



Creating a safer
Cambridgeshire

To: Business Coordination Board

From: Chief Constable

Date: 28 July 2020

POLICE AND CRIME PLAN COMMUNITIES THEME – WORKING TO DELIVER ACTIONS

1. Purpose

1.1 The purpose of this report is to update the Business Coordination Board (“the Board”) on the Communities pillar of the Police and Crime Plan and performance update from Cambridgeshire Constabulary (“the Constabulary”)

2. Recommendation

2.1 The Board is recommended to note the contents of this report.

3. Background

3.1 The most recent Operational Performance Meeting was held on 16th June 2020 and reviewed performance up to the end of May 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 Youth Gangs, Knife Crime, Action against Hate and Drug Offences.

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 May 2020, the internal Telephone Research Bureau conducted 1763 surveys with members of the public to seek their view on local policing. 59.2% of people surveyed agreed that the Constabulary were dealing with things that matter to them in their local community, the highest for 12 months.
- 4.1.3 During the COVID-19 period, positive responses have been received: 73.3% (n=90) of respondents in April agreed that Cambridgeshire police were dealing with things that mattered to people in their community. In May 67.8% (n=301) agreed. April and May's rates were the highest discrete monthly rates from the last 12 months.
- 4.1.4 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 Call volumes slowly trended upwards last month, though while the number of 999 and 101 calls received in May was higher than in April, they each remained lower than the same month last year. This continues to have a positive impact on grade of service and average wait times, which remain improved in comparison to recent months.
- 4.2.2 Levels of recorded crime in May were lower than would have been expected in a May without lockdown – 14.7% lower than May 2019's level. There has been a month on month increase of 16% from April. This trend mirrors the national picture, crime is lower than this time last year, but trending upwards towards pre COVID-19 levels. Similar patterns are seen across both Areas and most major crime types.
- 4.2.3 Victim Care Contract (VCC) compliance continues to be one of the aspects of performance that has strengthened over lockdown, with 22.8% of VCCs showing as overdue updates at the start of June, compared to 56.6% at the start of March. Both Areas and most crime types have seen improvements in VCC update compliance rates over the lockdown period.
- 4.2.4 The number of domestic abuse incidents rose in May to 1457, the highest monthly total since August 2019. Domestic Abuse is the one major crime type that has not followed the prevailing lockdown trend of lower recorded crime numbers, instead it continues to follow the established (pre COVID-19) rising trend. The rolling 12 month total has continued to rise month on month. The discrete monthly figure for May was 1022 Domestic Abuse (DA) crimes, the second highest total of any month in the last 12. The rise in DA relative to May 2019 was consistent between the two Areas: North's rise was 34.7%, while the South's was 34.2%.
- 4.2.5 The number of residential burglaries had been trending downward before lockdown, but as noted last month the lockdown situation has seen further decreases. May saw 92 recorded dwelling burglary offences, 36% lower than May 2019. As with many other offence types, lockdown appears to still be suppressing numbers of those offences, but May figures increased on those of April. Satisfaction rates for burglary victims remain high, with 86.4% (n=552) of dwelling burglary victims surveyed over the

last 12 months being at least fairly satisfied with their whole experience with Cambridgeshire Police. The North's 12 month satisfaction rate has risen to 89% while the South's is at 85.1%.

- 4.2.6 The all crime prosecution possible outcome rate for the month of May was 15.5%. The discrete monthly rates over lockdown have been high because of the combination of high positive outcome numbers and low levels of recorded crime. The rising trend established pre COVID-19 period has continued; the 12 month prosecution possible outcome rate rose to 11.9% in May. Area rates both increased: the rate in the North is now 13.2% and remains higher than the rate in the South which has reached 10.9%.

5 Priority Updates

5.1 Youth Gangs

- 5.1.1 May saw low numbers of juvenile arrests: 4 aged under 14, the same as April and the lowest of any months in the last 12, and 34 aged 15-17 year olds, also the lowest monthly figure in the last 12. Together this means that the proportion of total arrests who were juveniles was, at 4.8%, also the lowest in the last 12 months.
- 5.1.2 The number of stop searches increased month on month to 391 in May, the highest in the last 12 months (and a significant rise on 113 in May 19). The positive outcome rate¹ from stop search was 24.6% compared to an average rate of 27.1% over the 12 month period). Of those, the proportion who were juvenile was lower than the 12 month average, for both the 10-14 and 15-17 age ranges.
- 5.1.3 Both the low numbers of arrests (5.1.1) and stop searches (5.1.2) of young people in May suggests that lockdown is having an effect on disrupting youth crime. The data implies that young people who may otherwise be involved in criminality have seemingly been more likely than others to remain at home; so they make up lower proportions of the numbers of those searched or arrested.
- 5.1.4 The North report on Op Graham, an incident of violence disorder in Dogsthorpe which resulted in three people being charged – 2 of them juveniles. Other recent operations resulted in additional arrests of suspects involved in organised criminal gangs.
- 5.1.5 The strategic Lead's report on Knife Crime gives some relevant updates to the Youth Gang priority. Following the recognition that young people are disproportionately affected by knife crime, the report states that the Victim and Witness hub now *'has two specialist workers from the Charity Family Action working within it, who support young victims of crime. They have good links with other agencies, both statutory and third sector'*.
- 5.1.6 Among relevant reporting from South Area is a report of a notable increase in gang members from other counties being housed in Cambridgeshire, which is being reviewed by two Detective Inspectors.
- 5.1.7 An on-going critical incident receiving extensive resources from the Intelligence and Specialist Crime Department (ISCD) has resulted in significant disruption to an Organised Crime Group (OCG).

¹ With positive outcome referring to: Arrest, Caution, Community Resolution, Cannabis Warning, FPND or Khat warning

5.2 Knife Crime

- 5.2.1 Crimes with the knife/sharp instrument keyword increased from 91 in April to 117 in May, while the year on year total is up 84.4%. These increases are consistent across both Areas. Given historic data quality issues around keywords it is likely that older month's figures are not as reliable as those from recent months, so the real life increases may not be as dramatic². Possession of article with blade or point offences remain stable, up to 24 in May from 20 in April, which had been lower than typical recent months.
- 5.2.2 The 12 month total of Possession of Weapons offences remains steady, while the month on month figure has increased following the drop seen in April (+29% from April 2020, +1.9% from May 2019).
- 5.2.3 The 12 month prosecution possible outcome rate for possession of weapons offences was stable at 43.1%. Both Areas contributed to this, the South stable around 39.9%, the North at 46.3%. The long term prosecution possible outcome rate for possession of an article with a blade or point remains stable at 50%.
- 5.2.4 The number of stop searches for weapons in May rose to a 12 month high of 60, making weapons the second most common object of a stop search in May after drugs.
- 5.2.5 The strategic Lead's report on Knife Crime details many updates on answers to the (Key Performance Questions (KPQ's) on knife crime. One relevant update concerns the Transforming Lives Project. Funded by the Office of the Police and Crime Commissioner (OPCC) and supported by the Constabulary, the Project works in partnership with schools and District Problem Solving Groups (PSG's) to identify a cohort of individuals at risk of offending and exploitation. Having been trialled in Huntingdon District, this has now been extended to Cambridge City and is due for further roll out to East and South Cambs Districts imminently. For the time being, during the COVID situation intervention work will be done via an online portal rather than face to face.
- 5.2.6 Of 27 listed actions on knife crime, 19 are now stated to be either embedded or in progress.

5.3 Hate Crime

- 5.3.1 Hate crime 12 month levels remains stable overall, but this masks Area variation. The North continues to see month on month decreases during lockdown and compared to this time last year, with a 47.3% lower number of hate crimes compared to April 2020 and 25.6% down compared to May 2019. The South saw 100% increase (i.e. double) in May compared to April.
- 5.3.2 Improvements in the prosecution possible outcome rate in recent months have continued. The 12 month rate increased to 16.5%, with the rate in the North increasing to 19.7%, while in the South it remains stable at 13.5%.

² It isn't clear to what extent the work to be undertaken by the National Data Quality Improvement Service (NDQIS) will impact on data quality of knife crime data; update to follow as the project is implemented.

- 5.3.3 Twelve month victim satisfaction rates for hate incidents remains around 82% (n=117) at least fairly satisfied, with the rate in the North currently lower than the South, though it is trending upwards.
- 5.3.4 The Strategic Lead's report on Hate Crime details much progress towards meeting the listed actions that make up the Force's Hate Crime strategy. One such update is on partnerships to identify youth cohesion projects and details close work with Cadets and the Eyes & Ears project (via Community Safety Partnership (CSP) and the ambition to enhance this work by including more targeted upper-school project work.
- 5.3.5 Of 31 listed actions on hate crime, 23 are now stated to be either embedded or in progress.

5.4 Drugs

- 5.4.1 Recorded crime levels for drugs offences have been trending upwards over the past 12 months, continuing and in fact accelerating during lockdown.
- 5.4.2 The 12 month prosecution possible outcome rate for overall drugs offences remains stable at 60.6%, with May seeing 122 prosecution possible outcomes, the highest in 4 years. The Force rate for possession offences remains higher than that for trafficking offences, and fairly stable at 70.1%. The Force rate for trafficking offences remains stable at 43.4%. Area rates vary slightly but are generally consistent.
- 5.4.3 Drug related intelligence³ has typically accounted for a significant proportion of all intelligence submissions; the proportion remained high in May – 45% of the 3647 total reports submitted were related to drugs.
- 5.4.4 May's increases in drugs offences is likely to have been influenced by the increases seen in drugs related stop searches. Over recent months around two thirds of Cambridgeshire's stop searches have been on suspicion of drugs possession, though over April and May this proportion has been higher: 82% in April and 75% in May. It is not just the proportion of searches for drugs that has increased over lockdown, the numbers themselves have also risen substantially. The total over those two months was 563 stop searches, almost the same as the total for the 4 months prior to that which was 578.

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 Neighbourhood policing model developed and implemented in 2019 continues to mature, with the uplift Officers really showing evidence of being closely linked to communities and partners. The St Neots Neighbourhood Team (NHP) were recognised in April's Force employee of the month for some outstanding teamwork and clear community outcomes during the additional challenges of the Coronavirus pandemic. Whilst the Force maintains its NHP levels in 2020 following last year's increase, as recruitment continues under the Government's national 20,000 uplift, there will be an

³ Includes the information types County Lines; Drugs – Importation; Drugs Possession and Drugs Supply.

opportunity as part of workforce planning to look again at opportunities to potentially further enhance Neighbourhood Policing.

6.1.2 *'Review our 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 has continued to be delivered across the local areas, as well as for priority crime areas, despite the impact of COVID-19. Due to social distancing and working from home practices, there has been a high reliance on traditional and social media activity to continue to support the community with specific crime prevention advice and stay safe messaging.

Force priority activity has remained a focus, with new ways of delivering communications, due to COVID-19 being key. The community has remained informed of the Force's work carried out during lockdown, 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.

Proactive court reporting has continued this quarter, with a 1.5% increase on the number of press releases issued, with 40% of the (129) court reports relating to priority crime areas. These highlight the great work Officers and staff in bringing a case to court and an offender to justice. In particular, cases that have been the result of information or intelligence from members of the public have been emphasised, and this reinforces open justice, despite the reduction of journalists able to attend court.

Social media has continued to be used to encourage the public to support operations, with great success. For example an appeal in March to reunite bicycle owners with a haul found in Cambridge resulted in a happy owner identifying her son's bike within an hour of the post being put on Facebook.

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

Despite the significant impact the COVID-19 pandemic has had on policing, the Rural Crime Action Team (RCAT) have continued to work with partner agencies and assisting them through the crisis. They have assisted natural England in the patrol of their protected sites due to an increase in anti-social behaviour (ASB) as well as detaining and reporting dozens of persons on behalf of the Environment agency that having been caught illegally fishing in the county's rivers. The team have kept in daily contact with Countryside Watch to ensure they have the most up to date information supplied by rural communities and have responded to any concerns or issues. The team have also worked more closely with internal departments such as the Central Intelligence Bureau (CIB) and local neighbourhood teams which has brought about the seizure of millions of pounds worth of drugs and the recovery of a significant amount of stolen property. For example, in one day RCAT supported by southern district officers and UK Power network located and seized 7 stolen caravans, amounting to over a quarter of a million pounds worth of stolen goods.

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

All RCAT officers have now undertaken the UK Civil Aviation Authority National Qualified Entity (UK CAA NQE) qualifications and are certified drone pilots, since going live in April 2020 the team have conducted 79 operational drone flights ranging from high Risk missing from home (MFH) and trying to locate suspects to conducting thermal imaging flights in order to locate cannabis factories. The drones also have the capability of live feeds to the control room via the use of GoodSAM, this was used to great effect recently where the CIB were monitoring the images live as part of an operation.

As the hare coursing season approaches the drone technology will be invaluable when trying to locate offenders trying to hide in fields and dykes (a common evasion tactic) as well as capturing vital evidence for court. RCAT have the most live automatic number plate recognition (ANPR) markers on vehicles out of every department across Bedfordshire, Cambridgeshire and Hertfordshire (BCH) and is essential in the fight against rural crime. Although only one vehicle is equipped with ANPR capability, authorisation has been given for a second to be purchased and installed, which should be in place for the start of the coursing season.

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 basis, including through online public crime prevention events, traditional media activity and social media, despite the impact on COVID-19.

The communications team has explored additional ways in which they can communicate with the public during lockdown and has worked closely with a variety of departments, such as the Protecting Vulnerable People (PVP) team to highlight issues around domestic abuse, child abuse and stalking including an online Q&A live streamed through Facebook. We also worked with supermarkets to display domestic abuse posters discretely to assist victims who were struggling during lockdown.

The work done to improve Instagram's use as a platform for the Force has had an impact. In the past quarter there has been a 7% increase in Instagram followers on the Force's corporate Instagram page and an annual rise of 44%.

Corporate communications supported the Demand Hub in reducing calls into the contact centre by creating and publicising the ability to report concerns of people breaching the lockdown rules online. As of 17 June we had 2819 online reports.

We have supported the launch of new internal and external ethics panels in the force to discuss views on common policing dilemmas, such as gratuities and inappropriate relationships. The panels discuss the dilemmas and log decisions that they would take in that circumstance and then feed the results back. Externally, two surveys were published on social media, asking the public's view on some of the dilemmas, for external views to be collated. The first survey had 378 responses and the second had 311 responses. They were both really well received on social media channels with the public thanking us for the opportunity to provide their views.

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

The Constabulary's Neighbourhood Policing (NHP) strategy and tactical plans for delivery remain fit for purpose and in keeping with national guidance and best practice. Whilst the Coronavirus pandemic has introduced unprecedented challenges in some respects, it has created opportunities for greater cross-disciplinary approaches to public service. The County's Local Resilience Forum – which is the structure for co-ordinating interagency work to manage the response to the pandemic has identified that work to recover from the impact of Covid19 includes the need to capitalise on opportunities, as well as mitigate risks. The Constabulary is active in Recovery work – both internally and as a part of the Local Resilience Forum (LRF) – to look at what the community safety structure and process and governance could be in future, building on lessons learned in the last few months.

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

The Force's approach to managing operational threats is through its intelligence-led Tactical Tasking and Co-ordinating Group and more strategic planning through the Strategic Threat and Risks Assessment (STRA). This draws on range of business intelligence and wider data for resource planning and investment and provides a good platform for understanding and responding to demands. In the context of Neighbourhood Policing, officers and staff continue to be visible and engaged with local people and have recently adapted to greater use of social media and non-contact forms of engagement through the period of restrictions and social distancing. Community information continues to inform local decision-making and prioritisation and will always be a vital piece in delivery of targeted policing that promotes trust and confidence.

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'*

It is recognised that vulnerable children are more at risk of being exploited. The Force has therefore worked hard to identify offenders and take measures to disrupt offending behaviours.

The use of Child Abduction Warning Notices has been promoted to front line staff to ensure that those seeking to exploit vulnerable children are dealt with in a robust manner providing a platform for further interventions if behaviours continue.

Protecting Vulnerable People (PVP) are also working closely with safeguarding boards and education to upskill teachers, medical professionals, and our own front line staff to recognise the signs and symptoms of exploitation and how best to support victims appropriately.

PVP believe early intervention is key to preventing harm to vulnerable children and it is therefore seeking to utilise the skill set of the METHub (Missing Exploited Trafficked Hub) to work closely with Neighbourhood Policing Teams to identify vulnerability and engage at the earliest opportunity, preventing further harm to the child and signposting them to the most appropriate agency for continued support.

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'*

A Citizens in Policing Inspector is now in post and will shortly be joined by a Sergeant to drive forward with the twin initiatives of maximising the impact of the Special Constabulary and working with communities, partners and the third sector to look at sustainable, community-led initiatives on safety and cohesion. The Citizens in Policing Team has now grown to a strategic lead, Inspector, Sergeant, 2 x Constables and 2 Support Staff.

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 11th June 2020 there were 175 Special Constables in force, 105 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/Police Service Volunteers (PSVs). So far in 2020 there have been 42 resignations, with around 40% of those resigning as Specials doing so to join the constabulary as regular Officers. It is unfortunate for the Special Constabulary that those Officers were some of the most experienced.

As of 11th June 2020 there were 95 active Police Service Volunteers (PSVs) with a further 5 going through vetting. PSVs typically assist in the following areas: Chaplains, role players, vehicle tasking, cadet leaders and watch schemes (Speed, Country and Neighbourhood). The Force has recently expanded the opportunities available for volunteering; 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)⁴. Volunteering hours over the COVID-19 period have been down on 2019 levels because of the limitations placed on what volunteers can do for the Force in the COVID-19 crisis. One new role volunteers have been assisting with during COVID-19 is helping charitable organisations with laptop deliveries to children who do not have computer access at home, to facilitate their schoolwork during lockdown. Latest figures for volunteer laptop deliveries during lockdown indicate that 250 laptops have been delivered, equivalent to an estimated 125 hours at 30 minutes per delivery. 200 welfare visits have also been completed, equivalent to an estimated 300 volunteer hours.

As of 17th March 2020 there were 114 Cadets, aged between 13 and 18, across 7 units in schools within the county. At the time this information was submitted for inclusion in this report, a decision had been made to close all Volunteer Police Cadet (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 (Cadet Units were

⁴ The increase year on year is due to increasing PSV numbers, more roles available, and PSVs being encouraged to register their hours. A problem with monitoring PSV hours is that many PSVs don't register their hours, but this is improving

shut down in March and have remained closed ever since so the current numbers are believed to be valid).

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 Special Constable (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'*

In the summer months the Rural Crime Action Team (RCAT) would be routinely conducting days of action with the Environment agency, local councils, Driver & Vehicle Licensing Agency (DVLA), Vehicle & Operator Services Agency (VOSA), Her Majesty's Revenue & Customs (HMRC) etc however due to COVID-19 restrictions most of these agencies are not operating. RCAT have worked alongside other policing departments to combat crime, since April 1st 2020 the team have:

- Dismantled 21 cannabis factories
- Recovered 26 items of stolen plant/caravans/trailers
- Executed 8 search warrants
- Seized 14 vehicles (SMV & no insurance)
- Providing support to the Force in other Areas due to demand caused by COVID-19

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

The amount of information received via the intelligence portal continues to increase and has almost doubled since this time last year. Approximately 10% of the information was processed as intelligence which is a continuation of the previous trend. A significant amount of the information related to COVID-19 issues, in addition to incident reporting and crime recording. There is further work ongoing by the force corporate communication department including the development of reporting proformas along with supporting automated links and infra-graphics that will be made available to the public to explain Cambridgeshire Constabulary internal processes to assist and encourage further reporting. The planned launch date of this enhanced service is July 2020 and will be supported by an external communication strategy.

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

The Constabulary remains committed to the objective, scanning, analysis, response, assessment (OSARA) model for problem solving and is regularly collecting data concerning activities and outcomes as part of the Neighbourhood Policing Performance Framework. Following nine submissions to the national Problem Orientated Policing (POP) awards last year, the Force is currently taking applications for the second Force POP awards where outstanding submissions will again be entered nationally.

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

The Local Resilience Forum's approach to COVID-19 Recovery has led to the set-up of two groups looking at Vulnerability and Communities in the wake of the local response to the global pandemic. The terms of reference for these groups are ambitious, recognising opportunities to look again at root causes, prevention and early intervention to help take a long-view how resources are used in addition to the need to sustain response to current demands and risks. The Constabulary are key partners and invested at senior level in the groups. In terms of NHP day-to-day delivery, the recent STRA process has resulted in some work to be more efficient in the use of teams who are focused on offender management, organised crime and preventative engagement with young people who are at risk of offending behaviours.

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'*

A new process has been in place since February 2020 across the force. Some additional training for supervisors has not yet been possible due to COVID-19.

7 Recommendation

7.1 The Board is recommended to note the contents of this report.