



Creating a safer  
**Cambridgeshire**

**To:** Business Coordination Board

**From:** Chief Constable

**Date:** 10 May 2018

## **PERFORMANCE UPDATE – 12 months to March 2018**

### **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 fourth report on the Police and Crime Plan launched for 2017-20, and reflects the themes therein: Victims, Offenders, Community and Transformation.

3.2 This report should be considered alongside the “Police and Crime Commissioner Performance Update March 2018” document which includes a copy of the dashboard and a wide range of other performance data.

### **4. National Context**

4.1 Nationally, crime is on the increase (+15% year ending December 2017); this in part is down to increasingly effective implementation of crime recording standards. However, there are some genuine increases in crime in categories which are thought to be well recorded by the police, e.g., vehicle related theft and burglary<sup>1</sup>.

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<sup>1</sup> Crime in England and Wales: Year ending September 2017 (ONS)

## 5. Cambridgeshire Context

- 5.1 Recorded crime was down in the month of March to 4,988 (-13.1% compared to last Mar-17). Over the reporting period recorded crime was up by 14.0% (8,132 additional crimes).
- 5.2 Analysis shows that around half of the recorded crime increase in Cambridgeshire is down to improved crime recording, with the force having a crime recording compliance rate of 94.2% compared to an average of 87.2% in the year ending March 2017. This more accurate crime recording underlines Cambridgeshire Constabulary's commitment to public accountability and ensuring victim access to services.
- 5.3 In response to rising crime trends the Constabulary instigated a series of monthly Days of Action from January 2018 in order to tackle specific issues. The days focused on crime prevention, outstanding suspects and burglary. This included tagging 750 bikes, hosting 5 community crime prevention workshops and tackling 50 outstanding suspects in 24 hours
- 5.4 On the 30 April, Cambridgeshire Constabulary implemented a new Local Policing Model which will allow the Constabulary to better match resources to the risks identified in communities and enables the police to better manage demand and improve the service provided to victims of crime.

## 6. Victims

- 6.1 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 of follow-up contact are evident in victims' comments and reducing overall levels of satisfaction with service delivery falling from 86% of victims been at least fairly satisfied in the 12 months ending Mar 2017 to 81% in the year ending March 2018. In particular, some victims are feeling let down by the limited follow up care, with only 72.2% being at least fairly satisfied with follow up treatment.
- 6.2 Satisfaction rates among domestic abuse victims also continue to show ongoing challenges around follow up and the expectations of the victim, yet an increasing proportion are happy with the Constabulary's first response to the incident they report<sup>2</sup>. The Force is currently considering if making changes to call handling and dispatch procedures will create more opportunities to safeguard victims.
- 6.3 Cambridgeshire has been picked for additional support from a national charity, Why Me?, to improve the restorative justice offered to hate crime victims.
- 6.4 The rolling 12 month all crime prosecution possible outcome rate at 15.9% reflects the national trend and is thought to be explained by increases in recorded crime and increasing investigation times following change made to the use of police bail in April 2017. The reduction in the rate was noted during the year with performance dropping to a low of 11.5% in December. The Force responded to this emerging problem implementing a range of corrective actions, most significantly clear messaging from Chief Officers and an investment in supervisor training January and February as part of the continuing "Sherlock" initiative. Notable improvements have been seen in February and March with outcome rates above 20% due to particular successes in vehicle crime and burglary.

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<sup>2</sup> 12 months ending March 2018 - 326 victims of DA were surveyed.

6.5 The long term prosecution possible outcome rates for Domestic Abuse and Serious Sexual Offences have also continued to deteriorate. However, again the number of prosecution possible outcomes remains steady.

## **7. Offenders**

7.1 The increase in demand and the complexity of certain crime types has resulted in ongoing challenges from increasing investigative workload impacting on the average length of time taken to complete an investigation. The 12 months ending March 2018 saw the average length of investigation increase to 84 days, from 66 days at the end of March 2017.

7.2 The changes to the Bail Act in April 2017 resulted in more suspects released under investigation (RUI) rather than bailed to return at a pre-determined point in time. This is potentially one factor impacting length of investigation that is being explored.

7.3 The long term prosecution possible outcome rate for Burglary Dwelling has remained comparable to the previous year; this is an achievement, as there has been a 25.7% increase in the number of recorded crimes. This has been achieved through targeted work, training and days of actions since January to target offenders. March 2018 recorded the highest positive outcome rate at 69.8% (97 detections) for any discrete month since October 2013 compared to the average of 20 prosecution possible outcomes normally seen in a month. March 2018 also recorded 75 fewer burglaries than March last year, suggesting that the work to target offenders is proving successful.

7.4 The long term indicator for Violence against the Person offences remains on an upward trajectory, although the recent trend (last 6 months) shows a flat trend in the number of recorded offences. Recording levels remain consistently higher than rates in the previous 2 years, reflecting improved recording practices in the crime type.

## **8. Community**

8.1 The Constabulary delivers a good service to the public despite being one of the lowest cost forces in the country per person per day.

8.2 Public feedback about whether the Constabulary is perceived to be dealing with local concerns has deteriorated over the year, with the rolling 12 month rate continuing on a downward trajectory. However, 95.8%<sup>3</sup> of respondents surveyed over the past year said they felt safe in their local area.

8.3 The Force receives twice the volume of non-emergency compared with emergency calls each month. Usage of online transactions continues to increase, showing an encouraging movement from the public to opt for online first; supporting channel shift activity.

8.4 The Constabulary has seen a 7% increase in the demand from emergency 999 calls compared to year ending March 2017. This was driven by demand over the summer months. Although there has been an increase in calls, 94.4% of all 999 calls were answered within 10 seconds for year ending March 2018 which is comparable to the previous year, when it was 94.7%.

8.5 Demand from non-emergency 101 calls has fallen by 7% when comparing year ending March 2018 to year ending March 2017. 94.2% of all calls were answered within 30 seconds which is the same as the previous year.

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<sup>3</sup> Year ending December 2017.

- 8.6 The overall number of incidents that the Constabulary recorded has fallen by 8.5% when comparing year ending March 2018 to year ending March 2017. The number of incidents which have a mental health marker has remained comparable to the previous year with 5.4% (around 840 incidents a month). The integrated mental health team has completed its second year in the force control room and reviewed on average of 3.6% of all incidents a month, which equates to 6,800 incidents a year. Out of these incidents 61% resulted in offering advice or referring to other agencies; this is compared to 48% in the first year. This is an example of efforts to help better manage demand on front line officers and deliver a better service to the public.
- 8.7 The number of hate crimes recorded in the last 12 months remains higher than the previous year linked to increased reporting between May and October 2017. The prosecution possible outcome rate has increased from 21.6% to 24.7% in the last 12 months driven by good performance in February 2018<sup>4</sup>. The Force has recently completed an internal 'Readiness Review' into hate crime, which will be used to improve service delivery.
- 8.8 There continues to be a long term reduction in the number of ASB incidents recorded in Cambridgeshire, with a 19.4% (-4,700) reduction when comparing year ending March 2018 to year ending March 2017 with peaks seen across the summer months.
- 8.9 Awareness of modern slavery in Fenland continues to need a community approach. There was an event held in Barclays Bank Wisbech where Stophetraffik trained people to recognise the key indicators of human trafficking. The aim of the training was to help people understand what modern slavery is and how they can report anything suspicious to Crimestoppers.

## 9. Transformation

- 9.1 Sickness rates for police officers remain comparable at force level with 0.8 days lost per officer (albeit with area and departmental variations). Police staff sickness rates also remain comparable at Force level with the average number of working days lost to sickness remaining at 0.8 days per person.
- 9.2 At the end of March 2018 there were 229 Specials in the force and they have contributed more than 52,000 hours of policing activity over the past year.
- 9.3 The force's new operating model includes a Demand Hub to allow for more effective and efficient management of demand and deployment of resources.

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| <b>Contact Officers</b> | Sonia Bowers, Performance Analyst, Cambridgeshire Constabulary  |
| <b>Bibliography</b>     | <a href="https://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/bulletins/crimeinenglandandwales/december2017">https://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/bulletins/crimeinenglandandwales/december2017</a> |

<sup>4</sup> 39 prosecution possible in February 2018 for hate crime compared to the average of 22.