



Creating a safer
Cambridgeshire

To: Business Coordination Board

From: Chief Constable

Date: 29 September 2020

**POLICE AND CRIME PLAN OFFENDERS THEME AND PERFORMANCE UPDATE –
CAMBRIDGESHIRE CONSTABULARY WORK TO DELIVER ACTIONS**

1. Purpose

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

2. Recommendation

2.1 The Board is recommended to note the contents of the paper.

3. Background

3.1 The most recent Force Performance Meeting was held on 18th August 2020 and reviewed performance in the 12 months ending July 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 operational priority in the Constabulary’s new Corporate Plan which aligns to the Offenders pillar of the Acting Police and Crime Commissioner’s Police and Crime Plan. This is ‘Combat Acquisitive Crime’, with the focus on burglary and vehicle crime.

3.3 'Increase public satisfaction' is a second operational priority monitored this month as per the forward agenda plan. Updates on public confidence, call handling, initial response and communication with victims will be integrated, where appropriate, into the relevant performance, department and priority updates.

4. Performance Headlines

4.1.1 Combined 999 and 101 call volumes increased month on month, impacted by both seasonal rises and a recovery in demand following the easing of lockdown restrictions. While the return to pre-COVID levels is not yet complete, the grade of service for non-emergency calls is trending downwards. Use of web chats has stabilised following April's peak in demand, but remains higher than it was pre lockdown. Opportunities to further increase usage through better signposting are to be explored by the Demand Hub and Corporate Communications.

4.1.2 Average daily incident volumes have remained relatively stable in recent months, but the number of response incidents in July reached a 12 month high; this was driven by an increase in the number of incidents graded for an immediate response. The number of prompt graded incidents reduced month on month. With a further drop in the number of reports of COVID-19 breaches influential, but it remained high and comparable to the same month last year. While median response times for both immediate and prompt graded incidents are increasing, they have yet to return to the levels seen pre-COVID.

4.1.3 The current double crewing policy is due for review. This will take into account the availability of response drivers, the availability of vehicles and the length of service profile of frontline officers. It is recognised that a set of guiding principles may be an appropriate way forward in order to reflect the differences between the six districts, particularly in terms of geographical coverage and proximity to other resources.

4.1.4 Crime levels have continued to rise, and July was the first month since the start of lockdown that recorded crime levels were higher than the same month in 2019; this was driven by North area. There were notable month on month increases in Violence against the Person offences, with the number of Public Order offences also at a 12 month high. An increase in the number of times Officers had to use force in June is likely linked to the recent rise in violence towards police and other emergency workers; with an average of 2.5 assaults per day last month.

4.1.5 Although live investigation volumes have continued to rise, there have been further improvements in levels of Victim Care Contract (VCC) compliance and supervisory oversight. Suspect categorisation has also continued to improve, however the number of suspects on new crimes which have the invalid 'suspect' status indicates that they are not always being picked up during the QA and linking process in the Investigation Management Unit (IMU). This will continue to be monitored going forward.

4.1.6 The number of suspects awaiting disposal remained stable month on month, but the rate at which these crimes are being filed is decreasing. Data indicates that a large number of these appear to be waiting for a summons to be issued, evidencing the delays being caused by court backlogs. However, others had been sent for closure in the IMU but had been rejected; this is generating additional demand, and is impacting

on capacity at a time when the number of investigations in IMU work trays is beginning to trend upwards.

- 4.1.7 The all crime prosecution possible outcome rate in July was 12.5%, having fallen month on month since the two year high recorded in April. The declines have been due to consistent (and high) numbers of positive outcomes in the months since lockdown began, but rising recorded crime levels from the low seen in April. The rolling 12 month rate continues to improve month on month, rising to 12.8% at the end of July, with improvements in both North and South areas.
- 4.1.8 Charge/summons continue to make up the majority of prosecution possible outcomes, with community resolutions the second most common positive outcome type. However, there has also been a recent increase in the use of adult cautions. This is not unexpected given that the number of cases being dealt with at court has significantly reduced. As a result of the growing backlogs in the criminal justice system, officers are encouraged to look for suitable alternatives, with support being provided by the Out of Court Disposals team where appropriate.

5.0 Combat Acquisitive Crime Operational Priority

COMBATING ACQUISITIVE CRIME	Current Month	Jul-19	Jul-18	Jul-17	Current v 1yr avg	Current v 3yr avg	Rolling 12 months	Baseline	Perf v Benchmark
BURGLARY DWELLING									
Recorded Crime	111	173	172	239	Lower	Lower	1,781	2,058	Lower
Prosecution Possible Outcome Rate	20.7%	9.2%	5.2%	9.6%	Improved	Improved	11.8%	11.3%	Comparable
Victim satisfaction (whole experience)	84.2%	84.4%	95.0%	91.3%	Comparable	Comparable	86.2%	86.0%	Comparable
THEFT OF MOTOR VEHICLE									
Recorded Crime	80	77	116	92	Comparable	Comparable	1,071	1,145	Lower
Prosecution Possible Outcome Rate	10.0%	1.3%	4.3%	4.3%	Improved	Improved	9.0%	7.2%	Improved

5.1 Dwelling Burglary

- 5.1.1 Prompt grade response performance has improved when compared to pre-lockdown attendance times; but continues to fluctuate, with district variation.
- 5.1.2 To drive up the quality of the initial attendance and investigation, and increase the opportunity of a positive outcome, guidance has been issued to all Officers and staff of the things to consider when attending a burglary scene; and a burglary scenario is now part of the Information Services Department, Initial Police Learning and Development Programme (ISD IPLDP) week 14 input. The trial of a virtual intelligence dispatch function will also commence in October in North area; this will provide attending officers with real-time contact with an officer from the Acquisitive Crime Team (ACT) who will have virtual access to the scene through the use of GoodSAM, and be able to discuss the incident with them. It is also hoped that this will help improve levels of victim satisfaction.
- 5.1.3 Dwelling burglary victims continue to attract the highest levels of satisfaction across all aspects of service delivery, at both Constabulary and Area level, but there is still room for improvement with follow up. While levels of VCC compliance have improved in recent months, this is a recurring issue across most crime types and is a standing agenda item at the delivery group.

- 6.1.4 Dwelling burglary offence numbers continue to be suppressed relative to pre-lockdown months. However, although COVID-19 has had an impact, offence numbers were already reducing, with an emphasis on targeted offender management, coupled with some excellent investigations, leading to a large number of prolific offenders being prosecuted and receiving custodial sentences.
- 6.1.5 Repeat victims of burglary are flagged and referred to the Victim and Witness Hub for additional support. Crime prevention officers will also look to identify repeat victims. Depending on the vulnerability of a victim, an email may be sent that includes the latest burglary booklet containing crime prevention advice. If the victim is vulnerable, then they will look to attend personally. Further partners may also be engaged including housing associations, the Bobby Scheme, Age UK and carers.
- 6.1.6 The rolling 12 month prosecution possible outcome rate increased to 11.8% at the end of July, with South area accounting for 17 of the 23 prosecution possible outcomes in July. However, it is recognised that COVID-related prison restrictions have impeded efforts to process prisoners and finalise investigations, and has also reduced opportunities for offences to be Taken into Consideration (TIC). Other blockers include delays in the Criminal Justice System around obtaining advice and processing Postal Charge Requisitions (PCRs); and forensic delays due to increased turnaround times for laboratory submissions nationally.
- 6.1.7 Recent changes have led to North and South Burglary teams being converted into Acquisitive Crime Teams (ACT). This has broadened their responsibilities and aligns them more with this priority.
- 6.1.8 The ACTs are linked in with Integrated Offender Management (IOM) and Probation around visiting key nominals. Buddi Tags continue to be used, and are being incorporated into Police bail. These have shown to be effective in preventing reoffending, or leading to quick arrests following renewed offending.
- 6.1.9 Operation AWARE has recently been reviewed and relaunched as the Constabulary's response to combating acquisitive crime. The key focus is on crime prevention through close monitoring and engagement with nominals and identification of temporal and spatial clusters. AWARE responds to intelligence, with rapid enforcement where offences are suspected. Whilst the management of key nominals now sits with the ACTs, it is a joint responsibility for local teams to complete tasking and submit intelligence. It is too early to evaluate the efficacy of this approach, but its impact will be assessed by tracking the number of intelligence submissions and any arrests.
- 6.1.10 A digital footwear scanner (Tread Match) is being trialled in custody blocks in Cambridgeshire from September. Everyone arrested for a recordable offence will be subject to a digital footwear lift, with intelligence matches against previous crime scenes available within minutes. If the trial is successful, it will be rolled out to all recordable offences.
- 6.1.11 A successful bid into the Safer Streets fund has secured Home Office funding for a burglary prevention/community engagement project focused in a hotspot area in Cambridge City – Arbury West. Bespoke home security improvements will be carried out on vulnerable properties, with a tiered gold, silver, bronze approach to the amount of support provided. This will be completed by community engagement and

development work; and it is envisaged that Secure by Design (SBD) accredited contractors, City Council contractors and the Bobby Scheme will be utilised to complete a majority of the work.

6.1.12 A combatting acquisitive crime day of action was held on 22nd July. This resulted in 9 arrests, 11 charges, 1 caution, 1 recall to prison, and 5 persons bailed. Different prevention activities in force included a live crime prevention Q and A session that was viewed by over 11,000 people. Further days of action are planned to coincide with identified risk periods throughout the year.

6.2 Vehicle Crime

6.2.1 The long term indicator for vehicle crime continues to trend downwards, at both Constabulary and area level. However, while levels of theft from motor vehicle offences remain suppressed, numbers of theft of motor vehicle offences have returned to pre-COVID levels, driven by offending in the South.

6.2.2 The rolling 12 month prosecution possible outcome rate for overall vehicle crime has continued to improve month on month, rising to 3.4% in July. The rate for theft of motor vehicles also increased to 9% in July, with improvements in both North and South areas. Rates for theft from motor vehicle continue to be much lower than those of theft of motor vehicle; at Constabulary level the rolling 12 month rate is currently stable at 1.5%.

6.2.3 Operation CAMACHO commenced in May 2019 and was set up to tackle all keyless vehicle thefts across Cambridgeshire. Additional training has been provided to all frontline officers around the tactics, techniques and specialist equipment used to carry out these offences. This has led to a 72% reduction in keyless thefts and the recovery of stolen vehicles worth £2.19 million, leading to several convictions. Seven chop shops have also been located and dismantled, with two suspects charged to date with conspiracy to steal vehicles worth almost £900,000.

6.2.2 There has recently been the first vehicle crime leads national meeting for forces to share good practice. A national conference is being held on 21st September 2020.

7.0 Increase Public Satisfaction Operational Priority

INCREASE PUBLIC SATISFACTION	Current Month	Jul-19	Jul-18	Jul-17	Current v 1yr avg	Current v 3yr avg	Rolling 12 months	Baseline	Perf v Benchmark
999 calls answered within 10 seconds	92.6%	92.4%	93.7%	90.8%	Comparable	Comparable	93.1%	92.6%	Comparable
Non-emergency calls answered within 30 seconds	86.0%	81.3%	89.1%	90.5%	Comparable	Comparable	84.9%	83.3%	Comparable
Immediate grade incidents - median time to respond (mins)	17	17	17	16	Comparable	Comparable	-	-	-
Prompt grade incidents - median time to respond (mins)	96	114	111	101	Improved	Comparable	-	-	-
Public Confidence (dealing with local concerns)	60.8%	44.4%	59.8%	58.1%	Comparable	Comparable	62.0%	56.4%	Improved
Victim satisfaction (whole experience)	80.4%	73.3%	87.6%	87.6%	Comparable	Comparable	78.1%	77.2%	Comparable
Victim and Witness Hub Referral Rate	19.5%	19.4%	17.3%	-	Comparable	-	19.6%	20.4%	Comparable

7.1 Public Confidence

- 7.1.1 The proportion of members of the public surveyed in July who agreed that the Constabulary was dealing with the things that matter to people in their local community dropped to 60.8% (n=406), having fallen month on month since a recent peak of 73.3% (n=90) in April. Public perception remains more favourable than in many pre-COVID months, however, and the rolling 12 month rate continues to increase.
- 7.1.2 Confidence levels in Fenland were the subject of an action presented to the Force Performance Board (FPB) last month, which highlighted different channels used by members of the public across the districts to gain information on police activity. This analysis has been passed to Corporate Communications to inform ongoing work and targeting of Constabulary messaging.

7.2 Communication with Victims

- 7.2.1 The Victim and Witness Hub referral rate in July rose to 19.5%, with month on month improvements across the majority of crime types and no significant difference between Area rates. This follows enhanced internal messaging and briefings around the importance of assessing a victim's needs when recording a crime and referring those identified as likely to be needing support. While the overall rate remains lower than that seen pre-lockdown, it is a notable improvement on recent months when the referral rate had been in decline.
- 7.2.2 To complement recent messaging, a 5 minute briefing is being produced which will be delivered directly to Officers. This will provide additional clarity around how to make the referral.

8. Recommendation

- 8.1 The Board is recommended to note the contents of this Report

BIBLIOGRAPHY

Source Documents	Police and Crime Plan https://www.cambridgeshire-pcc.gov.uk/police-crime-plan/ 'Cambridgeshire Constabulary Corporate Plan 2020/21' https://s3.eu-west-2.amazonaws.com/media.cambridgeshire-pcc.gov.uk/uploads/2020/03/20-03-26-BCB-Agenda-Item-5.1-Corporate-plan-2020-21.pdf
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