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| CAMBRIDGESHIRE POLICE AND CRIME PANEL | Agenda Item No. 11 |
| 19 June 2014 | Public Report |

Report of the Police and Crime Commissioner

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Objective One – Maintaining Local Police Performance

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| 1. | PURPOSE |
| 1.1 | The purpose of this report is to update the Police and Crime Panel (the “Panel”) on the progress made towards Objective One of the Police and Crime Plan (the “Plan”) – Maintain Local Police Performance. |
| 2. | RECOMMENDATIONS |
| 2.1 | To note the report. |
| 3. | BACKGROUND |
| 3.1 | When I took office my intention was for evolution of the former Police Authority’s Local Policing Plan rather than a revolutionary approach and starting from scratch. I have treated the Plan as a ‘live’ document; some aspects of the Plan are still relevant after 18 months and other aspects have been subject to variations. These variations will continue as required. |
| 3.2 | I have worked to deliver the actions and outcomes specified in the Plan and to deliver my Pledges. I have never been one for targets and have always gone to great lengths not to set any. The Pledges in my Plan are based on what the public have flagged up to me and what they would like to see from Cambridgeshire Constabulary (the “Constabulary”). The overall goal is to reduce crime and improve public confidence. |
| 4. | PLEDGE – WORK IN PARTNERSHIP |
| 4.1 | I have championed both the needs of victims and the desire to build safer, stronger and supportive communities in Cambridgeshire. This is demonstrated by communities with low crime rates, low numbers of victims and high numbers of people willing to be witnesses. |
| 4.2 | Work in Cambridgeshire to understand the needs of victims is well developed and we are leading the agenda locally, regionally and nationally. An evidence-based Victim Strategy is driving the commissioning of support services for victims. The development of a Victims’ Hub will offer victims emotional and practical support and help them to cope and recover from their experiences. |

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| 4.3 | Progress must continue to be made in the year ahead. Government funding is enabling Cambridgeshire to become an 'early adopter' for commissioning victims' services from October 2014. This will ensure the county leads the way in providing an integrated victim management approach. |
| 4.4 | Mental health has also been a strong focus for me. I have signed up to the national Mental Health Concordat which commits myself and partner agencies to work more closely together to ensure people with mental health problems receive the right care, at the right time, in the right place. |
| 4.5 | I have begun working with local partners to look at what action is needed to provide efficient and effective delivery of mental health services for people in crisis in Cambridgeshire. Significant work remains in this area. Too many people with mental health problems end up in police cells as, in many cases, this is the only option available to deal with their immediate needs. |
| 4.6 | Locally I have also ensured that the misuse of alcohol is taking centre stage. I am not against people enjoying themselves responsibly and safely, but drinking so much that they put themselves or others at risk of harm and become a drain on services, and the public purse which funds them, is no fun for anybody. |
| 4.7 | The Constabulary take very seriously the issue of safeguarding people made vulnerable through the volume of alcohol they have consumed. They have rolled out training for door staff which helps them to identify where they may need to seek help or intervene. |
| 4.8 | Nationally the issue of preventing the sale of super strength alcohol has been raised. The drinks industry are challenging back, citing competition law. Clearly this issue and the views of interested parties needs to be democratically addressed in Parliament. |
| 4.9 | I have heard some MPs are now asking the Office of Fair Trading for clarity on the topic and I will be keeping a close eye on how this progresses. I will also be speaking to MP's to ensure Cambridgeshire's collective voice is heard. I have said before that I want to offer support where it is needed. |
| 5. | PLEDGE – LOCAL POLICING |
| 5.1 | My 2013/14 budget enabled the Constabulary to increase the number of officers supporting local policing. An organisational restructure reduced the number of more senior posts in favour of Constables and removed back office functions in favour of increasing frontline activities. |
| 5.2 | A focus on increasing momentum for collaborative working has also helped identify significant savings. Cambridgeshire is now one of the lowest costing forces in the country, with one of the highest percentages of officers' time spent on frontline duties. |
| 5.3 | A contributing factor to these savings is Programme Metis. I have supported this innovative initiative in Cambridgeshire and have secured Home Office Innovation Fund money to roll the programme out to collaboration partners Hertfordshire Constabulary and Bedfordshire Police. |
| 5.4 | Metis is a root and branch redesign of all force systems, processes and structures which focuses on utilising technology to release officers' time, allowing them to spend more hours out in their communities. The direction of travel is to reduce the need for officers to return to fixed bases, increasing their availability through the effective use of technology |

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| | including mobile data devices. |
| 5.5 | The ultimate aims are to enable the public to have easier access to, and contact with, the police and for the Constabulary to become paperless, enabling more efficient sharing of information across the criminal justice system. |
| 5.6 | I appointed an Outreach Worker as a pilot initiative for Peterborough and Fenland. Nicola Fenton's work has helped identify local concerns for action. She has attended police and partner panels / forums, parish councils and other meetings across Peterborough and Fenland. She has also met with, and listened to people ranging from adults with learning disabilities to road safety groups such as Speedwatch, and youth and community groups. |
| 5.7 | Issues arising from Nicola's contact have included experiences with the 101 phone number and awareness of current hate crime initiatives. These issues have either been dealt with locally by Nicola or escalated to me for action with the Chief Constable. |
| 5.8 | The success of the outreach work in the north of the force area has led me to recruit a further Outreach Worker for the south of the area who will support me to reach even more people, acting as my eyes and ears on the ground. |
| 6. | PLEDGE – HOLD THE POLICE TO ACCOUNT |
| 6.1 | I receive regular reports on the Constabulary's performance and operational updates which capture a range of day to day business as well as holding the Chief Constable to account for the efficient and effective delivery of the Plan. The Business Co-ordination Board (the "Board") is a monthly forum where I am able to discuss, scrutinise and hold the Chief Constable to account for policing. |
| 6.2 | This enables me to ensure that the Constabulary is delivering against my Pledges, such as joint multi-agency working to tackle crime, Neighbourhood Alert implementation which focuses on localised policing, and updates on crime rates focussing on, for example, tackling burglary. |
| 6.3 | The Board papers are published on my website providing for transparency and accountability in decision making and demonstrating how I am delivering against my Pledges. These papers can be accessed online via the following link: http://www.cambridgeshire-pcc.gov.uk/work/ |
| 7. | PLEDGE – INCREASE THE NUMBER OF SPECIAL CONSTABLES |
| 7.1 | I have been encouraging businesses to sign up to Employer Supported Policing – a scheme whereby employers support their staff to train and patrol as Special Constables. |
| 7.2 | There were 240 Special Constables in November 2012. The target for 300 Special Constables in post by April 2014 was met in January this year, but with the fast pace of volunteers joining and leaving we have to work hard to maintain and build on this number. |
| 7.3 | I fully support the Specials and want to increase their numbers because they offer valuable assistance to policing in Cambridgeshire and Peterborough. The fact that they willingly and voluntarily give up their time is appreciated and I will do all I can to promote |

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| | their contribution to policing and encourage new recruits. |
| 7.4 | The Specials are not a replacement for Police Community Support Officers nor are they Constables “on the cheap”. They are additional officers with warranted powers who provide a range of valuable services to their communities on a voluntary basis. |
| 8. | PLEDGE – IMPROVE CALL HANDLING |
| 8.1 | Since November 2012 I have focused on call handling performance in response to public concerns. The issue has featured regularly in my monthly Board meetings allowing me to actively monitor and scrutinise performance and hold the Chief Constable to account in this important area of business. |
| 8.2 | Call handling performance of both 999 calls and non-emergency 101 calls remains steady and the Constabulary continues to work to improve their performance. Significant improvement has been achieved with the initial answer of a non-emergency call. Every 101 call that comes into the Constabulary is subject to an initial triage assessment which assesses threat, risk and harm and prioritised accordingly. Any calls which are deemed urgent are routed to the Force Control Room for immediate action. Any call that needs re-directing to another department or extension number is routed accordingly. Calls that are of a general or crime recording nature are routed through to separate staff within the Police Service Centre and it is here at this secondary pick-up that a caller can experience some delay, particularly at peak times. |
| 8.3 | Work is on-going with the Constabulary to improve the secondary pick-up as this remains a priority for me, and is still a cause of concern for members of the public. Therefore I will continue to have a close focus on the Constabulary’s performance. |
| 8.4 | For this reason, I am currently conducting an online survey of users of the 101 service, to help us identify what the specific issues are and how they can be addressed. This survey runs until the 23 rd June 2014 and can be found on the following link http://cambridgeshire-pcc.gov.uk/survey/101-call-handling/ . |
| 8.5 | I will also be asking the Constabulary to provide me with further analysis of 101 answering times. This analysis will be brought before the Board in due course for scrutiny. |
| 8.6 | The Panel have asked whether there are future plans to collaborate in respect of call handling. As part of our extensive collaboration plans with Bedfordshire Police and Hertfordshire Constabulary, call handling is to be considered within the wider topic of Contact Management, ie the various means by which the public can contact the Force. Work is progressing to establish the options available. |
| | MEASURES OF SUCCESS |
| 9. | DEALING WITH LOCAL CONCERNS |
| 9.1 | Dealing with local concerns is an important measure of police engagement. The percentage of people feeling that the police do deal with issues of greatest importance to them has fallen from 72.3% to 68.9%. This is disappointing but on a more positive note an additional survey, the Crime Survey for England and Wales, shows an |

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| | increasing percentage of people having confidence in the Constabulary from 58.1% to 63.5%. The Constabulary are working to improve this figure. |
| 10. | VICTIM SATISFACTION |
| 10.1 | The victims of crime survey shows that the satisfaction of victims of crime continues to rise, with 89.0% of victims surveyed in the 12 months to February 2014 satisfied with the service they received compared to the baseline of 85.4%. |
| 10.2 | For me this is absolutely critical. We know we cannot stop all crime but what we can do is make sure that if someone is unfortunate enough to be a victim of crime, that the service they receive from the Constabulary is first class. The Victims' Hub described above will be key to achieving this. |
| 11. | ACHIEVE AND MAINTAIN 300 SPECIAL CONSTABLES |
| 11.1 | As indicated above the target of 300 was reached in January 2014 and due to natural turnover of officers, the number has fallen back slightly. However, additional recruitment is likely to take the figure above 300 again. |

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