



Creating a safer
Cambridgeshire

To: Business Coordination Board

From: Chief Constable

Date: 09 November 2017

PERFORMANCE UPDATE – 12 months to September 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 this report.

3. Background

3.1 This is the second report on the Police and Crime Plan launched for 2017-20, and reflects the themes therein: Victims, Offenders, Community and Transformation.

3.2 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.

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

4. National context

4.1 Nationally, recorded crime is on the increase and is becoming more complex in nature, and record levels of calls for service are being seen nationally. Higher levels of recorded crime are the new normality, particularly with increasingly effective implementation of crime recording standards.

- 4.2 Cambridgeshire continues to see an above average year on year percentage increase in recorded crime, with Violence against the Person Offences, Theft Offences and Public Order Offences the main drivers. Some of this increase is due to improved crime recording, with the force having much better crime data integrity than many other forces nationally.
- 4.3 Cambridgeshire also continues to see one of the highest numeric year on year increases in the number of crimes per 1000 population. Nevertheless, latest data from ONS shows crime rates to be below the national average in all headline categories with the exception of Theft Offences. The latter is now higher than the 'Most Similar Group', regional and national averages, with vehicle crime remaining a key driver.
- 4.4 Following a direct request from the Office of the Police and Crime Commissioner, this and future reports will look to provide insight into the intended actions aimed at addressing rising levels of crime.

5. Victims

- 5.1 Positive feedback from survey respondents continues to reflect the level of professionalism in the service and support being offered to victims of crime. However, ongoing challenges around managing expectations and follow-up contact are evident in victims' comments and continue to put downward pressure on overall levels of satisfaction with service delivery. Following the decision by the Home Office to cease the collection of user satisfaction data at the end of the last financial year, consideration is now being given to surveying a broader range of crime types. Going forward, the availability and accessibility of other data sets will also be scoped in order to help better understand the victim journey and inform service delivery.
- 5.2 Satisfaction with overall service delivery for victims of burglary remains comparable to the year end position. Satisfaction rates among domestic abuse victims continue to fluctuate, albeit the sample size is small.
- 5.3 The all crime prosecution possible outcome rate has further deteriorated, with the rolling 12 month rate of 16.6% significantly lower than the year end benchmark. While rising demand and the length of time taken to investigate offences both remain influential, further analysis is also being undertaken to better understand the impact of changes to the Bail Act in April 2017 whereby suspects are released under investigation rather than bailed to return at a pre-determined point in time.
- 5.4 The long term prosecution possible outcome rates for Burglary Dwelling, Domestic Abuse and Serious Sexual Offences have also continued to deteriorate. A renewed focus has now been placed on these three crime types, as control strategy priorities, and through the Force Performance Management Meeting. It is expected that improvements in the prosecution possible outcomes in these areas will be seen over the coming months. This focus also coincides with the implementation of Operation Sherlock, which aims to deliver good quality, proportionate and prioritised investigations, supporting consistent decision making across the whole investigative journey. It is envisaged that the impact of this on the victim experience will be reflected in future survey results.

6. Offenders

- 6.1 The upward trend in the long term indicator for all recorded crime has continued with over 13,000 more crimes recorded in the 12 months ending September 2017 than in the 12 months ending September 2016. Non-victim based crime accounted for 16.9% of the rise over the 12 month period.
- 6.2 Better NCRS compliance and improved confidence among victims in coming forward to report crime will have been influential, but there are also likely to have been genuine increases in some crime types over this period. In the face of increased demand, the importance of further analysis is recognised in order to help triage calls for service more efficiently and effectively and target resources where there is the greatest risk and harm.
- 6.3 Although the upward trend in the long term indicator for Violence against the Person Offences continues, the recent trend is downwards, driven by a fall in the number of Violence with Injury offences.
- 6.4 The long term indicator for Theft Offences remains on an upward trajectory, with year on year increases in Shoplifting, Vehicle Crime and Burglary influential. September 2017 saw the highest number of Vehicle Crimes recorded in any discrete month since May 2009, driven by an increase in Theft from Motor Vehicle offences. Given the recent increase in this offence type, a strategic problem solving paper has been commissioned to look at the Constabulary's approach to vehicle crime, and to better understand what is required from partners.
- 6.5 The upward trend in the long term indicator for rural crime has continued. Levels of poaching/coursing over the last three months have been more typical of levels usually seen later in the year, while the number of reports in South Cambridgeshire reached a new high last month, with 57 incidents reported to police. August also saw the highest number of reports of burglary, robbery, theft or criminal damage occurring at an agricultural location or a farm house in a single month. It is unclear whether this marks an early peak in seasonal demand or a step change in calls for service, so is being monitored.
- 6.6 Although the number of incidents graded for an immediate response remained significantly higher than the year end benchmark, the median time to attend held stable at 15-16 minutes. However, this is impacting on prompt grade response performance and the ability to achieve sustainable improvements. Non-crime demand as a proportion of total incidents continued to fall.

7. Community

- 7.1 Public feedback about whether the Constabulary is perceived to be dealing with local concerns has deteriorated over the last quarter, with the rolling 12 month rate continuing on a downward trajectory. However, 95.8% of respondents surveyed over the past year said they felt safe in their local area. Scoping work is currently ongoing around how best to further develop community feedback and use this to inform service delivery.
- 7.2 We continue to see a significantly higher level of demand from emergency 999 calls compared to the year end benchmark, but now that we are past the summer months we are seeing a recovery in the proportion of calls answered within 10 seconds.

96.1% of 999 calls were answered within 10 seconds in September, compared to 92.1% in the latest 12 month period.

- 7.3 Demand from non-emergency 101 calls has fallen in recent months. September saw 94.4% of 101 calls answered within 30 seconds, with an improvement in the rolling 12 month rate to 92.8%.
- 7.4 The force is currently in the process of developing a Demand Hub which will assist in achieving more effective and efficient management of demand and deployment of resources. This forms part of the Local Policing Review.
- 7.5 Hate crime performance continues to challenge. Although the number of hate crimes recorded in the last 12 months remains significantly higher than the year end position, monthly crime levels have fallen over the last three months. The prosecution possible outcome rate, however, continues to deteriorate but remains comparable to the year end benchmark at this time. The force is reviewing with interest the recent findings of the Race Disparity Audit, and is considering how new data sets may help the force identify and address hate crime performance challenges.
- 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 (albeit with Area and departmental variations). Police staff sickness rates have improved, with the average number of working days lost to sickness falling from 0.8 days per person in September 2016 to 0.7 days in September 2017.
- 8.2 Work aimed at maintaining and further reducing levels of sickness absence is ongoing as part of the wider Wellbeing Agenda.

9. Recommendation

- 9.1 The Board is invited to note the contents of this report.

Contact Officers	Chris Edwards, Head of Performance, Cambridgeshire Constabulary Jo Lynch, Performance Analyst, Cambridgeshire Constabulary
Bibliography	https://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/bulletins/crimeinenglandandwales/june2017