



To: Business Co-ordination Board

From: Chief Constable

Date: 27 February 2014

OPERATIONAL UPDATE

1. Purpose

1.1 The purpose of this paper is to provide an operational update to the OPCC. This will cover: Performance, recent HMIC inspections, 101 call handling, an update on a domestic homicide review and recent good work.

2. Performance Update

2.1 Local confidence (as measured by the Policing in Cambridgeshire survey) has continued to fall. Analysis has been completed and an action plan to improve will be presented at Force Performance Board this month. Satisfaction levels for victims of crime has continued to improve with victim satisfaction at the highest recorded level (and better than peers).

2.2 In February, total recorded crime levels (including victim based crime) were consistent with February 2013 (-21 offences). While remaining consistent with last year, this goes against the established position of recording fewer crimes than a comparable period in the previous year. This change may be the initial signs of a new normality with crime levels reaching a plateau but continues to be monitored through the Force Performance Board arrangements.

2.3 At force level recorded dwelling burglary has fallen back to more usual levels in January following three months of higher levels. At a district specific level, burglary in Cambridge City still remains higher than last year and burglary patrols in high crime areas remains a priority.

3. HMIC Inspections

3.1 Since the beginning of the year, the constabulary has undergone a total of three inspections, with the final reports yet to be published.

4. Undercover Policing

4.1 From 6th – 7th January, an inspection was undertaken into undercover policing. The debrief from this inspection indicated that the constabulary has effective systems and processes in place and no significant areas for concern were identified. Due to the nature of this element of policing, there will be no detailed reports published.

5. Making Best Use of Police Time

5.1 The second inspection undertaken from 20th to 24th January, considered how forces are “Making Best Use of Police Time”.

5.2 This inspection focussed upon three areas: Police Attendance, Preventative Policing and Freeing Up Police Time. The key questions posed were;

- How effective are police forces at preventing crimes and incidents from happening?
- When crimes and incidents are reported, how do forces respond and how does their activity affect crime investigation and prevention, public reassurance, satisfaction and confidence?
- What constitutes a working day for officers and staff, and how are forces freeing up time and exploiting technology to ensure their focus is on those activities that will reduce crime, anti-social behaviour and improve confidence and satisfaction?

5.3 The inspection examined the extent to which preventative policing forms part of each force’s policing model; how research on what is known to work in reducing crime informs those approaches to preventative policing, how they are translated into operational activity and how effective approaches are identified, captured and shared.

5.4 On the final day, the inspectors provided a debrief to senior managers summarising the results found. While the final report is not expected until April, the initial debrief points were positive and indicated many strengths, including the engagement of staff.

5.5 The national thematic and individual force reports will be published by HMIC in April.

6. HMIC Domestic Abuse Re-inspection

- 6.1 The constabulary underwent an HMIC inspection into domestic abuse between 16th to 19th December.
- 6.2 As a consequence of this inspection, a number of areas of risk were highlighted to the constabulary. An action plan was subsequently developed which incorporates the recommendations from both this inspection and an earlier peer review undertaken by the College of Policing.
- 6.3 Following the inspection, the constabulary were advised that we would be subject to a re-inspection of domestic abuse on 13th and 14th February. This focussed upon progress against the action plan together with further reality testing.
- 6.4 The results of the initial debrief were extremely positive. HMIC had reviewed the action plan which was assessed as being coherent, robust and provided confidence that the force were effectively managing all the recommendations previously made.
- 6.5 HMIC highlighted the extraordinary progress that we had made in only seven weeks and concluded that we were in a far better position now, with things right from the first point of contact. All staff understood their role and responsibilities with regards to dealing with domestic abuse and we have sustainable systems and processes in place for the longer term, with the right people in the right place.
- 6.6 The action plan had been effectively prioritised, with good leadership and governance in place. Clear messaging had been provided and had been well received. HMIC were impressed with both the amount of training that had been delivered but also the quality of the training package.
- 6.7 Overall, HMIC stated that they have confidence that the changes and improvements are sustainable in the long term and that "People are safer than they were seven weeks ago".

7. 101 Call Handling

- 7.1 An action plan to monitor and improve the force response to secondary call handling has been in place since September 2013. All comments or complaints involving excessive call waiting times are investigated with callers contacted and feedback provided on the investigation.
- 7.2 The average wait time for first response to 101 has come down to 5 seconds, with just a 0.69% abandonment rate.
- 7.3 The average wait time for a secondary 101 call to be answered from within the PSC (crime recording or general) is down to 1 minute and 29 seconds, with a 5.25% abandonment rate.
- 7.4 Within the five month period to January, there have been 5 complaints and 18 compliments arising from 148,000 calls.

- 7.5 Delivery of the action plan has proved successful, with a reduction in complaints and reduced call waiting times.
- 7.6 As a consequence of this improvement and the fact that this area will continue to be routinely monitored within business as usual, it is requested that consideration is given to removing this item as a standing update within each operational update.

8. Good Work

- 8.1 Following a trial at Leicestershire Crown Court, two Cambridgeshire men have been jailed for more than 30 years for being involved in a criminal conspiracy that supplied high purity cocaine across the region.
- 8.2 The two males were arrested along with a number of other people in a series of dawn raids in Cambridgeshire which involved more than 250 officers carrying out a series of warrants under the Misuse of Drugs Act. The two males were part of an organised crime group supplying controlled drugs both within and outside Cambridgeshire. The operation involved Cambridgeshire Police, East Midlands Specialist Operations Unit, and Hampshire Police.
- 8.3 In addition, Cambridgeshire's Serious and Organised Crime Department have secured convictions against a further 10 people directly linked to the organised crime group relating to drugs offences.
- 8.4 Officers have been praised after three men who attempted to steal more than £800,000 in a sophisticated scam were jailed. The men had identified a wealthy victim in London and planned to drain his bank account. It involved a sophisticated conspiracy with the defendants selecting a victim, then using other people in order to carry out the fraud. Fortunately, one of those people decided to come to police and helped catch them red-handed.
- 8.5 Officers have been praised after the force was rated as second in the country for detecting rapes, in figures released by the Rape Monitoring Group. The force achieved a detection rate of 31%, in 2013 which placed us behind only Durham Constabulary .
- 8.6 The force's Major Crime Unit won two awards at the Investigator Excellence in Investigations Award, held at the West Midlands Police Conference Centre in Birmingham in January. One related to a murder investigation in 2011 and the other a cold case review from 1979. Nine awards were given out to UK police forces with the cases between them resulting in more than 500 years in jail sentences.
- 8.7 A POLICE dog helped bring a prolific burglar to justice after tracking the offender back to his home. Troy, a four-year-old German Shepherd, picked up Joseph Hutchinson's scent after being called to a break-in in Farrow Avenue, Hampton Vale, Peterborough, on August 7, last year. He led his handler PC Paul Rogers over a mile through alleyways and along roads to

Hutchinson's home in Teal Drive where officers found a laptop charger and games console, which had been taken during the burglary.

- 8.8 Hutchinson was arrested later that day and subsequently admitted both burglaries and asked for a further 30 offences to be taken into consideration, including an additional 14 burglaries. He was jailed for a total of three years and three months, proving how important police dogs can be in fighting crime and bringing offenders to justice.

9. Recommendation

- 9.1 The Board is invited to note the content of the report.