



Creating a safer
Cambridgeshire

To: Business Coordination Board

From: Chief Constable

Date: 16 September 2021

CAMBRIDGESHIRE CONSTABULARY PERFORMANCE REPORT – CORPORATE PLAN

1. Purpose

1.1 The purpose of this report is to update the Business Coordination Board (the “Board”) on Cambridgeshire Constabulary’s (the “Constabulary”) performance over the last 12 months.

2. Recommendation

2.1 The Board is recommended to note the content of the report.

3. Background

3.1 The most recent Force Performance Meeting was held on 25th August 2021 and reviewed performance in the 12 months ending July 2021. This report reflects the updates provided to that meeting. Alongside an overall view of performance, it includes an additional focus on the Corporate Plan priority of Combat acquisitive crime.

4. Performance Headlines

- 4.1 The long term trend for an increase in 999 calls continues and July saw the expected seasonal increase, and the number of 999 calls received in July was the highest ever recorded. As a result, there was an impact on 999 Grade of service and average waiting times. Service has been further impacted by staffing pressures due to Covid and recruitment issues (both subject to ongoing management action). Levels of 101 calls remain lower than pre-Covid, however the number of webchats was the highest recorded, suggesting a channel shift. 1 in 10 reports to the Constabulary were via webchat in July 2021.
- 4.2 Average daily incident volumes increased in July (463/day), with increases across the Constabulary. This is compared to 453 incidents in July 2019 and 435 incidents in July 2020. The number of incidents peaked when Peterborough suffered flash flooding. Concern for Welfare incidents remained the highest contributor to overall demand, making up 15.0% of overall incidents which is the same as the previous month. Partnership prevention work is being scoped by the Constabulary to help identify opportunities to manage demand.
- 4.3 The increase in demand has led to an increase in the median time to respond to incidents, with immediate response time increasing. The new incident grade 'Priority' has been in place for over a month, with 12% of all incidents graded as Priority. Immediate grade volume is unaffected, with priority covering the higher risk incidents in the previous Prompt grade category. The Strategic Analysis Team will monitor performance closely over the coming months.
- 4.4 Levels of recorded crime continued to trend upwards, as demand has increased, with July recording the highest number of offences since November 2006. There is variation by crime types with some still suppressed such as Theft and others seeing an increase such as violence with injury and sexual offences. The number of criminal damage offences has returned to pre-pandemic level. This broadly mirrors the national picture.
- 4.5 Theft offences remain suppressed, with the number of offences 27.5% lower than July 2019. The number of burglary offences is also suppressed, with the number of non-dwelling burglaries the lowest recorded. Shoplifting is the highest since the pandemic began but still recording less offences than July 2019.
- 4.6 Violence with Injury offences continue to trend upwards with both areas seeing a month on month increase and recording more offences than the previous two years. East Cambridgeshire is the only district that hasn't recorded more offences in July or the previous two years. Peterborough and Cambridge City both recorded offences above their upper limits for the first time this year. The latest national Op Talla report states that violence with injury has increased steadily since January with weekly crime in July above the same time periods in 2019.
- 4.7 Overall Sexual offences continue to trend upwards; with offences this month higher than the same period in each of the previous two years (for five consecutive months). This is particularly clear for Cambridge City and Peterborough. The increase is driven by a high number of sexual assaults.
- 4.8 As demand has increased, there was an increase in live investigations but investigative grip remained stable. The overall Victim Care Contract (VCC) compliance in July was

better than June with 11.1% overdue with improvements seen in Local Policing North, South and Protecting Vulnerable People (PVP). Rates of overdue supervisory reviews also improved month on month, with all areas seeing an improvement. This data continues to be monitored at local and Force Performance Meetings.

- 4.9 The proportion of the public who agreed that the Constabulary was dealing with the things that matter to people in their local community is trending upwards with +1ppt compared to the previous month, now at 65.6% (n=3,752). Concerns raised by respondents in July included: drug dealing, visibility of police, anti-social behaviour (ASB), burglary and driving matters such as speeding and parking.
- 4.10 There continues to be an improvement in the Constabulary's rate of pre-charge triage file rejections. From a rejection rate of 31.7% for April 2021 down to 20.5% in June and the Constabulary's rate has improved again in July down to 19.4%
- 4.11 The rolling 12-month prosecution possible outcome rate has declined for five consecutive months and is now at 11%.
- 4.12 As a result of the deteriorating prosecution possible rate a comprehensive improvement plan has been created. A number of actions have been set to cover a wide range of operational activity, starting with analytical work to identify internal/external areas of good practice/learning opportunities.
- 4.13 There is a united approach to improve the positive disposal rate and it is a priority of the Force Performance Board. It is recognised that targeted work must be done to make sure everything is been done to get the best outcome for the victim. It is not a number chasing exercise and no targets have been set. The approach is there to ensure that supervisors and officers are given the tools they need to ensure the best outcome for the victim. This is in line with what the Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) (and the public) would expect. Two pieces of work have been completed to drive this work forward; a practitioner review of team level outcomes and an analytic review of the Constabulary's performance compared to other forces to identify areas for improvement.
- 4.14 The North Area report for the August Force Performance Meeting details the Area's performance in July. It highlights the success of at improving VCC compliance and overdue supervisor reviews whilst experiencing higher demand. The neighbourhood policing team have also overseen a significant seizure of weapons leading to an offensive weapon act investigation, and is hoping to be one of the first forces in the UK to have a charge for this offence.
- 4.15 The South Area report for the August Force Performance meeting details South Area's performance in July. The South have been dealing with competing pressures with the animal rights protests in Huntingdon, the return of a full night time economy and for many officers their first experience of policing it alongside increasing demand. Although the area faced a range of demands VCC compliance and overdue supervisor reviews improved. The South also highlight that charges against two nominals for drug offences earlier this year has led to long custodial sentences for the offenders and confiscation of £150,000 using the proceeds of crime act.

4.16 Both Local Policing areas have had continued focus on their outstanding suspects via Op Manda. The number of outstanding suspects has fallen in July. This has continued throughout August.

5. Combat Acquisitive Crime

COMBATING ACQUISITIVE CRIME	Current Month	Jul-20	Jul-19	Jul-18	Current v 1yr avg	Current v 3yr avg	Rolling 12 months	Baseline	Perf v Benchmark
All Crime Outcome Rate	8.6%	12.5%	8.5%	9.2%	Deteriorated	Deteriorated	11.0%	13.0%	Deteriorated
BURGLARY DWELLING									
Recorded Crime	103	111	173	172	Comparable	Comparable	1,166	1,242	Lower
Prosecution Possible Outcome Rate	5.8%	20.7%	9.2%	5.2%	Deteriorated	Deteriorated	12.8%	14.3%	Deteriorated
Victim satisfaction (whole experience)	90.7%	85.4%	88.4%	76.3%	Comparable	Comparable	90.4%	90.4%	Comparable

5.1 Burglary Dwelling

5.2 Month on month there was an increase in the number of burglary dwelling incidents. However, the number of incidents is below number seen in 2020 and 2019. Immediate grade response time was improved by 4 minutes down to 11 minutes in July.

5.3 At Constabulary level the number of dwelling burglaries continues to remain lower than 2020, with the long term trend downwards and significantly lower than the year-end benchmark. 103 offences were recorded in July, the highest since December. This was expected as lockdown eased but the number of offences is still suppressed since Covid. Both the North area and South area saw July's monthly level of offences comparable to July 2020, with the long term trend now stable in the South but declining further in the North.

5.4 There has been a decline in the rolling 12-month prosecution possible outcome rate for dwelling burglary going to 12.8%, the lowest since December. Although there is ongoing work to look at Take into Consideration (TICs) when reviewing historical cases.

5.5 There continues to be improvement to VCC compliance rates, with the overall overdue rate improving from 17.6% to 12.9% in July. 91% (n=478) of dwelling burglary victims surveyed in the last 12 months were at least fairly satisfied with overall service delivery. Dwelling burglary victims continue to rate the Constabulary very highly for their initial contact experience, police actions and how they were treated, but follow-up remains the aspect of service delivery that is not as well thought of by victims.

6. Recommendation

6.1 The Board is recommended to note the content of the report.

BIBLIOGRAPHY

Source Document	Cambridgeshire Constabulary's Corporate Plan 2021-22 https://www.cambs.police.uk/information-and-services/About-us/Transparency/Corporate-Plan/Corporate-Plan-2021-2022
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