

Objective 1 - Maintain local police performance**Introduction**

Our vision is to provide a local policing service that keeps people safe and protects the vulnerable in the most effective and efficient manner.

This starts with understanding the needs of the different communities we serve and then providing a service which meets those needs and results in people having confidence in the police. This will be achieved by effectively deploying the various resources available, working with a variety of partners to tackle crime and disorder and involving communities to support local policing.

This objective seeks to ensure that the Constabulary considers performance in the widest sense, rather than being constrained by numerical targets. The emphasis is on delivering a better service with less money through redesigning how policing is delivered and by collaborating with other forces in the Eastern region.

Significant changes in the way the police work will result from Programme Metis which was launched to modernise the way we work. Modern communications technology will allow officers to access real time information and complete paperwork while out and about, maximising the proportion of time officers spend on the front line.

Community Engagement

Local policing starts with understanding the needs of different communities and building a strong relationship between the police and the people they serve. This relationship allows the police to prioritise the things that represent the greatest risk and matter most to people. Equally it gives the public trust and confidence in the police and that their issues are being dealt with effectively.

Engagement is a vital part of our work. It is a statutory duty and a social responsibility to ensure we are responsive to the views of all people in Cambridgeshire and predictive of their needs. A two way flow of information is vital in building public confidence and supporting the police in preventing and solving crime.

An engagement framework gives area commanders the flexibility to tailor their work, reflecting the needs of the diverse communities they serve. It is also closely aligned to this Police and Crime Plan, ensuring all contact with the public contributes to meeting the five Police and Crime Objectives.

We also want to work in partnership with our local communities to extend the number of people motivated to volunteer for other organisations keeping our communities safer. For example, Watch schemes (such as Neighbourhood Watch, Countryside Watch and Speed Watch) and Community Navigator Schemes. We also want to extend Employer-Supported Volunteering.

An Accessible and Responsive Constabulary

There are many ways the public can make contact with the police. Increasing technology in all walks of life means that new routes are becoming available and we will continue to evolve these contact methods so that people can use the method that suits them best. Initial contact will be supported by an effective follow up system so individuals are dealt with professionally throughout their dealings with the constabulary.

- Contacting the police by phone

A main point of contact for most people is by phone. This is both through the 999 emergency service and the 101 non-emergency service. Calls are quickly assessed as they come in to prioritise and determine the action to take depending on the level of threat, risk and potential harm. With the provision of a mix of contact mechanisms the force is able to effectively respond to emergency and non-emergency calls.

- Contact points

There are a number of ways that the public can speak to an officer face to face. With increased technology there will be less need for officers to return to a fixed base allowing them to spend more time in the community to be approached by members of the public. There will be a mix of local contact points across the county which will be staffed on an advertised basis in locations such as supermarkets, public buildings or within partner organisations.

- Self help

Many people prefer not to see or speak to anyone directly but would rather use online resources to communicate with the police or obtain information. In common with other forward thinking organisations we will continue to develop online tools to make it easy for those who prefer to help themselves. Things like reporting a crime, feeding back intelligence and accessing information are some of the popular uses of this channel.

Visible Policing

With the help of modern technology we will continue to focus on maximising visible community policing which is what people want.

A key challenge over the next few years is to maintain the performance of the Constabulary in the face of budgetary constraints. The days of having a police officer in every village have gone. Budgetary pressures are likely to increase in the years ahead so the force will need to embrace new ways of working in order to maximise the resources allocated to the front line and maintain police visibility.

The local policing delivery model is designed around existing local authority and community safety partnership boundaries and created six local policing areas: Peterborough, Fenland, Huntingdonshire, East Cambridgeshire, South Cambridgeshire and Cambridge City.

Local policing is enhanced by responding to local priorities through close working relationships with voluntary, faith and community groups. The force will continue to support, and develop with partners, initiatives which promote community involvement in policing focussing on those areas which cause people most harm. We want Cambridgeshire to be a place where people feel inspired to volunteer, have the opportunity to do so and have excellent volunteering experiences.

In order to tackle crime and disorder and keep people safe local policing will continue to prioritise based on threat, risk, harm, and opportunity. This will be coupled with targeting areas with the greatest need and individuals representing the greatest risk. Specific areas of work are covered in Chapter 3 (Tackling Crime and Disorder) and Chapter 4 (Keeping people safe).

Cambridgeshire Constabulary's collaboration with Bedfordshire and Hertfordshire means that local teams can draw on a much larger pool of resources when needed, providing additional resilience, particularly in times of crisis such as during major events and incidents.

- Local policing

Local policing is based on the principle of officers and police staff being dedicated to their local district, understanding their communities and being visible and responsive to the local demands. This structure ensures that the most appropriate resource is deployed, and that areas are supported by specialist teams to ensure quality investigations and resolutions.

The traditional barriers between investigation, response and neighbourhood policing have been removed. Constables and Police Community Support Officers (PCSOs) together with Special Constables form local policing teams are under the leadership of the six area commanders.

The ambition remains that efficiency savings made in back office functions will be used to maintain an effective and efficient front line, maximising police visibility within communities.

- Special Constables

The Special Constabulary is a force of trained volunteers, who have the power of constables, and work with and support their local police forming a vital link between the regular police and the local community.

Special Constables are an integral part of modern policing and the Constabulary currently has around 300 officers. Almost 40 per cent have Independent Patrol Status and the majority are deployed by local area commanders. Special Constables also work within training departments, economic crime and public protection. They will also play a larger and more prominent role in rural policing.

- Police Support Volunteers (PSVs)

Police Support Volunteers (PSVs) are citizen volunteers who give their time freely to perform tasks which complement the duties performed by police officers and staff.

We want to create a fully inclusive and diverse Police Support Volunteer team who give their time across the Constabulary and Office of the Police and Crime Commissioner (OPCC) supporting a variety of activities. Volunteers support us to provide an effective policing service which makes innovative use of existing resources and extends public involvement. Volunteers get a unique insight into the current challenges of delivering local policing; providing an independent voice on behalf of the communities we serve.

This is not about replacing police staff or giving volunteers police powers. It is about asking well motivated local people to work directly with the Constabulary in helping to deliver the best outcomes for local communities. This position is entirely supportive of the

government's drive for active citizens as reflected in Association of Chief Police Officers (ACPO) 'Citizens in Policing' programme.

- Independent Custody Visitors

The Office of the Police and Crime Commissioner manages the Independent Custody Visitors' Scheme which is made up of a group of volunteers who attend police stations to check on the treatment of detainees, the conditions in which they are held and that their rights are being observed.

- Community Safety Accreditation Scheme

The Community Safety Accreditation Scheme (CSAS) enables the Chief Constable, under the Police Reform Act 2002, to confer powers on the employees of appropriate external organisations. CSAS powers are conferred to address local issues such as disorder, road safety and other low level offending and to improve community safety. CSAS offers opportunities for greater community safety by extending the range of policing resources.

- Victims Hub

Commissioning of support services for victims is the responsibility of Police & Crime Commissioners. In 2014 the Constabulary opened a police-led Victims' Hub. This pioneering approach provides an integrated one-stop-shop that assesses the needs of victims and, where necessary, refers and signposts them to support services to enable them to cope and recover. Local staff have local knowledge of the services available for victims and access to up to date information about the progress of cases. These services are also accessible to victims who have not reported the crime to the police. www.cambsvictimshub.co.uk

A Professional Team

Effective policing is not just about quantity. It is also about quality.

We want our people to be proud of what they do and how they do it. We expect staff and volunteers to display the highest standards of professionalism and integrity. We will work with individuals to ensure they have the skills and capabilities to carry out their role effectively.

This begins at the top with strong, motivating leadership team that leads by example. This leadership will create a culture where staff and volunteers are confident and get on with the job. This is about the constabulary and our people doing the right thing.

We will develop a working environment which takes into account technological advances and increases productivity in a cost effective way. All staff and volunteers will use organisational resources responsibly, with an awareness of the financial climate.

The force is undergoing a period of significant change and reorganisation. We wish to actively support our staff and volunteers to respond to an ever changing policing environment and transition into new ways of working. Appropriate training will be given to staff and volunteers in adopting new technology and ways of working.

Measures

- An increase in the percentage of local people who feel the police are dealing with issues of greatest concern in their area as measured by a local engagement survey.
- An increase in the percentage of victims of crime who are satisfied with the overall service provided by the police as measured by a local satisfaction survey.
- Achieve and maintain 300 Special Constables.

Pledges from the Police and Crime Commissioner

Call handling – I want to see a better and faster response to all telephone calls, not just 999 calls. The aim should be to answer every call within 30 seconds.

Special Constables – I want to see their numbers increased and would like to personally encourage people to volunteer.

Local Policing – We must meet local needs. Different local communities face different local problems; rural crime for example is no less important than what happens in the towns and cities. Policing cannot be one size fits all. The police should focus on the individual needs of each community and see that the resources allocated are delivering positive outcomes.

Working in partnership – There is a need to champion local initiatives between the police, local councils, including the parishes, the voluntary sector and all those working to reduce crime and build safer communities. In particular I want to encourage more people to get involved with local Neighbourhood Watch groups. I will be supporting Neighbourhood Watch to enable them to play an even more active part in improving community safety.

Hold to account – I intend to properly hold the police to account on behalf of the public.

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