

## Acting Police and Crime Commissioner's response to Police and Crime Panel Recommendations on Annual Report 2019/20

	Recommendations	Response	Comment
1.	Acting Commissioner to report back on how many readers have read/downloaded the Annual Report.	Accepted	<p>We commissioned our website provider to run a report on last year's Annual Report to provide the requested statistics. However, the provider has informed us that this may not be possible on a single Report but since 01/01/2020 there have been 2192 hits on the following page:</p> <p><a href="https://www.cambridgeshire-pcc.gov.uk/police-crime-plan/working-with-partners/">https://www.cambridgeshire-pcc.gov.uk/police-crime-plan/working-with-partners/</a></p> <p>We have asked our website provider to build in a webpage 'no of hits' function for future reference.</p>
2.	On all graphics - Ensure legibility and accessibility is not overridden by the graphic design	Not accepted - Not amending graphics	<p>The graphics have been produced to present difficult data in an accessible way. (Refer to covering response letter regarding previous Panel feedback requesting use of graphics). Where there are graphics in this report, we have commissioned our website provider to add narrative paragraphs so read-outs are available. We commit to reviewing our use of graphics for next year's Annual Report and will conduct research into more accessible design features.</p>

	<b>Recommendations</b>	<b>Response</b>	<b>Comment</b>
3.	Ensure compatible with web readers and assisted technology	Recite Me is installed	Refer to 'Police and Crime Plan – Communities Theme – OPCC work to deliver broader partnership approach', Agenda Item 8.0, Business Co-ordination Board, 28 <sup>th</sup> October 2020, for Recite Me update
4.	Contents Page - Re-design contents page for improved legibility and accessibility	Not amending as part of overall design	As above. Contents page can be adapted by users through Recite Me as a read out.
5.	Foreword - Include by-line as to who is featured in the picture	Accepted	Photos to have captions uploaded.
6.	Page 2: Does not include: elected by community, is the voice of the community and is answerable to the community	Accepted	Line to be included in table.
7.	Page 4: Re-design infographic for improved legibility and accessibility	Not amending as part of overall design	See point above that narrative will be provided alongside graphic. Redesigning the overall design will take weeks of work that the OPCC does not have the capacity to support.
8.	Page 5: Mention that precept has been raised to maximum level year on year because of limited government funding	Not including as political point	Suggest another approach – the reference is made to fighting for fairer funding in the Acting Commissioner's Foreword.

	Recommendations	Response	Comment
9.	Page 6: Footnote missing from grant spending. Would be more helpful to show start-of-year budget, funding received and spending figures/bars in way that facilitates visual of comparison	Not accepted	Footnote * is correct, as 'Spend' is greater than 'Budget' due to in-year grants that had not been budgeted for. Will review how we display information for next year.
10.	Page 7: Re-design for accuracy and clarity. Subtotals should not be shown as separate segments. Show FTE, not employee, figures (for part-time and collaborated staff). Would be useful to annual additions to officer and admin staff counts. Panel would like to review amended version before publication.	Accepted	We agree the additional segment is incorrect, which will remove the 1,005 figure. Information to be presented in different format.  Final Annual Report to be published on OPCC's website which Panel will be sent the link to.
11.	Page 8: Suggest adding: cycle thefts (if these are a significant proportion across the county) and successful prosecutions.	Not accepting	Recognise that cycle theft is an issue for Cambridge but the Annual Report reflects crime countywide.
12.	Page 9–10: Show absolute numbers and percentages in all cases for consistency. Clarify categorisation (e.g. that drug offences fall within 'Other Crimes Against Society'). Include mention of fraud and cybercrime. Start intro with "Although" rather than "With". Expand 'ONS'.	Accept – report to be updated	Can provide actual numbers.
13.	Page 10: Include dropped calls, online reports and time to completion of report [person who first picks up a call is typically not an officer ready to record an incident]	Not accepted	Demand Hub confirmed that this will take a lot of work and it's not clear what the Panel mean by 'dropped calls'.

	Recommendations	Response	Comment
14.	Page 11: Caption photo (Head of Victims & Witness Hub)	Accepted	Photos to have captions uploaded.
15.	Page 12: Worth highlighting amazing work of 3 mental health nurses.	Not accepted	Number of incidents supported they supported provided.
16.	Define 'County Lines'. Remove (here and elsewhere) superfluous text, such as paragraph beginning "Operators responding to both" not needed	Accepted	Will provide definition of County Lines
17.	Page 13: Highlight Modern Day Slavery to be highlighted. Expand on "73% of 246": what further support was provided to the 27% who reported that they were not coping better? Clarify why 112 of 170 victims did not report a crime to the police but self-referred.	Accepted  Accepted	<p>Modern Day Slavery is included in the report in para 2 on page 13. Not sure what is meant by 'to be highlighted' - it is not possible to included detailed data on every service.</p> <p>Add in: 'the remaining 23 per cent of victims were referred for longer term therapeutic support.'</p> <p>Background for the Panel: Cambridgeshire has an 'Outcome Framework' for victim services with four different outcomes. This reports on a single outcome. The victims who indicate they are not coping better will have been referred to additional services such as counselling.</p> <p>Change the statement to:</p> <p>A total of 170 victims self-referred to the service for support with 58 going on to report a crime to</p>

	Recommendations	Response	Comment
			the police. The service is available to all victims of crime whether they have reported their crime to the police or not. Following conversations with Victim and Witness Hub staff a number of victims choose to report their crime.
18.	As a general observation, reporting of grants should be linked to the positive outcomes achieved, and how these are monitored.	Accepted	Will be explored for future Annual Reports.
19.	Page 14: Over the last 12 months 77.2% of victims of crimes were at least satisfied; what were the other levels?	Not Accepted	The report is a snapshot of information. The detail is available from a range of other sources.
20.	Page 18: Explain what “out of court disposals” are, what role Peterborough’s Outside Links Service has, what positive outcome(s) it has achieved, and how this is assessed.	Accepted	Information to be added in report.
21.	Page 19: What has the £400k of funding from the government’s Early Intervention Youth Fund been spent on and what the outcomes have been? What are the team of specialists and what are they doing?	Not accepted - This information will be detailed in a future paper to the Panel.	The OPCC supported the funding of the work which is being led by the Local Authority Youth Offending Service.

	<b>Recommendations</b>	<b>Response</b>	<b>Comment</b>
22.	Page 22: Maybe use the title page picture to depict Stop Scams and dated due to covid19 and social distancing (picture shows people stood next to one another).	Not Accepted	This Annual Report covers the reporting year 2019-20 and the Scams Partnership image used represents progress made with the partners involved. A caption will be provided.
23.	Page 23: Mention work on raising awareness of scams. Highlight GoodSam.	Accepted	Additional narrative to be provided.
24.	Page 25: More detail on Ethics Panel, and how members of the public get to be involved.	Not Accepted	Adequate text given in the report and information on how public can get involved is not something to include in an Annual Report.
25.	Page 25: Reference to more info on Think Communities more info should be p31	Noted	Noted.
26.	Contact us page: Correct typo in web address and omit 'https://' from other URLs	Accepted	Contents page to be corrected.