



Creating a safer
Cambridgeshire

To: Business Coordination Board

From: Chief Constable

Date: 26 January 2017

PERFORMANCE UPDATE – 12 MONTHS TO December 2016

1. Purpose

1.1 The purpose of this paper is to provide a performance update to the Business Coordination Board (“the Board”) on Cambridgeshire Constabulary’s (“the Constabulary”) performance against the priorities identified in the Police and Crime Commissioner’s (“the Commissioner”) Police and Crime Plan (“the Plan”) in the 12 months to December 2016.

2. Recommendation

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

3. Background

3.1 This report will focus on the Plan outcomes, making reference to both measures and the qualitative context and covers plan objectives 1, 3 and 4.

3.2 Delivering policing within the available budget (objective 2) is monitored through the Finance Subgroup. Maintaining the resilience of protective services (objective 5) is monitored through Strategic Alliance governance processes.

4. Maintain Local Police Performance – Objective 1

4.1 **Emergency Response** Priority Area. The Grade of Service for 999 emergency calls over the rolling 12 months is 95.1%. The number of incoming 999 emergency calls remains significantly higher than the year end benchmark; 10215 calls in October, 9649 in November (the only month below 10000 calls since June) and 10231 in December. Demand from non-emergency calls remains comparable. It is of note that the Constabulary received more 999 calls between the hours of 9pm on New Year’s Eve

and 6am on New Year's Day than were typically received in an entire day last month; nonetheless 87% of those calls were answered within the 10 second threshold and only 3 calls were abandoned.¹

- 4.2 **101 non-emergency** call volumes remain comparable to the long term benchmark. The PSC received 28, 621 public calls in October, 27, 373 in November and 26, 266 in December. This followed three months of comparatively low volumes. Grade of Service has declined marginally as a consequence, (from 95.1% in September to 93.6% in December). The rolling 12 month average is 95%.
- 4.3 Our ability to attend **prompt graded incidents** remains a challenge. On average, 20% of incidents requiring a response are graded prompt, but we get to under half of those within 60 minutes (47.5% in December). There is wide variation between incident types and policing areas which is believed to be attributable to the application of the THRIIVES risk assessment and prioritisation model by control room staff, a tendency to “ask” not “task” when deploying staff, and the inconsistent application of the “priority response model” introduced to move make more staff available to respond to incidents when demand requires. Further work has been commissioned by the Force Performance Meeting to understand this.
- 4.4 **Enhancing operational capacity through the use of volunteers** remains a key aim. The Constabulary is supported by 110 Police Service Volunteers in a wide range of roles, as well as a network of Neighbourhood Watch and Speedwatch members. The number of hours worked by the Special Constabulary has declined slightly over this quarter. In December the number of hours devoted to supporting operational policing (as opposed to training, admin etc) was the highest all year. A significant contribution was made to the drive to reduce the number of outstanding suspects through their “Operation Quarry” initiative, for which a number of Special Constables received commendations.
- 4.5 **The public's confidence** in the Constabulary has continued to improve from a low in July 2016 when only 66.3% of people surveyed agreed that the Constabulary was dealing with the things that matter to people in their community. Returns for October-December were more positive at 76.3%, 71.1% and 82.2% respectively, with the rolling 12 month average now at 74.1%. The limitations of the data gathered by this survey methodology is acknowledged (the demographic reached by landline number in the early evening is narrow) and ways to address this are being considered.
- 4.6 **Victim Satisfaction** with the overall service received dipped in December but the rolling 12 month rate remains at 86.7% (of respondents were “at least fairly satisfied” with the service provided). This is higher than latest Most Similar Force rate available (to Sept 2016).

¹ CPD, Force Performance Management Review January 2017.

4.7 The overall figure masks a sharp decline in **satisfaction with police “follow up”** (how well people feel they were kept informed of progress) which dropped from 84.1% in November to 70.1% in December. Fluctuating levels of Victim Care Contract compliance and higher levels of inactivity on crime records over the Christmas and New Year period might translate into poor satisfaction rates with this aspect in the months to come.²

4.8 Satisfaction with overall service delivery for **victims of hate crime** has further deteriorated, and is now 12.8ppt lower than at March year end. The long term indicator for follow up remains stable, but satisfaction with actions and treatment continues to deteriorate. This is particularly concerning in light of increasing levels of crime and the downward trend in prosecution possible outcome rates.³ The Force Strategic Lead for Hate Crime set out a number of actions implemented over this quarter which are anticipated will address this, including providing reassurance about crime allocation practices on local areas and that communication with victims at the resolution of the investigation is meaningful and effective.⁴ The numbers of hate crimes remains reassuringly small.

5. Continue to Tackle Crime and Disorder – Objective 3

5.1 **The public’s perception of Anti-Social Behaviour (ASB)** in the 12 months to December 2016 remains reassuringly low and comparable to last year (0.9% of people surveyed).

5.2 **The recorded crime rate continues to increase** and follows a national trend. The rolling 12 month average exceeds the baseline and this trend is expected to continue to the reporting year end. The Force’s focus on recording crime ethically and in line with National Crime Recording Standards will be a key factor in this, as are emerging issues such as the recent increase in reports of historic sexual abuse perpetrated in football clubs which has resulted in 37 crimes being recorded in the county. The recent Office for National Statistics data release shows Cambridgeshire crime rates per thousand population (61.4) higher than the regional (60.6) but lower than the national (70)⁵.

5.3 The categories of crime which have recorded most significant increases in volume are **“violence without injury” and public order offences** (which includes harassment). Together, the increases in these two crime types account for just under half the numeric increases in recorded crime FYTD. A review of public order crimes to identify any themes was commissioned at Force Performance Management Meeting in January. Continued focus on compliance with National Crime Recording Standards is believed to have driven this increase.

² CPD, Force Performance Management Review January 2017.

³ CPD, Force Performance Management Review January 2017

⁴ Information Standards Dept update to Force Performance Management Meeting January 2017

⁵ ONS data to 12 months to Sept 2016

- 5.4 Levels of **hate crime** recorded remain high. The **prosecution possible outcome rate for hate crime has improved** over the last 12 months, however the months of November and December were below average and might be a cause for concern if the trend is not arrested.
- 5.5 The **all crime prosecution possible outcome rate** (20.9%) remains comparable to the year end position, but a recent downward trend in the long term indicator continues, with December recording the lowest number of prosecution possible outcomes in a single month since August 2015.
- 5.6 Whilst encouragingly, the **dwelling burglary** recorded crime remains on a long term downward trend, the months of October and November saw the highest levels of reporting since December 2015.
- 5.7 **The burglary dwelling prosecution possible outcome rate** in the 12 months to December remains higher than the March 2016 year-end, at 12.6%.
- 5.8 **Burglary victim satisfaction** has remained stable in the 12 months to December at a very positive 91.3%. This is comparable with the Most Similar Force rate data up to December 2016.
- 5.9 **Organised Crime Groups (OCGs)** have been identified as a cross cutting theme for the organisation; and thus remain a priority. Whilst in the 12 months ending December the harm caused by all OCGs operating in Cambridgeshire increased, it is important to note that any measures relating to OCGs are influenced heavily by proactive tactical activity. The Constabulary has a robust process for managing these groups.

6. Keeping People Safe – Objective 4

- 6.1 **Domestic incident response** remains a priority for the Constabulary. Whilst response times to “immediate grade” incidents is acceptable, the time taken to get to incidents risk assessed as requiring a “prompt” attendance is still challenging. Work was commissioned at Force Performance Management Meeting in January to review prompt attendance in more detail.
- 6.2 **Domestic Abuse recorded crime** continues to increase with December seeing the highest ever levels reported (November had seen the previous record). There were 611 crimes of domestic abuse recorded in Cambridgeshire in December 2016.
- 6.3 The domestic abuse **prosecution possible outcome rate** (which had improved for 4 consecutive months, peaking at an exceptional month in September) has reverted to the norm. December’s figures were the lowest recorded since May 2016 and the rolling 12 month rate has dropped slightly to 30% (although this remains a positive outcome rate overall).

6.4 The number of **child abuse** (including Child Sexual Exploitation) reports continues to rise. Although the number of prosecution possible outcomes increased year on year, the downward trend in the rolling 12 month rate continued, with the long term indicator now significantly lower than the year end position. Recent publicity about abuse perpetrated by sports coaches has led to a significant number of allegations being made. The downward trend is likely to continue for some time due to the length of time and complexities associated with investigating many of these cases.

7. Organisational Health

7.1 At constabulary level, police officer sickness continues to increase, with an average of 9.4 days lost per officer in the 12 months to December. In contrast, whilst higher than police officer sickness, police staff sickness has remained relatively stable with an average of 10 days lost per staff.

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