



Creating a safer
Cambridgeshire

To: Business Coordination Board

From: Chief Constable

Date: 09 October 2019

Police and Crime Plan Priority Update: Victims

1.0 Purpose

1.1 The purpose of this paper is to provide an update to the Business Coordination Board ("the Board") on the actions taken against the Victims pillar of the Police and Crime Plan (PCP)

2.0 Recommendations

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

3.0 Background

3.1 The most recent Operational Performance Meeting was held on 17th July 2019 and reviewed performance up to the end of June 2019. This report reflects the updates provided to that meeting.

3.2 Alongside an overall review of performance, the report will also update on the priorities which sit under the Victims pillar of the PCC's Police and Crime Plan. This month's priority areas were Domestic Abuse, Serious Sexual Offences and Child Abuse / Child Exploitation.

4.0 Performance Meeting Updates

4.1 Strategic measures

- 4.1.1 The management information underlying the Victims pillar is victim satisfaction rates and response performance.
- 4.1.2 Levels of victim satisfaction have stabilised in recent months, with 79.4% of the 1,187 victims surveyed in the 12 months ending June 2019 at least fairly satisfied with overall service delivery. This is unchanged from the end of the last financial year, but lower than the 81.6% recorded in the 12 months ending June 2018.
- 4.1.3 Follow-up continues to see the lowest levels of satisfaction, with victims often reporting little or no contact after the initial report. However, the long term downward trend has now been reversed, with satisfaction rates above 70% in each of the last four months. It is anticipated that the new supervision policy, along with the enhanced use of victim updates within Athena, will help drive further improvements.
- 4.1.4 Burglary victims continue to attract higher levels of satisfaction, but until recently the long term trend had been downwards. The direction of travel has now been reversed, with 84.5% of the 567 victims surveyed in the 12 last months at least fairly satisfied with overall service delivery. This compares to 83.9% at the end of the last financial year.
- 4.1.5 Positive comments from victims of Domestic Abuse remain testament to the level of professionalism in the service and support being offered, but again, follow up remains the most challenging aspect of service delivery.
- 4.1.6 The median time to respond to immediate graded incidents remains stable at 17 minutes. For prompt graded calls, it has increased in recent months, rising to 115 minutes in June 2019. However, we continue to see variation by district and by call type.
- 4.1.7 The median time to respond to prompt graded dwelling burglaries fell to 200 minutes last month, improving for the second month in a row. However, response times remain higher in North than in South.
- 4.1.8 Although a new dispatch procedure for Domestic Abuse incidents was introduced recently, median response times continue to fluctuate. However, we are now seeing a significantly higher number of Domestic incidents graded immediate. This reflects an improvement in the way the force assesses and understands risk at the first point of contact, and means that overall response times to domestic incidents have improved. At the same time, the constabulary has greater reassurance that prompt graded incidents are subject to better supervision and ongoing risk assessment.
- 4.1.9 The proportion of incidents where non-availability of resources is cited as the reason for delayed attendance remains a concern, particularly for those incident types where we would expect to see the highest levels of vulnerability. Meetings between Local Policing and the Demand Hub have been scheduled to explore the underlying reasons for delays in dispatch, as well as the possible over-grading of incidents. Two further actions came out of this month's OPM meeting; to review the organisational expectations in relation to response, radio monitoring and deployment activity, across teams; and to review the provision of Response driver training for frontline officers.

4.2 National Context

- 4.2.1 The ONS has just released crime figures for the 12 months ending March 2019¹. Crime levels as measured by the CSEW remained stable year on year, but variation was seen in individual crime types. In comparison, police data showed a 7.7% year on year increase in crime in England and Wales; smaller than the annual increase reported in the same period last year (12.9%) but higher than the 7.2% annual increase reported last quarter. Improvements in police recording practices in recent years have been influential.
- 4.2.2 National headlines included an 8% increase in offences involving knives/sharp instruments; a 21% increase in possession of article with blade or point offences, with crime levels rising to a 10 year high; an 11% increase in Robbery; and a 16% increase in Public Order Offences. Vehicle offences increased by 2%, driven by an increase in Theft of Motor Vehicle. However, the number of burglaries fell by 3% year on year, matching the decrease reported last quarter.
- 4.2.3 Cambridgeshire was one of only five forces to report a year on year fall in recorded crime over the reporting period; however, the decline was smaller than the annual increase reported in the 12 months ending December 2018. The crime rate per 1,000 population has risen since last quarter, but remains below both the regional and national averages. Future releases will see the force reporting rising levels of crime.

4.3 Performance Headlines and Department Updates

- 4.3.1 The recent upwards trend in the rolling 12 month indicator for all recorded crime continues, with crime levels in June higher than the same month in each of the previous two years. Month on month increases were seen across a range of victim based crime types, including both Violence with Injury and Violence without Injury offences. The number of Non Victim Based crimes also continues to trend upwards, with increases in the number of Drugs and Public Order offences both influential.
- 4.3.2 CDI compliance improved month on month, and while progress has been slow, the speed of change is likely to result in more sustainable improvements going forward as awareness among staff improves. With effect from 20th June, it is now mandatory for call takers to list on the incident log the details of any crimes disclosed during the initial call. This is based on the Cumbria Police model and sets the expectations of attending officers. Work is also being undertaken to promote the availability of CDIR staff to offer guidance to officers at incidents or raising crimes.
- 4.3.3 Athena outages and periods of reduced functionality have continued to present a real and genuine challenge to business as normal, with the impact being felt across the organisation. This, combined with TuServ connectivity issues last month, resulted in backlogs of crimes in the IMU work trays, driving up not only the volume of crimes awaiting QA and linking but also the number awaiting closure. This in turn artificially inflated the number of 'live' investigations.
- 4.3.4 In response, the organisation has implemented a technical solution whereby the Athena workflow is reconfigured to allow supervisors to file crimes based on a restricted group of outcome types; a step which other non-BCH Athena forces have already taken. There are risks to this approach with regards to data quality and integrity but steps have been taken to mitigate against these as far as possible. This will include gatekeeping training and audits. It is hoped that

¹ ONS Statistical Bulletin, 'Crime in England and Wales: year ending March 2019', released 18th July 2019
<https://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/bulletins/crimeinenglandandwales/yearendingmarch2019>

ongoing work to better understand workflows within the IMU will help drive efficiencies in the longer term.

- 4.3.5 There has been deterioration in the all crime prosecution possible outcome rate which now stands at 10.3%.
- 4.3.6 To coincide with the ONS data release, the Home Office published the latest 'Crime Outcomes in England and Wales' bulletin², covering the 12 months ending March 2019. Since the introduction of the full crime outcomes framework³ in April 2014, the proportion of crimes resulting in a charge/summons has been on a downward trend, accounting for 7.8% of all crimes raised in the last financial year. This compares to 6.3% in Cambridgeshire.
- 4.3.7 Use of out of court disposals (OOCs) has also fallen nationally. It is recognised locally that the constabulary must make greater efforts to embed the use of OOCs. Work remains ongoing into how use of OOCs can be improved, with dedicated resources one of the options taken to the Change Board this month.

5.0 Priority Updates

5.1 Domestic Abuse

- 5.1.1 Significantly higher numbers of Domestic Abuse crimes have been recorded in the last three months, with June seeing the highest number of offences recorded in any single month in both North and South areas. This is putting downward pressure on the prosecution possible outcome rate which has fallen to 12.1%; significantly lower than the year end benchmark.
- 5.1.2 Work is ongoing to ensure the Constabulary delivers an effective investigative and safeguarding response from the initial call onwards. In North area, the local Domestic Abuse lead is conducting a 24 month review to better understand changes in recorded crime and the prosecution possible outcome rate, with consideration being given to the impact of business changes. In South area, there has been an increase in the number of early arrests for high risk investigations, and better ongoing management of suspects.
- 5.1.3 New and innovative ways to approach Domestic Abuse are being explored. On 8th July, the Constabulary went live with changes to separate the referral response for Intimate Partner Violence (IPV) and Family Related Violence (FRV). Going forward, greater consideration will be given to the use of OOCs, particularly for FRV where there is often a greater reluctance to prosecute. The CARA project, which is due to go live in the autumn, will offer opportunities to target low level IPV.
- 5.1.4 Other proposals currently being trialled include passing the sign off of High Risk DA investigations from a DI to a DS; and streamlining the allocations policy to ensure a consistent approach across the force.

5.2 Serious Sexual Offences

- 5.2.1 The number of serious sexual offences recorded in June increased month on month, with the recent trend upwards. Year on year, offence levels rose by 17.1%, representing a significant uplift in workload.

²

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/817769/crime-outcomes-hosb1219.pdf

³ Under this framework, every notifiable crime recorded by the police will be assigned an outcome, including those still under investigation

- 5.2.2 Demand in the Rape Investigation Team is high, resources are therefore prioritising high risk investigations. A recent review of the RIT by the Continuous Improvement Team proposed the adoption of a STO model which delineates investigations from safeguarding where the likelihood of a criminal justice outcome is negligible. This is believed to be key to improving service delivery going forward.
- 5.2.3 The prosecution possible outcome rate for all serious sexual offences remains unchanged at 3.9%; for rape it is lower at 2.8%. A lot of work has been ongoing in recent months to improve performance. Internally there are clearer expectations around investigation standards and the need to focus on reasonable lines of enquiry in order to deliver a professional and proportionate investigation. Supervision standards have also been reinforced.
- 5.2.4 Externally, the Constabulary continues to work with CPS and partners to develop better joint understanding, with staff reporting a clear improvement in the relationship, expectations and proportionate action plans coming back to them. A new bi-monthly NFA partnership meeting is being set up to discuss police and CPS NFA decisions, and a CPS case tracker for all serious sexual offence cases submitted to CPS, which tracks escalations and outcomes, is now in use.
- 5.2.5 Police cases where no further action was taken are also being dip sampled after the Criminal Justice Review into rape offence outcomes identified an increase nationally in the use of outcome 16 where there are evidential difficulties and the victim is not supportive of police action. While Cambridgeshire does not appear as an outlier, use of outcome 14 where evidential difficulties are victim based and where no suspect is identified is higher than the national average, so there may be opportunities for learning.

5.3 Child Abuse and Child Exploitation

- 5.3.1 The number of Child Sexual Abuse crimes recorded in the 12 months ending June 2019 increased by 23.6%, but the recent long term trend remains stable; this is true for both North and South areas.
- 5.3.2 The number of missing children reports in June 2019 was high but stable month on month, with the recent longer term trend flat. However, the number of missing individuals rose to a three year high. The recent placements into care of some troubled and dangerous nominals have impacted on resourcing, and led to high-risk multi agency planning meetings to reduce risk and demand. A Care Conference will be held at Police HQ in October to continue to enhance partnership work and understanding.
- 5.3.3 A joint strategic Child Exploitation tasking and finish group, chaired by the head of PVP, has recently been set up in order to ensure all the partnership work currently being undertaken around Child Criminal Exploitation remains joined up and coordinated. This group is charged with developing a strong and consistent partnership offering across the county to prevent children from being exploited, and to identify and safeguard those who are already being exploited (see priority update 4.2.1).
- 5.3.4 Neighbourhood teams continue to work to identify young people at risk of exploitation. A Section 34 dispersal was recently implemented in the Eastgate/Eastfield area of Peterborough following the arrest of a 13 year old male for PWITS and complaints from local residents about drug dealing. The aim was to identify children who were being exploited by local drugs lines, and provide officers with the opportunity to take preventative measures with children aged under 16 and either take them home or to a place of safety.
- 5.3.5 In South area last month, the Community Action Team successfully secured Cambridgeshire's first Gang injunction against three youths who had been involved in Serious Street Based Violence, possession of weapons, drug dealing and possession, county lines activity and modern

slavery. A Serious Street Based Violence day of action has also recently been delivered to secondary schools.

6.0 Victims Updates

6.1 The police respond to an individual's immediate needs and safeguards them from potential future victimisation

6.1.1 'Ensure that victims from the three priority groups (as defined in the Victims Code) are identified and provided with an appropriate response based on their level of risk at the initial point of contact'

THRIVE training forms part of the initial training programme for all call takers in the Demand Hub, with their CPD in relation to law and policy changes driven by the Professional Development Co-ordinator. Most recently this has included training on Stalking and Harassment, and all staff are in the process of completing the most recent NCALT training around vulnerability.

6.1.2 'Ensure victims of crime receive a timely and high quality investigation and are kept informed in line with the Victims Code'

Victim Care Contract (VCC) compliance continues to be monitored at the Operational Performance Meeting. A recent dip sample identified inconsistencies in the way victim updates were being recorded on Athena; impacting on performance monitoring. At June's OPM meeting it was agreed that going forward all victim updates will be recorded on the victim page in Athena as intended. This will allow the Ministry of Justice to monitor compliance with the Victim's Code, and provide the Constabulary with more accurate management information to help identify and drive forward improvements. At this time, VCC compliance continues to fluctuate, with some areas more successful at managing victim contact than others.

6.1.3 'Develop a performance matrix which incorporates a qualitative measurement as well as quantitative'

The current performance framework focusses on a small number of headline measures, supported by Key Performance Questions (KPQs). Daily and monthly management information is available to support this, but remains an iterative process with the ability to flex where necessary.

6.1.4 'Ensure we maximise the use of civil powers, for example SHPOs and DVPOs'

The use of DVPOs remains low compared to the national picture. However, the force commitment remains clear, as evidenced by the significant investment in training and support. This includes the requirement to document considerations around the use of DVPNs/DVPOs on the Sergeants' post custody and closure investigation reviews.

Embedded and effective processes are in place around 'Right to Ask' and 'Right to Know'. This supports safeguarding of other potential victims of abuse.

Civil orders, including the use of Gang injunctions, are used as part of the problem solving approach to safeguarding victims of child exploitation.

6.1.5 'Ensure investigation strategies record safeguarding measures that have been implemented to protect the victim and they have been assessed as appropriate (for example presumption of bail for DA)'

The new standards for effective supervision went live on 1st May 2019, but have yet to be fully implemented in practice. This is currently being addressed, with guidance and a template for collating feedback being sent out to all senior officers at the rank of Chief Inspector and above. This remains key to improving investigative throughout.

Through the DA Scrutiny Group a randomly selected sample of DA investigations undergo an end to end audit which includes reviewing safeguarding actions. Where learning is identified it is actioned with appropriate training.

The presumption of bail for Domestic Abuse crimes has been embedded and we have started to see an increase in the use of bail instead of RUI. This offers additional safeguards to vulnerable victims.

Where we identify high risk victims of rape who have complex needs, a partnership SARAC is held to ensure the victim receives the right support.

6.1.6 *'Develop a clear understanding of those most at risk from the highest harm, from vulnerable children to those unlikely to report crime (hate/DA) in order to effectively reduce re-victimisation'*

The decision to distinguish between Intimate Partner Violence (IPV) and Family Related Violence (FRV) was agreed last month at the Force Operations Board. This recognises that the policing response to IPV and FRV will differ, and aims to increase efficiency, reduce duplication and set out clearer referral pathways. The requirement to complete either a DASH (DA), 101 (Vulnerable Child) or 102 (Vulnerable Adult) referral form will depend on the type of incident attended.

Each of these forms has been amended to include the Domestic Abuse Supervisor Closure 1-6 checklist (introduced to satisfy the FCR requirements for incident closure following the recent change in procedure) and the Safeguarding Checklist. If an officer attends an IPV incident and a child is present, they only need complete a separate 101 form if there are concerns relating to Child Abuse. If the victim is an Adult at Risk, the Adult at Risk section of the DASH form should be completed rather than a separate 102 form. A Controlling or Coercive Behaviour section has been added to both the 101 and 102 forms.

The Force Operations Board has also recently agreed the protocol for offering emotional and practical support to victims of Domestic Abuse (based on risk level) and victims of crime dealt with by specialist teams (RIT, CAISU or AAISU). This should result in closer links and improved information sharing between the Victim and Witness Hub and specialist support services (MARAC/IDVA/DA Outreach/ISVA/Social Services), and improve victim safety.

6.1.7 *'Ensure the 'lived experience of the child' has been captured and safeguarding is effective to prevent future victimisation'*

Operation Encompass which seeks to ensure pastoral care is in place around the child who experiences Domestic Abuse within their household, has been fully embedded.

Work continues to develop our approach to prevent and safeguard child victims of exploitation. This includes a contextual safeguarding approach recognising the importance of the influencing factors outside the family home.

To ensure officers understand the importance of exploring the 'lived experience of the child and vulnerable adult' it is included as a specific question on the police referral forms completed by officers.

'For Babies Sake' is a programme for expectant parents, whether together as a couple or not, who want to bring an end to domestic abuse and create the best possible start in life for their baby; helping both parents to make the lasting changes they want for themselves and their family. It is due to be launched imminently and will be governed through the Domestic Abuse & Sexual Violence Partnership.

Children who go missing and are identified by any agency as showing signs of being exploited or at risk of exploitation will be assigned a designated police MET Hub officer to support the longer term safeguarding with partners.

6.2 Victims and witnesses of crime can access appropriate and proportionate needs-led emotional and practical support at all stages of the criminal justice process

6.2.1 'Fully engage with the countywide partnership response aimed at reducing the number of victims of high harm and risk crime types'

The Constabulary continues to work with partners to engage with and support victims. Child Criminal Exploitation, for example, is a developing area for all partners. Multiple positive initiatives and approaches are being developed across the County, presenting some real opportunities to keep people safe and to build an evidence base. However, it also presents risks that if not joined up and coordinated there may be duplication of effort and in some cases contradictory approaches.

This risk is being mitigated through the establishment of a joint strategic Child Exploitation tasking and finish group, chaired by the head of PVP. This group is charged with developing a strong and consistent partnership offering across the county to prevent children from being exploited, and to identify and safeguard those who are already being exploited.

6.2.2 'Ensure effective and efficient use of the referral process into Victim and Witness Hub/Sexual Assault Referral Centre'

The in-house Victim and Witness Hub offers needs-led emotional and practical support to help victims cope and recover from the impact of their crime. These needs should be identified at the point of recording the crime, with guidance given to all police officers and staff to help them identify victims who might benefit from additional support, and how to refer them to the Hub.

Links are in place to receive referrals of victims who live in Cambridgeshire from BTP and Action Fraud. Victims of crime can also directly access free confidential support from the Hub even when they do not wish to report their crime to the police.

The level of service provided is based on a detailed needs assessment and a bespoke recovery plan, and can range from phone based support to face to face support by a trained Hub Community Volunteer, referral to specialist support in the Hub, referral or signposting to other specialist services or community based support. Victims who are not referred when their crime is recorded are still contacted by the Hub by letter or email (unless it is not safe for the victim or inappropriate to do so) to outline their entitlements under the Victim Code of Practice and the free service available to them from the Hub.

The number of victims referred to the Hub fell during 2018/19 following the implementation of Athena. Training, awareness raising, guidance and effective communication has started to address this, with the referral rate increasing from 10.2% in Q4 2018/19 to 17.6% in Q1 2019/20. This work continues, as does the improvement.

A review of the referral pathways into the SARC has recently been undertaken as an action from the Local Partnership Board. This included a professional review of all child serious sexual investigations from a specific time period. This review identified that in all cases where a referral to the SARC was appropriate, a referral had been made.

6.2.3 'Ensure suitable forensic and welfare medical facilities are available (SARC) for adult and child victims of sexual abuse'

The commissioning of the SARC and support services for survivors of sexual violence has commenced. This process is being driven jointly by Police and OPCC leads ensuring a joined up approach to secure the best service provision across both areas.

To support this process there has been targeted service user engagement which yielded a significant response. Market engagement events have taken place for both the SARC and support services commissioning.

6.3 Victims and witnesses are treated with respect and their needs are acknowledged during the criminal justice process

6.3.1 'Ensure that when new Criminal Justice processes are implemented the impact on victims and witnesses is considered and negative impacts mitigated against'

All process changes are risk assessed, communicated to all staff and assimilated into business as normal at the earliest opportunity.

6.3.2 'Develop an effective way to measure compliance with the Victims Code'

This is work in progress, but is dependent on victim updates being consistently recorded on Athena as intended, using the inbuilt functionality, rather than as updates on the enquiry log as has been frequently found to be the case. This will enable a much more reliable and robust methodology to be used to monitor compliance with the Victims Code.

6.3.3 'Ensure there is a comprehensive victim strategy in place which acknowledges the impact of key timings in a 'victim's journey' from initial report to finalisation through the Criminal Justice system

The Victim and Witness Hub incorporates the PCC funded victim service and the constabulary's Witness Care Unit, which merged in 2016 to form the current service. This enables victims to be offered seamless coordinated support at all stages of the criminal justice process, in accordance with their needs. Coordinators can provide a single point of contact to the victim from the time the crime is reported, to conclusion of the case at court and beyond. This can include emotional and practical support at each stage of the journey, support to attend court and give evidence, including Special Measures, and identifying their availability, communicating hearing data and times and updating the victim on hearing outcomes.

To further develop our understanding of a DA victim's journey and their confidence in our response, and to support improvements in our service, we now attend DA victims' forums, enabling us to speak directly with victims.

6.3.4 'Where a criminal threshold is not reached police support partners with civil proceedings'

There is a proposal being developed for pilot which will see Civil Orders and injunctions being obtained for perpetrators of CSE where a criminal justice outcome and other preventative mechanisms have not been successful. This will see conditions included with a requirement to engage in a suspect education programme.

Cambridgeshire Constabulary continues to work towards embedding the CARA project for low risk perpetrators of Intimate Partner Domestic Abuse. This is due to launch in the autumn. This is coupled with ongoing work to develop the effective use of out of court disposals such as Conditional Cautions for Family Related Violence, for example where a 17 year old child assaults a parent. It has been recognised that the Criminal Justice outcome is rarely supported as families are seeking help. In using OOCs we seek to provide effective perpetrator interventions. The proposed positive outcomes of this approach are threefold:

- Positive outcomes for victims of FRV who are seeking help to prevent them being re-victimised by dealing with the root cause of the perpetrator's behaviour

- Positive outcome for the perpetrator through support to understand and therefore change their behaviours
- Positive outcome for the Constabulary through reducing demand and improving positive outcomes

We are developing a more effective partnership approach to the use of NRM for those involved in County Lines and Criminal Exploitation activity. This will see a multi-agency partnership meeting being held to discuss and agree any referrals. This will allow agencies to share information and therefore arrive at a more informed position around whether this course of action is the most appropriate.

7.0 Highlighted Good Practice

- 7.1.1 There is a considerable amount of good work undertaken by all departments with victims across the force. For example, in PVP, the views and lessons learnt from DA victims focus groups have already been summarised and conveyed through training to investigators by DI Middleton. In all high risk DA, detectives are dedicated to ensuring positive outcomes, a recent charge and remand in Southern district for one of the worst cases of coercive and controlling behaviour seen by the detectives is evidence of their determination to protect victims from harm. Whilst it is imperative that we acknowledge the good work of the officers and all teams, this month's report will focus on the positive and often unseen work of our Community Safety Officers. (CSO's)
- 7.1.2 There are seven CSO's working across the force, with centralised management through the Partnership and Operations Team. The CSO's continually endeavour to prevent the public becoming victims of crime, as well as supporting them when they have been.
- 7.1.3 They undertake work as part of days of action, as evidenced recently through Op Oculus II, where, with NHP colleagues they engaged with approximately 800 members of the public, providing targeted crime prevention advice/products around vehicle and cycle crime. This generated some considerable media interest which assisted further in relaying the preventative message to the wider public.
- 7.1.4 The officers also work closely with local Neighbourhood Policing teams and have a key role in supporting longer term problem solving plans, whilst also providing daily support in traditional crime priority areas such as burglary prevention.
- 7.1.5 As crime has evolved, so has the CSO role and they also now work to protect people being victims of crime types such as online frauds/cyber-crime/county lines/exploitation and serious street based violence.
- 7.1.6 They have recently undertaken work in schools and communities regarding knife crime education and awareness. They will continue with their efforts in the new academic year with particular focus around the OP Sceptre National Week of Action.
- 7.1.7 Crucially, CSO's attend the weekly District Tasking Meetings and help assist and shape the district priorities. Recently the CSO's in Peterborough identified an emerging pattern of frauds targeting elderly persons who were being taken to cash points to pay over inflated prices for often unrequired and unwanted building work. The CSO's provided specialist advice and support to the victims and sent messages out to partner agencies and the wider community to prevent others becoming future victims. Their work also ensured that a detective was assigned to review and progress investigative opportunities.

- 7.1.8 Another recent example of the enhanced victim support offered by the CSO's is through the Op Signature process (force response to supporting vulnerable victims of fraud/scams). The East Cambs CSO was notified of an elderly gentleman, vulnerable and living alone, who had been defrauded by rogue traders. They had removed all his roof tiles and refused to rectify this until such time the victim paid them a considerable sum of money. The bank alerted Police to this through their banking protocol, and thus they were able to prevent the transaction taking place and any monies being exchanged. However, unfortunately the vulnerable male was left with his home insecure and exposed to the elements. The CSO was able to seek urgent help from local businesses and partner contacts and ensure urgent repairs were completed, before further assisting in communication with the insurance company and putting in place a support network for the victim to offer ongoing re-assurance.
- 7.1.9 Whilst a formal 'go live' date is pending for Op Signature, the force is undertaking a 'test period' with the CSO's reviewing weekly reporting data from Action Fraud to help identify and support those victims most vulnerable to fraud.
- 7.1.10 The CSO's are also reviewing national fraud/threat alerts to ensure preventative communications across communities are timely. The CSO's work closely with partner agencies in this area, trading standards, local councils and CAPASP (Cambridgeshire and Peterborough Against Scams Partnership) to share information and ensure all work is focussed towards the same objective of making Cambridgeshire Safer and reducing the number of victims. With fraud offences increasing nationally, it is imperative this increasing demand is tackled with a strong partnership preventative approach.

8.0 Recommendation

- 8.1 The Board is invited to note the contents of the report