



Creating a safer
Cambridgeshire

To: Business Coordination Board

From: Chief Constable

Date: 30th April 2020

POLICE CRIME AND PLAN COMMUNITIES THEME PERFORMANCE UPDATE

1. Purpose

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

2. Recommendation

2.1 For the Board to note the contents of this report.

3. Background

3.1 The most recent Operational Performance Meeting was held on 17th March 2020 and reviewed performance up to the end of February 2020. 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 Communities pillar of the PCC’s Police and Crime Plan. This month’s priority areas were Action against Hate, Modern Slavery and Policing Neighbourhoods.

4. Performance Meeting Updates

4.1 Strategic measures

4.1.1 The management information underlying the Communities pillar is confidence as measured by the Policing in Cambridgeshire survey.

4.1.2 In the 12 months ending February 2020, the internal Telephone Research Bureau conducted 1635 surveys with members of the public to seek their view on local

policing. 56.4% of people surveyed agreed that the Constabulary were dealing with things that matter to them in their local community.

4.1.3 The long term downward trend has been halted in September 2019 at a low of 55.2% and has been gradually improving month on month since then.

4.1.4 National CSEW comparison data for the 12 months ending September 2019¹ was published by the ONS in January 2020. The survey found that 53.6% of respondents in England and Wales agreed that the Police were dealing with local concerns, down from 55.5% in the 12 months ending March 2019. Cambridgeshire was above the national average at 55.9%

4.1.5 Individual survey responses are made available to local neighbourhood teams in order that they can see the qualitative feedback relevant to their areas.

4.2 Performance Headlines and Department Updates

4.2.1 999 call volumes remained high but stable month on month. The number of 101 calls increased for the 2nd consecutive month, accompanied by an increase in the average wait time to 16 seconds (from 11 in January) and further deterioration in the grade of service which fell to a five month low. While the number of webchats held stable, there was an increase in the number of online crime reports.

4.2.2 Both North and South policing areas saw an increase in the average daily number of incidents graded response last month. 67.8% of all response incidents were graded for an immediate response, with the long term upward trend continuing. However, the number of incidents dealt with by scheduled contact or appointment remained low, with data indicating that fewer than half of all appointment slots were booked in each of the last three months. Force Performance Board (FPB) have tasked Supt Branston with creating a plan to improve the use of appointments – this will be discussed at FPB in April.

4.2.3 Recorded crime levels decreased month on month, but the rolling 12 month total remained significantly higher than the long term benchmark. Both Cambridge City and East Cambridgeshire continue to record double digit growth year on year, but the rate of growth in East Cambridgeshire is no longer trending upwards. Peterborough remains the only district where the rolling 12 month figure is not significantly higher than the long term benchmark.

4.2.4 The number of SSO and rape offences in February were each the highest seen in recent years. The peaks are particularly concerning given the time of year, sex offences tend to display seasonality and February is not usually the annual peak – leading to concerns about how high demand may go over the coming summer months.

4.2.5 High levels of dwelling Burglary incidents continue – this goes against the recent direction of travel. Immediate response times showed good improvement, but

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<https://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/adhocs/11167crimesurveyforenglandandwalescsewestimatesofpersonalandhouseholdcrimeantisocialbehaviourandpublicperceptionsbypoliceforceareayarendingseptember2019>

prompt response times deteriorated. An increasing volume of live burglary investigations are not held by each Area's dedicated Burglary team. Overall burglary victim satisfaction reached a peak in February, follow-up remains the least positive aspect for victims. It is hoped that after the Burglary teams have been in place for a few months the results of their efforts will be reflected in improvements in follow up satisfaction as well.

- 4.2.6 At the start of March 2020, the number of live crime investigations (8,154) was the highest since September 2019, with almost all crime types seeing a month on month increase. Throughput in the IMU had been showing signs of improvement, with the backlog of crimes awaiting closure reduced over the course of January. However, despite targeted work during February to clear specific outcome queues, the combined backlog has risen again in recent weeks. This was in part due to incidents outside of the control of the DH; where business fall-back procedures were enacted due to storm damage on 14th and 19th February, which caused technical difficulties with call routing and staff abstractions. The storms themselves also impacted call handling volumes.
- 4.2.7 February saw the highest number of suspects released under investigation (308) since the introduction of RUI in April 2017. The total number of suspects showing as under investigation has now reached 2,308; reassurance is sought that custody records are being updated and closed when the investigation has been finalised. While guidance in the new Supervisor's eBook should address this issue going forward, clearly outlining expectations on supervisors and officers, this will not retrospectively correct data. This will be discussed by the Data Integrity Working Group and a way forward found.
- 4.2.8 There is currently a public consultation into the use of pre-charge bail, with a view to addressing the unintended consequences of the 2017 changes to the Bail Act which saw more suspects being released under investigation.
- 4.2.9 Although lower than January, February's discrete month prosecution possible outcome rate of 11.0% was in line with improvements seen in recent months, with higher numbers of Community Resolutions (148) influencing the direction of travel. These improvements continue to feed through to the rolling 12 month prosecution possible outcome rate which now stands at 10.3%. The 12 month prosecution possible outcome rates for some priority groups continue to improve. The rate for dwelling burglary has risen for the 5th consecutive month and is now at 10.4%, while for hate crime the rate rose to 12.4%. SSO's rate remained unchanged at the recent high of 6.3%, while that for Domestic Abuse declined to 9.9%.
- 4.2.10 The Athena Data Quality Assessment Tool used by IMU operators to assess new records recorded an improvement in the pass rate for the third consecutive month. Pass rates continue to vary by IMU team, but the pass rate of both the highest and lowest scoring teams improved month on month. The proportion of crimes missing one or more keywords also improved compared to January. Other elements varied month on month, some improving, others not. The Supervisors E-Book launched on 2nd March and it is hoped that this tool will help our

supervisors, many of whom are relatively young in service, consolidate knowledge on (among other things) data quality issues and lead to improvements.

5. Priority Updates

5.1 Hate Crime

- 5.1.1 February continued to see a low number of hate incidents as was seen in January, with 34 of the 37 relating to racial prejudice. The number of recorded hate *crimes* reduced for the second month, but at 90 offences, was 50% higher than February 2019. The 23 month total continues to rise.
- 5.1.2 The number of prosecution possible disposals for Hate Crime offences in February (18) was lower than January's figure, but still higher than the recent average, causing the 12 month prosecution possible outcome rate to rise to 12.4%. The overall rate and each Area's rate (North 14%, South 10.9%) remain below their respective benchmark levels.
- 5.1.3 All 8 of the hate crime victims surveyed in February reported being at least fairly satisfied with the service they received, this has helped the 12 month satisfaction rating to rise to its highest point in the last year. Follow up contact remains the most challenging aspect of service delivery but it too has reached a 12 month high.

5.2 Modern Slavery

- 5.2.1 February saw 3 modern Slavery offences recorded in February, low compared to other recent months, but recent levels remain high: 71 for the 12 months to February 2020 is more than double the total for the 2018/19 financial year.
- 5.2.2 There were good levels of activity seen on the majority of the 22 live Modern Slavery investigations, with 21 showing activity within the last 5 days. This indicates a good pace of investigation and supervision.
- 5.2.3 February saw 0 prosecution possible outcomes, which is typical of most months as it is an offence type which sees few offences (and few positive outcomes). The 12 month prosecution possible rate remains steady, currently at 4.2% for the 12 months to February 2020.
- 5.2.4 The number of relevant intelligence reports submitted in February remained low compared to other recent months.

5.3 Policing Neighbourhoods

- 5.3.1 From February, Partnerships and Ops Support outlined a new performance framework to assist with assessing Neighbourhood Policing Performance. Different measures are featured for local policing, Intelligence and Specialist Crime and Investigation Standard and Development to help provide a full picture of Neighbourhood Policing performance.

6. Communities Updates

6.1 Joining up service provision to listen to day to day community safety issues

6.1.1 *'Review of the Neighbourhood Model, ensuring over 10% of our workforce is embedded in Neighbourhood Policing'*

The second tranche of additional Neighbourhood Policing (NHP) officers, secured through the 50 post 19/20 precept uplift are now in post. There has been some excellent output in communities already from newly-appointed staff including December 19's Force Employee of the month for new St Ives PC – Phil Hepworth. The Force maintains a position whereby over 10% of the workforce are embedded in Neighbourhood Policing, in addition to a number of others supporting it from other roles across the Force.

6.1.2 *'Review out Community Communication and Engagement strategy to make sure it is clear and responsive to the needs of the community, that it empowers communities and is adopted within wider Neighbourhood partnerships'*

The communications strategy continues to be delivered across the local areas, as well as for priority crime areas. Traditional and social media activity supports the community through crime prevention advice, seeks support through appeals and reassures through court reporting on successful outcomes.

Force priority activity has continued to dominate communications, both proactively with crime prevention advice and warrants conducted, and reactively with arrest and charge details, as well as court reports and sentences. Intelligence submissions continues to be the outcome focus of priority communications activity.

In the past quarter, an average of 109 proactive press releases have been issued and 44 court reports have been written per month, highlighting the great work by our officers and staff in bringing a case to court and an offender to justice. In particular, cases that have been the result of information of intelligence from members of the public have been emphasised.

Engagement on social media continues to increase, and we continue to use both paid for and organic methods of communication to increase the reach of our posts.

6.1.3 *'Review our rural crime strategy, seeking new opportunities to work in partnership'*

Daily liaison with countryside watch continues together with RCAT attendance at their quarterly committee meetings. Through the team's regular contact with the Environment Agency, the National Wildlife Crime Group, the Fisheries Commission and others, partnership opportunities continue to be explored.

6.1.4 *'Improve the use of our technology within RCAT to increase trust and confidence within the rural community'*

The team has been trained in the operational use of unmanned aerial vehicles (drones) and now has the capability to support policing initiatives and investigations utilising their own equipment. GoodSAM and What3Words are two initiatives which are being promoted within the rural community effectively.

Opportunities to expand and increase the effectiveness of ANPR are now being explored.

6.1.5 *'Use a variety of modern methods to provide a two way dialogue between the force and communities and demonstrate our visibility'*

Communications and engagement activity continues to be delivered on a daily bases, including through public crime prevention events, traditional media activity and social media. The communications team have worked closely with the crime reduction officers to highlight issues around romance fraud including an online Q&A live streamed through Facebook. Courier fraud was also a focus this quarter, with a significant amount of communications activity was focused in this area – targeting those most susceptible to being a victim, as well as family members who can advise older relatives and friends. Activity included traditional media PR and advertising, articles in parish newsletters and magazines, targeted social media activity, eCops messaging and messaging on the billboard at Peterborough United.

The Chief Constable's Commendations awards has been promoted, resulting in a significant amount of social media engagement and positive media coverage in the local media. Passing out parades are also promoted and have had a significant impact on the traffic to the recruitment pages on the force website, as the Force continues to support the national recruitment campaign. The annual drink drive campaign, saw the number of pubs and venues taking part in the 'I'm Des'² scheme increase by 220%, an increase of 28% in calls to the confidential drink drive hotline and members of the public engage in Twitter and Facebook polls about how likely they were to report someone on the hotline and whether they had used the I'm Des scheme. We have also launched a daily Instagram story to demonstrate visibility over the past 24 hours – these are visible for 24 hours and cover both activity we have conducted as well as interactive activity such as questions, quizzes and encouraging people to find out more on our website about stories.

6.1.6 *'Working with partners develop a geo-based tactical neighbourhood delivery plan embedding the national neighbourhood guidelines'*

The Constabulary remains engaged with partners looking at system-wide approaches to community safety under the "Think Communities" work stream. The Force's ambitious neighbourhood policing strategy and performance framework is building good evidence of outputs and emerging outcomes.

6.1.7 *'Engage and understand communities and the threats they face, both now and in the future'*

Force is in the later stages of its second Strategic Threat and Risk Assessment (STRA) cycle to ensure a broad approach to understanding threats, risks and that there is an appropriate skills and resource match. There remains an effective weekly process of assessing and responding to community impact led by the Intelligence and Serious Crime Directorate.

² Des – Designated Driver

6.1.8 *'Work with the local child safeguarding boards and other partners to help communities understand evolving risks and spot the signs of exploitation'*

Care Homes within the county have been asked for feedback on how to improve relationships with Police to assist in earlier identification of exploitation risks and to allow for increased scrutiny of their policies in reporting children is missing.

Philomena Protocol meeting with partners took place in February. The next stage is the development of a training package for Care Home staff to enable them to better manage missing episodes of vulnerable children from care home settings. A dedicated Child Criminal Exploitation training day held in January.

The embedding of the Youth Offending Team's SAFE teams close work with the Met Hub is progressing well. Staff from the 'Missing Exploited and Trafficked Hub' (MET Hub) continue to attend all panel sessions to discuss cases and develop bespoke plans to safeguard vulnerable victims. METHub are now working closely with neighbourhood policing to identify children and young people at emerging and moderate risk of exploitation to ensure there are early intervention strategies in place.

Lastly, the force has seen its first use of powers to issue a notice to a hotel owner under of S116 Anti-social Behaviour, Crime and Policing Act 2014, which gives police the power to issue notice to hotels that the Police believe are being used for Child Sexual Exploitation. The issue of the notice then requires the owner to provide certain information to the police to assist in their investigation.

6.2 Increase public involvement to improve community understanding and resilience

6.2.1 *'Work in partnership so that people feel safe, connected and able to build, implement and sustain their own initiatives'*

This recent period has seen the recruitment of a Citizens in Policing Inspector, Sergeant and additional PC to drive forward work focusing on building community resilience. This growing team will work closely with the HQ-NHP-portfolio team and local neighbourhood policing officers and PCSOs. This additional capacity stands to benefit volunteering numbers and engagement significantly.

6.2.2 *'Increase number of volunteers, their contribution and integration'*

The Citizens in Policing (CiP) programme is a key enabler to increasing resilience in communities.

As of 17th March 2020 there were 189 Special Constables in force, 101 of which are in their probation period. The force has a number of Specials involved in specialist policing areas, e.g. Roads Policing, Major Crime, Rape Investigation Team, Rural Crime Action Team, Learning and Development and Professional Standards. The force are actively pursuing the creation of Cyber Specials/PSVs. So far in 2020 we have lost 29 SC's to the regular force (24 to Cambs and 5 to other forces). This equates to around 42% of all our resignations. These officers were also some of the most experienced.

As of 17th March 2020 there were 95 active Police Service Volunteers (PSVs) with a further 5 going through vetting. PSVs are typically assisting in the following areas: Chaplains, role players, vehicle tasking, cadet leaders and watch schemes (Speed,

Country and Neighbourhood). We have recently expanded the opportunity to volunteer with us and there are now opportunities in Firearms Licencing and ICT. PSV's have to date, contributed 1259 hours, with marked increases in January and February over the 2019 figures for the same period (Jan/Feb 2019 = 828; Jan/Feb 2020 = 1152).

As of 17th March 2020 there were 114 Cadets, aged between 13 and 18, across 7 units in schools within the county. Unfortunately, at the time of writing, a decision has been made to close all VPC units within the county because of the Coronavirus risk. This closing reflects the position of other forces within the region and youth organisations in general.

6.2.3 *'Increase the contribution Specials make to the Constabulary and ensure they are representative of the communities they serve'*

In the 12 months to the end of February 2020 the Special Constabulary completed an estimated 50,435 duty hours with a 12 month average of 201 hours per SC. Officers giving an average monthly service of 21 hours per Special Constable per month which is an increase on the previous year.

6.2.4 *'Increase number of joint operations specific to rural community'*

Ongoing joint operations have now been put on hold due to Covid-19, but prior to that, operations with HMRC (diesel), local authority (Waste Management) and Fisheries Commission (fishing licensing offences) were all being conducted regularly.

6.2.5 *'Promote the importance of reporting intelligence and crime'*

Following further review of the online reporting facility and changes made to better streamline, the amount of information received via the intelligence portal has almost doubled over the past 6 months. However following assessment only 10% of this information was processed as intelligence and mainly involved low level ASB. The remainder related to incident reporting and crime recording matters. This is a continuation of the previous trend/pattern that led to the changes being made therefore further work not needs to be undertaken to provide further clarity around the purpose of each portal to ensure the most appropriate police response.

6.2.6 *'Embed 'Problem Orientated Policing' into everything we do, ensuring effective partnership problem solving, focused on positive and sustainable outcomes'*

The Constabulary has recently participated in the National Problem Orientated Policing (POP) Awards in Staffordshire, having entered nine outstanding examples of work. Activity to widen training of officers and staff beyond Neighbourhood policing and frontline roles continues.

6.2.7 *'Identify and tackle the causes of crime, disorder and anti-social behaviour''*

Innovative thinking about place-based solutions through the "Think Communities" approach is outlining a number of initiatives and ideas to address causal factors in crime and ASB. Some early adopting areas have revealed encouraging work that is looking beyond traditional roles and remits to pooling assets and expertise to tackle some complex matters.

6.3 Integrity

6.3.1 *'Ensure national complaints reform is embedded across the Constabulary to support the highest professional standards in service to the public'*

Update not available for this objective due to on-going Covid-19 situation.