



**PERFORMANCE WORKING GROUP**

**APPROVED MINUTES**

Date: Thursday 28<sup>th</sup> April 2016

Time: 11:00

Location: OPCC Office, Hinchingsbrooke

Present:

Sir Graham Bright	Police and Crime Commissioner
Dorothy Gregson	Chief Executive, Cambridgeshire Office of the Police and Crime Commissioner
Mark Hopkins	Assistant Chief Constable, Cambridgeshire Constabulary
Sue Ratcliffe	Head of Performance, 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”) welcomed the Assistant Chief Constable and the Constabulary’s Head of Performance to the Performance Working Group (“the Group”). The Group approved the minutes of the meeting of 17<sup>th</sup> March 2016.

**3. Performance Issues**

3.1 **Drugs – Constabulary activity to disrupt drug supply**, the Commissioner highlighted the issues of concerns raised with him by members of the public regarding drug dealing. The Assistant Chief Constable informed the Commissioner that the Constabulary receives a lot of intelligence from the public regarding drugs. It was not highlighted as a high priority area by the Constabulary as work streams were underway through the Eastern Region Special Operations Unit (ERSOU) and business as usual for the Constabulary. The Chief Executive noted that public perceptions of drug misuse in Cambridgeshire were low but had seen some rises. The Commissioner commented that he had always been clear, including through the Police and Crime

Plan, that this was an important issue. The Assistant Chief Constable highlighted that, for example, Peterborough had responded to local concerns and made drugs a local priority. The Commissioner stressed that concerns were raised with him from a range of places. The Assistant Chief Constable reassured the Commissioner that operations were in place, with significant seizures even in the last 24 hours. The Chief Executive asked about the partnership response through the Drug and Alcohol Action Team (DAAT) and whether they were seeing increased referrals. **Action: Constabulary to give consideration to be given to the local partnership response to this agenda.**

- 3.2 **Domestic abuse – response times, prosecutions possible, Domestic Violence Protection Notices, roll out of Body Worn Cameras**, the Commissioner was concerned to ensure that the roll out of body worn cameras was progressing rapidly, to support the effective police response to domestic abuse. He noted the improvements in response times and the continued work on improving these. The Assistant Chief Constable informed the Commissioner that the 14 extra staff in the Domestic Abuse Team was bringing improvements but that further improvements were required including in terms of the quality of investigations. Work would continue to drive improvement.
- 3.3 **Burglary – attendance, prosecutions possible, satisfaction**, the Assistant Chief Constable informed the Commissioner that the downward trend in prosecutions possible had been reversed but was not improving as quickly as anticipated with Operation Hunter. This issue would be considered further at the Force Performance Board. The Commissioner noted that victim satisfaction was still over 90 per cent but there had been a small amount of deterioration more recently. The Commissioner had always put a high priority on this area, for example in improving attendance at dwelling burglaries in order to support public confidence. The Assistant Chief Constable highlighted the work on customer focus and the need to manage expectations more effectively. Discussions had started with the new HR Director about the cultural aspects of this work.
- 3.4 **Overall prosecutions possible**, the Commissioner noted that the prosecution possible rate was still low compared with other Forces. The Assistant Chief Constable recognised that there had been a marginal improvement but that the work to make it clear that prosecution is part of safeguarding vulnerability was still ongoing. The Local Policing Commander is leading a group to drive this work.
- 3.5 **Violence without injury – rate of increase compared to others**, the Assistant Chief Constable noted the recent Office for National Statistics publication which had again indicated that improvements in recording standards were continuing to drive rises in this category nationally. The Commissioner asked if that is still the key driver in Cambridgeshire. The Assistant Chief Constable highlighted that similar rises were not being seen in violence with injury indicating there was not more violence occurring and that the national picture was being reflected locally. The Head of Performance noted the detailed analysis underway in Peterborough. **Action – The Head of Performance to share the Peterborough analysis with the Office of the Police and Crime Commissioner.**
- 3.6 **Outcome of analysis of rises in acquisitive crime in some areas**, the Head of Performance acknowledge the recent rises that had been seen in Cambridge and

Peterborough, Work on researching the handling market was underway and an update would go to the Force **Performance** Board in June. The Assistant Chief Constable informed the Commissioner that handling markets had now moved into the digital environment which provides new challenges for the Constabulary. **Action – the head of Performance to share the acquisitive crime analysis with the Office of the Police and Crime Commissioner.**

- 3.7 **Satisfaction – activity to improve customer service and therefore performance on follow up, treatment,** these issues had been picked up under burglary.
  - 3.8 **Productivity and understanding demand,** some promising work on managing analysis from the London School of Economics demonstrated some of the local challenges when compared with peers. The Chief Executive noted the Commissioner's focus on balancing the budget to ensure that demand could be met. The next step would then be to focus on partnership working and how this could support demand management. **Action – The local Policing Commander's presentation to be shared with the Office of the Police and Crime Commissioner.**
  - 3.9 **Overall recorded crime levels/trends,** the Head of Performance informed the Commissioner that levels of recorded crime were still significantly higher than last year. The Constabulary continued to strive to increase reporting for crimes which previously may have gone unreported, often affecting the most vulnerable. The most recent Office for National Statistics publication had indicated that nationally most of the rise is thought to be owing to improved crime recording, leading to a greater proportion of reports of crime being recorded in the last year. The Chief Executive commented that it would be helpful to understand more about the conversion rate.
  - 3.10 **Child arrests for suspected firearms offences,** the Head of Performance informed the Group that there were a small number of cases (six in 2014/15 and five in 2015/16). The Group was reassured that appropriate steps would be taken in such cases and that these cases were not being driven by gang culture as reported in other parts of the country.
- 4. 101 secondary call handling**
- 4.1 The Commissioner noted the improvements in initial pick up for non-emergency calls, with in excess of 90 per cent of calls answered within 30 seconds and an average wait time of 5 to 6 seconds, and for secondary call handling which now had an average of 3 minutes 4 seconds.
  - 4.2 With the 'Queuebuster' system now in place the Commissioner noted the number of people who are opting to stay on the line after initial triage rather than receiving a call back. The Commissioner had heard about one caller being offered the option of call back not only by the Queuebuster system but also by a call handler on three occasions. It was acknowledged that after initial triage when it had been assessed there was no immediate risk, call back was an appropriate response. The Commissioner wanted to understand if there was a point once someone had been offered a call back when a call handler should intervene to ensure a call back.
  - 4.3 The Assistant Chief Constable highlighted the continued strong emergency call handling with well over 90 per cent of calls answered within 10 seconds. There were a number of staff vacancies in the Police Service Centre with new staff in the process

of being vetted and recruited. **Action – Remove longest wait from Commissioner monitoring reports, as this represents individual choice.**

**5. Healthcare in custody**

5.1 The Commissioner noted that he and the Assistant Chief Constable had considered this issue in some detail when they discussed issues raised by Independent Custody Visitors on 19 April. The Assistant Chief Constable had subsequently spoken with the outgoing Custody Manager and would be speaking with the incoming Custody Manager the following week. He had discussed potential resilience finance issues with the Constabulary's Chief Finance Officer. He had also raised contractual issues with the Hertfordshire Deputy Chief Constable who is the lead on the management of this contract across the region.

5.2 The Assistant Chief Constable was thanked for picking up this important issue and ensuring it is being gripped locally. The Commissioner noted that we was aware that Hertfordshire had reconfigured their custody suite to improve access to healthcare and he wanted to ensure that every avenue was pursued to tackle the immediate issues.

**6. Summary of key performance issues**

6.1 The Commissioner summarised the latest position acknowledging that Cambridgeshire remains one of the safest counties in the country and that we should be proud of this.

6.2 He also recognised that there are issues that need to continue to be addressed and closely monitored.

6.3 The Commissioner had offered to meet with the incoming Police and Crime Commissioner and hoped that he would too maintain an overview of this area of work.

**7. AOB**

7.1 **Sexual Assault Referral Centre**, the need for additional work on an aspect of the contractual arrangements had been raised. **Action – The Assistant Chief Constable to consider this.**



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**Sir Graham Bright**