



Creating a safer
Cambridgeshire

To: Business Coordination Board

From: Chief Constable

Date: 11 February 2021

POLICE AND CRIME PLAN – VICTIMS THEME – 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 Victims 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 this report.

3. Background

3.1 The most recent Force Performance Meeting was held on 26th January 2021 and reviewed performance in the 12 months ending December 2020. This report reflects the updates provided to that meeting, recognising that the operating environment has changed significantly since the end of December.

3.2 Alongside an overall review of performance, the report will also update on the operational priority in the Corporate Plan which aligns to the Victims pillar of the Acting Police and Crime Commissioner’s (the “Acting Commissioner”) Police and Crime Plan.

This is 'Safeguard the Vulnerable', with the focus on Domestic Abuse, Child Sexual Abuse and Exploitation, Serious Sexual Offences, Modern Slavery and Human Trafficking and Fraud.

4.0 Performance Headlines

- 4.1 There were continued signs of reduced demand in December, with 999 and 101 call volumes both below their respective averages for this time of year. This led to improvements in average wait times for non-emergency calls and webchats, and a reduction in the abandonment rates for secondary calls.
- 4.2 While the latter remains high, analysis to inform our understanding of how many callers divert to other means of contact (for instance web chat or online reporting tools) after their initial call has been answered, risk assessed and re-routed internally based on the nature of the report, will be reported back to Force Performance Board in February.
- 4.3 Adverse weather conditions caused a spike in demand in the run up to Christmas. This, together with an increase in the number of Covid breach reports towards the end of the month, kept incident volumes higher than the same time last year. Nonetheless, there were improvements in response performance.
- 4.4 The median time to respond to immediate grade incidents improved to 17 minutes and the median time to respond to prompt grade incidents improved for the fourth consecutive month to 77 minutes. Improvements were evident across a range of incident types, including dwelling burglary and domestic incidents; and across all six districts.
- 4.5 Levels of recorded crime have continued to trend downwards, with the number of crimes recorded in December 13.9% lower than the same month last year, and the long term indicator now significantly lower than the year end benchmark at both Constabulary and area level. However, Huntingdonshire was an outlier last month as the only district to see a year on year increase in demand. This was predominantly driven by a two-fold increase in the number of recorded Stalking and Harassment offences.
- 4.6 The long term indicator for Stalking and Harassment offences continues to trend upwards at both Constabulary and area level. While recording changes explain some of the increase, recent audit work has also identified the potential for over recording (duplication) of previously disclosed offences; and a wider audit is now being carried out, while a comms campaign will be used to address over reporting in the short term. Analysis to better understand Stalking and Harassment has also been tasked as part of the wider strategic problem profile for Domestic Abuse.
- 4.7 The all crime prosecution possible outcome rate in December increased to 13.6%; the rolling 12 month rate also continued to make incremental improvements, rising to 13.3%.
- 4.8 A force wide review around Victims & Witnesses was undertaken by Detective Chief Superintendent (DCS) Mark Greenhalgh, Head of Crime as the Strategic lead for Victims & Witnesses. This looked at current processes in place and also a gap analysis around the new Victims Code Compliance. This review and findings will form part of a Victim

& Witness Strategy and Delivery Plan with the aim of improving our delivery of service to victims and witnesses and also to ensure Victims Code Compliance.

5.0 Safeguarding the Vulnerable

SAFEGUARDING THE VULNERABLE	Current Month	Dec-19	Dec-18	Dec-17	Current v 1yr avg	Current v 3yr avg	Rolling 12 months	Baseline	Perf v Benchmark
DOMESTIC ABUSE									
Recorded Crime	1,057	1,023	682	687	Higher	Higher	12,037	10,660	Higher
Prosecution Possible Outcome Rate	10.3%	9.4%	14.2%	13.0%	Comparable	Deteriorated	12.0%	10.3%	Improved
CHILD SEXUAL ABUSE AND EXPLOITATION									
Recorded Crime (CSA)	65	69	35	43	Comparable	Comparable	819	778	Higher
Prosecution Possible Outcome Rate (CSA)	20.0%	17.4%	11.4%	25.6%	Improved	Improved	18.3%	11.6%	Improved
SERIOUS SEXUAL OFFENCES									
Recorded Crime (All SSOs)	115	110	102	99	Lower	Comparable	1,625	1,620	Higher
Prosecution Possible Outcome Rate (All SSOs)	13.0%	5.5%	2.9%	11.1%	Improved	Improved	7.8%	6.4%	Improved
Recorded Crime (Rape)	65	52	53	48	Comparable	Comparable	855	777	Higher
Prosecution Possible Outcome Rate (Rape)	7.7%	-3.8%	0.0%	10.4%	Improved	Improved	5.5%	3.5%	Improved
MODERN SLAVERY AND HUMAN TRAFFICKING									
Recorded Crime	11	8	3	4	Higher	Higher	86	68	Higher
FRAUD									
Non Crime Investigations	55	70	51	-	Lower	-	838	962	-

5.1 Domestic Abuse

- 5.1.1 Despite an increase in the number of response graded incidents last month, the median time to respond to immediate graded incidents improved from 19 to 18 minutes, while the median time to respond to prompt graded incidents improved to 123 minutes. The latter was a notable improvement in comparison to recent months, with improvements seen across all six districts.
- 5.1.2 While decrease in demand across other incident types will have been influential on resource availability, there have been concerted efforts in recent weeks, both on area and in the Force Control Room, to better understand performance blockers. This has involved a more in depth review of incidents on a daily basis, with constructive feedback being provided. Going forward, a bespoke plan to address prompt grade response performance will focus on two key strands: engagement with staff, and call allocation and prioritisation.
- 5.1.3 The number of Domestic Abuse crimes has been comparable to the same month in the previous year for three consecutive months, with the long term trend now flat. However, this masks considerable area and district variation. The pattern of future demand is less predictable, but the fact we are now in a third lockdown increases the likelihood of some demand suppression and delays in incidents being reported.
- 5.1.4 Much of what is communicated and innovated with partners encourages and supports reporting; this includes the Ask for ANI campaign which was launched this month.
- 5.1.5 Understanding repeat victimisation is vital as demand increases. This can be used to evidence that while victims may be more encouraged to report domestic abuse, the actions subsequently taken and interventions put in place by police are preventing

repeat victimisation. This will be considered as part of the wider strategic problem profile for Domestic Abuse.

- 5.1.6 The rolling 12 month prosecution possible outcome rate has continued to make incremental improvements, rising to 12.0%.
- 5.1.7 The WeProtect App has now been rolled out forcewide following the initial pilot in Peterborough, with 250 victims referred to DA Alliance last month, and since the forcewide launch in September, officers have referred 1,138 victims to the Domestic Abuse Alliance who offer victims specialist legal assistance after referrals are made by officers via the app. Use of Domestic Violence Penalty Notices (DVPNs) has also improved; 10 applications were made to Superintendents last month, with 6 of those authorised, and all of those subsequently approved at court and Domestic Violence Protection Orders (DVPOs) issued. Both offer additional safeguarding to victims.

5.2 Child Abuse and Child Exploitation

- 5.2.1 65 Child Sexual Abuse offences were recorded in December, comparable to the same month last year with the long term trend flat. Child Protection Referrals into the Multi-Agency Safeguarding Hub (MASH) also remained stable. However, the closure of schools during the current national lockdown could have implications on current levels of reporting and future demand; with an increase in Child Sexual Abuse (CSA) allegations noted after the last period of school closures.
- 5.2.2 The rolling 12 month prosecution possible outcome rate for Child Sexual Abuse continued to improve, rising to 18.3%; this remains significantly higher than both the year end benchmark and the equivalent period last year.
- 5.2.3 2 Young Person Early Intervention Officers are now in post; these will help bolster Missing, Exploited and Trafficked Hub (MetHub) proactive efforts to engage with those children and young person who have been missing from home or who are at risk of exploitation. Safer Relationships for Children (SAFE) is seeking renewed funding, working effectively with the MetHub.

5.3 Serious Sexual Offences

- 5.3.1 The long term indicator for Serious Sexual Offences is now significantly higher than the year end benchmark for the first time this year. The long term indicator for recorded rape also continues to trend upwards.
- 5.3.2 While higher levels of demand may reflect a greater willingness among victims to come forward and report crimes to the police, further analysis has now been commissioned to better understand this increase and any underlying trends.
- 5.3.2 The recent downward trend in the rolling 12 month prosecution possible outcome rate for all Serious Sexual Offences has now been reversed, increasing to 7.8%. The rolling 12 month rate for rape, while prone to greater fluctuation, is also now trending upwards, increasing to 5.5%.
- 5.3.3 Victim engagement work is planned, with a view to better understanding how the Constabulary is performing and meeting victims' needs. However, data on the number of cases which the victim is not ready to support a prosecution compares favourably to other forces in the Eastern Region.

5.4 Modern Slavery

- 5.4.1 11 Modern Slavery offences were recorded last month, bringing the total for the last 12 months to 86; an increase of 15 compared to the 12 months ending December 2019, and significantly higher than the year end benchmark.
- 5.4.2 There were 4 prosecution possible outcomes last month bringing the total in the latest 12 month period to 9. As a result, the rolling 12 month prosecution possible outcome rate increased to 10.5%, significantly higher than the year end benchmark. However, further improvement is needed to impact on the cycle, and levels, of exploitation.
- 5.4.3 Recommendations emanating from the Constabulary's local Serious Organised Crime Profile will provide a focused partnership response towards tackling the organised crime threat, along with the need for continued disruption activity and greater use of Slavery Trafficking Prevention and Risk Orders.

5.5 Fraud

- 5.5.1 Fraud offences are reported centrally to the National Fraud Intelligence Bureau (NFIB) and Action Fraud (City of London Police), with the number of reports made each month subject to fluctuation due to dynamic changes in national trends and activity by offending groups. There have been 1,252 NFIB reports for Cambridgeshire in the last three months; resulting in 35 PURSUE referrals.
- 5.5.2 The long term indicator for Fraud referrals recorded locally continues to trend downwards, with the number of referrals in each of the last five months lower than the same month in 2019. This decline has been seen across both North and South policing areas.
- 5.5.3 However, a higher number and proportion of fraud victims have received support from the Victim and Witness Hub since the beginning of the pandemic. This reflects a defined approach to ensuring an appropriate level of victim support, with the Victim and Witness Hub, Community Support Officers and Specialist Crime Team now being closed embedded with the Fraud Risk Group.
- 5.5.4 The bi-monthly Fraud Risk Group was set up in July 2020; this has continued to grow in representation as a multi-disciplinary network, as is now being promoted as national best practice. Membership has been extended to include City of London Police in their role as national lead for engagement and performance; with the opportunity to extend membership further to include local investigation leads to better support local investigations.
- 5.5.5 City of London Police are available to provide forces with tactical and operational support and advice along with peer reviews. They also hold weekly courier fraud surgeries, providing tactical advice and support to maximise investigative and safeguarding opportunities. These services are being promoted and use being encouraged via engagement with local crime management teams.
- 5.5.6 The Constabulary also maintains close working relationships with the regional and national framework including attendance at both tactical and strategic Economic and Prosperity Group quarterly meetings.

5.5.7 Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) have recently written to all forces to advise that they will be conducting a thematic inspection on Fraud. Cambridgeshire has been selected as one of the forces to be inspected, beginning week commencing 8th March 2021.

6. Recommendation

6.1 The Board is recommended to note the contents of this report

BIBLIOGRAPHY

Source Document(s)	Police and Crime Plan https://www.cambridgeshire-pcc.gov.uk/police-crime-plan/
Contact Officer(s)	Neil Stacey, Strategic Analysis Manager, Organisational Improvement Centre, Cambridgeshire Constabulary