

CAMBRIDGESHIRE POLICE AND CRIME PANEL	Agenda Item No. 12
2nd December 2020	Public Report

Report of Acting Police and Crime Commissioner

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REPORTING CRIMES

1. PURPOSE

1.1 The purpose of this report is to provide the Cambridgeshire Police and Crime Panel (the “Panel”) with a response to their question as follows:

- how effective does the Acting Police and Crime Commissioner (the “Acting Commissioner”) feel the current ways of reporting crimes are relayed to the public; what channels does he use, how is this monitored, does this include social media?

2. RECOMMENDATIONS

2.1 The Panel is recommended to note the report.

3. TERMS OF REFERENCE

3.1 Item 6 – to review or scrutinise decisions made, or other action taken, by the Police and Crime Commissioner in connection with the discharge of the Commissioner’s functions.

Item 8 - To support the effective exercise of the functions of the Police and Crime Commissioner.

4. COMMUNICATION METHODS

4.1 The Acting Commissioner considers that Cambridgeshire Constabulary (the “Constabulary”) effectively communicates the range of ways that people can report crimes having sought reassurance around this at Business Co-ordination Board meetings through questions put to the Chief Constable on such matters as how the Constabulary’s Demand Hub are dealing with public contact.

4.2 The public are regularly reminded of the importance of reporting crimes to build up local intelligence through the Constabulary’s social media channels and as part of targeted communications activity, such as crime prevention events. With more and more people using mobile phones and accessing services online, the Constabulary has transformed the way in which people can report crimes through its public-facing website, updating technology so that a range of options are offered.

4.3 There are a number of ways the public can report non-emergency crimes (as well as using 999 for emergency calls), such as calling 101 or by using the webchat function. Crimes can also be reported anonymously and there are clearly defined instructions directing the public to the type of crime they wish to report, for example ‘Report a break-in’, ‘Report terrorism or extremism’.

- 4.4 The Acting Commissioner's Communications Team regularly convey the importance of reporting and the range of ways to do so through the Office of the Police and Crime Commissioner's (OPCC) social media channels, through targeted narratives (e.g. how to report Hate Crime was covered in the Acting Commissioner's Hate Crime Round Table held in October), and at engagement events, such as Councillor briefings.
- 4.5 The OPCC Communications Team recently provided a reporting toolkit '*Using community media platforms to promote crime reporting*' to encourage local leaders to share the importance of reporting with their residents. This toolkit is aimed at arming local leaders with the tools to encourage reporting themselves; a real demonstration of a 'Think Communities' approach.
- 4.6 This toolkit has been sent to those on the OPCC's Councillor briefing contact list, Community Safety Partnership officers and the Neighbourhood Watch county co-ordinator for them to disseminate as they felt appropriate.
- 4.7 A copy of the toolkit is given at Appendix 1 and is also available on the Acting Commissioner's website (on the link given below).

5. **BACKGROUND DOCUMENTS**

'Police and Crime Plan 2017-20 – Community Safety and Criminal Justice', Police and Crime Commissioner

<http://www.cambridgeshire-pcc.gov.uk/police-crime-plan/>

6. **APPENDIX**

Appendix 1 – 'Using community media platforms to promote crime reporting'

<https://s3.eu-west-2.amazonaws.com/media.cambridgeshire-pcc.gov.uk/uploads/2020/11/Reporting-guide-for-community-leaders.pdf>