



Cambridgeshire
Police & Crime
Commissioner

To: Business Coordination Board

From: Chief Executive

Date: 25 February 2016

EVALUATION OF THE POLICE AND CRIME COMMISSIONER'S PUBLIC ENGAGEMENT

1. Purpose

1.1 The purpose of this report is to update the Business Coordination Board ("the Board") on how the Police and Crime Commissioner ("the Commissioner") is engaging with the public to understand people's concerns, the action being taken to address these concerns and its value.

2. Recommendation

2.1 The Board is recommended to note this report

3. Background

3.1 In exercising the powers conferred under the Police Reform and Social Responsibility Act 2011, Policing Protocol Order 2011 sets out the Commissioner's duty to "provide the local link between the police and communities, working to translate the legitimate desires and aspirations of the public into action".

3.2 The Commissioner's Police and Crime Plan 2013-16 ("the Plan") sets out a commitment by both the Commissioner and Cambridgeshire Constabulary ("the Constabulary") to engage effectively with the communities they serve, understand their concerns and respond effectively.

3.3 The Plan includes a number of the Commissioner's personal pledges such as to be the "Voice of the people", using public feedback to continually support and challenge the provision of policing in Cambridgeshire.

4. Purpose of public engagement and participation

- 4.1 Public engagement is central to the Commissioner's work, of his office, the Office of the Police and Crime Commissioner (OPCC), and the Constabulary. The Commissioner and the Constabulary work together to understand the concerns of the public, businesses, partners and communities, sharing what they have learned in order to better respond to their respective needs.
- 4.2 Effective public engagement and the public's participation is key in a number of ways in making a difference. It has been shown to help shape and influence the Commissioner's work, the local priorities of the Constabulary, ensured accountability, and improved trust and confidence in policing.
- 4.3 The Commissioner's engagement work, and the consequential public participation, takes a number of forms and methods, across a range of audiences, with different outputs and outcomes to facilitate a two way flow of information.
- 4.4 Engagement has been used to:
- **Listen** to public concerns through correspondence, public meetings and Commissioner's surgeries;
 - **Respond** to the concerns raise to ensure they are acted upon;
 - **Consult** the public to obtain their feedback for example on the Commissioner's proposal on the policing element of the Council Tax (the precept) and on a survey of 101 call handling;
 - **Collaborate** with the partners to tackle crime and disorder;
 - **Empower** people through the funding of projects, capacity building and involvement in preventative community schemes such as Speedwatch and Neighbourhood Watch.

5. The value of public participation

- 5.1 It is impossible to accurately determine how individual actions influence levels of public confidence. The overall package of measures all work together to reassure people that the Commissioner is delivering a police service that is well managed and one that the public can trust and have confidence in.
- 5.2 The success and impact engagement has had in obtaining greater public participation can be easily evaluated for some forms of engagement. For other engagement activities it can be less tangible by its nature but by no means less important in the need to engage. For example, the Commissioner's recognition of the public's concern regarding 101 call handling has meant that the Constabulary has been constantly held to account for this, with call handling times improved. The Commissioner's engagement with young people through his Youth Grant Funding which provide diversionary activities to provide an immediate solution to anti-social behaviour and crime but also help to motivate young people in the longer term by increasing their skills, confidence and employment prospects.

5.3 The Commissioner monitors public opinion and public satisfaction through both the Performance Working Group and through the Board. These forums enables the Commissioner to support and scrutinise the Constabulary on a number of performance issues including the levels of crime, how the force is responding and the levels of public satisfaction with the service received.

6. Listening

6.1 The Commissioner and the OPCC continues to receive and respond to all requests for information from the public, the media and partners. The OPCC receives in excess of 120 pieces of correspondence per month which require following up and responding to. The correspondence covers a vast range of topics such as police visibility, burglary, anti-social behaviour, call handling, and those who are impacted by mental health issues.

6.2 The Commissioner attends a range of community meetings, responding to people's questions and listening to their concerns. This includes Town Council meetings, Parish Council meetings, Local Police Panel meetings and other Community Groups.

6.3 The Commissioner attends many community meetings, as do members of the OPCC, to gather public opinion and to encourage public participation. The Commissioner's Outreach Workers act as his "eyes and ears" on the ground. They speak to the public in many forums, such as Parish Council meetings, at Police Contact Points, through schools liaison and at a range of conferences and events. Outreach Workers also work with local policing teams and with partner agencies to co-ordinate local activity and respond to public demand. What they learn they are able to feedback directly to the Commissioner to help shape and influence priorities and initiatives.

6.4 The Commissioner holds regular surgeries across Cambridgeshire and Peterborough offering one-to-one appointments with the public to discuss their specific issues of concern. The Commissioner and Constabulary officers attend Street Surgeries in urban centres and at Police Contact Points, which provide for further opportunities to engage and raise issues of concern with the Commissioner.

6.5 A monthly newsletter highlights some of the work being undertaken by the Commissioner, the OPCC and the Constabulary which allows people another way of feeding back their thoughts and observations. Press releases publicise the major decisions being made. The public are encouraged to feedback their views on the decisions being made and thereby help shape future policing. The OPCC website contains details of all spending and decisions made and ensures the Commissioner is fully transparent and accountable to the public.

7. Responding

7.1 As a result of engagement with the public, the Commissioner has taken a number of actions to respond to these concerns and to hold the Constabulary to account.

- 7.2 One of the greatest issues of concern raised by the public is that of police visibility. People would like to see more uniformed officers in their communities. In response to this the Commissioner is fully supporting the complete redesign of all force systems, processes and structures which focuses on utilising technology. Officers have been issued mobile devices that allow immediate sending and receiving of real-time data, supported by a system that allows interrogation of multiple databases at the same time. This releases officers' time, allowing them to spend more hours out in their communities and less time back at base completing paperwork thereby responding to the public's desire to see more officer's in the community.
- 7.3 A consequence of the adoption of technology is that there is less need to maintain expensive and underutilised buildings. This has enabled a review of the estate, divesting unneeded buildings and saving £700,000 which can be used to maintain front line policing which is what the public want to see.
- 7.4 At the same time, in order to improve engagement and accessibility, the Constabulary have been trialling a number of Police Contact Points. These Contact Points are typically sited within busy supermarkets at advertised times, offering people the opportunity to meet with local officers or the Commissioner's Outreach Workers. Currently, Police Contact Points are operating (or soon to open) in Peterborough, St Neots, Cambridge, Wisbech, Chatteris, Huntingdon, St Ives and Cambourne. Taking local officers to locations where people visit in large numbers increases the public's ability to make contact and as such public feedback from these sites has been very positive.
- 7.5 The fear of dwelling burglary and the response victims receive is important to the public. Both the Commissioner and the Chief Constable share a vision that all burglaries should be investigated given the impact such a crime has on the victim and the community. In response the Chief Constable has launched Operation Hunter, in a drive to improve the Constabulary's handling of domestic burglary and the importance of victim care. Satisfaction rates for victims of burglary remained high, at 91% in the 12 months to Dec 2015.
- 7.6 In recognition of the need to support vulnerable people, the Commissioner has provided funding to the Cambridgeshire Shrievalty Trust's 'Bobby Scheme'. This scheme provides a free service to vulnerable victims of burglary aged 60 or over and those who had not been victims but nonetheless were vulnerable. Security advisors repair minor damage caused by criminals, installing locks, bolts, peepholes, door chains and alarms.
- 7.7 The consequence of drug and alcohol misuse is a common source of public concern. The Commissioner has provided a grant of £94,000 to the Cambridge Drug and Alcohol Action Team and £166,000 to the Drug Intervention Programme in Peterborough. On a smaller scale, the Commissioner has also provided a grant of £5,000 of Alco Blow devices. Trialled in Cambridge City these devices are used by door staff to identify if customers have been drinking to excess and staff can use the results to refuse entry if they so wish. The feedback from business has so far been positive.

- 7.8 The Commissioner is regularly contacted by people that have, or know someone with, mental health issues. A number of agencies are responsible for providing appropriate care and support for those suffering mental crisis. The Commissioner was instrumental in bringing together senior leaders from Cambridgeshire and Peterborough agencies to agree a shared statement of what people experiencing mental health crisis should be able to expect of the public. This Mental Health Crisis Care Concordat local declaration was signed in November 2014.
- 7.9 The feedback the Commissioner received from victims of crime was that their experience was further exasperated by the fact that they had to deal with a variety of support services. In response to this, the Commissioner took the opportunity to provide an integrated victim support service centred around the Victims' Hub. This has transformed the service provided to victims of crime in Cambridgeshire. Since its launch in Oct 2014 the Hub has had over 10,000 victim referrals, has contacted over 8,000 of those victims (over 2000 were unable to be contacted after three attempts), and provided support to over 6000 victims (over 1000 victims declined support). The number of people who have been supported is significantly higher than under the previous victim support arrangements. This service contributes to the high levels of satisfaction from the victims of crime in Cambridgeshire regarding how well they were supported by the police.

8. Consulting

- 8.1 The 101 service receives around 30,000 calls per month. In 2012 the public were dissatisfied with the amount of time it was taking to answer 101 calls. In addition to the Commissioner responding to correspondence regarding call handling, the Commissioner undertook a survey to ascertain the public's experience of calling 101. The survey asked a number of questions which enabled the Commissioner to focus a spotlight on this area of the Constabulary's service and hold the Chief Constable to account to improve service delivery.
- 8.2 Changes were made and now 94% of 101 calls are now answered within the target time of 30 seconds. However, 50% of the calls need to be transferred to a second call handler and there were complaints of delays on this "secondary" call handling. As a result of this the Commissioner agreed with the Constabulary's plan to recruit 10 new call handlers and to implement technology to support call handlers. This included a call back system that allows service users to leave their details and be called back, thereby avoiding the need for them to hang on the phone. These measures are having an effect and the most recent figures show the average pick-up of secondary calls as three and a half minutes. This will be closely an area of common complaint and is closely monitored month by month.
- 8.3 The Commissioner has undertaken a public survey regarding the drink drive alcohol limit. The Commissioner is also part of national group that is championing changes to legislation to combat alcohol misuse. Measures being investigated include reducing the drink drive limit, minimum unit pricing and tougher licensing laws.

9. Collaborating

- 9.1 Generally the percentage of people who perceive there is a high level of anti-social behaviour in their area remains low. At the same time, reports of anti-social behaviour to the police and the local community safety partnerships have fallen. However, the Commissioner still receives regular feedback from the public that such behaviour is a problem where they live.
- 9.2 The Commissioner and the Constabulary use a partnership approach with Community Safety Partnerships across Cambridgeshire and Peterborough to tackle crime, disorder and anti-social behaviour. Since coming into office the Commissioner has provided over £760,000 of grants to Community Safety Partnerships to tackle and reduce local fear of crime and anti-social behaviour at a very local neighbourhood level. Their activity includes preventative work with young people to reduce ASB, initiatives for families, working with the vulnerable and supporting victims. This work contributes to the Commissioner's vision to create safer, stronger communities by tackling crime and reducing victimisation.

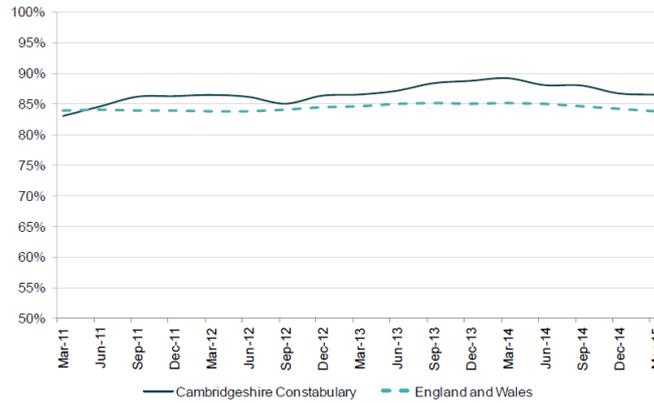
10. Empowering

- 10.1 By being responsive to what the public have told him, the Commissioner has supported and provided opportunities to empower and enable the young people, organisations, community groups, and the general public.
- 10.2 Concerns by communities over anti-social behaviour has led to the Commissioner providing grants to help divert youngsters away from crime through the Youth Fund. So far over £55,000 in grants have been issued between 37 projects involving over 1800 young people. For example, a grant of £2000 was issued to the Garage Community Trust in Stretham to engage young people in a 'bike maintenance and repair' project and Waterlees Youth Service Providers which won funding towards the running of the drop-in project at Wisbech.
- 10.3 To further support the Commissioner's pledge in his plan to "support work with young people to divert them away from a life of crime" and to support the Commissioner's commitment to volunteering, the Commissioner launched the Cambridgeshire Volunteer Police Cadet Scheme. Four units have already started and further schemes are planned. It is hoped that this innovative scheme will instigate positive changes to the young people's lives and to those that they help serve in their communities.
- 10.4 One of the most recurrent areas of concern raised by the public is speeding cars. The Commissioner has been a strong advocate of the Speedwatch scheme and the scheme continues to grow. Speedwatch allows the public to get actively involved in monitoring the speed of vehicles through their neighbourhood. Volunteers are trained to use speed indicator devices and those caught exceeding the speed limit receive an advisory letter from their local policing team. It is a good example of how volunteers and the police working together can address public concern in a very visible way.

- 10.5 The Commissioner has supported the Neighbourhood Watch scheme. The OPCC is represented on the Cambridgeshire Neighbourhood Watch Executive Board, working in collaboration with the Constabulary and Neighbourhood Watch to increase membership and further develop cooperation between the Constabulary and coordinators.
- 10.6 The Commissioner has sought to maintain Special Constables at 300 (currently there are over 280). Specials have the satisfaction of reducing crime, and the fear of crime, in their local community and contribute to maintaining police visibility. They come from all walks of life and on average they each contribute over 21 hours each month.
- 10.7 By listening to the concerns of the public, businesses and representative groups, numerous engagement events have been hosted by, or had input from, the Commissioner or the OPCC. These have proactively explored and addressed a range of crime and disorder matters such as rural crime, human trafficking and cyber crime.

11. Conclusion

- 11.1 Her Majesty's Inspectorate of Constabulary (HMIC) is an independent inspectorate, inspecting policing in the public interest, and rigorously examines the effectiveness, efficiency and legitimacy of police forces to tackle crime and terrorism, improve criminal justice and raise confidence. HMIC annual inspection into police legitimacy focusses on how forces are ensuring they have the confidence of their communities. HMIC considers a police force to be legitimate if it has the consent of the public, and if those working in the force consistently behave in a way that is fair, ethical, and within the law. The force must also generate the trust and cooperation of the public.
- 11.2 In the most recent HMIC report on Legitimacy (published 11th February 2016) the Constabulary's approach to treating people fairly was judged as 'good'.
- 11.3 With regard to community engagement, the report found that the Constabulary understands the importance of good and effective engagement with its communities and it uses a broad range of methods to do so with many great examples of officers listening to and understanding local concerns and responding to them well.
- 11.4 HMIC's report on Effectiveness 2015 (published 15th February 2016) found that of those who have been the victim of a crime in Cambridgeshire in the 12 months to 31 March 2015, 86.5 percent were satisfied with their whole experience with the police. This is higher than the national victim satisfaction rate of 83.8 percent over the same time period.
- 11.5 Over the longer term, there has been a significant increase in victim satisfaction between the 12 months to 31 March 2011 and the twelve months to 31 March 2015.
- 11.6 Percentage of victims satisfied with the overall service provided by the police, for the four year period to 31 March 2015



Source: Home Office data provided by forces

11.7 The performance update from the Constabulary to the Police and Crime Commissioner shows that the current public satisfaction level (12 month rolling average) for “dealing with local concerns” is 73.7% (68.2% in Dec 2012) and “Satisfaction with service delivery” is 85.8% (85.6% in Dec 2012).

BIBLIOGRAPHY

<p>Source Documents</p>	<p>Police Reform and Social Responsibility Act 2011??? + link???</p> <p>Policing Protocol Order 2011</p> <p>https://www.gov.uk/government/publications/policing-protocol-order-2011-statutory-instrument</p> <p>Police and Crime Plan 2013-16</p> <p>http://www.cambridgeshire-pcc.gov.uk/police-crime-plan/</p> <p>HMIC PEEL Reports</p> <p>https://www.justiceinspectorates.gov.uk/hmic/cambridgeshire/</p>
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