



Creating a safer
Cambridgeshire

To: Business Coordination Board

From: Chief Constable

Date: 07 August 2017

PERFORMANCE UPDATE – 12 MONTHS TO JUNE 2017

1. Purpose

1.1 The purpose of this paper is to provide an update to the Business Co-ordination Board (“the Board”) on the Constabulary’s performance against strategic themes identified in the Commissioner’s Police and Crime Plan.

2. Recommendation

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

3. Background

3.1 This is the first report on the new plan launched for 2017-20 and reflects the new themes therein: Victims, Offenders, Community and Transformation.

3.2 A performance monitoring dashboard of key indicators to support monitoring of the new strategic themes has been developed on the Force performance monitoring system (CORA), accessible by the Office of the Police and Crime Commissioner.

3.3 A number of data sets from partner agencies were identified during the drafting of the plan as providing useful information about performance across the wider community safety and criminal justice arenas. It is intended that the dashboard will continue to be developed through the inclusion of this data.

3.4 Some measures were introduced when the plan was launched, therefore comparative data is limited at this stage.

- 3.5 This report should be considered alongside the “Police and Crime Commissioner Performance Update June 2017” document which includes a copy of the dashboard and a wide range of other performance data.

4. National context

- 4.1 Recorded crime. Cambridgeshire has seen a year on year rise in the number of crimes per 1000 population, rising from 58.6 crimes per 1000 population in the 12 months ending May 2016 to 71.6 crimes in the 12 months ending May 2017. Whilst the latter is higher than both the Most Similar Group and regional averages, it remains below the national average. The impact of this increased demand can be seen across the organisation, and is reflected in a number of key performance indicators detailed below.
- 4.2 Emergency call volume. The number of 999 calls has increased nationally in the 12 months ending June 2017 compared to the 12 months ending June 2016, with some forces reporting June 2017 as being their highest month ever recorded. In Cambridgeshire, the year-on year increase was 10.0% increase.
- 4.3 Nationally, non-emergency call volume also increased in the 12 months ending June 2017. In Cambridgeshire, the year-on-year increase appears to have been lower than that seen nationally, at 0.4%. Demand builds over the summer months and this early rise could mean that levels will continue to climb through July and August.

5. Victims

- 5.1 Satisfaction with overall service delivery has deteriorated for two consecutive months in May and June, with comments from dissatisfied victims indicating ongoing challenges around managing expectations and “follow up” contact.
- 5.2 The all crime “prosecution possible outcome” rate has further deteriorated¹. Only 793 prosecution possible outcomes were recorded in June, with the discrete month rate of 13.3% significantly lower than both the 12 and 36 month averages.
- 5.3 Satisfaction with overall service delivery for victims of burglary deteriorated for the second consecutive month. The previous upward trend in the long term indicator for satisfaction with follow up was also halted. Comments from victims dissatisfied with one or more aspects of service delivery cited delays in attendance, lack of follow up contact, and expectations being poorly managed.
- 5.4 The long term prosecution possible outcome rate for burglary dwelling continued to deteriorate with June’s discrete month rate of 7.7% significantly lower than both the 12 and 36 month averages.

¹ The rolling 12 month prosecution possible outcome rate fell to 18.2%

- 5.5 In respect of Domestic Abuse, June saw a month on month improvement in the long term indicator for satisfaction with overall service delivery.
- 5.6 The long term prosecution possible outcome rate for domestic abuse continued to deteriorate, with June's discrete month rate of 19.7% significantly lower than both the 12 and 36 month averages. Challenges around suspect management remain evident.
- 5.7 Serious Sexual Offences crime levels remain high. This continues to put pressure on the rolling 12 month prosecution possible outcome rate which has now dipped to 25%.

6. Offenders

- 6.1 The upward trend in the long term indicator for all recorded crime has continued with over 12,000 more crimes recorded in the 12 months ending June 2017 than in the 12 months ending June 2016. Non-victim based crime accounted for 17.7% of that increase with public order offences remaining the key driver.
- 6.2 More recently "Violence with injury" offences have increased 6.7% (from April-June 2016 to April – June 2017 n. 1244 to 1327), however "Violence without injury" has increased by 38.2% (an increase of 817 offences) contributing significantly to the overall rise in crime.
- 6.3 All the other crime types identified within the plan have seen recorded crime higher than last year apart from Rural Crime and Burglary Dwelling where rates are comparable, and recorded drugs offences which have decreased. The "perception of drug use" measure is also lower than last year.
- 6.4 A significantly higher number of incidents (4072) were graded for immediate response in June, resulting in a marginal increase in the median time to respond to 16 minutes.
- 6.5 The use of out of court disposals continues to increase through both conditional cautions and community resolutions.

7. Community

- 7.1 Public feedback about whether the Constabulary was dealing with local concerns exceeded 80% in both December 2016 and February 2017 (January was 78.1%). Data for the last quarter has seen that decline month on month to 65.2% in June, which is significantly below the 12 month rolling average of 74.8%.
- 7.2 95.9% of respondents surveyed over the past year said they felt safe in their local area.
- 7.3 87.4% of 999 calls were answered within 10seconds during the month of June (the rolling 12 month average is 92.2%). With demand anticipated to continue to increase over the summer months, it is not anticipated that this rate will improve in the short term.
- 7.4 91.3% of non-emergency calls were answered within 30 seconds during June which is closer to the rolling 12 month average of 92.2%.
- 7.5 Hate crime performance continues to challenge but a report has been submitted separately to the Board by the Strategic Lead so no further commentary will be offered here.
- 7.6 Performance around Anti-Social Behaviour (ASB) remains stable in terms of incidents recorded by the police and the low percentage of respondents concerned about high levels of ASB in their area.

8. Transformation

8.1 Sickness rates for police officers remain comparable at Force level (with Area and departmental variations), police staff sickness rates have improved (0.6 days lost per month, per person in June 2017 compared with 0.8 in June 2016 and 2015).

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