

DRAFT COPY

# ANNUAL REPORT

APRIL 2018 - MARCH 2019

A central graphic consisting of four overlapping diamond-shaped panels, each with a different background color and a small photograph. The panels are arranged in a larger diamond shape. The top-left panel is blue and features a photo of a woman and a man. The top-right panel is orange and features a photo of police officers. The bottom-left panel is dark blue and features a photo of a man in a suit. The bottom-right panel is teal and features a photo of police officers. Each panel contains a title and a short paragraph of text.

**Victims**  
Victims and witness are placed at the heart of the criminal justice system and have access to clear pathways of support

**Offenders**  
Offenders are brought to justice and are less likely to re-offend

**Transformation**  
We deliver improved outcomes and savings through innovation and collaboration

**Communities**  
Communities have confidence in how we respond to their needs

**JASON ABLEWHITE**

**POLICE AND CRIME COMMISSIONER FOR CAMBRIDGESHIRE AND PETERBOROUGH**

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# CONTENTS

## ANNUAL REPORT

### APRIL 2018- MARCH 2019

**PAGE 01**  
FOREWORD

**PAGE 02**  
WHAT DO POLICE  
AND CRIME  
COMMISSIONERS  
DO?

**PAGE 03**  
A YEAR AT A  
GLANCE

**PAGE 05**  
THE POLICE AND  
CRIME PLAN  
2017/20

**PAGE 07**  
WHERE DOES THE  
MONEY COME  
FROM?

**PAGE 10**  
DEMAND ON  
POLICING

**PAGE 14**  
TRANSFORMATION

**PAGE 19**  
VICTIMS

**PAGE 25**  
OFFENDERS

**PAGE 30**  
COMMUNITIES

**PAGE 38**  
A YEAT IN PICTURE

**PAGE 41**  
APPENDIX:  
CAMBRIDGESHIRE  
AND PETERBOROUGH  
INDEPENDENT CUSTODY  
VISITING SCHEME

**ANNUAL REPORT**  
APRIL 2018 - MARCH 2019

**Police and Crime Commissioner**  
for Cambridgeshire and Peterborough

# FOREWORD

From **Jason Ablewhite**, Police and Crime Commissioner for Cambridgeshire and Peterborough

Welcome to my Annual Report which covers the year April 2018 to March 2019.

I am pleased you have taken the opportunity to find out more about how I am working hard to make sure your views are listened to, whilst supporting and challenging the Chief Constable to provide a police service of which we can all be proud.

Firstly, I want to start by thanking all the officers, staff and volunteers at Cambridgeshire Constabulary who continue to work tirelessly to keep us all safe, wherever we live and work in the county.

During the year, we said goodbye to Chief Constable, Alec Wood, who left the Constabulary in a very strong position to meet new challenges and demands. In September, I was very pleased to welcome Nick Dean as the new Chief Constable. Nick brings with him a wealth of policing experience, having served more than 26 years with Norfolk Constabulary.

Those of you who know me will be aware that I spend a lot of my time out and about meeting local residents, businesses and partners. This year was no different as I continued to understand the challenges faced, both in terms of demand for our police service and the changing face of criminality.

There will always be difficult decisions to make. Our officers will always prioritise calls for service on the basis of threat, risk and harm, ensuring that the most vulnerable members of our community are protected.

Cambridgeshire Constabulary is one of the lowest funded forces in the country but one of the most efficient. Therefore it is important I continue to work hard to make sure the government police grant supports the Chief Constable to meet increasing demand. Thanks to your support, with last year's increase in the policing part of the council tax, the impact of the Constabulary's new local policing model, and this year's increase which came into force in April 2019, I am proud to say we will have record numbers of officers by the end of 2020 to help meet these challenges.

Crime cannot be tackled in isolation. Neither can prevention or early intervention which is key to tackling the causes of it. Therefore, I have continued to represent your views by chairing a number of countywide board meetings to ensure partnerships are working together to keep you safe.

Finally, I would like to remind you of the important part you and your communities play in keeping Cambridgeshire safe. Please get involved in supporting the police, through providing information and intelligence to assist them in safeguarding the vulnerable, protecting communities and bringing offenders to justice to ensure the best outcome for victims.

*"I am tremendously proud of the work that the officers and staff of Cambridgeshire Constabulary do to keep the county safe and so should you be ... read my Annual Report and find out why."*

*Jason*



# WHAT DO POLICE AND CRIME COMMISSIONERS DO?

## Police and Crime Commissioners are elected every four years to:

- Secure an efficient and effective police force for their area;
- Appoint the Chief Constable, hold them to account for running the force, and if necessary, dismiss them;
- Set the police and crime objectives for their area through a Police and Crime Plan;
- Set the force budget and determine the precept (policing part of the council tax);
- Contribute to the national and international policing capabilities set out by the Home Secretary; and
- Bring together community safety and criminal justice partners, to make sure local priorities are joined up.

Holding the Chief Constable to account for the operational delivery of policing is one of the Commissioner's key roles. The Commissioner does this by supporting and scrutinising the Chief Constable in a number of ways, including regular face to face meetings and through his Business Co-ordination Board. His Deputy Commissioner and staff also sit on a number of other boards and forums to represent and observe progress on the Commissioner's behalf.

Police and Crime Commissioners are not permitted by law to interfere with the operational independence of the Chief Constable and their force. All operational decisions, for example, investigating an incident, or allocating police officers to specific locations, are decisions that must be made by the Chief Constable.

Strategic partners such as local authorities, Community Safety Partnerships, and Cambridgeshire and Peterborough Clinical Commissioning Group, also have a part to play in delivering the objectives set out in the Commissioner's Police and Crime Plan.

In order to support, challenge and find solutions to delivering those objectives, the Commissioner chairs a number of countywide boards, such as the Cambridgeshire and Peterborough

Countywide Community Safety Strategic Board and the Cambridgeshire Criminal Justice Board.

The Commissioner also monitors the performance of the Constabulary on policing functions which are shared with two other forces: Bedfordshire Police and Hertfordshire Constabulary. Known collectively as the Tri-Force Strategic Alliance (BCH), these include support services and specialist functions such as Armed Policing, Forensic Services and Human Resources. He also monitors performance over a wider seven force strategic alliance, comprising of Bedfordshire, Cambridgeshire, Essex, Hertfordshire, Kent, Norfolk, and Suffolk forces.

The Commissioner sits on a number of national forums, such as the police National Commercial Board and the Local Government Association's Fire Management Committee, enabling him both to influence national policy and to cascade national objectives and best practice through to regional and force-level work.

The Commissioner's own performance is monitored by the independent Cambridgeshire Police and Crime Panel, who provide checks and balances through support and scrutiny of his statutory functions.

Below is a snapshot of the Police and Crime Commissioner's activities over the year.  
Full details of the Commissioner's diary are available online here: <https://bit.ly/TXUNZyK>



## MY YEAR AT A GLANCE

### APRIL

2018

- Celebrated the achievements of local projects for young people at my Youth Fund Recognition Ceremony
- Agreed to support the development of the Constabulary's response to Modern Slavery with the provision of specialist advice and support
- Signed an Interim Transition Firearms Licence to ensure compliance for firearms use across seven forces (Bedfordshire, Cambridgeshire, Essex, Hertfordshire, Kent, Norfolk and Suffolk)
- Hosted a Conference for Eastern Region Custody Visitor Schemes

2018

### MAY

- Supported the Chief Constable to launch a new model for local policing
- Co-hosted an event with the homelessness Trailblazer to improve housing pathways
- Shadowed a custody visit with some of our independent custody volunteers who checked on the welfare of detained persons
- Presented awards at the Annual Blue Light Football Tournament

### JUNE

2018

- Created enhanced support for victims of stalking and harassment in partnership with national charity, The Suzy Lamplugh Trust
- Celebrated the bravery of officers, staff and volunteers at the Safer Cambridgeshire Awards Ceremony in St Ives with Chief Constable, Alec Wood and celebrity Police Volunteer Special, Penny Lancaster
- Provided additional funding to the Constabulary's Roads Policing Unit to support road safety throughout the FIFA World Cup
- Joined a radio phone in with Chief Constable, Alec Wood on BBC Radio Cambridgeshire - a regular opportunity for local people to ring in with concerns

2018

### JULY

- Following Police & Crime Panel support, announced the appointment of new Chief Constable, Nick Dean
- Celebrated success of Cambs Drive iQ - an online learning platform I fund to supporting the next generation of drivers to drive safely
- Interviewed by BBC Look East, supporting Highways England campaign reminding motorists to drive safely through A14 roadworks
- Brought partners together in our first Stalking and Harassment Conference to improve outcomes for victims
- Held one of my regular monthly surgeries, this time in Cambourne

### AUGUST

2018

- Launched a new, free and confidential website for victims of crime
- Supported Cambridge Guide Dog Forum to raise awareness of the challenges of walking blindfold through a busy city
- Attended the Joint Mosques meeting in Peterborough, a regular opportunity to listen to community views
- Visited Peterborough Rape Crisis to see how survivors of sexual violence are being supported

2018

### SEPTEMBER

- Supported Stephen Barclay MP at a Parish and Town Council Conference in Fenland
- Welcomed new Chief Constable, Nick Dean and said goodbye to previous Chief Alec Wood
- Presented my proposal for a new interim Chief Finance Officer to the Police and Crime Panel at one of our regular Panel meetings
- Funded and supported the roll out of Operation Velo with the Roads Policing Unit to raise awareness about passing cyclists safely

CONTINUED ON NEXT PAGE

**OCTOBER****2018**

Agreed to release funding from the Casualty Reduction Support Fund for the upgrade of static road safety cameras across the county

Welcomed local celebrity Warwick Davis and family at an event to celebrate local diversity for national Hate Crime Awareness Week

Supported Get Safe Online Day

**DECEMBER****2018**

Headed up the Constabulary's Drink/Drive Campaign by supporting 'I'm Des' with Casualty Reduction Officer, Jon Morris

Interviewed by BBC Look East on what I am doing in partnership to support survivors of sexual violence

Launched a new countywide partnership, Cambridgeshire & Peterborough Against Scams Partnership (CAPASP) with Cambridgeshire County Council to make our county scam free

**2018****NOVEMBER**

Agreed to fund a post with Cambridgeshire County Council to strengthen community resilience and partnership work as part of a countywide Scams Awareness Partnership

Attended a meeting with MPs at the House of Commons to lobby for a change in sentencing to tackle illegal hare coursing

Formalised the appointment of an interim new Chief Finance Officer, in a shared arrangement with Cambridgeshire Fire and Rescue Service

Held one of my regular Parish Council Briefings

Visited HMP Peterborough and BeNCH Community Rehabilitation Company to discuss key issues relating to reducing reoffending

**START OF 2019****2019****JANUARY**

Listened to the views of the public at joint public meetings with Chief Constable Nick Dean

Notified the Police and Crime Panel of my intention to increase the policing part of the council tax to £12 per year (based on a Band D Property) to increase officer numbers and also informed the Panel of my budget plans for 2019/20

Signed an agreement alongside six other forces (Norfolk, Suffolk, Essex, Bedfordshire, Hertfordshire and Kent) to procure services for policing, including uniforms and vehicles in order to bring about long-term savings

Reminded survivors of sexual abuse to come forward for support to mark #itsnotok

Approved and agreed rental space for the DVLA at Hampton Police Station

**FEBRUARY****2019**

Spent a day with local sixth form students and officers from the Constabulary to support the annual Safe Awards

Supported one of our 180 Speedwatch groups in Peterborough to help tackle speeding through our communities

Featured on BBC Radio Cambridgeshire's Chris Mann show and interviewed by ITV Anglia News regarding progression for a new police station for the south of the county

**2019****MARCH**

Signed an Option Agreement with Ely Diocese in order to progress plans for a new southern police station

Accompanied local MPs Jonathan Djanogly, Shailesh Vara and Heidi Allen to meet Lord Randall at Westminster to discuss concerns regarding hare coursing and the need to change sentencing

Led a new supply deal across seven police forces to deliver £2m savings for the Constabulary

Launched and supported new speed data recorders to help communities tackle speeding through villages

Pledged my support, along with other Police and Crime Commissions to keep our communities safe from knife-crime

Full details of the Commissioner's diary are available online here: <https://bit.ly/TXUNZyK>

**ENDS**

# THE POLICE AND CRIME PLAN 2017-20

## COMMUNITY SAFETY AND CRIMINAL JUSTICE WORKING TOGETHER TO KEEP CAMBRIDGESHIRE SAFE



One of the roles of the Police and Crime Commissioner is to produce a Police and Crime Plan for the county. The Plan sets out the police and crime objectives for the county over four years: the Commissioner's elected period in office.

The Commissioner's Plan, published in 2017, continues to focus on victims, offenders, communities and transformation, putting victims at its heart, bringing offenders to justice and deterring them from re-offending.

The Plan also looks to increase public participation in creating stronger, safer communities and, in the face of complex economic and social pressures, works in partnership to transform the way policing services are delivered through collaboration and new technology.

It is important to note that the Plan does not work in isolation. It seeks to drive changes to the way public services work together in the county, aligning activity, improving efficiency and reducing cost.

## THE COMMISSIONER LISTENS AND RESPONDS TO PEOPLE IN A NUMBER OF WAYS:

- Providing opportunities to listen, inform and respond to public concerns;
- Ensuring the voice of the public is evident in his Police and Crime Plan;
- Influencing, challenging and supporting national, regional and local policies and initiatives;
- Enabling volunteers to support the police;
- Finding solutions to complex problems through partnership working;
- Ensure financial and decision making information is easily available.



local MPs  
MEETINGS  
speeches  
local  
SURGERIES  
VIDEOS

Parish Council briefings  
**POLICE OFFICERS**

VICTIMS  
STREET SURGERIES  
CUSTODY

media interviews  
service delivery agencies  
radio phone-ins

**PEOPLE**

OFFENDERS  
PARTNERS  
newspaper columns

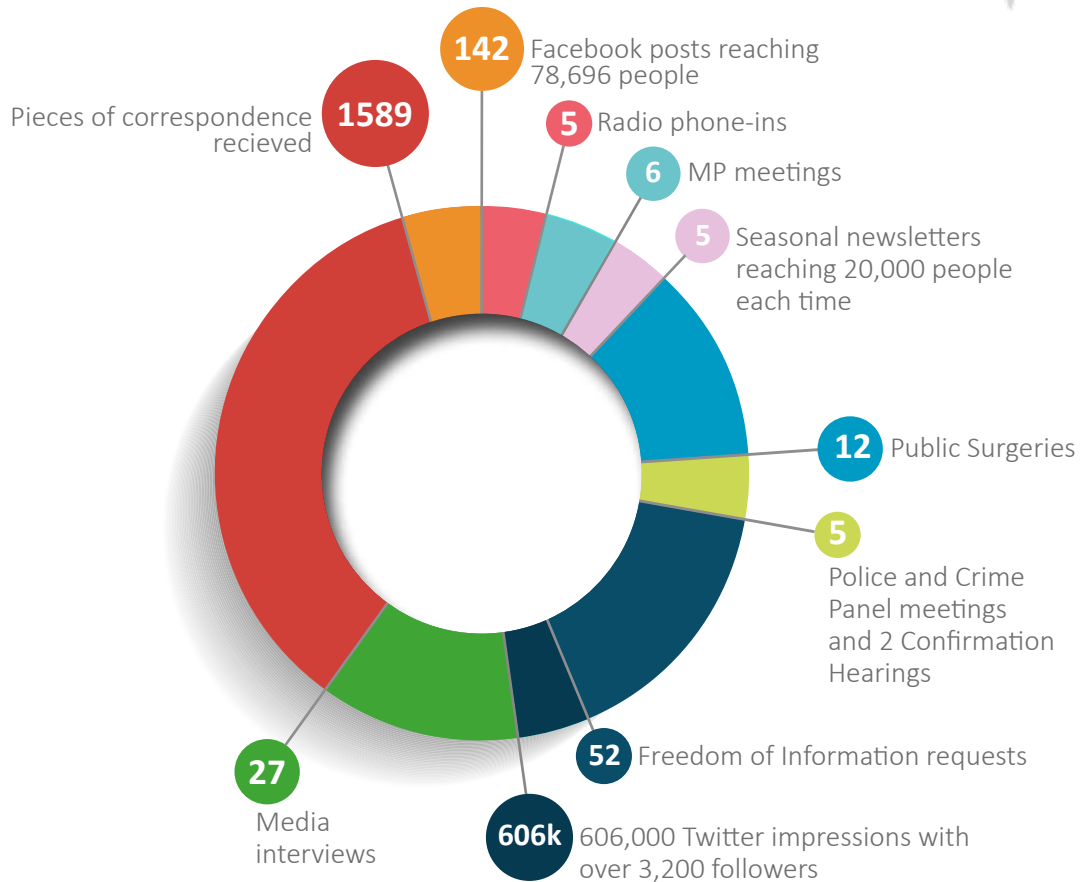
PUBLIC MEETINGS  
COUNTY-WIDE  
contact points  
NATIONAL  
REGIONAL

SUPERMARKET FOYERS  
observing police patrols  
CHIEF CONSTABLE





## BETWEEN APRIL 2018 AND MARCH 2019, THE POLICE AND CRIME COMMISSIONER ENGAGED IN:

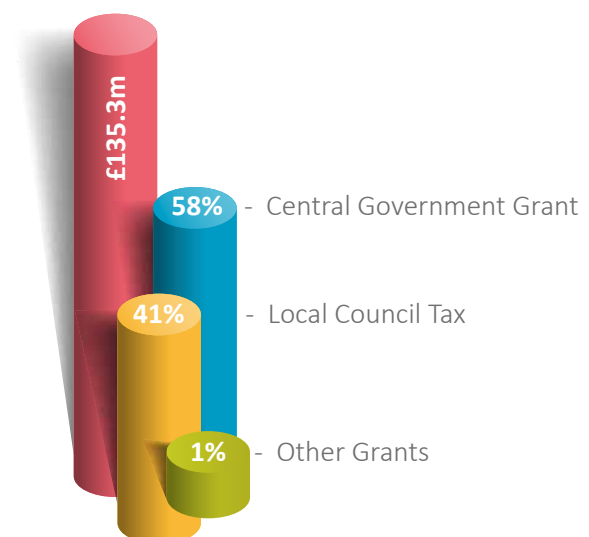


## WHERE DOES THE MONEY COME FROM?

In Cambridgeshire, police funding comes from three main sources: a central government grant of 58%; local council tax (policing element of the precept) of 41% (the national average is 31%); and 1% of other grants to support victims of crime. For this annual report year (April 2018 to March 2019) the total was £135.3m.

The Commissioner receives the funding and is responsible for how it is spent, he consults with the Chief Constable to decide how this money is allocated for policing. In turn, the Chief Constable has the day to day responsibility for the financial management of Cambridgeshire Constabulary within the agreed budget allocation, such as how many police officers and staff are recruited.

For the financial year April 2018 to March 2019, the Government gave the Commissioner the ability to raise the council tax contribution by up to a £1 per month per household (based on a Band D property).



In January 2018, the Commissioner undertook a survey to obtain the views of the public regarding his preferred option of increasing the precept by £1 per month. The guiding principle in setting the precept was to achieve value for money policing and ensure the frontline service continued to be protected. 3,200 people responded to the survey, with over 1,340 comments received, resulting in over 78% supporting the increase.

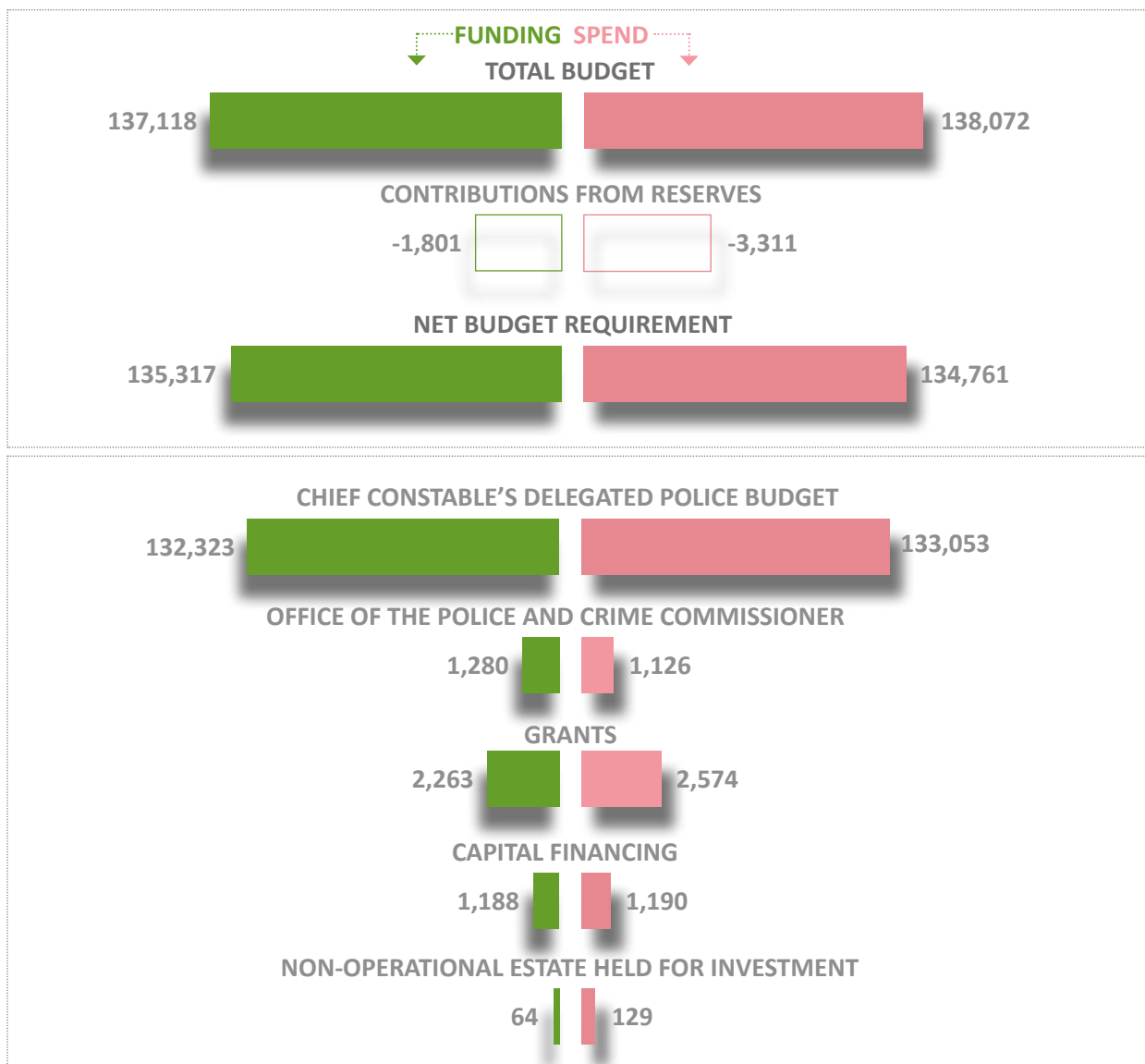
Through the precept rise and budget setting, the Commissioner created the financial environment for the Chief Constable to recruit up to an additional 50 police officers by the end of March 2019.

Over the last five years, savings of £17.2 million have been made to meet budget reductions across the Constabulary.

## FUNDING AND SPEND

2018/19 BUDGET (£'000s) ● = FUNDING ● = SPEND

### POLICE AND CRIME COMMISSIONERS BUDGET FOR POLICING IN CAMBRIDGESHIRE AND SUPPORTING VICTIMS OF CRIME



## WHAT ARE CAMBRIDGESHIRE CONSTABULARY DEALING WITH AND HOW ARE THEY PERFORMING?

Cambridgeshire continues to be one of the fastest growing counties in the country both in terms of its economy and its population, which is set to rise by 20% over the next 10 years.

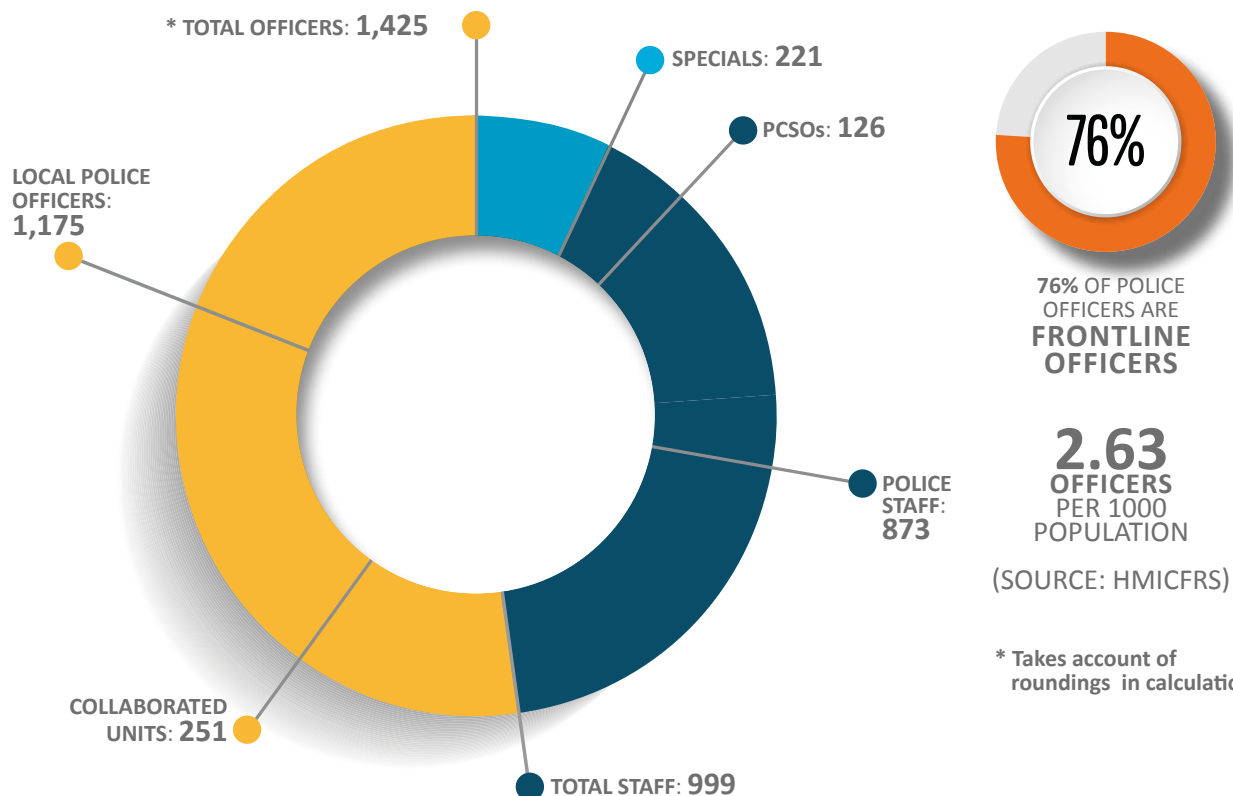
With the cities of Cambridge and Peterborough generating the highest demand on policing, Cambridgeshire remains largely rural in nature with its own demands and pressures.

However, Cambridgeshire Constabulary continues to be one of the lowest funded police forces in the country in terms of funding per head of population. This means there is a risk of policing services being under resourced. (At the moment, the government grant to policing the county works out at 42p per day per head compared to the national average of 51p).

As with other areas, people in Cambridgeshire want a police presence they can trust to deal effectively with local issues. Whether anti-social behaviour, speeding vehicles or inconsiderate parking, these calls for service have to be dealt with alongside new and emerging 'hidden' crimes such as modern day slavery, child sexual exploitation, stalking and cybercrime.

Dealing with these demands puts increased pressure on policing and on police investigative workloads.

## CAMBRIDGESHIRE CONSTABULARY OFFICER AND STAFF NUMBERS



More information on what the Constabulary are dealing with can be found in their Force Management Statement on their website: [www.cambs.police.uk](http://www.cambs.police.uk)

# DEMAND ON POLICING ...

## ON A TYPICAL DAY IN CAMBRIDGESHIRE:



## OFFICERS WILL ALSO DEAL WITH:



## AMONGST OTHER CRIMES OFFICERS WILL DEAL WITH:



# CRIME STATISTICS

Nationally and locally, crime levels have fallen over the long term.

Comparing the period April 2018 to March 2019 to the same period in 2017/18, there have been some variations in crime recorded in the county:

- **Dwelling burglaries decreased by 16.5%, as did theft from vehicles which fell by over 10%, but vehicle theft increased by 20%**
- **Violence without injury decreased by over 6%, but violence with injury remained stable increasing by less than 1%**
- **Robbery increased by 24.7% to over 830 crimes**
- **Serious sexual offences rose by over 11%, with the number of rape offences up by almost 19%**
- **Child sexual abuse increased by over 13% up to over 670 crimes**
- **Over 32% increase in stalking and harassment offences (which was largely a result of how the Home Office required these offences to be recorded by police forces)**
- **Hate crime decreased by 16%, a reduction of over 190 crimes**
- **All drug offences fell by over 6.5% down to over 1,320 crimes**
- **Anti-social behaviour incidents fell by 17.5%, for all three categories: personal, nuisance and environmental**

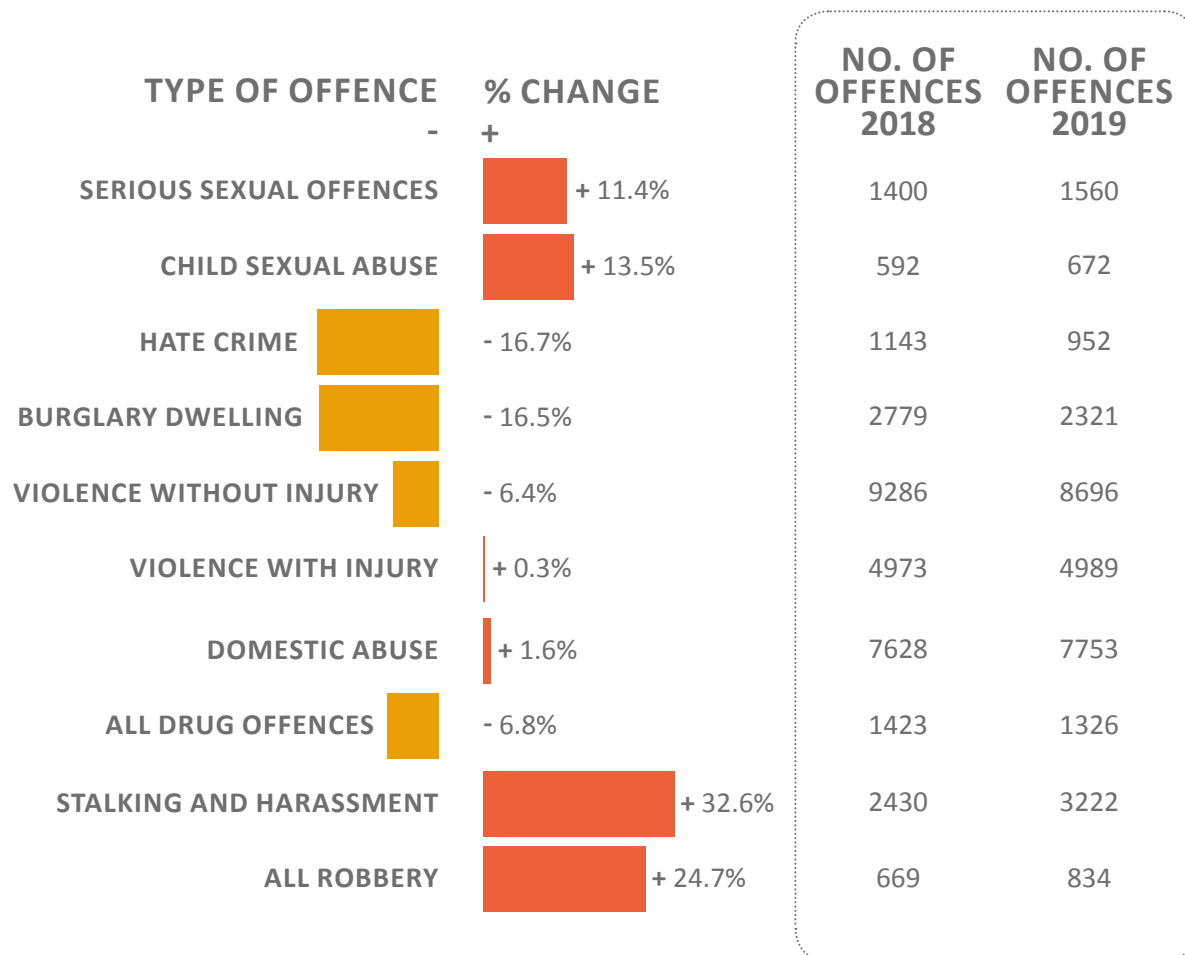
The implementation of a new computer operational policing intelligence system, known as Athena, in May 2018, closely followed by the Constabulary's Local Policing Review brought with it significant changes to the Constabulary. It was widely recognised that it would take time for these new processes to become fully embedded, and that data quality and crime recording issues would likely impact on the availability of reliable performance data.

The Commissioner and the Chief Constable have discussed the steps the Constabulary has been taking to improve their crime recording to ensure that this results in a true reflection of crime in the county. The Constabulary began work (which will continue into 2019/20), which aims to improve compliance rates. It is also important to recognise the positive impact of the Constabulary's crime prevention activity over the course of this reporting year.



The latter remains key to improving the Constabulary's wider understanding of demand and the underlying reasons. The Constabulary's strategic response continued to be through effective supervision, better ongoing management of decisions, and a stronger approach to individual performance management.

## CRIME STATISTICS (2018 vs 2019)



## PUBLIC CONTACT

Cambridgeshire Constabulary promotes a range of ways the public can contact them.

In September 2018, a new Demand Hub, where 999 and 101 calls are taken, was created at Force Headquarters, bringing together the Force Control Room, Police Service Centre the Investigation Management Unit and the Incident Resolution Team.

This enabled the Constabulary to handle demand and deployment of its officers and staff more effectively, creating operational and financial efficiencies.

The Hub also provides greater resilience in handling the highest risk calls for service. It also handles more effectively calls or enquiries which can be dealt with through the website or via the webchat facility, or which are not crime related.

During this reporting period, emergency call handling performance remained strong, but non-emergency 101 calls and online webchats were initially subject to longer than average wait times while new members of staff received training and gained experience.

The webchat facility became increasingly popular during the year, with an average of 40 webchats per day, as did on-line reporting which received over 7,200 reports during the year and increasingly social media such as Facebook and Twitter.

Members of the public are also able to submit intelligence, such as in response to

specific requests for local information, through the Constabulary's website, with an average of 10 intelligence reports received each day.

The Constabulary also continues to use Ecops, a Neighbourhood Alert system to update communities on action taken to address spikes in local crime.

## AVERAGE TIME TO RESPOND



**999 CALLS**  
(131,762 CALLS)



**101 CALLS**  
(325,184 CALLS)



**WEBCHATS**  
(+ 14,000 CHATS)





# TRANSFORMATION

our priorities ...



## AIM:

Ensure value for money for taxpayers now and in the future



## OBJECTIVES:

- Drive efficiency and effectiveness in policing through local, regional and national collaboration
- Work with partners to realise the benefits for community safety which can be derived from improved governance and integrated delivery
- Continue to drive transformation within Cambridgeshire Constabulary
- Identify the best way for fire and policing to work together in the future

*"We deliver improved outcomes and savings through innovation and collaboration"*



## HIGHLIGHTS

Changes in regards to collaboration, both with Bedfordshire Police and Hertfordshire Constabulary and across a wider 7 Force structure, continue to bring cost efficiencies across back office functions, such as ICT

Shortlisted for 'Outstanding Procurement Initiative' category in 2019 Public Finance Awards

The Commissioner continued to review the Constabulary's estate to look at ways to deliver an effective police service

Signed an option agreement to progress proposals for a new police station for the county

Led one of the country's largest procurement deals on behalf of seven police forces



# TRANSFORMATION

*“All forces are stretched on resources and group purchasing allows us to negotiate better deals bringing long term benefits, whether we are talking about Tasers or radios.”*

## CONTINUE TO DRIVE TRANSFORMATION WITHIN CAMBRIDGESHIRE CONSTABULARY

In April 2018, Cambridgeshire Constabulary introduced a new local policing model. This new model delivered significant changes to the way the Constabulary works together as ‘One Team’ and with partners to deliver the best service for the public. It has enabled the Constabulary to match resources to risks identified in communities. It also enables the Constabulary to deliver a demand-led and victim-focused service which provides much needed support to the frontline.

The model includes an additional 50 police constables which has resulted in there being more deployable officers than in 2017. There were a number of aspects to the new model including the introduction of a Demand Hub (as described on page 11. Another feature of the new model was the change to the geographical policing response structure, with six policing areas going into two large (North and South) geographic areas. This change has had the biggest impact in efficiency and operational delivery.

Since joining the Constabulary in September 2018, Chief Constable, Nick Dean has spent a great deal of time on the frontline, speaking with officers, staff and the public about the changes and the impact the new policing model has had. As a consequence, his views and ideas have further shaped the model. However, the positive changes that have been seen, the ability to fully focus on vulnerability and the improved

service to the public have been significant. There is still work to do and as such the model is being continuously reviewed during 2019/20 in line with operational demand and need.

## DRIVE EFFICIENCY AND EFFECTIVENESS IN POLICING THROUGH LOCAL, REGIONAL AND NATIONAL COLLABORATION

Collaboration is an essential part of modern policing. The increased specialisation and modernisation of policing functions inevitably brings additional costs. However, by collaborating with other forces, those costs can be shared whilst still providing the functions to all the contributing forces.

Cambridgeshire has a long history of collaboration with Bedfordshire Police and Hertfordshire Constabulary and these local arrangements continue to be developed. Not only do our local policing teams receive outstanding specialist support in terms of forensics, major crime, roads policing and armed policing, significant savings have also been made.

Implementation of an Enterprise Resource Planning system across Bedfordshire, Cambridgeshire and Hertfordshire forces will modernise our approach to functions such as Finance, Payroll and Human Resources.

There are well established arrangements across the East of England in relation to tackling serious and organised crime and terrorism. These functions continue to keep people safe, although most of their work remains hidden from public sight.



The drive for further collaboration and sharing of costs continues. In the reporting year, the Commissioner agreed to formal collaborative arrangements for the following:

- **Procurement** - a single 7 Force Procurement Function under one leadership and governance structure, better placed to enable and maximise savings both now and in the future. The function enables forces to aggregate expenditure for goods and services across core services to the benefit of all the partners in the seven forces.
- **Firearms training compliance** - a single management and governance structure for the licensing of armed policing functions. The main benefit of the collaboration agreement will be that Authorised Firearms Officers within the seven forces of the East of England have access to common training and accreditation standards, standardised equipment and tactics. This will mean that armed officers will be more interoperable and in a better position to deploy seamlessly anywhere within the seven forces where the threat and risk assessment justifies it.
- **A national modern day slavery project** for the Police Service and other law enforcement agencies to develop an improved response to Modern Slavery.

Nationally there are huge developments in ICT that will bring efficiency and productivity benefits to all forces. To ensure that costs are minimised and the benefits of common ICT infrastructure are maximised, the seven forces have agreed to work together to align their ICT infrastructure.

The Commissioner continues to lead national work, chairing the Police National Commercial Board and was recently shortlisted for the 'Outstanding Procurement Initiative' category in the 2019 Public Finance Awards.

The Eastern Region Special Operations Unit (ERSOU), which is funded by seven police including Cambridgeshire Constabulary, has two main functions: regional organised crime unit (ROCU) and counter terrorism policing (CTP). The Unit had a number of operational successes throughout the reporting year.

For details visit: <https://ersou.police.uk>

### **WORK WITH PARTNERS TO REALISE THE BENEFITS FOR COMMUNITY SAFETY WHICH CAN BE DERIVED FROM IMPROVED GOVERNANCE AND INTEGRATED DELIVERY**

Community safety issues do not always respect district boundaries therefore partnership working across Cambridgeshire and Peterborough in line with the objectives in the Commissioner's Police and Crime Plan is key.

## TRANSFORMATION



Community safety is delivered in Cambridgeshire and Peterborough through six Community Safety Partnerships (CSPs) all operating within district and unitary council boundaries. The CSPs are: Cambridge City, East Cambridgeshire, Fenland, Huntingdonshire, Peterborough City Council and South Cambridgeshire. CSPs are made up from local authorities, representatives from the Constabulary, Cambridgeshire Fire and Rescue Service, the Probation Service, Clinical Commissioning Group and voluntary sector. The Commissioner has been actively represented at numerous CSP meetings during the year.

The Countywide Community Safety Strategic Board supported the CSPs to coordinate their efforts to reduce crime and disorder in their communities through improved governance and aligned and integrated delivery of activities.

In December 2018, the Board supported increased collaborative leadership to deliver preventative work in schools. During this reporting year, the Commissioner has supported and challenged these partners on work dealing with matters such as tackling domestic abuse, modern slavery, youth offending and road safety.

The Cambridgeshire and Peterborough approach to improving community safety has been highlighted as national good practice.

### **IDENTIFYING THE BEST WAY FOR FIRE AND POLICING TO WORK TOGETHER IN THE FUTURE**

In October 2017, the Commissioner submitted his proposal to the Home Secretary to take over the governance of Cambridgeshire Fire and Rescue Service. Following an independent assessment process, in March 2018 the (then) Home Secretary announced that she considered the Commissioner's proposal demonstrated that a transfer of governance would be in the interests of economy, efficiency and effectiveness and would not have an adverse effect upon public safety. However, in June 2018, the Cambridgeshire and Peterborough Fire Authority challenged the Home Secretary's decision, with judicial review proceedings continuing throughout this reporting year.

The Commissioner's on-going interim arrangement to share the same Chief Finance Officer across his office with the Fire Authority was confirmed by the Police and Crime Panel in September 2018.



# VICTIMS

our priorities ...



## AIM:

Deliver a victim first approach



## OBJECTIVES:

- The police respond to an individual's immediate needs and safeguard them from potential future victimisation
- Victims and witnesses of crime can access appropriate and proportionate needs-led emotional and practical support at all stages of the Criminal Justice System process
- Victims and witnesses are treated with respect and their needs are acknowledged during the criminal justice process

"Victims and witnesses are placed at the heart of the criminal justice system and have access to clear pathways of support"

# HIGHLIGHTS

216 young victims of crime and their families supported by a single specialist worker, including 128 who had suffered violence

Mental Health nurses in the Victim and Witness Hub provided expert advice and support to 155 victims of crime significantly improving their health and wellbeing

The restorative justice service, assessed nearly 100 people to help them recover from the impacts of crime. A third agreed they were better able to cope with aspects of everyday life or had improved health and wellbeing as a result of the service. Five victims progressed to restorative justice interventions, with volunteers donating 149 hours of their time

The Bobby Scheme secured the homes of 622 elderly victims of crime with 99.1 per cent reporting increased feelings of safety

A new post to support victims of stalking and harassment funded and trained in partnership with Suzy Lamplugh Trust

Mental Health nurses based in the Constabulary's Force Control Room provided advice and guidance in 8,894 incidents ensuring people in mental health crisis get the right help from the right service at the right time

310 migrant victims of exploitation supported from 11 nationalities

A countywide Independent Sexual Violence Advisor service supported 464 adults and 146 children in 2018/19. Emotional support was provided to more than 1,500 survivors of sexual violence through a helpline, email and face-to-face work supported by 106 active volunteers

A new independent and confidential website for victims and witnesses of crime, with clear and simple information about available support and how to access it, was launched:

<https://www.cambsvictimservices.co.uk/>





# VICTIMS

*"I couldn't have wished for a better service. It had a very positive impact on me and certainly set me on my way to getting my life back on track."*

## THE POLICE RESPOND TO AN INDIVIDUAL'S IMMEDIATE NEEDS AND SAFEGUARD THEM FROM POTENTIAL FUTURE VICTIMISATION

Domestic abuse continues to cause significant demand on policing and partner agency services - accounting for 1,100 police incidents a month, of which well over half translate into recorded crimes.

Call takers in the Constabulary's Demand Hub and response officers have been provided with the skills needed to make risk assessments based on initial information to safeguard vulnerable people. Partner agencies then manage the ongoing risk for victims of domestic abuse and their families through the Multi-Agency Risk Assessment Conferences. During 2018/19, this process was extended to cover some sexual violence cases. The Independent Domestic Violence Advisors, dedicated to providing support, are co-located within the Constabulary's Victim and Witness Hub and the Multi Agency Safeguarding Hub to build on these partnership working arrangements.

The Commissioner has also invested in an early intervention pilot post in Peterborough. This aims to prevent future demand by offering support to victims of domestic abuse after their first help seeking experience and before the risk escalates.

The Constabulary's response to reports of stalking and harassment has been enhanced with additional training from national charity Suzy Lamplugh Trust.

A new specialist victim support role provided expert support to more than 60 people in just six months.

The Constabulary plays an active role in countywide partnerships working to reduce the number of victims of high harm and risk crime types such as domestic abuse and modern day slavery. These thematic groups come together under the Commissioner's leadership at the Countywide Community Safety Strategic Board.

The Constabulary secured their first conviction under new legislation for modern day slavery offences, thanks to the dedication of a specialist post holder who ensured the victim was supported and remained engaged throughout. This role, which is funded by the Commissioner, is job-shared by Lithuanian and Romanian speaking members of staff.

A team of three mental health nurses provided expert advice and guidance to officers, staff and professionals relating to 8,894 incidents that the Constabulary received a call for service about. Based in the Constabulary's Demand Hub, the Integrated Mental Health Team ensured those people in mental health crisis receive the right support from the right service at the right time and reduce demand on frontline police officers. Funded by the Commissioner, the team continues to ensure vulnerable people are supported by the services who can most meet their needs.



The Commissioner remains a key partner on the Crisis Care Concordat Delivery Group and is using this established partnership group to progress mental health pathways for victims of major crime or terrorists incidents. Work began during the year to develop a delivery plan for the Commissioner's new responsibility to provide support for such victims.

## **VICTIMS AND WITNESSES OF CRIME CAN ACCESS APPROPRIATE AND PROPORTIONATE NEEDS-LED EMOTIONAL AND PRACTICAL SUPPORT AT ALL STAGES OF THE CRIMINAL JUSTICE PROCESS**

The Commissioner has continued to fund the Constabulary's Victim and Witness Hub. This model, which was highlighted as best practice in the Government's Victim Strategy, provides emotional and practical support to victims of crime from 'report to court'. A number of services are co-located in the Hub, including specialist support for young victims of crime, mental health nurses and a Restorative Justice practitioner. Victims are empowered to be able to agree a bespoke recovery plan and access additional support not only from statutory services but from within the community. This helps build community resilience and can contribute to future early intervention and prevention, and ultimately reduce future demand on services. Collectively this centre of expertise provides a one-stop shop for victims and witnesses of crime. The Hub staff work closely with the Court-based Witness Service, National Probation Service, Victim Contact Officers and National Homicide Service.

Survivors of sexual violence, including historical childhood sexual abuse, can access an Independent Sexual Violence Advisor Service.

This has supported 464 adults and 146 children throughout the year. The wider service, delivered by Cambridge and

Peterborough Rape Crisis Partnership, has provided emotional support to 1,500 people through a helpline, email and face-to-face work, all of which is supported by 106 active volunteers.

The second year of a successful bid by the Commissioner's office to Government has continued to provide counselling and support for 419 young victims and witnesses of domestic abuse and or sexual violence, securing some life changing outcomes.

The Commissioner has also continued to fund the Bobby Scheme to improve the home security of elderly victims of burglary in a bid to reduce crime, repeat victimisation, fear of crime, and increase feelings of safety and independence. Between April 2018 and March 2019 the charity secured the homes of 622 elderly victims of crime with 99.1 per cent reporting increased feelings of safety.

## **VICTIMS AND WITNESSES ARE TREATED WITH RESPECT AND THEIR NEEDS ARE ACKNOWLEDGED DURING THE CRIMINAL JUSTICE PROCESS**

The Commissioner continued to chair the Cambridgeshire Criminal Justice Board where he exercised his duty to ensure an efficient and effective criminal justice system.

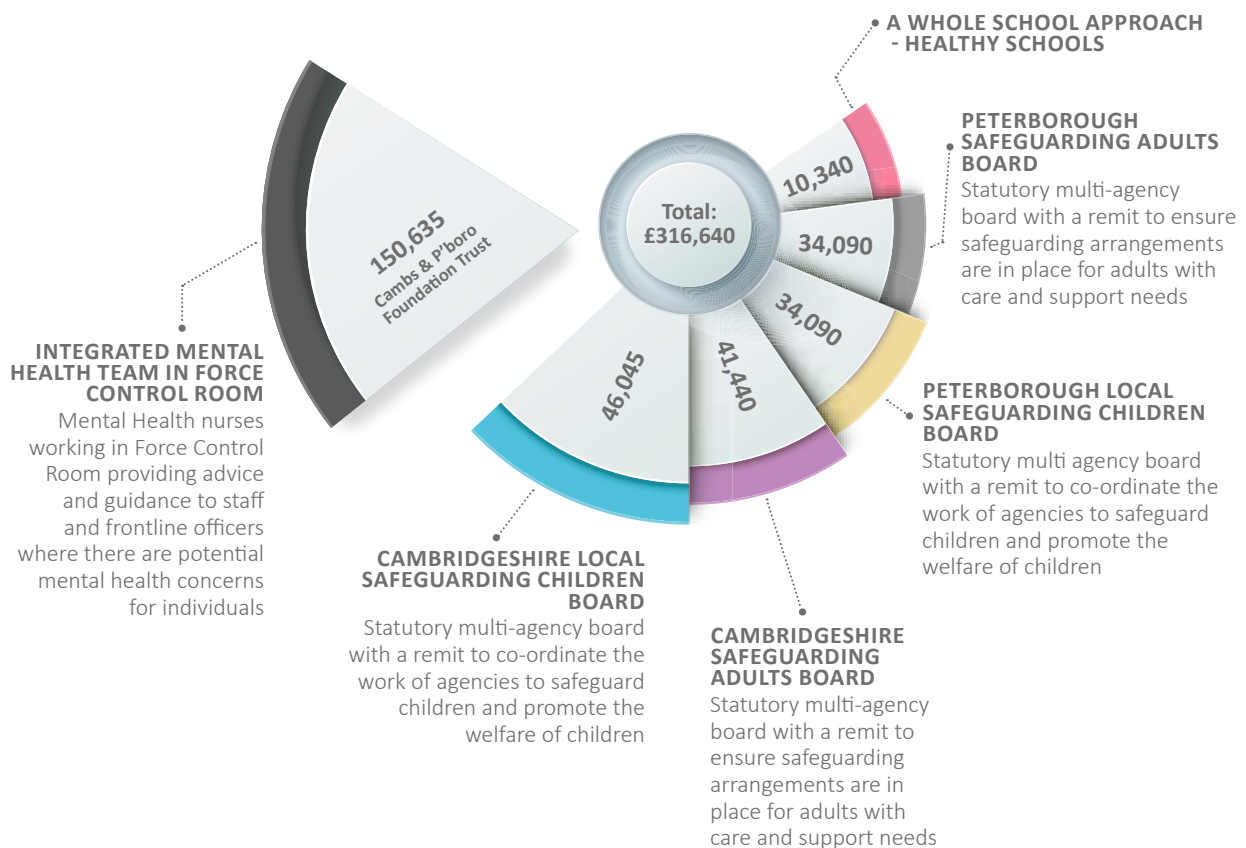
The shared outcome of this Victims priority aspires to put 'victims at the heart of the criminal justice system'. It was through this lens, that in the previous reporting year, the Commissioner submitted his detailed consultation response to the proposed colosure of Cambridge Magistrates Court. In July 2018, the Government abandoned the proposal.



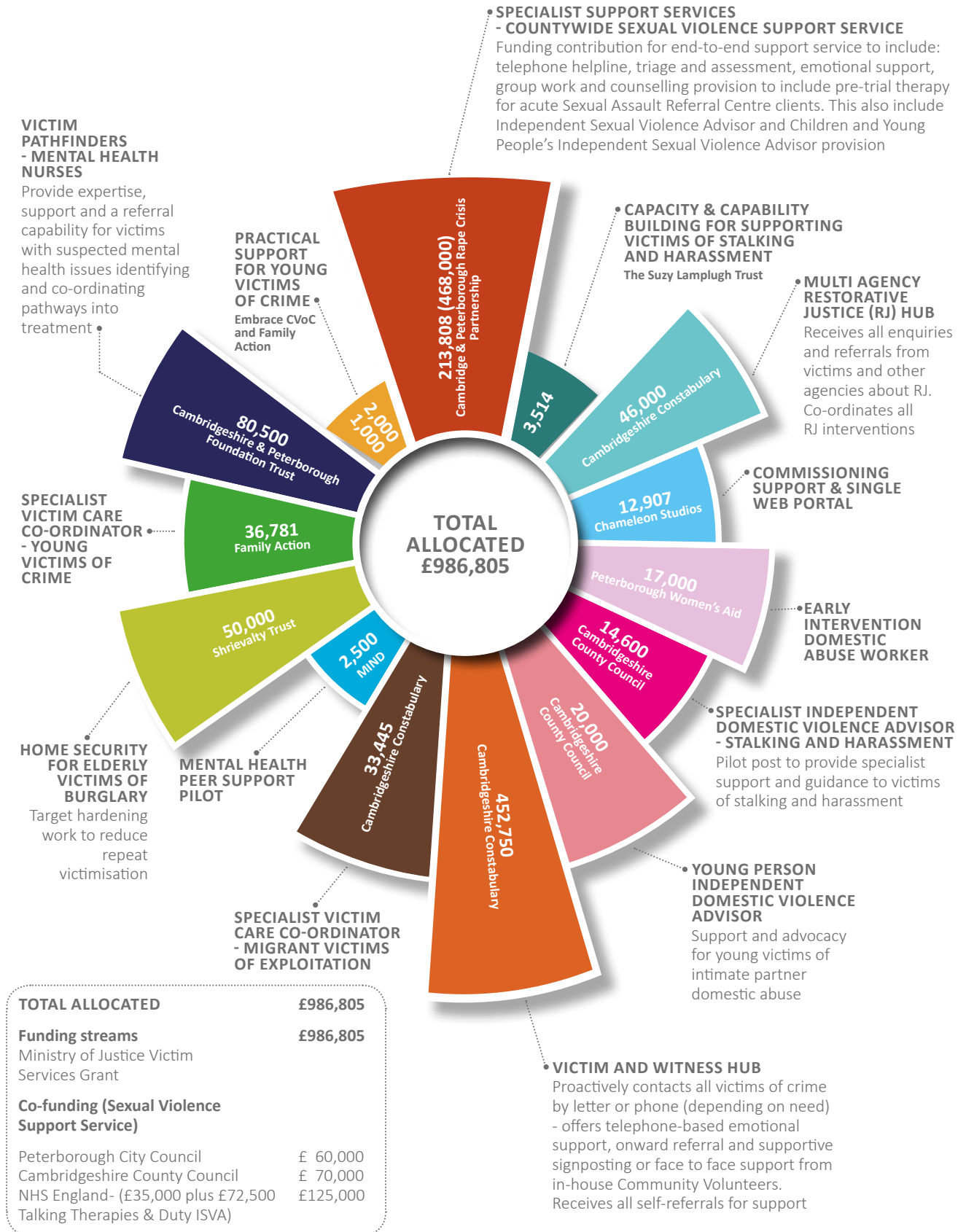
The levels of victims’ satisfaction with the Constabulary’s overall service delivery they received fluctuated over the last 12 months, in March 2019 lower than at the end of March 2018. Follow up has continued to see the lowest levels of satisfaction, with victims often reporting little or no contact after the initial report. While comments continue to evidence the level of professionalism in the service and the support offered to victims of

crime, some comments suggested the need for clearer messaging and better management of victims’ expectations. The Commissioner has continued to seek reassurance from the Chief Constable regarding the action, the Constabulary is taking to ensure a greater focus on victim contact and to improve their compliance against the Victims Care Contract.

## CRIME AND DISORDER REDUCTION GRANTS 2018-19 - SAFEGUARDING THE VULNERABLE



## VICTIMS SERVICES - SAFEGUARDING THE VULNERABLE AWARD BUDGET 2018-2019





# OFFENDERS

our priorities ...



## AIM:

Reduce re-offending



## OBJECTIVES:

- Police enforcement disrupts offenders and deters would-be offenders
- Offenders are brought to justice while ensuring the best outcomes for victims
- All agencies coming into contact with offenders ensure they address the causes of criminality
- A partnership approach will be taken that protects local communities from crime and manages the most complex offenders

"Offenders are brought to justice and are less likely to re-offend"

## HIGHLIGHTS

The Constabulary undertook a series of 'days of action' to tackle specific issues such as burglary, road safety and crime prevention. Hundreds of bikes were security marked, and community workshops held

A Housing Protocol was agreed between key partners across housing and criminal justice to improve links between services

Cambridgeshire accessed short-term funding from the Ministry of Justice to support vulnerable women in Peterborough

The Constabulary launched 'Operation Raptor' to use every opportunity to tackle and prevent crime proactively. It achieved significant court results including an organised crime gang which committed nearly 100 burglaries in Cambridgeshire

Improved co-ordination between partners working to prevent serious violence to support police work to deal with current issues





# OFFENDERS

*"The month of the offence I had lost my job, lost my partner, lost my tax credit. But Outside Links encouraged me to sort myself out. Now I've got a new job and I've saved up for a car. It's completely changed my life around. I've made up my mind to move my life onwards and upwards."*

**POLICE ENFORCEMENT DISRUPTS OFFENDERS AND DETERS WOULD-BE OFFENDERS. OFFENDERS ARE BROUGHT TO JUSTICE WHILE ENSURING THE BEST OUTCOMES FOR VICTIMS**

In response to crime trends, during this reporting year, Cambridgeshire Constabulary instigated a series of 'days of action' to raise awareness of particular crime types such as drug dealing linked to drug networks (known as County Lines), provided the public with crime prevention advice, and pursued suspects. These days were promoted and supported by the Commissioner and his Communications Team.

Across the country, demand pressures on policing, including investigations have resulted in a national trend of falling prosecutions. This is reflected in Cambridgeshire. During the reporting year, the Constabulary's rate for prosecutions possible for all crimes fell from 22.3% in March 2018 to 7.9% in March 2019.

The Commissioner has discussed this with the Chief Constable. The Constabulary progressed work to improve the quality of police investigations and police files for prosecution. Evidential difficulties, including the willingness of victims to support police action particularly in domestic abuse cases, is also a factor that is being investigated further.

**ALL AGENCIES COMING INTO CONTACT WITH OFFENDERS ENSURE THEY ADDRESS THE CAUSES OF CRIMINALITY**

The Commissioner has continued to work with partners, such as probation services

and local authorities to support their rehabilitation work.

Her Majesty's Prison (HMP) Peterborough is also one of these key partners, and the Commissioner was able to discuss their rehabilitation programmes when he visited the prison in November 2018.

An assessment of services to prevent and manage offending undertaken in 2017 highlighted a number of priority issues in relation to housing, employment and skills, drug and alcohol misuse, and mental health. These priority issues continued to be addressed during 2018/19 through the appropriate multi-agency mechanisms.

Cambridgeshire Constabulary has been an early adopter of the new national Out of Court Disposal approach, which means that cautions include conditions designed to tackle the causes of an individual's criminality at an early stage. Conditions are agreed on an individual basis to reflect the assessment of need.

Over the year, the Constabulary has continued to work with HMP Peterborough's Outside Links support service for those who have resided at the prison and the wider community.

The Commissioner awarded a grant of £30,000 to the Outside Links service in Peterborough to enable them to operate on a mobile basis across Cambridgeshire and Peterborough in support of this work. It is clear from their work that even at an early stage of low-level offending there are a range of complex issues for individuals which need to be addressed.



Examples of the issues which have been addressed include housing provision, anger management, drugs or alcohol misuse, mental health, employment, education and training, and support for debt management. During this reporting year, an evaluation of the first 140 cases showed there had been a high level of compliance. Reoffending was in line with expectations but lower than expected for offenders at high risk of reoffending, and with potentially reduced severity of reoffending.

The introduction of the Homelessness Reduction Act 2017 provides an opportunity to improve co-ordination between housing and criminal justice services. The Commissioner has been working with the Cambridgeshire and Peterborough Homelessness Prevention Trailblazer and partners in the criminal justice system to improve access to these services. In May 2018, the Commissioner co-hosted an event attended by 60 practitioners across housing and criminal justice services. This enabled a Housing Protocol to be agreed in December 2018. The impact is now being monitored but there are early signs of improved partnership working resulting in better outcomes.

The Commissioner also visited the Bedfordshire, Northamptonshire, Cambridgeshire and Hertfordshire (BeNCH) Community Rehabilitation Company and heard about their partnership with HMP Peterborough and NACRO (a social justice charity) to deliver an accommodation and support pilot in Peterborough.

The Commissioner's financial contribution to the Cambridgeshire and Peterborough Youth Offending Services supports work on preventing re-offending and reducing the number of first time entrants to the criminal justice system, with a particular focus on prevention and Restorative Justice.

Prevention workers are able to carry out detailed assessments with young people and provide a plan for future work. The Youth Offending Services are also leading work across Cambridgeshire to improve support for vulnerable young people.

The Commissioner's contribution to Peterborough's Substance Misuse Innovation Fund has supported the Intensive Recovery Outreach Project to reduce re-offending among a small cohort of individuals who are frequent attendees in police custody. This was evaluated and work is ongoing to develop this approach and extend its reach on a larger scale. Drug and alcohol services in Cambridgeshire have been re-commissioned using a model of shared outcomes, in particular for offenders who account for a large proportion of their service users. The contribution to this pooled budget supports partners in the criminal justice system in identifying the most effective and efficient referral pathways into treatment.

The Commissioner's office co-commissioned, with the Constabulary, Cambridgeshire County Council and Peterborough City Council, a new Appropriate Adult service which provides 24 hour support for children and vulnerable adults in police custody across the county.

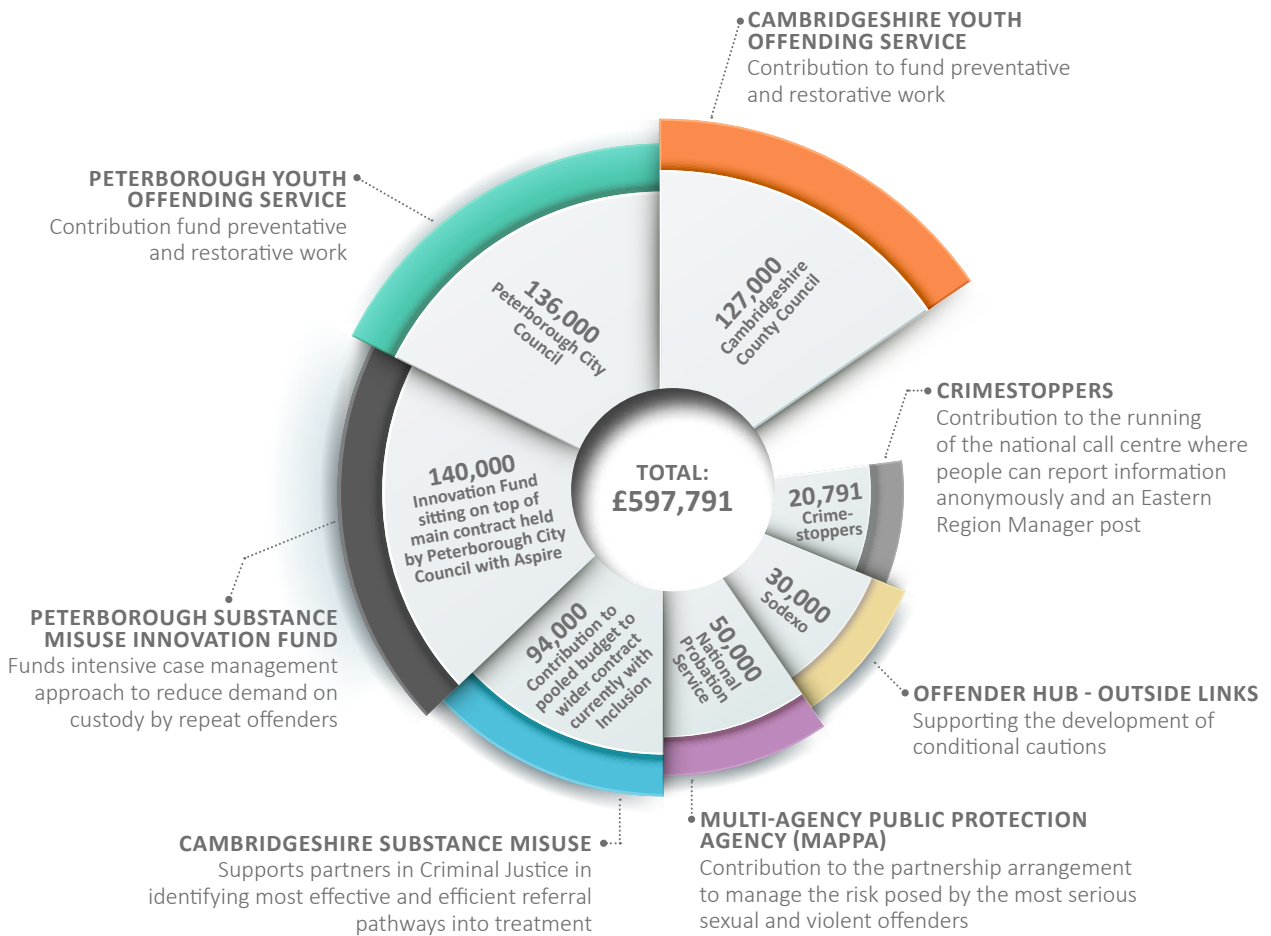
## **A PARTNERSHIP APPROACH WILL BE TAKEN THAT PROTECTS LOCAL COMMUNITIES FROM CRIME AND MANAGES THE MOST COMPLEX OFFENDERS**

The partnership governance mechanisms, including the Cambridgeshire and Peterborough Countywide Community Safety Strategic Board and the Criminal Justice Board, which are chaired by the Commissioner, ensure a countywide strategic overview and co-ordinated multi-agency response to keeping Cambridgeshire safe.

Partnership arrangements for protecting local communities from those people who present a risk of serious harm are well established. The Commissioner made a grant contribution of £50,000 to the Multi-Agency Public Protection Arrangements (MAPPA) which manage the risk posed by the most serious sexual and violent offenders. These arrangements bring together police, probation and prisons.

The aim of MAPPA is to create a robust risk management plan, ensuring that known victims are protected and that restrictive measures are in place to reduce the likelihood of further serious harm occurring. The Government has been reviewing the approach to probation services and the Commissioner is providing support to ensure the new approach is able to build on existing local partnerships.

## CRIME AND DISORDER REDUCTION GRANTS 2018-19 - ATTACKING CRIMINALITY AND REDUCING RE-OFFENDING





# COMMUNITIES

our priorities ...



## AIM:

Support safer and stronger communities



## OBJECTIVES:

- Joining-up service provision to listen and respond to day to day community safety issues
- Increase public involvement to improve community understanding and resilience
- Inspire all public servants to maintain the highest levels of ethical behaviour to ensure public confidence and trust

*"Communities have confidence in how we respond to things"*





# HIGHLIGHTS

Launched a new partnership, Cambridgeshire and Peterborough Against Scams Partnership (CAPASP) to help people spot the signs of scams

Attended the Chief Constable's Annual Police Award Ceremony to recognise the contribution of officers, staff and volunteers

Marked the success of Drive iQ - with over 30 schools involved, the online learning platform is teaching young drivers in schools across the county how to keep themselves safe on the roads

Supported the Constabulary at the Road Safety Awareness Day

Launched the annual 'I'm Des' campaign with the Casualty Reduction Officer, to remind people of the dangers of drink driving

Joined new Chief Constable, Nick Dean at a series of public meetings to understand the needs of local communities

Spent a day working with Criminology students alongside officers from the Constabulary to launch the annual SAFE Awards.

Addressed community groups regarding the increase of knife crime incidents nationally and what the Constabulary is doing to tackle violent crime

Continued to work with diverse groups to ensure they have a voice, including supporting Cambridge Guide Dog Forum and the county's Speak Out Council

Marked national Hate Crime Awareness Week by bringing community groups together to celebrate diversity

Supported our local MPs to bring Parish Councils together to support the police to keep communities safe

Continued to speak to Ministers to bring about a change in sentencing to tackle illegal Hare Coursing

Continued to actively support the Citizens in Policing agenda and the Volunteer Independent Custody Visitors scheme which goes from strength to strength with 17 volunteers checking on the rights and welfare of detainees in custody



# COMMUNITIES

*"I am extremely grateful for not only your interest in our Community Safety Group, but also for all of your offers of support. I am under no illusion of the enormity of the challenges that face you all on a day to day basis. This Knowledge has made me even more determined to find good solutions to keeping our small village safe and secure."*

**INCREASE PUBLIC INVOLVEMENT TO IMPROVE COMMUNITY UNDERSTANDING AND RESILIENCE**

The quote above comes from the Chair of Gamlingay Community Safety Group following a meeting with the Commissioner in February 2019 to discuss how local people can support Cambridgeshire Constabulary to keep the village safe. Those words are echoed across the county. Everyone living and working in the county wants a local policing service they can trust to keep them safe.

Both the Commissioner and the Chief Constable are committed to providing local and specialist policing services that respond effectively and efficiently. However, creating strong, safe communities cannot be achieved by policing alone. Policing is only effective when it is done with the support and consent of partners and the communities it serves.

One of the Commissioner’s key objectives in his Police and Crime Plan is to make sure public services work together to bring about the best solutions for local people. It is vital that public services continue to seek ways of sharing intelligence, capabilities and facilities to meet people’s needs in the most effective and cost efficient way.

Policing, as with other public sector services has to continue making tough decisions against a challenging financial

This often means difficult decisions have had to be made, however there are also opportunities to deliver more effective services, to work together for example with the voluntary sector to provide appropriate support for people either becoming victims of crime, or on the verge of becoming offenders.

One of the most important areas of work for the Commissioner has been to lead other public sector organisations by example with innovative approaches to partnership working. For example, in November 2018 the Commissioner funded a post within Cambridgeshire County Council to support a new partnership to help local people spot the signs of scams. The Cambridgeshire and Peterborough Against Scams Partnership (CAPASP) now boasts 20 partners and has delivered a number of presentations to community groups where they live and work.

The Commissioner also contributed £14,500 to Cambridgeshire County Council’s “Think Communities” project, which brings public sector partner organisations across Cambridgeshire and Peterborough to help communities become more resilient.



The 'Think Communities' project, amongst other things, supports existing community volunteer networks to help local people recognise what they can do to help tackle their own local issues, giving them confidence to make changes in their neighbourhoods.

As with Garninglingay, it is vital that communities are involved and are available to play their part in keeping their neighbourhoods safe. Volunteers provide invaluable specialist advice, local intelligence, and community work to support safer and stronger communities. Whether through various 'Watch Schemes', the Special Constabulary, Police Cadets or an Independent Custody Visitors, these 'Citizens in Policing' are a hugely important part of the policing family. Their goodwill in giving up some of their free time to support the work of the police is invaluable.

A clear demonstration of this is the number of hours worked by the Special Constabulary- over 39,500 hours of policing activity between April 2018 and March 2019, which was an increase on the previous year. However, there was a small reduction in officer numbers from 229 in March 2018 to 221 in March 2019.

The Constabulary carries out regular surveys to gauge public confidence in the service they deliver. These are currently carried out through a telephone interview, but the Constabulary is looking at other communication channels, such as social media to be able to reach wider audiences.

The feelings of safety remain high in Cambridgeshire but confidence in the way policing and local authorities are dealing with things that matter to people in the community is falling and needs to increase. Public confidence has fallen over the last 12 months, with 59% of those who responded to the Constabulary's telephone survey agreeing that the force are dealing with things that matter to people in their local community; this compares to 65.2% in the previous financial year.

Between November 2018 and January 2019, the Commissioner and the Chief Constable held a series of public meetings to understand the concerns of local people and discuss the pressures of modern day policing.

## JOINING UP SERVICE PROVISION TO LISTEN AND RESPOND TO DAY TO DAY COMMUNITY SAFETY ISSUES

One of the Commissioner's key responsibilities is to be the voice of the people living and working in Cambridgeshire and Peterborough. In order to do this, he supports partners and volunteers with resources necessary to help address local concerns.

Community Safety Partnerships (CSPs) (as described on page 18) across the county work hard to encourage partners to work with people at risk of becoming involved in crime, or those becoming a victim of crime. During this reporting period, the Commissioner awarded a total of £83,565 in crime and disorder grants to CSPs to enable them to address issues in their local area.

The Constabulary's Rural Crime Action Team continued to successfully tackle all forms of rural crime, these being crimes associated with wildlife and heritage, theft of farm equipment, and hare coursing. Rural crime cannot be tackled in isolation. Working across borders with other police forces, Countryside Watch, and landowners, has been key over the reporting year, and has resulted in a number of successful prosecutions of hare coursers.

In August 2018, the Commissioner attended a roundtable meeting organised by the National Farmers Union to discuss rural crime issues with partner organisations.

The Commissioner has continued to work with local MPs to bring about a change in the current legislation relating to hare coursing. In March 2019, the Commissioner and local MPs met Lord Randall, the Government's Special



Environment Advisor, to discuss the difficulties faced by police forces in combatting hare coursing.

In January 2019, the Commissioner worked with business representatives such as the Cambridge Business Against Crime and Huntingdonshire Business Against Crime to remind businesses to report crimes, whether theft, scams or cybercrime. The Constabulary's online reporting option enables business owners to report crimes, where appropriate, outside of business opening hours.

The Commissioner funds a number of 'Watch Schemes'. A Watch Co-ordinator, funded by the Commissioner, sits within the Constabulary to support communities to set up Neighbourhood Watch and Speedwatch schemes.

Road Safety continues to be a matter of importance for the public, the Constabulary and the Commissioner. The Commissioner invested money into Speedwatch to improve resources available to schemes, thus increasing the resilience of communities and supporting residents to take action.

With 180 groups and 1,851 volunteers now running Speedwatch schemes in villages across the county, these volunteers are the eyes and ears in the community alerting officers to local issues and enabling them to take action where it's needed most.

The Commissioner continued to fund a Road Safety Casualty Reduction Officer, increasing the Constabulary's capacity to work with local partners and educate road users about road safety. The Commissioner also made funding available to a wide range of road safety initiatives supported by the countywide Road Safety Partnership.

This included the modernisation of road safety cameras, Drive iQ- a learning resource for new and aspiring drivers, and an innovative speed meter money

box project which will see community funds raised by drivers obeying the speed limit.

Managed by the Police and Crime Commissioner, the Independent Custody Visitors' Scheme (ICV) involves volunteers making unannounced visits into police custody to check on the treatment of detainees and the standards of facilities. Between April 2018 and March 2019, 17 volunteers carried out 98 visits and spoke to 420 detainees at Parkside and Thorpe Wood Police Stations. A full report on ICV activity is provided at on page 37.

## **INSPIRE ALL PUBLIC SERVANTS TO MAINTAIN THE HIGHEST LEVELS OF ETHICAL BEHAVIOUR TO ENSURE PUBLIC CONFIDENCE AND TRUST**

The Constabulary is committed to recruiting a workforce that reflects the communities it serves and protects. It is equally committed to ensuring the retention and progression of its officers and staff to ensure the provision of excellence in policing, of which professional standards of behaviour and service delivery are key to maintaining the integrity of the Constabulary.

Whilst the Constabulary is not yet achieving a level of diversity within the workforce, they aspire to be more representative of the local population of the county and have taken positive action regarding recruitment and retention. Action included targeted recruitment campaigns, one to one sessions with candidates from under-represented groups, actively supporting a workforce mentoring scheme, buddy schemes, and recognising and supporting staff networks of representative groups. The Commissioner is represented on the Constabulary's Ethics and Ethnicity Board which supports and scrutinises this work.

The Commissioner has a legal duty to monitor all complaints against the Constabulary's officers and staff, whilst also handling any complaints made against the Chief Constable. Between April 2018 and March 2019, PSD recorded over 330 complaints against the Constabulary's officers and staff; a decrease on the previous reporting year. The Commissioner's office undertook a series of random sampling of complaints to monitor the way in which the Constabulary these and the lessons learnt.

Further assurance regarding complaint handling was gained during the year through the Commissioner being represented on the Bedfordshire, Cambridgeshire, and Hertfordshire Professional Standards Department (PSD) Governance Board. This provided the opportunity to support and scrutinise policies, procedures, and performance relating to complaint handling, anti-corruption, and vetting, in line with legislation, national guidance, and the Code of Ethics for policing.

During this reporting year, four complaints were made against the previous Chief Constable and one against the current Chief Constable. Following consideration of both the issues and the legislation relating to handling such matters, none were given formal complaint status.

During the same period, one complaint was made against the Commissioner, which was ruled out by the Police and Crime Panel, who are responsible for handling such complaints.

Levels of police officer and police staff sickness increased over this 12 month period. The Commissioner has sought reassurance from the Chief Constable regarding the Constabulary's commitment to having appropriate support mechanisms and initiatives in place that provide early identification, recognition and support to those who need it in terms of their health and wellbeing.



## CRIME AND DISORDER REDUCTION GRANTS 2018-2019



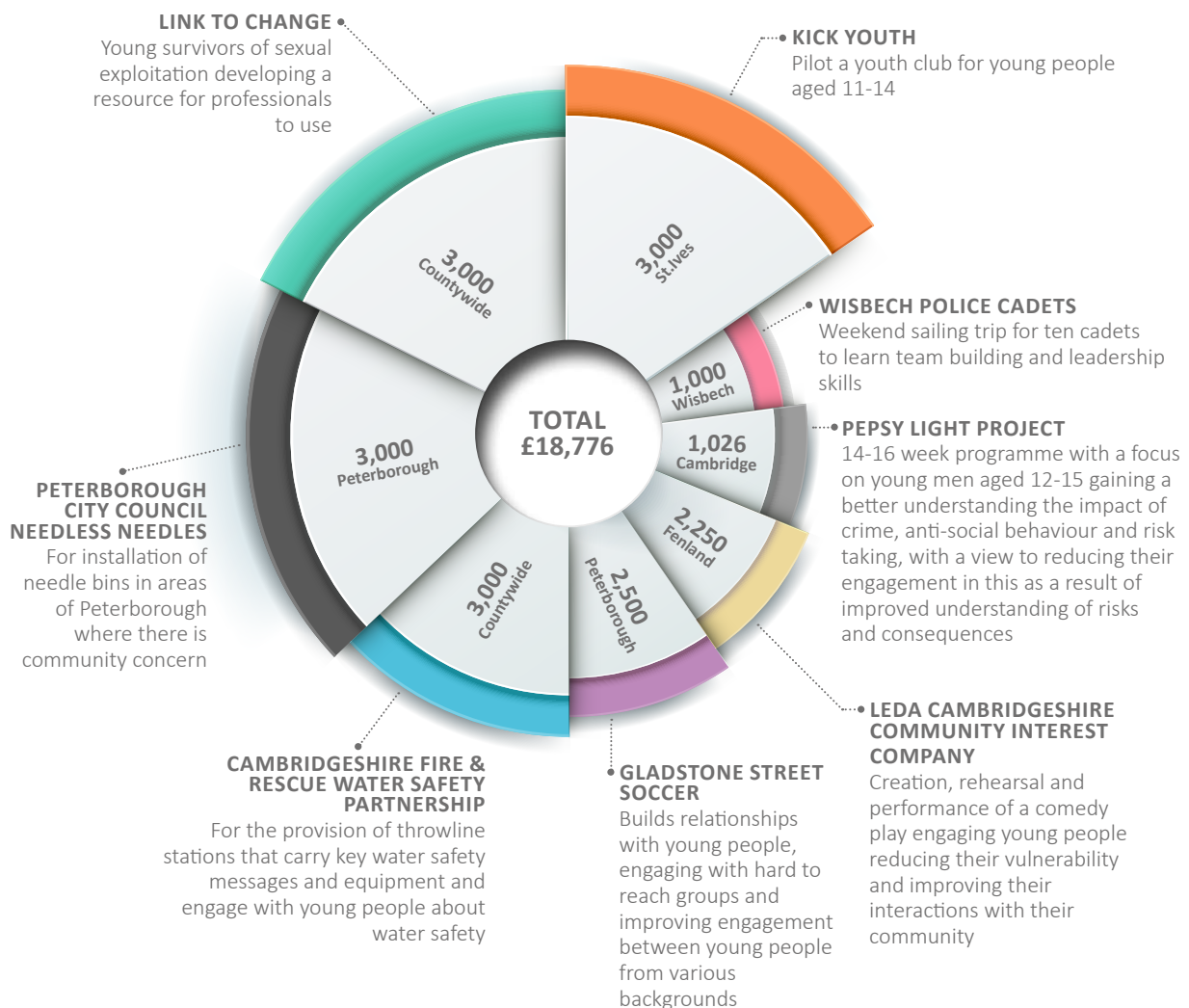
# YOUTH AND COMMUNITY FUND

The Police and Crime Commissioner has the power to distribute funds accumulated in the Police Property Act Fund. The Fund is created from the sale of recovered stolen property where the owners are not known and cannot be traced despite efforts to do so.

The role and purpose of the Fund is to support youth and community groups to deliver activities to meet a number of objectives. These primarily include building relationships with young people, promoting their involvement in building community resilience to crime, reducing their vulnerability to becoming victims of crime, and supporting preventative work and early intervention approaches

to divert them away from offending and re-offending.

Between April 2018 and March 2019, the Commissioner awarded £18,776 from the Fund to eight voluntary and community organisations. From boxing clubs to projects helping care leavers move into training, a host of projects has benefitted.





# A YEAR IN PICTURE ...








# A YEAR IN PICTURE ...



# CONTACT US

## THE POLICE AND CRIME COMMISSIONER:

-  [www./cambridgeshire-pcc.gov.uk](http://www./cambridgeshire-pcc.gov.uk)
-  Police and Crime Commissioner  
PO Box 688, Huntingdon, PE29 9LA
-  [cambs-pcc@cambs.pnn.police.uk](mailto:cambs-pcc@cambs.pnn.police.uk)
-  0300 333 3456


## CAMBRIDGESHIRE CONSTABULARY

For details about Cambridgeshire Constabulary, visit:

-  <https://www.cambs.police.uk/>


## CAMBRIDGESHIRE POLICE AND CRIME PANEL

For information about the Cambridgeshire Police and Crime Panel, visit:

-  <https://democracy.cambridge.gov.uk/mgCommitteeDetails.aspx?ID=381>


## COUNTYWIDE COMMUNITY SAFETY STRATEGIC BOARD

For details and reports about the Countywide Community Safety Board, visit:


-  <https://democracy.cambridge.gov.uk/mgCommitteeDetails.aspx?ID=381>

## HER MAJESTY'S INSPECTORATE OF CONSTABULARY AND FIRE AND RESCUE SERVICES

A link to reports published by HMICFRS (Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services) can be found here

-  <https://www.cambridgeshire-pcc.gov.uk/accessing-information/hmicfrs-inspection-reports/>

More detailed information on Police and Crime Commissioners is available on the Home Office website:

-  <https://www.gov.uk/government/collections/police-and-crime-commissioners-publications>.



# APPENDIX



## Cambridgeshire and Peterborough Independent Custody Visiting Scheme

Annual Report  
April 2018 to March 2019



## INTRODUCTION

Independent Custody Visitors (ICVs) are volunteers representing the local community who make unannounced visits to police custody where they check on the rights, entitlements and welfare of detainees as well as the conditions of custody.

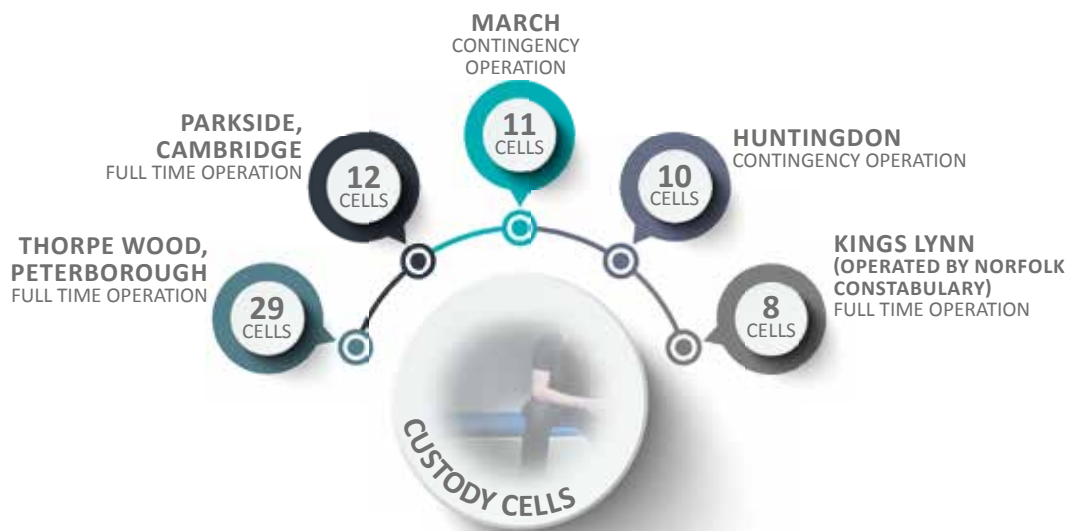
This public oversight helps to prevent harm, it provides public reassurance that custody is safe and contributes to the UK's human rights obligations.

*"I am grateful to the ICVs for the enormous contribution they make and remain impressed by their level of commitment, professionalism and determination. People volunteer as ICVs for a whole host of reasons - they may be interested in human rights or want to do more to help vulnerable people. Whatever the reason, ICVs make an important contribution to the rights of people in custody, acting as the eyes and ears of the community and contributing to positive change."*

**Jason Ablewhite** Police and Crime Commissioner

## POLICE CUSTODY IN CAMBRIDGESHIRE AND PETERBOROUGH

Cambridgeshire Constabulary operates two full time custody suites, with two contingency suites. The Constabulary also has access to a suite in Norfolk which can be used for Cambridgeshire Constabulary detainees, but is managed by Norfolk Constabulary.





On average, approximately 1000 detainees are held in police custody each month in Cambridgeshire. Thorpe Wood is regarded as the busier suite, given its higher capacity, however demand is unpredictable.

All of the cells used in Cambridgeshire comply with Home Office standards. Thorpe Wood is the newer of the two suites, however there are plans in motion to do develop a new Police station, including new custody provision which will replace the current custody at Parkside Police Station.

## **CAMBRIDGESHIRE AND PETERBOROUGH INDEPENDENT CUSTODY VISITING SCHEME**

ICVs can visit any Cambridgeshire suite, however they usually visit in two teams, one for each full time operational custody suite. The North Team predominantly visit Thorpe Wood, the South Team predominantly visit Parkside. If the full time suite is closed, the team that will normally visit that suite will visit the contingency suite while it is open. Each team will usually make an unannounced visit to each custody suite, once per week.

During this reporting period (April 2018 to March 2019), the Cambridgeshire and Peterborough Independent Custody Visiting Scheme had 17 ICVs. The demographics of our ICVs show an almost equal split between male and female volunteers, and a wide range of ages. It is important that the Scheme is as representative as possible of the local community, and work continued during the year to identify opportunities to engage with, and recruit from, a wide range of communities. ICVs made extraordinary efforts to ensure visits were carried out every week, even when there was limited availability of volunteers. The key challenge faced by the ICV scheme in 2018/19 has been maintaining volunteer numbers. Recruitment continued during the year, and will continue in 2019/20, with a view to increasing volunteer numbers to 20-25, giving the Scheme more resilience.

The Scheme worked throughout the year to obtain a silver standard from the Independent Custody Visiting Association's Quality Assurance Framework.

The Scheme continues to contribute to, and learn from the national work and direction from the Independent Custody Visiting Association (ICVA), of which the Scheme is a member.

## **SCHEME GOVERNANCE**

The Cambridgeshire and Peterborough ICV Scheme follows the steps outlined in the 'Independent Custody Visiting and Holding the Police to Account' flowchart produced by ICVA. The ICV Scheme Manager, is an officer from the Police and Crime Commissioner's office. There are three broad mechanisms by which the ICV Scheme held Cambridgeshire Constabulary to account during this reporting year.

**Custody Visits & follow up:** During visits ICVs identified, noted and raised issues with the Constabulary's custody staff. For a majority of cases either a satisfactory explanation, or satisfactory remedial action had been carried out during this visit, and the outcome recorded on the report form.



Any issues that could not be explained or resolved at the time was followed up by the Scheme Manager with the custody staff as soon as possible. Depending on the nature of the concern the Scheme Manager would contact anyone from the Detention Officers up to the Chief Inspector in charge of Custody.

**Quarterly Panel meetings:** Quarterly panel meetings are attended by all ICVs, the Commissioner, the Scheme Manager and either a Custody Inspector or the Head of Custody. The main purpose is to provide all ICVs with a broad look over the report forms from the previous quarter, and to discuss these with senior custody staff, who can adapt or develop policy locally.

The meetings also provide an opportunity for training, ensuring that ICVs have an up to date awareness of custody issues at a local, regional and national level.

**Commissioners Custody Review:** The Scheme Manager met with the Commissioner, the Head of Custody and the Constabulary's Assistant Chief Constable twice during the year. This ensured that ICVs, and the information gathered by ICVs was being used to effectively hold the Constabulary to account from the frontline through to senior management.

This meeting discussed high level and ongoing risks from the previous six months, and also looked ahead at any anticipated risks or issues for the following six months.

**A national and regional voice:** The Scheme Manager compiled quarterly returns to the national organisation ICVA, highlighting key findings. The Scheme Manager also attended and contributed to regular regional meetings, working with neighbouring schemes to tackle common issues in a joined-up and effective manner.

## CUSTODY VISITING DATA

In 2018/19, Cambridgeshire and Peterborough ICVs carried out 98 visits across all suites, speaking to 420 detainees of the 648 detainees in custody at the time of visits. 115 detainees were not available to speak to (they may have been in interview, speaking to a solicitor or with a healthcare provider), 95 detainees were asleep so were not spoken to, and 18 detainees refused a visit from ICVs.

Factoring in time spent on visits, time spent at panel meetings, training and conferences, as well as modest travel time, it is estimated that ICVs across Cambridgeshire and Peterborough volunteered over 600 hours of their time in 2018/19.

ICVs visited at various days throughout the week, and made a concerted effort to visit on different days, including weekends. The earliest a visit started was 05:55, and the latest visit ended was 21:15. ICVs generally avoid visiting overnight, while detainees are in their protected rest periods, however will consider "anti-social hours" visits for 2019/20.



## ICV KEY SCHEME FINDINGS

**Volunteers report back on every visit, including anything positive, negative or general comments. The key findings are summarised below:**

### POSITIVE FINDINGS:

- A majority of detainees had positive feedback on how they had been treated in by Cambridgeshire Constabulary whilst in Custody. It was common for ICVs to note that detainees said they had “been looked after”, or had “been treated well”.
- Many ICV reports included comments from ICVs about the professionalism of custody staff and their commitment to the welfare of detainees. ICVs often noted staff being very patient in difficult circumstances, and taking extra steps to support vulnerable people who were in police custody.
- ICVs who witnessed custody staff restraining a violent detainee reported being impressed by the way the staff handled the situation, focusing on preventing harm to the detainee and to staff. Restraint of detainees is something that is often shown in the media; it involves making difficult decisions and can be distressing to witnesses. It is incredibly important that staff understand when and how to use restraint appropriately. To receive positive feedback from ICVs who witnessed its use is reassuring.
- ICVs consistently reported that children in police custody (anyone aged 17 or under) are treated well, with Appropriate Adults being requested quickly and action taken by custody staff to prevent them staying in overnight where possible.

### NEGATIVE FINDINGS:

- ICVs regularly reported delays for detainees waiting for interpreters, following the introduction of a new translation service. ICVs noted complaints from both detainees and staff members about long waits for interpreters to attend interview (staff can access a telephone service when booking in detainees and to establish any immediate welfare needs). The most extreme case noted by ICVs highlighted a detainee waiting 20 hours for an interpreter to attend. ICV reports were shared with the Constabulary to support their contract management process with the service provider. Other police forces are experiencing similar issues with the same service provider, and the Scheme Manager continues to highlight concerns to the ICVA.
- ICVs reported gaps in the provision of healthcare staff in custody at each operational suite at various times throughout the year. Healthcare Providers (HCPs) are contracted by the Constabulary to be available 24 hours a day. There were contingency plans in place to allow custody staff to manage any medical issues they encountered, and the health of the detainee was always a priority. ICVs do not assess the quality of the medical care given by HCPs. ICV reports were shared with the Constabulary to support their contract management process with the service provider. Other police forces are experiencing similar issues with the same service provider, and the Scheme Manager continues to highlight concerns to the Independent Custody Visiting Association.

### FURTHER INFORMATION

**More information about the ICV Scheme visit:**

<https://www.cambridgeshire-pcc.gov.uk/get-involved/volunteer-schemes/independent-custody-visitors-scheme/>  
<https://icva.org.uk/>

# ANNUAL REPORT

APRIL 2018 - MARCH 2019



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