



To: Business Coordination Board

From: Chief Constable

Date: 22 January 2016

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 any exceptional issues relating 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 Constabulary recognises that performance in some key areas of business could be further improved - especially in respect of enhancing its standard of service to victims through the investigation process. Consequently, the Constabulary is prioritising work to focus on achieving the best and most appropriate outcomes for victims. This predominantly relates to criminal justice outcomes for victims of Burglary Dwelling and Domestic Abuse while maintaining a victim centred service to positively influence victim satisfaction rates. The Chief Constable has implemented an additional governance and scrutiny meeting in order to drive forward improvements in the short to medium term.

3.2 The Chief Constable has briefed the Police and Crime Commissioner on these performance areas and reassured the Commissioner that there still remains a high rate of compliance with the National Crime Recording Standards. The Commissioner’s

Performance Working Group will continue to monitor these key areas of the business and hold the Chief Constable to account. A performance update for year ending December 2015 will be presented to the February Board.

3.3 The newly formed Criminal Justice Outcomes Scrutiny Group, chaired by the Assistant Chief Constable will deliver the extra layer of scrutiny required at this time. It is anticipated that, in the coming weeks, outcome performance (specifically for Burglary Dwelling and Domestic Abuse) will benefit from this increased scrutiny and enabling activity.

3.4 The additional benefit of this will be the delivery of a better service to victims, leading to increased satisfaction; this can only be evidenced through the victim satisfaction survey for Burglary Victims at this time, as victims of Domestic Abuse are not surveyed in this way.

4. Call Handling Performance

4.1 999 Emergency Call Handling Performance

	Nov 2014	Dec 2014	Jan 2015	Feb 2015	Mar 2015	Apr 2015	May 2015	Jun 2015	Jul 2015	Aug 2015	Sep 2015	Oct 2015	Nov 2015
Call Volume	8761	8335	7423	7140	8137	8024	9008	8761	10036	10092	9251	10063	9112
% answer in 10 sec	94.92	94.28	96.79	95.52	95.61	96.19	96.05	94.35	94.22	93.49	92.54	94.58	95.46

4.1.1 The updated tables above sets out the volume of emergency calls over the previous 12 months and the percentage of these calls answered within 10 seconds.

4.1.2 Emergency call handling performance has remained strong throughout the year, with a grade of service for November 2015 of 95.46% of calls answered within 10 seconds.

4.2 101 Non-Emergency Calls

	Nov 2014	Dec 2014	Jan 2015	Feb 2015	Mar 2015	Apr 2015	May 2015	Jun 2015	Jul 2015	Aug 2015	Sep 2015	Oct 2015	Nov 2015
Call Vol	27836	25466	25614	25766	28976	28159	29013	30768	34264	30708	29829	31510	27700
101 GOS %	93.39	93.40	93.63	90.74	89.68	89.04	91.27	91.00	88.93	90.16	91.20	91.91	93.02

(% calls within PSC answered in under 30 seconds)

4.2.1 The updated table above sets out the volume of non-emergency calls over the previous 12 months and the percentage of these calls answered within 30 seconds.

4.2.2 Since the peak call volume levels of July 2015 in excess of 90% of calls have been answered in less than 30 seconds, in line with the Police and Crime Commissioner's Police and Crime Plan.

Secondary Call Handling

	Nov 2014	Dec 2014	Jan 2015	Feb 2015	Mar 2015	Apr 2015	May 2015	Jun 2015	Jul 2015	Aug 2015	Sep 2015	Oct 2015	Nov 2015
% Abnd after 30 secs	12.39	10.81	10.53	13.96	18.39	22.36	17.40	16.71	18.18	20.85	17.50	17.94	12.30
Avg Wait Time mm:ss	3:36	3:40	2:40	3:53	4:52	6:31	5:02	4:54	5:14	5:58	5:18	5:32	3:40
Lngst Wait Time mm:ss	47:38	41:25	45:42	49:31	49:00	58:05	53:24	47:27	49:43	50:19	57:38	65:44	54:51

5. HMIC Inspections Update

- 5.1 HMIC's report 'Regional Organised Crime Units – A Review of Capability and Effectiveness' was published on 1st December 2015. The report is the subject of a separate paper to be presented to the February Board meeting.
- 5.2 The HMIC PEEL Vulnerability inspection report was published on 15th December 2015. The report will be the subject of a separate paper for the attention of the February Board.

6. Significant Investigations / Operations

6.1 Operation Makesafe

- 6.1.1 The Constabulary's proactive intelligence gathering response to child sexual exploitation (CSE), has successfully led to the identification of almost 200 potential victims and offenders.
- 6.1.2 Since its launch in April this year almost 700 intelligence items have been submitted to the force, resulting in the identification of 88 suspects and 98 potential victims.
- 6.1.3 The next phase will be the creation of a panel meeting focusing on missing people and CSE concerns; this will be known as MASE (Missing and Sexual Exploitation).
- 6.1.4 MASE will be a monthly meeting chaired by the Head of the Constabulary CSE team, and will allow police and other agencies to focus on the highest risk victims, as well as the highest risk offenders. MASE meetings will aim to:
- Establish risks and protective factors for the child/young person
 - Establish risks and protective factors for any other children/young people, including siblings
 - Systematically gather information regarding links with known or suspected offenders and young people.

- Consider any action to support the likelihood of prosecution alongside the impact on the child following any possible criminal proceedings
 - Agree on action and make recommendations to address the concerns and risks
 - Develop a multi-agency support plan for the child/young person, and parent or carer, and keep this under review
 - Develop disruption tactics for offenders
 - Ensure co-ordination with the Multi-Agency Safeguarding Hub (MASH)
- 6.2 The Constabulary's delivery of Operation Makesafe was recently highlighted as best practice during the latest College of Policing peer review, and other forces have contacted Cambridgeshire to share our practices and methodology.
- 6.3 **“What's the Point?” Campaign**
- 6.3.1 The “What's the Point?” scheme, run by the Tri-Force Armed Policing Unit, is aimed at schools and youth groups and educates youngsters about the dangers of knives and firearms.
- 6.3.2 It was created in response to an increase in arranged fights at schools and pupils arming themselves either with knives or BB guns. One incident this summer in Werrington, Peterborough resulted in a boy receiving serious stab wounds.
- 6.3.3 The scheme is aimed at secondary school pupils and covers legislation, sentencing powers, the consequences for victims and offenders as well as how the police deal with those found in possession of a weapon. Officers also explain the decision-making process in dealing with an incident.
- 6.3.4 Police cadets were closely involved in the development of the scheme and after a successful trial period in Bedford and Peterborough it is being delivered across Cambridgeshire, with hundreds of pupils at two Peterborough schools having benefited already from the scheme. Longer term, it is hoped to expand it further across Bedfordshire and Hertfordshire.
- 6.4 **Rape and Serious Sexual Assault Campaign**
- 6.4.1 AS PART of the force's ongoing commitment to protecting the most vulnerable, a month-long rape and serious sexual assault campaign launch on 4th January 2016.
- 6.4.2 The campaign will highlight the issues around understanding consent and the importance and encouragement of reporting assaults. Each week will explore a separate theme.
- 6.4.3 The theme for Week One is: 'consent'; Week Two aims to educate people of the services available to them after they have been a victim of rape or sexual assault - specifically to increase awareness of Cambridgeshire's Sexual Assault Referral Centre (SARC). Week Three of the campaign will aim to dispel the myths associated with rape, about victims and how they are treated; the final week of the campaign will focus on historical rape, informing people of the support available and action that can be taken against historical assaults.

6.5 Speeding Campaign

6.5.1 A month-long ‘THINK!’ campaign will be taking place in January 2016 targeting speeding drivers. Throughout the month, the Bedfordshire, Cambridgeshire and Hertfordshire Road Policing Unit (RPU) will enforce speed limits, and there will be an accompanying media and education campaign.

7. Effective and Efficient Policing

7.1 Praise from the Association of Crime and Intelligence Analysts

7.1.1 Three force analysts: senior analysts Emily Doran and Amanda Huggins and strategic intelligence analyst Sally Brierley, narrowly missed out on first prize at the prestigious Association of Crime and Intelligence Analysts (ACIA) awards, for their work in developing a strategic risk matrix.

7.1.2 The risk matrix they produced five years ago is now used by the Constabulary, and is being developed nationally by the Management of Risk in Law Enforcement (MoRiLE) project.

7.1.3 The analysts developed the matrix to help assess the harm caused by different crime and disorder themes and the effectiveness with which the force manages them. It has been in use to inform the Constabulary's strategic tasking process and allocate resources to respond to threats. It has formed the basis of the tactical risk matrix used to prioritise weekly resourcing needs and has been important in helping the force to focus on harm and risk.

7.1.4 The model has been used by the MoRiLE project as the basis for national risk matrices, has been championed by the National Crime Agency and is likely to be adopted by the majority of forces and partner agencies. It has also attracted international interest.

8. Recommendation

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

BIBLIOGRAPHY

Source Document	
Contact Officer	Chief Inspector Paul Ormerod, Corporate Development Department, Cambridgeshire Constabulary