



Cambridgeshire
Police & Crime
Commissioner

To: Business Coordination Board

From: Chief Constable

Date: 02 October 2014

OPERATIONAL UPDATE

1. Purpose

1.1 The purpose of this paper is to provide an operational update to the Business Coordination Board ("the Board"). The paper covers Cambridgeshire Constabulary's ("the Constabulary") recent performance, Her Majesty's Inspectorate of Constabulary (HMIC) inspections, significant operations and effective and efficient policing.

2. Recommendation

2.1 The Board is invited to note the contents of the report.

3. Performance Update (12 months data to 31st August 2014)

3.1 **Primary call handling performance** remains positive. While secondary call handling for non-emergency calls (101 calls) had deteriorated, it is anticipated the agile use of Incident Resource Team resources to ease the peak time pressures in the Force Control Room/Police Service Centre will achieve some improvements. Whilst **incident levels** in August were higher than the average, response performance improved, particularly for Domestic Incidents. The Board will be considering a separate paper on this.

3.2 **At Force level victim based crime** has increased by 3.6% in the 12 months to August 2014 (compared to the same period last year). Although August offence levels were comparable to last year for the first time since February 2014; the 12 month indicator remains significantly higher than the baseline. Whilst violence against the person offences fell marginally month on month, levels for these offences remain considerably higher than last year and at baseline this is in line with the national picture. A similar picture applies to Sexual Offences. Robbery in Cambridgeshire remains significantly

higher than at year end, whilst over half of forces nationally have seen offences rise Cambridgeshire has seen the 3rd highest increase. Performance in this area will continue to be monitored by the Force Performance Board.

- 3.3 The work of the **Crime Data Integrity** team is acknowledged as being influential on crime levels. At the same time, a need to understand potential external influences on violence against the person offences has been recognised, with analysis commissioned through the Operational Priority Review meeting structure.
- 3.4 Whilst **Burglary Dwelling** (at Force level) has increased marginally month on month, this is in line with the expected seasonal increase and remains statistically comparable to baseline at this time. Outcome rates are significantly lower than at year end a likely consequence of increasing investigative workloads. Although historically, offences Taken into Consideration (TIC's) have contributed to overall outcome performance, the downturn in outcome rates in August has been influenced by both fewer TIC's *and* a fall in primary detections. 94% of victims of burglary dwelling were satisfied with the service they received from Police in August: whilst this is comparable to the baseline; the proportion of victims '*completely satisfied*' has increased by 9.4ppts since April.
- 3.5 As an indication of the Constabulary's commitment to protecting the vulnerable, the significantly higher levels of recorded **hate crime** are acknowledged; potentially an indication of increased victim confidence and improved reporting and recording practices.
- 3.6 **Protecting the vulnerable** remains at the heart of operational policing priorities; the impact of this on response and investigative resources is acknowledged. Increasing investigative and safeguarding workloads are being monitored through the operational priority review process. Despite this pressure, **outcome rates** (all crime) remain comparable to year end although the recent month on month deterioration is acknowledged. **Domestic abuse** outcome rates have stabilised in the recent month, and whilst remain lower than last year at this time have remained comparable to year end.
- 3.7 **Victim Satisfaction** (all crime categories) has remained stable in the 12 months to August and comparable to year end. Despite recent call handling difficulties, 95.5% of victims surveyed were satisfied with ease of contact, which was comparable to the yearend position.
- 3.8 **Public Confidence** levels remain comparable to year end at Force level. However, there is some variation at district level, with East Cambridgeshire and Huntingdonshire showing significantly lower levels of public confidence than at year end. Visible police presence remains at the heart of public feedback, a key principle of Project Metis. Confidence levels across the Force continue to be monitored by the Force Performance Board, and the Constabulary's confidence measuring processes are to be reviewed to ensure their effectiveness.

4. HMIC & Information Commissioner Office Inspections Update

- 4.1 The HMIC 'Core business: An inspection of crime prevention, police attendance and use of police time' report was published on 4th September 2014 and is the subject of a separate paper submitted for the attention of the Board.
- 4.2 The HMIC's Interim Crime Inspection will be take place on the 18th and 19th September 2014. In addition, HMIC will take the opportunity to review what the Constabulary has done in response to the recommendations made in their July 2013 report on "Stop and search powers".
- 4.3 We do not have any confirmed dates for the remaining HMIC 2014/15 inspection programme.
- 4.4 The Constabulary was subject to an Information Commissioner's Office Management of Police Information Inspection from the 9th and 11th September 2014. The report on this is expected in October, but no immediate risks were identified during the hot debrief.

5. King's Lynn Police Investigation Centre Update

- 5.1 King's Lynn Police Investigation Centre (PIC) was opened on 6th May 2011. The Centre has 24 cells, and hosts persons detained by Norfolk, Suffolk and Cambridgeshire police forces.
- 5.2 The Centre was constructed as part of the Two Counties Police Investigation Centres Project. This was a Private Finance Initiative (PFI) project which saw the procurement of required land, buildings and services for the next 30 years for the Norfolk and Suffolk Forces. In 2010 all PFI initiatives were reviewed by the coalition government and PICs were identified as a good example of the Norfolk and Suffolk forces working together. The agreement the Constabulary reached with Norfolk and Suffolk police forces is for King's Lynn PIC to deal with up to 1,900 Constabulary detainees per year.
- 5.3 The contract costs around £575,000 a year. There are additional costs if the Constabulary sends more than 1,900 to the PIC in a year. The contract is for 30 years for up to 1,900 Constabulary detainees a year to be processed at the facility. It is anticipated that 1,500 of these will come from the immediate Wisbech area which is closer to the facility at King's Lynn than to March - where the Custody Block was mothballed.
- 5.4 The Constabulary supplies a Detective Sergeant and five Detective/Police Constables, who form the Custody Investigation Unit (prisoner handling team). This unit also contains one Detective Sergeant and seven Detective Constables from Norfolk Constabulary, who will deal with detainees from both forces where required. They are expected to deal with about 65% of detainees taken to the facility. The Constabulary officers for the Custody Investigation Unit at the PIC are supplied from the Fenland Local Policing Team, and are part of the Territorial Policing Command establishment.
- 5.5 Since it opened in 2011, the number of those detained by the Constabulary which were dealt with at the King's Lynn PIC has been:

Dates	No. of Cambridgeshire Constabulary PIC Detainees
01/04/11 – 31/03/12	1,636
01/04/12 – 31/03/13	1,659
01/04/14 – 31/03/14	1,774
01/04/14 – 31/08/14 (5 months only)	787 (5 months only)

6. Significant Operations

- 6.1 The Constabulary Cambridgeshire was one of many Forces that provided mutual aid to the NATO conference in Wales between 28th August and 6th September 2014.
- 6.2 On 13th September 2014 the Constabulary deployed public order resources to South Yorkshire, to assist with the policing of an EDL demonstration in Rotherham.
- 6.3 The Constabulary continues to progress a number of investigations into Human Slavery and Child Sexual Abuse across the County.

7. Effective and Efficient Policing

7.1 Staff and Officers

- 7.1.1 Public Protection Department officers have been commended by a Judge following the conviction of two Peterborough men for raping a teenage girl after grooming her online. The two males were convicted of five charges of rape and grooming against the 15 year old following a trial at Cambridge Crown Court.

7.2 Operations

- 7.2.1 Over the past five weeks officers from the Peterborough City Centre Team have been carrying out Operation Warlock to target cycle thieves. Through a combination of plain clothes operations, some conducted in conjunction with British Transport Police officers and CCTV identifications, a number of offenders have been prosecuted. A total of seven people have been arrested and charged with 12 bike thefts. Offenders have also asked for a number of further offences to be taken into consideration.
- 7.2.2 On 1st September 2014 the Eastern Region Special Operations Unit launched a new initiative aimed at gaining a better understanding of the threat posed by London gangs operating in the Eastern Region. London gangs often target the vulnerable in order to facilitate illicit drugs supply and child sexual exploitation. Operation Shield, which includes officers and staff from across the region, is now responsible for assessing and managing any identified threats by these gangs.

7.3 **Victims' Hub**

7.3.1 Cambridgeshire's Victims' Hub will be launched on 1st October 2014. The locally managed Victims' Hub will offer emotional and practical support to victims of crime identified with needs, and access to additional services to help them cope and recover from their experiences.

7.4 **New PCSO Powers**

7.4.1 Following a public consultation, which included the Police and Crime Commissioner, PCSOs have now been authorised by the Chief Constable to deal with a wider range of policing issues. These include:

- stopping cyclists for traffic offences - including failing to comply with traffic signs, red lights and the directions of a constable
- seizing and retaining property when lawfully on premises under section 19 - 23 the Police and Criminal Evidence Act 1984.

7.4.2 The addition of these PCSO powers is expected to result in police officers' time being freed up, and PCSOs being more effective and efficient in dealing with issues.

7.5 **Best Use of Stop and Search Scheme**

7.5.1 Changes to Stop and Search laws and responsibilities were introduced by Cambridgeshire Constabulary from 26th August 2014. The Home Office's national Best Use of Stop and Search Scheme aims to improve transparency, community involvement and an intelligence-led approach. The Constabulary is one of the first forces currently participating in the voluntary scheme.

7.5.2 Key changes introduced by the Scheme are when a Section 60 (Criminal Justice and Public Order Act 1994) is used:

- Authorisation must be from an ACPO level officer
- The authorising officer must reasonably believe that an incident involving serious violence will take place rather than may take place
- The initial authorisation has been reduced to no more than 15 hours, down from 24 hours
- Local communities must be made aware in advance (where practicable) and afterwards, when a section 60 has been authorised so they can be informed of the purpose and success of the operation

7.5.3 The scheme also includes other key features, however the Constabulary already has these in place:

- Broader data recording - a broader range of stop and search outcomes to be recorded including arrests, cautions, penalty notices for disorder and all other disposal types
- Community transparency – which enables members of the local community to accompany officers on patrol using stop and search
- Community scrutiny – which enables local community representatives to enquire and challenge how the powers are being used

7.5.4 A survey is currently being undertaken in Cambridgeshire to look at young people's experiences and views of the use stop and search powers by Police in the County.

7.6 **Police Support Volunteers**

7.6.1 For Police Support Volunteers have been recruited to assist local policing with mobile CCTV and Automatic Number Plate Recognition deployments across the County. From October 2014 the volunteers will be available for deployment in areas suffering higher levels of crime and Anti-social behaviour, allowing the mobile unit to be used more frequently and uniformed officers to be more visible

7.7 **Information Technology**

7.7.1 Officers will shortly receive training slots for the new classroom-based learning package, which allows them to directly input incidents on to CrimeFile. The training programme is designed for all front line staff and will help to mobilise the workforce as part of a number of changes that are being brought about under programme Metis.

7.7.2 Officers at Hampton Police Station in Peterborough have recently completed a six week trial of remote working, using Lenovo slates. During the trial, officers were restricted from working in the station between 7am and 10pm, and worked from location such as garden centres, shops, libraries, leisure centres, service stations, schools and parks. The initial results of the trial showed officers:

- Attended on average 25 per cent more incidents
- Were on patrol an hour earlier than their colleagues every day
- A 'slate' sergeant spent an extra 100 hours out on patrol
- A team of five Constables is in the community for up to 27 additional hours each shift
- Vehicle mileage decreased

BIBLIOGRAPHY

Source Document	HMIC Report 'Core business: An inspection of crime prevention, police attendance and use of police time'
Contact Officer	T/Chief Inspector Paul Ormerod, Corporate Development Department, Force Headquarters