



To: Business Coordination Board

From: Chief Constable

Date: 28 August 2014

OPERATIONAL UPDATE

1. Purpose

1.1 The purpose of this paper is to provide an operational update to the Business Coordination Board ("the Board"). The paper covers Cambridgeshire Constabulary's ("the Constabulary") recent performance, Her Majesty's Inspectorate of Constabulary (HMIC) inspections, significant operations and effective and efficient policing.

2. Recommendation

2.1 The Board is invited to note the contents of the report.

3. Performance Update

3.1 The highest number of emergency calls per month is received in July when compared to other months. This was true in 2014 with an increase in demand of 13% from June 2014. The result has been that the number of calls answered within threshold has fallen to below 95% of the total of calls received for the first time since November 2012.

3.2 The Constabulary are currently looking at 101 call handling performance. The Board will be considering a separate paper on this.

3.3 The number of recorded domestic abuse incidents and crimes has increased. While not necessarily an indicator of increased offending an increase in demand has an impact on officer workload. As such the detection rate for these offences has fallen to 42.2% against a baseline of 44.8%. Recognising that the important need to address this and equally the need for continuous improvement in this area, the Constabulary has commissioned some analysis to focus on the Public Protection Department and capacity, the findings of which are due in September 2014. In addition to this work, the recently implemented outcomes framework will allow a

better understanding of the full range of police disposals to deal with offenders. Taken together, these findings will inform the Constabulary's direction in response to increased reporting of domestic abuse incidents to ensure that victims are receiving the best level of service at all stages of the process to achieve a successful outcome.

- 3.4 Victim Based Crime levels have increased in line with increases seen in other parts of the country. This is due at least in part to improvements in systems and processes related to crime recording. Current projections for Cambridgeshire and the East of England are for recorded crime to increase. Some specific work has been commissioned to understand apparent increases in violent crime to understand if external related factors are responsible for increased recording.
- 3.5 Victim satisfaction remains consistently high (and better than peers); with 87.7% of victims satisfied with the service they received (n=1775) over a rolling twelve month period.
- 3.6 Confidence levels have continued to fall (with the exception of Cambridge City). Analysis has led to a toolkit being created to help districts improve local communication / priority setting. While this will not lead to immediate improvements; it is anticipated to make a difference over the coming months.

4. HMIC & Information Commissioner Office Inspections Update

- 4.1 No HMIC inspections occurred in Cambridgeshire during July 2014.
- 4.2 The HMIC Valuing the Police 4 report was published on 22nd July 2014 and is the subject of a separate paper submitted for the attention of the Board.
- 4.3 We are still also awaiting the unannounced inspection into Child Protection, with notification only being received on the Thursday of the week prior to the inspection.
- 4.4 HMIC has announced that it will be carrying out an inspection on the Welfare of Vulnerable People in Custody inspection of six Forces between September 2014 and January 2015. The assessment criteria will be founded on the existing HMIC and Her Majesty's Inspectorate of Prisons Expectations for Police Custody with additional indicators derived from analysis of the national evidence base on the recurring themes contributing to risks in custody. The recurring themes include:
 - the disproportionate representation of specific ethnic groups in arrest data
 - police understanding and identification of vulnerability
 - risk assessment and related follow up action
 - use of force by police
 - the overnight detention of children
 - timely access to healthcare and other appropriate multi agency support or diversion services.
- 4.5 The Interim Crime Inspection will take place on the 18th and 19th September 2014. In addition, HMIC will take the opportunity to review what the Constabulary has done in response to the recommendations made in their July 2013 report on "Stop and search powers".

4.6 The Interim Crime Inspection will also have a very victim focus approach by assessing victim contact and care, the response to repeat and/or vulnerable victims, and the level and quality of investigation, working with partners. For example they will be looking at:

- How effective is the force at understanding the needs of victims, and responding according to the needs of the victim and how is it meeting the requirements under the Code of Practice for Victims?
- How effective is the force at using the priorities of partners (from local criminal justice board, community safety partnership etc.) to inform its operational activity, for both crime and anti-social behaviour?
- To what extent the force has a “victim centred” approach, recognising needs of individual victims and adapting the service to meet their needs?

4.7 We do not have any confirmed dates for the remaining 2014/15 inspection programme, although it is anticipated that the Honour Based Abuse inspection may fall in September or October 2014.

4.8 The Constabulary will be subject to an Information Commissioners Office Management of Police Information Inspection from the 9th and 11th September 2014. The areas being inspected are:

- Requests for personal data
- Information sharing
- Records Management

5. Significant Operations

5.1 Cambridgeshire is one of many Forces that will be providing mutual aid to the NATO conference in Wales, which runs from 4th to the 5th September 2014.

5.2 The Constabulary continues to progress a number of investigations into Human Slavery and Child Sexual Abuse across the County.

5.3 Initial policing requirements for football matches at Cambridge United and Peterborough United have been agreed, along with cost recovery for this policing.

5.4 Additional resources will be committed to the policing of Cambridge United matches this season, given their promotion to the Football League, and the fact that their Division now includes local rivals Luton Town, Stevenage Borough and Northampton Town.

6. Effective and Efficient Policing

6.1 Staff and Officers

6.1.1 Officers and staff were recognised for their services to the Force at an awards ceremony on 21st July 2014. The ceremony, which took place at Constabulary Headquarters in Huntingdon, saw the presentation of long service and good conduct awards to officers, staff and members of the Special Constabulary.

- 6.1.2 31 officers received Police Long Service and Good Conduct medals for completing 20 years' service. Seven police staff also received their Police Staff Long Service Certificates in recognition of their 20 years' service to the Force.
- 6.1.3 The Special Constabulary Long Service Medal, which is governed by Royal Warrant, was given to Special Superintendent John Haslop who retired after 29 years' service. It is awarded for a period of more than nine years' service in the Special Constabulary and as recommended by the Chief Constable.
- 6.1.4 22 new Special Constables were presented with their warrant cards at an Attestation Ceremony after completing 13 weeks of training on 6th August 2014.

6.2 Funding

- 6.2.1 The Constabulary has been awarded £6.57 million from the Home Office Innovation Fund. This is in addition to the £1.55 million which was awarded in January 2014 with this second phase of funding brings the total to more than £8 million
- 6.2.2 The funding will be used to roll out Programme Metis, the Cambridgeshire programme aimed at using technology to increase the time officers spend out in their communities. The bid was jointly submitted with Bedfordshire and Hertfordshire Constabularies and will be delivered across all three Forces.

6.3 Operations

- 6.3.1 Det Supt Trevor Rodenhurst, Deputy Head of the Eastern Region Special Operations Unit (ERSOU), a unit which tackles serious crime across Bedfordshire, Cambridgeshire, Essex, Hertfordshire, Norfolk and Suffolk, has praised officers for their recent successes. ERSOU, which draws officers and staff from all six forces, has recently led or assisted with five dedicated initiatives across the region called Operations Light, Usurp, Zinc, Allow and Quad.
- 6.3.2 In Operation Zinc, nine subjects from across Bedfordshire, Essex and North London were charged with conspiracy to import Class A and B drugs. 156 kilos of cannabis and seven kilos of heroin were seized. The total cash seizures and asset restraint exceeded £1m.
- 6.3.3 In Operation Quad, two kilos of heroin and three kilos of cannabis were recovered in Norwich and two local people charged.
- 6.3.4 In Operation Usurp, a total of 10 alleged offenders have been remanded in custody from across Hertfordshire, Essex, Thames Valley, Bedfordshire, Cambridgeshire and Suffolk. A total of 8kg of class A drugs and £70,000 cash were seized.
- 6.3.5 Operation Allow is a regionally adopted operation, targeting what are commonly known as 'Courier frauds'. There have been hundreds of these offences occurring right across the region. The perpetrators target vulnerable elderly victims, whilst purporting to be police officers and the financial loss has on occasions amounted to thousands of pounds, not discounting the emotional trauma caused. A dedicated team was formed, made up of detectives and staff from across the forces in the region, which was supported and led by ERSOU. The investigative and analytical team identified a number of London-based groups which were active in this offence type and set about targeting these groups through effective enforcement and investigation. After multiple arrests, charges and prevention activity with partners,

offences have fallen from over 90 per week at their peak to less than 10 per week across the region, many of which are now attempts due to the public awareness.

- 6.3.6 Operation Light was led by the Regional Asset Recovery Team and targeted importation of counterfeit goods on a significant scale, co-ordinated from Bushey, Hertfordshire. Seven shipping containers of goods were seized and so far £20m of assets have been restrained and five offenders (four from Hertfordshire and one from Essex) remain on bail. The search of premises took three days and were only possible due to significant resources being supplied by Hertfordshire and Essex.

6.4 Information Technology

- 6.4.1 User testing of the tuServ electronic notebook is due to begin in early September by officers from a variety of teams from across the county. The electronic notebook will enable officers to type their notes directly onto the device and attach relevant content including audio, video and photos. Further testing will be shortly be carried out by Bedfordshire and Hertfordshire officers. The app will make it much easier and efficient for all officers, including PCSOs and Specials, to access and update force systems while away from the police station. Officers will also have mobile access to an array of other features, from searches to briefing and tasking.
- 6.4.2 A male has been jailed for three years and made the subject to a Sexual Offences Prevent Order (SOPO) having been caught in possession of more than 1,200 indecent images of children on his laptop and two hard drives. The SOPO bans him from owning any devices capable of storing data unless he makes them available to police officers.

BIBLIOGRAPHY

Source Document	HMIC Report 'Stop and Search Powers: Are the police using them effectively and fairly?'
Contact Officer	T/Chief Inspector Paul Ormerod, Corporate Development Department, Force Headquarters