentage of the cohort (8%) reduced their offending alongside an increase in severity score suggesting whilst their offending became less frequent, it was more 'harmful' when measured against the adapted youth justice seriousness score. Comment has been made for the Cambridgeshire cohort only, that not all

offenders on the scheme have a predominantly acquisitive crime offending history which suggests some understanding of the schemes' effectiveness for non-acquisitive offending may be prudent. No comment can be made on the reoffending behaviour in the 12 months following discharge from the scheme at this time.

- 5.5 The Peterborough scheme is on track to produce a six monthly performance report but unfortunately the Cambridgeshire scheme has not been able to define a process for producing the next report and therefore there are no current plans to produce another report at this time. This is an issue of concern to the CCJB IOM strategic group and has been escalated for further discussion with the CCJB and the Community Safety Strategic Board.
- 5.6 The CCJB IOM strategic group would ideally seek a mandate to set the performance parameters and data collection methodology across Cambridgeshire and Peterborough to ensure that there is like for like comparison. This will require the approval of the CCJB and the relevant Community Safety Partnerships.

Improve the Hate Crime Detection Rate / Improve Satisfaction rate for Victims of Racist Incidents

- 5.4 While the data shows some volatility as a result of small volumes of offences, the detection rate has improved (from 51.4% to 53.3%). However, the satisfaction rate for victims of Racist incidents remains below the baseline.
- 5.5 Analysis presented to the FPB in July has been remitted to the Hate Crime Steering group for consideration. It is expected that this will lead to improvements.

6 Maintain the Resilience of Protective Services

Reduce the number of people Killed or Seriously Injured (KSI)

- 6.1 The number of people killed or seriously has fallen compared to the baseline.

7 Other Matters

Contact Management

- 7.1 Primary call handling data for emergency call handling remains good. 96.2% of calls in the 12 months to September were answered within 10 seconds. In

addition, 92.5% of non emergency calls were answered within 30 seconds in the same period.

Sickness Management

- 7.3 Officer and staff sickness rates have fallen, from 7.8 days and 8.9 days to 6.9 days and 8.4 days respectively. Although there are areas where sickness has increased, the direction of travel is good and sickness continues to be managed robustly and is managed through the force People Board (with oversight of performance data at FPB).

8. Recommendation

- 8.1 The Board is invited to note the report.