



## PERFORMANCE WORKING GROUP

### APPROVED MINUTES

Date: Tuesday 18th August 2015

Time: 10.30

Location: OPCC Office, Cambourne

Present:

Sir Graham Bright	Police and Crime Commissioner
Dorothy Gregson	Chief Executive, Cambridgeshire Office of the Police and Crime Commissioner
Andy Hebb	Temporary Assistant Chief Constable, Cambridgeshire Constabulary
Sue Ratcliffe	Principal Performance Analyst, Cambridgeshire Constabulary
Cristina Strood	Head of Policy and Performance, Cambridgeshire Office of the Police and Crime Commissioner

#### 1. Apologies

No apologies were received

#### 2. Welcome and minutes

- 2.1 The Police and Crime Commissioner (“the Commissioner”) noted that he was pleased to see that further details of previous discussions had been included in the minutes. The minutes of the meeting of 5<sup>th</sup> May 2015 and 14<sup>th</sup> July 2015 were approved. It was noted that actions from previous meetings had either been completed, or were being picked up through the forward agenda.
- 2.2 It was agreed that, where appropriate, issues could be picked up through the programme of thematic reports being considered by the Business Coordination Board. The Constabulary would share their Performance Board agenda plan to inform the forward programme.

**3. Performance issues**

3.1 The group discussed performance issues related to the following:

**Recorded crime levels**

3.2 The Commissioner queried whether the Constabulary is still content that increases in levels of recorded crime relate largely to recording practices and increases in reporting, rather than levels of incidents.

3.3 The Temporary Assistant Chief Constable (“T/ACC”) outlined that the rises were in line with patterns of recording regionally and nationally. There had been a step change in crime recording standards which was being monitored through regular audits. The crime type that was seeing the most significant rises remained violent crime both at the lower end (without injury) and the more serious cases. This reflected the influences of recording practices, increases in reporting of historical crime and increased reporting by those most vulnerable. Levels of recorded thefts remained static. National analysis had also concluded that rises were largely an indication of compliance with National Crime Recording Standards.

3.4 The Commissioner asked how confident the Constabulary could be in this analysis. The Commissioner was informed that proxy measures from the Crime Survey, data from partners such as data on violent crime from Accident and Emergency Departments (“A&E”) and feedback from communities were consistent with this analysis. A&E data did not show that violent crime was increasing and concerns were not being raised in feedback from communities. The Commissioner noted that such concerns were not being raised with him by communities either. The Commissioner queried the definition of violent crime. The Commissioner was informed that there were various sub-categories, with violence without injury at the lower end of the scale. The Commissioner was informed that other influences such as increased awareness and reporting of cyber crime and recent changes to crime recording would continue to impact on levels of recorded crime.

3.5 The T/ACC stated that fluctuations in levels of recorded crime were constantly monitored through the Force performance regime. Burglary indicators needed to be monitored carefully to understand the true level.

**Operational delivery**

3.6 The Commissioner recognised that there was discussion both nationally and locally about potential pressures on operational delivery. The T/ACC informed the Commissioner that analysis was being undertaken to better understand demand. Incidents were largely continuing on a downward trajectory and resources were largely static. It was important to recognise that ‘frontline’ officer resources were distributed across ‘reactive’ attendance at incidents, specialist services and change initiatives. The Commissioner noted that tuServ should be increasing time available at the frontline. It was noted that frontline time was now spent differently. For example, the time spent with vulnerable victims to ensure they are safeguarded from harm. The Temporary Chief Constable was also looking at Athena phasing to ensure

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impacts on performance were minimised. It was concluded that in the future, the Constabulary would be working differently but with more focus.

### **Prosecution possible outcomes**

- 3.7 The Commissioner queried the downward trend in prosecution possible outcomes. The T/ACC acknowledge that this was problematic. The Constabulary was seeking to better understand the full range of outcomes possible and whether they were being recorded correctly. The core role of policing in bringing offenders to justice was acknowledged.

### **Victim satisfaction**

- 3.8 While it was recognised that levels of victim satisfaction remained good and higher than most similar forces, there had been a drop. The Commissioner was informed that there were issues with follow up which was impacting on satisfaction. The T/ACC outlined that, in line with Home Office guidance, the satisfaction survey did not cover the most vulnerable victims, including those supported through the Victims' Hub, though there was strong positive feedback from these victims. The Constabulary would seek to ensure that expectations were managed effectively.

### **Domestic abuse**

- 3.9 The T/ACC outlined that the Force had conducted further analysis on domestic abuse and from this it was clear that there had been a very small (1%) rise in incidents, while there had been a 46% rise in recorded domestic abuse cases. This was consistent with the national trend of increased recording rather than increased incidents.
- 3.10 It was noted that the initial feedback from the recent HMIC inspection on vulnerability was broadly positive, particularly in terms of the cultural focus on vulnerability, child sexual exploitation and missing people. There had been some questions regarding outcome monitoring. The Constabulary's Safeguarding Steering Group would be reconstituted and chaired by the Head of the Public Protection Department to ensure delivery of the action plan.
- 3.11 The Commissioner queried how the Constabulary could be confident of appropriate outcomes for vulnerable victims. The Commissioner was informed that further work was underway on the Force performance framework to ensure that appropriate measures fully support qualitative indicators. It was recognised that a careful balance had to be struck between monitoring indicators and ensuring they did not become targets.
- 3.12 The Commissioner questioned the challenges in domestic abuse response times. The T/ACC reassured the Commissioner that the highest priority 'immediate' grade calls were largely being attended promptly. Responses to 'prompt' grade calls for service were proving challenging. These issues were being picked up through the Constabulary's performance mechanisms and the Safeguarding Steering Group. Local feedback indicated that delays in response to 'prompt' grade calls were not having a negative effect on victims or investigations.

**Reoffending**

- 3.13 The Commissioner queried what progress was being made on identifying appropriate performance indicators for reoffending, including the Integrated Offender Management (IOM) programme. It was recognised that this work needed to be undertaken through partnership working. The Commissioner was informed that some progress had been made. It was also noted that IOM in Cambridgeshire had hitherto focussed on serious acquisitive crime. The IOM approach is now to be piloted across a wider range of identified offenders.

**Call handling**

- 3.14 The Commissioner was informed that initial call handling of both 999 emergency calls and non-emergency calls remains strong. This means that where there is an urgent call for service this can be identified and responded to accordingly.
- 3.15 The Commissioner queried what progress was being made with non-emergency 101 secondary call handling. The T/ACC informed the Commissioner that improvements were still a work in progress. The vacant posts had been filled but not all posts had yet been taken up, there would then be a period of training. The 'Queuebuster' technology' was now in place.
- 3.16 The Commissioner stated that the longest wait of 47 minutes was not acceptable. The T/ACC reassured the Commissioner that in addition to the new staff and technology currently being implemented, voice recognition technology would also be implemented and further work on call handling arrangements was underway.

**Sickness**

- 3.17 It was noted that officer sickness had risen slightly but remained below the national average. Staff sickness was above the national average. The Commissioner was informed that sickness levels are carefully scrutinised to ensure that available resources are maximised. It was noted that there were some long term sickness absences for serious and life threatening illnesses that impacted on overall levels of sickness.
- 3.18 The Commissioner stated that it was important to understand the reasons for the levels of sickness. The Constabulary's People Board would continue to monitor this.

**Knife crime**

- 3.19 The latest Office for National Statistics data release had identified an increase in knife crime. The Commissioner asked what the position is in Cambridgeshire. The Commissioner was informed that the knife crime data relates to a very small number of serious offences. A small increase had been identified, particularly in relation to robbery. This issue was being considered at the forthcoming Force Performance Board.
- 3.20 The Commissioner stated that it was important that any emerging issues were understood and dealt with appropriately. It was noted that further work would be required to understand the issues and influences. There would be a national report on any impacts relating to the use of stop and search powers.

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**4. Next meeting scheduled for 8<sup>th</sup> October in Cambourne.**



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**Sir Graham Bright**