



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

## Annual Report 2016-17



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# Foreword

**O**n being elected Police and Crime Commissioner for Cambridgeshire and Peterborough in May 2016, I knew there would be challenges ahead, with the ever-changing face of criminality and the continued need to make savings.

Understanding the needs of communities across the county has been my number one priority. I have spent a great deal of time out and about meeting and speaking to members of the public, police staff and officers and stakeholders in order to understand their concerns.

Cambridgeshire is an amazing county. It is also one of the fastest growing counties in the country, both in terms of its economy and its population and statistically, it remains one of the safest places to live. However, if we dig deeper in some places, we find areas where crime remains a challenge. Although overall crime levels have fallen over the last twenty years both nationally and locally, the nature of crime has changed from high volume burglary and vehicle crime to increasing awareness of previously 'hidden' crimes like child sexual exploitation, domestic abuse, as well as online fraud and cybercrime. The way crime is recorded has changed which means that some types of crime have seen sharp increases in recorded incidents. These national trends have been reflected in Cambridgeshire and we cannot be complacent.

Around 60% of the funding for Cambridgeshire Constabulary comes from central government which has been either cut or frozen over the last six years. Despite our rapid growth we are the lowest funded force in the country with an officer cost per thousand population of £68 compared to a national average of £98<sup>1</sup>. Punching above our weight is a phrase commonly used when describing our good performance given our low levels of funding. I have had a number of meetings with government ministers including the Minister for Policing and the Fire Service and I will continue to fight for a fairer funding deal from central government.

<sup>1</sup> HMIC Efficiency reports 2016.  
<https://www.justiceinspectorates.gov.uk/hmic/publications/peel-police-efficiency-2016/>

People tell me they want a local police force that can be seen to be tackling local issues effectively but this needs to be balanced against new and emerging crime types.

My new Police and Crime Plan puts people at the heart of what we do, focussing on the most vulnerable members of society, putting victims first, bringing offenders to justice and finding new ways of deterring them from re-offending.

Supporting the victims of crime cope and recover from their experiences remains a top priority for me. I was delighted to see the force is one of the best in the country for victim satisfaction, with 90 per cent of victims being satisfied with the action taken. This is fantastic news and a credit to officers and staff who have worked so hard over the year.

I would rather people did not become victims in the first place. Through focussing on crime prevention, we can seek to reduce the number of victims of crime. Some persistent offenders will never change their ways. However, with the right support, many first time and repeat offenders can be diverted away from a life of crime and make a valuable contribution to society.

The police do not work with victims or offenders in isolation. It is through working in partnership with others that we can create safer and stronger communities. Working with other public service organisation such as local authorities, NHS, public health and social care providers we can offer a joined up service to the people of Cambridgeshire and not duplicate effort. Equally important is involving local people in community safety through providing local intelligence to the police or supporting the vulnerable members of the community.

Looking ahead, we must embrace all the new opportunities available to us and continually seek out new ways of delivering our services.

We will continue in the collaborative work we are doing with neighbouring forces, particularly Bedfordshire Police and Hertfordshire Constabulary to improve efficiency and reduce costs. On a larger scale, work to identify ways of sharing functions between the seven forces of Bedfordshire, Cambridgeshire, Essex, Hertfordshire, Kent, Norfolk and Suffolk will also



continue. Areas where savings have already been made through collaboration include procurement, Human Resources and Information Technology.

The Policing and Crime Act 2017 offers new powers to improve efficiency and effectiveness of police forces, including closer collaboration with other emergency services. There is already a strong tradition of cooperation in Cambridgeshire between the Constabulary and Cambridgeshire Fire and Rescue: by working together we can do more to protect frontline services and keep communities safe, especially around estates.

Devolution provides an opportunity to drive changes to the way public services will work together. I am a co-opted member on the Combined Authority which is a good opportunity to make sure policing, criminal justice and community safety go hand in hand with any future economic development.

Over the past year, I have taken over responsibility for chairing both Cambridgeshire's Criminal Justice Board and the Countrywide Community Safety Strategic Board. I chair the Bedfordshire Police, Cambridgeshire Constabulary, and Hertfordshire Constabulary(BCH)

Strategic Alliance and have a lead role covering transformation for the Association of Police and Crime Commissioners.

My number one priority remains to ensure an efficient and effective frontline police force and maintain the high level of confidence the people have in the Constabulary. We have many pressures ahead but, together and with partner agencies, we can ensure that our county continues to be one of the safest places to live in the country.

This annual report covers the year April 2016 to March 2017. I succeeded my predecessor, Sir Graham Bright, as Police and Crime Commissioner on 12 May 2016 and began working on my own Police and Crime Plan. This annual report not only looks back at the great work of 2016/17 but also takes the opportunity to address some of the long term priorities for the years ahead.

**Jason Ablewhite**  
Police and Crime Commissioner

# Cambridgeshire Constabulary – a snapshot



# Her Majesty's Inspectorate of Constabulary (HMIC)

Her Majesty's Inspectorate of Constabulary (HMIC) carry out regular inspections of all Police Forces and rate them against three main categories. Known as PEEL Inspections, the categories are Effectiveness, Efficiency and Legitimacy. Forces are rated as either Outstanding, Good, requires Improvement or Inadequate

The latest reports on Cambridgeshire Constabulary are:

| PEEL Category | Description                                                            | Date of report | Rating               |
|---------------|------------------------------------------------------------------------|----------------|----------------------|
| Effectiveness | How effective is the force at keeping people safe and reducing crime?  | 02 Mar 2017    | Good                 |
| Efficiency    | How efficient is the force at keeping people safe and reducing crime?  | 03 Nov 2016    | Requires improvement |
| Legitimacy    | How legitimate is the force at keeping people safe and reducing crime? | 08 Dec 2016    | Good                 |

The report concludes with the following statement from Zoe Billingham, Her Majesty's Inspector of Constabulary:

*"I am satisfied that Cambridgeshire Constabulary provides a good service to the public, and I am very pleased with the progress the force has made in protecting vulnerable people. Although I have noted that the force has a rather limited understanding of the demands that it faces, I am reassured by the action it is taking to address this."*

The full reports can be found on the HMIC website at: <http://www.justiceinspectorates.gov.uk/hmic/peel-assessments/peel-2016/cambridgeshire/>

# The Role of the Police and Crime Commissioner

**T**he Police and Crime Commissioner has fulfilled his obligations in accordance with the Police Reform and Social Responsibility Act 2011. The role of the Commissioner is to represent the public and hold the police to account on behalf of the public. He is responsible for the totality of policing and aims to cut crime and disorder and deliver an effective and efficient police service in Cambridgeshire and Peterborough.

The main responsibilities are:

- Secure an efficient and effective police service for Cambridgeshire and Peterborough
- Appoint the Chief Constable
- Hold the Chief Constable 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 Cambridgeshire Constabulary's force budget and determine the precept (council tax charge)
- Bring together community safety and criminal justice partners, to make sure local priorities are joined up
- Commission victims' services
- Manage any complaints made against the Chief Constable



**Chief Constable, Alec Wood, with Police and Crime Commissioner, Jason Ablewhite**

# Communities – Maintaining local police performance, supporting safer and stronger communities

One of the key roles of the Commissioner is to listen to the public, to understand their concerns and to ensure that the police respond to these concerns. We know that what people want is to have a visible police service that provides a reassuring community presence and deals with low level crime issues such as anti-social behaviour and speeding. Against this, there is the need to address more serious crime such as domestic abuse, child sexual exploitation and cybercrime.

The Constabulary is committed to maintaining an effective and visible local policing service. They are working more and more with other local partners and willing community members to tackle the causes of local crime together to create safer and stronger communities.

## Visible policing

In Cambridgeshire, officer numbers have fallen 8% since 2010 compared to the national average of 12%<sup>1</sup>.

However, despite ongoing budget reductions police officer numbers have remained stable in the last three years. The budget for 2016/17 included for 1,352 police officers with 1,047 of these being local policing officer posts. A total of 803 police staff and 150 PCSOs were included in the budget along with 300 Special Constables. Through collaborating with Bedfordshire Police and Hertfordshire Constabulary, Cambridgeshire Constabulary also had access to additional officers when needed. 76% of officers are front line.

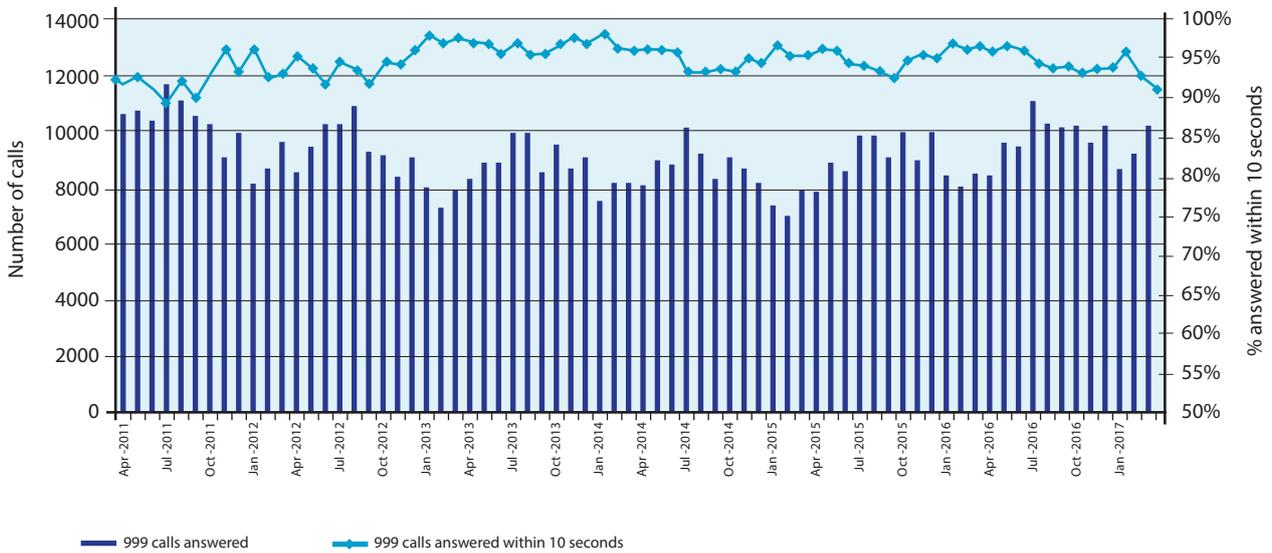
## Engaging with the people of Cambridgeshire and Peterborough

The Commissioner must be accessible to the people, listen to their concerns and make sure that the police respond to these concerns. The Commissioner held 12 public surgeries during the year, offering people a face

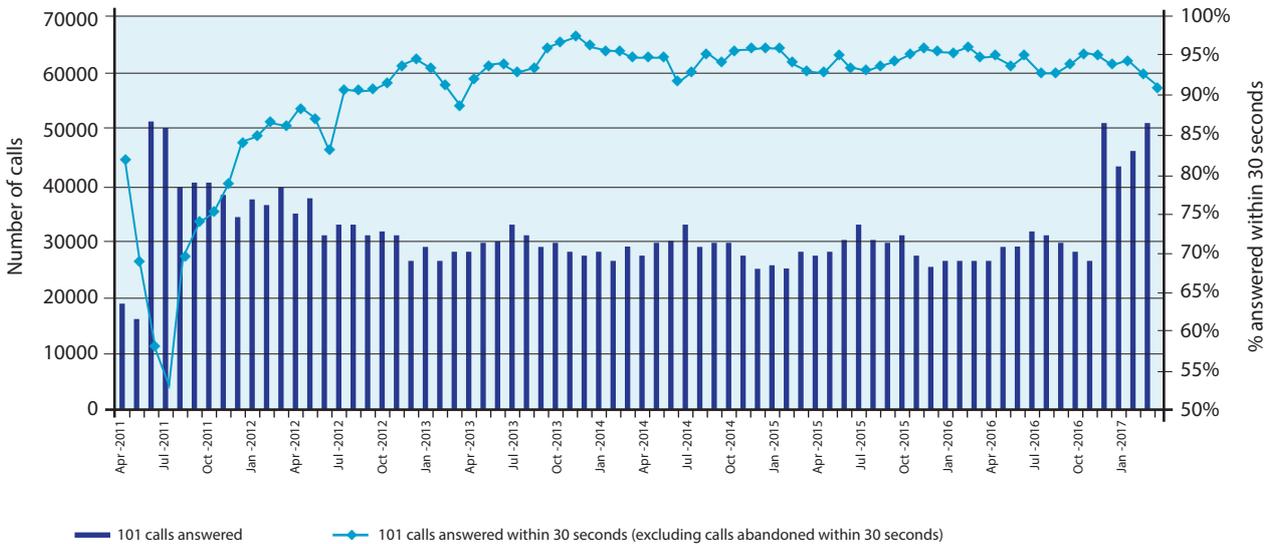
<sup>1</sup> Source: Home Office Statistics, Police Workforce, England and Wales: 31 March 2015, Table 2 and 3. 1,347 Full Time Equivalent (FTE) Police Officers 31 March 2016 compared to 1,471 March 2010



## Call handling – Emergency 999 calls



## Call handling – Non emergency 101 calls

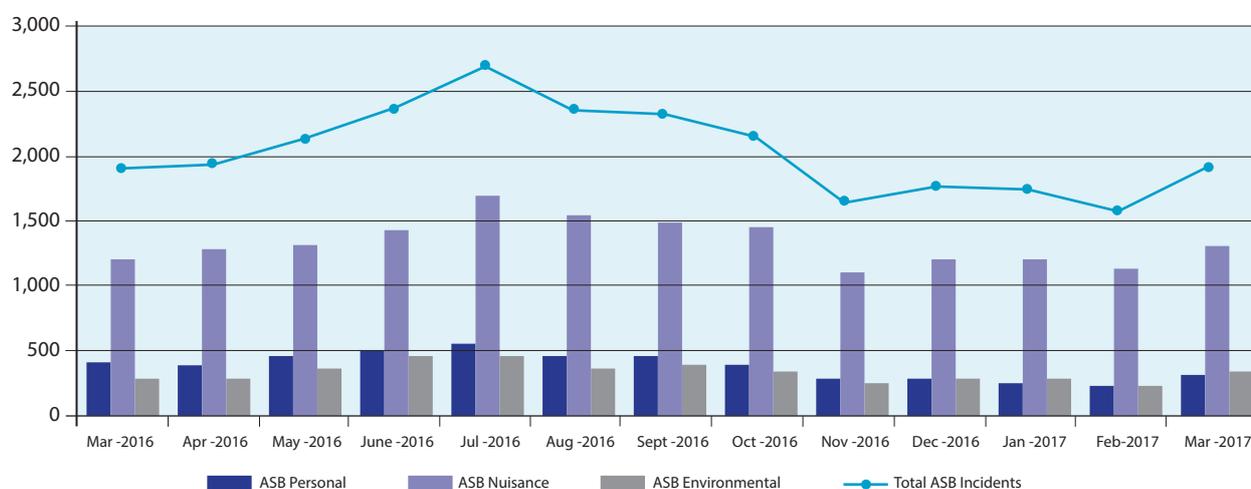


to face meeting to discuss whatever concerns they had. He also attended several police contact points and went out on patrol with local policing teams, talking to people in the street and discussing their concerns around issues of crime and disorder. The Commissioner's Office received around 1,000 pieces of correspondence which were managed and included suggestions, complaints, requests for information and compliments. Throughout the year, the Commissioner has monitored complaints made against the Constabulary's officers

and staff, whilst still having responsibility for complaints against the Chief Constable.

In developing the Police and Crime Plan, a public survey was carried out which received 3,489 responses, providing a clear picture of what concerned people and what they thought the police should focus on. The Commissioner attended dozens of local meetings and events throughout the year, engaging directly with hundreds of individual citizens.

## Anti-Social Behaviour incidents



### Call handling

Maintaining effective public contact through the 999 and 101 system is important to the public and to the Commissioner.

Calls to the 999 emergency service increased considerably over the year and received an average of 9,863 a month (compared to an average of 9,135 in 2015/16). 94.1% were answered within 10 seconds. The total number of 999 calls received over the year was 118,361.

The 101 non-emergency service received an average of 28,998 calls a month (347,987 over the year). 93.3% of these were answered within 30 seconds. The 101 service is important to the public and 10 extra staff were recruited to reduce the number of people that had lengthy waiting times. This is still an area of concern for the public. A new webchat service was launched during the year for non-emergency enquires and 670 webchat calls had been received. They are currently averaging 33 calls per day.

### Working in partnership to tackle anti-social behaviour

Countywide, the percentage of people who perceive there to be a high level of anti-social behaviour (ASB) in their area remains low at less than 1% based on a 12 month rolling average throughout the year. However, there were still between 1500 and 2500 reported ASB incidents per month (peaking in July). Responding to these incidents saw a partnership approach involving many agencies working together.

A good example of this was the Peterborough Prevention and Enforcement Service. This service saw staff from Peterborough City Council, police, fire service and prison staff, unite and work together in situations that affect them all.

A total of 112 officers will make up the Prevention and Enforcement Service including 16 police constables, 30 police community support officers and 30 council prevention and enforcement officers.

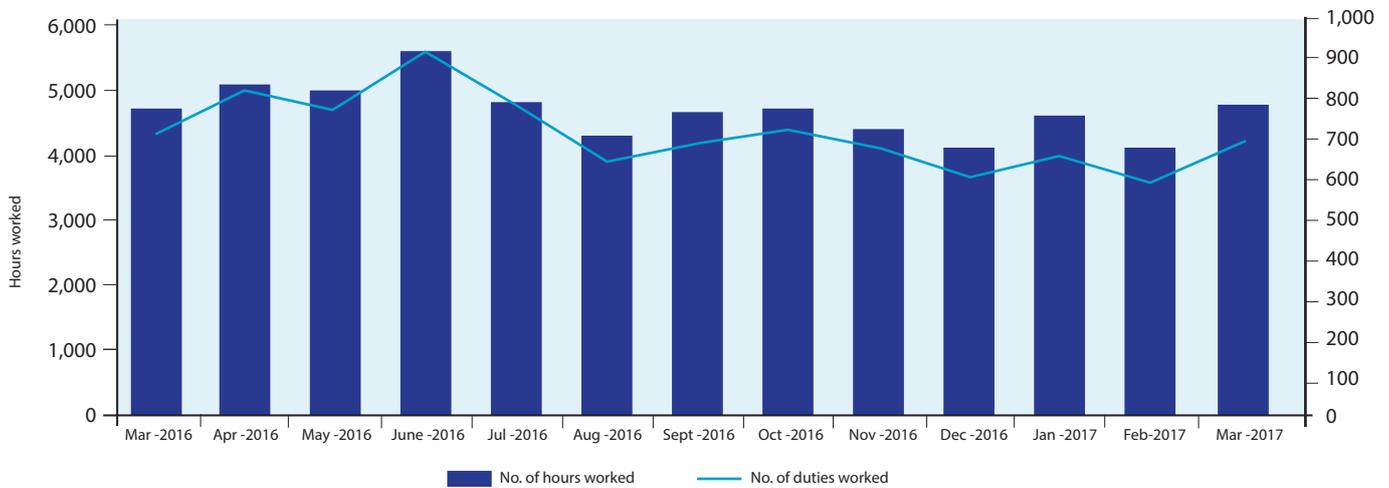
Other members include CCTV operators, crime reduction and fire service community safety officers as well as senior officers from all organisations to manage the service.

The council prevention and enforcement officers have now been granted delegated Community Safety Accreditation Scheme powers which give them the ability to take action against a wider range of community issues including littering, begging and cycling on pavements.

### Citizens in Policing

Volunteers continue to make an important contribution in supporting the Constabulary to keep people safe, whether Police Support Volunteers, Special Constables, Independent Custody Visitors or Volunteer Police Cadets. The Constabulary continues to benefit from the knowledge, commitment and enthusiasm of volunteer citizens and seeks to increase the number of citizens actively working alongside the police in protecting local communities and preventing

## Duties and hours worked by Special Constabulary



crime. As at March 2017 the Constabulary was supported by 114 Police Support Volunteers in a wide range of roles who committed in excess of 6,000 hours. Maintaining the number of Special Constables remains a challenge. In 2016-17, the total number of hours served by special constables was 56,328.

There is also a flourishing network of community groups such as Neighbourhood Watch and Speedwatch who work in towns and villages across the county and are supported by the police. So important is this area of work that the Commissioner has provided funding for a Forcwide Watch Coordinator whose role is to support and develop these groups.

### Independent Custody Visitors

Independent Custody Visitors are members of the local community who make unannounced visits to custody suites to check on the treatment of detainees. The Police and Crime Commissioner is responsible for coordinating and overseeing the scheme. A copy of the annual report from the Independent Custody Visitors can be found in Appendix.

### Integrity

Integrity cuts across all areas of policing in respect of the decisions that are made and how people are treated. In practice, this is about officers and staff upholding the values of the service in everything they do and that the public can have confidence that this happens. Public trust in the police is based upon how police behaviour is seen and experienced. Cambridgeshire Constabulary has a good understanding of the importance of treating the people it serves with fairness and respect and understand the impact on public confidence and satisfaction their individual behaviour can have. This is embedded in their mission and values. The Office of the Police and Crime Commissioner and the Constabulary have a well-established overall aim of

‘Doing the right thing’ in line with the principles and standards of professional behaviour within the Code of Ethics<sup>[1]</sup>. The Constabulary are compliant with Best Use of Stop and Search scheme, which demonstrates the Constabulary’s clear commitment to the principles of transparency, integrity and accountability in policing and improving public confidence and trust.

### Public Confidence

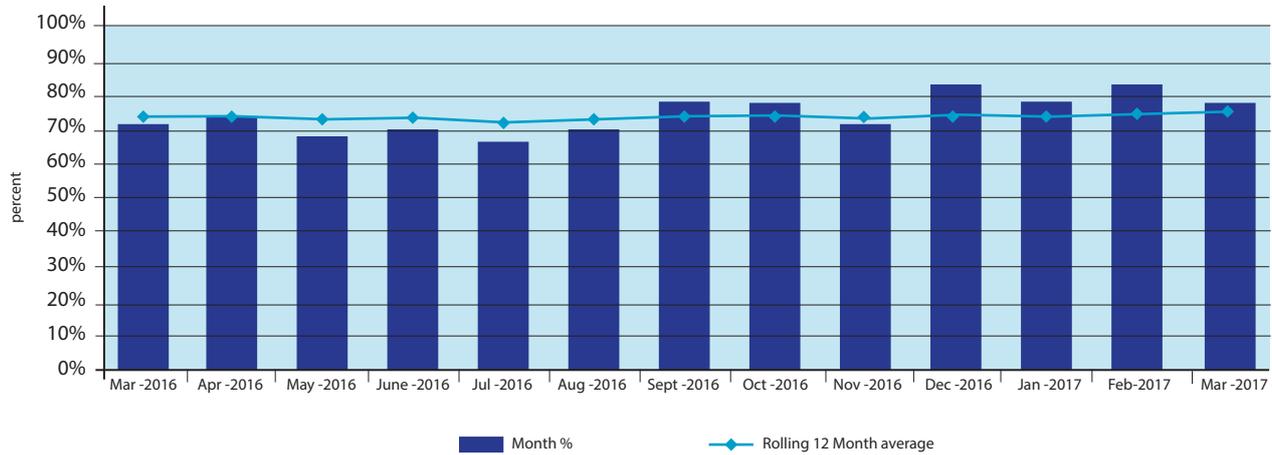
Police visibility remains as one of the top areas of

[1] <http://www.college.police.uk/What-we-do/Ethics/Pages/Code-of-Ethics.aspx>

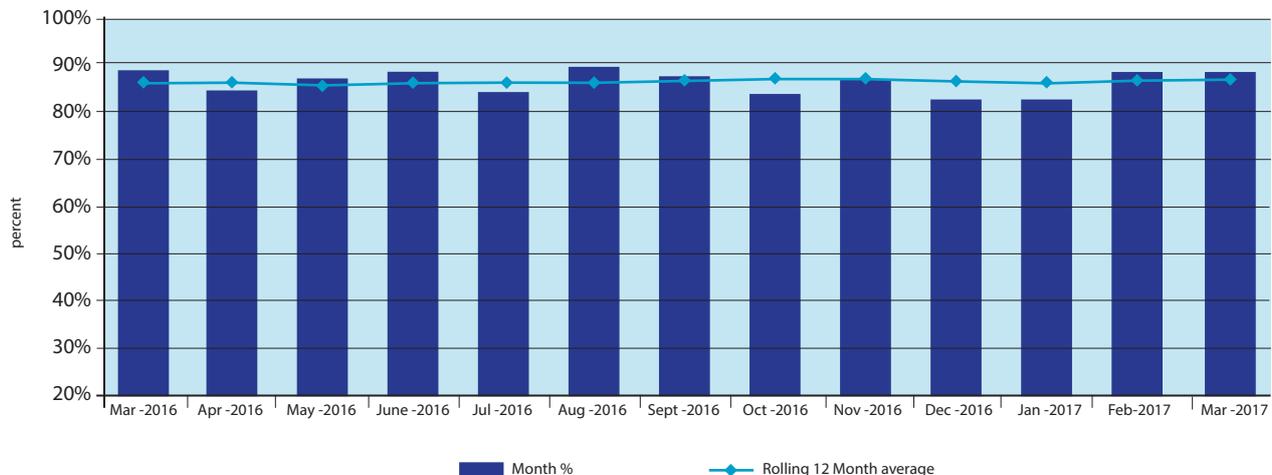
concern for people across the county with people wanting to see an increased police presence. Overall 75.1% people agreed that Cambridgeshire Constabulary are dealing with things that matter to them, while an average of 86.2% of people were either fairly satisfied or very satisfied with overall service delivery.

95.9% of respondents surveyed over the last year said they felt safe in their local area.

## Public confidence



## Public satisfaction



# Transformation – Deliver policing within budget and ensuring value for money for taxpayers

The financial constraints within which we work continue to be challenging. Over the four years between 2013/14 to 2016/17 savings of £16.1 million have been found. The draft 2016/17 year end outturn is shown on the tables opposite and have resulted in a provisional underspend over the year of £0.6 million, confirming the strong financial management in place across the Commissioner's office and within the Constabulary. Looking ahead the Commissioner is still needing to find £8.8m of savings for the four years 2017/18 to 2020/21 in order to balance the books.

Future savings will be achieved through a number of long term transformational programmes, in particular ongoing collaboration with other police forces, closer working with local partners to address community safety issues and maximising the opportunities of mobile technology.

## Finance overview 2016-17 (figures are subject to finalisation and end of year audit)

The Police and Crime Commissioner was responsible for a budget of £133.85 million for 2016-17.

Reserves: Total (useable) reserves at the 31st March 2017 are £26 million. Of this total, £16.8 million are earmarked for specific purposes, including the Budget Assistance reserve (£7.4 million), which is the only effective cash resource available to deal with funding pressures. Of the remainder, the General Fund Balance, held as a working balance and general contingency, is £7.2 million.

Full financial details can be found on the OPCC website at [www.cambridgeshire-pcc.gov.uk/money/](http://www.cambridgeshire-pcc.gov.uk/money/)

## Bedfordshire, Cambridgeshire and Hertfordshire Strategic Alliance

Collaboration between Bedfordshire Police, Cambridgeshire Constabulary and Hertfordshire Constabulary continues to deliver a significant contribution to reducing back office costs. The Tri-force

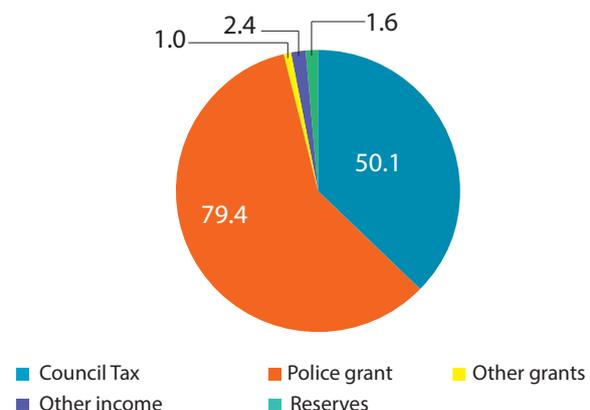
## What the money is spent on

| 2016/17                 |               |            |
|-------------------------|---------------|------------|
|                         | £000          | %          |
| Employees               | 72.4          | 53.81      |
| Police officer pensions | 11.6          | 8.62       |
| Premises                | 3.6           | 2.66       |
| Transport               | 0.9           | 0.64       |
| Supplies and services   | 7.7           | 5.70       |
| Collaborated Units      | 33.5          | 24.93      |
| PCC Grants              | 2.6           | 1.96       |
| Capital financing       | 2.2           | 1.67       |
| <b>Total</b>            | <b>134.52</b> | <b>100</b> |

## Where the money comes from

| 2016/17      |               |            |
|--------------|---------------|------------|
| PCC Category | £000          | %          |
| Council tax  | 50.1          | 37.24      |
| Police grant | 79.4          | 59.05      |
| Other grants | 1.0           | 0.73       |
| Other income | 2.4           | 1.77       |
| Reserves     | 1.6           | 1.21       |
| <b>Total</b> | <b>134.52</b> | <b>100</b> |

## Where the money comes from (£'m)



Strategic Alliance, enables the three forces to develop plans to collaborate on a range of operational and organisational support functions with Information Technology, Human Resources, Armed Policing, Procurement, the Professional Standards Department and Roads Policing already working well together.

2016-17 saw further progress in the area of custody. New shift patterns together with more streamlined processes will help bring about savings, improve staff resilience and increase buying powers with suppliers.

Seven Force Eastern Region Collaboration continues with a robust programme of work looking at further efficiency and savings. A new head of strategic procurement for the seven forces was appointed in March 2017 to look at ways to make savings from contracts for goods and services across the seven forces.

The seven forces included in this alliance are Bedfordshire, Cambridgeshire, Essex, Hertfordshire, Kent, Norfolk and Suffolk.

### **Blue Light collaboration**

Following new legislation introducing a duty on emergency services to collaborate, the Commissioner and Cambridgeshire and Peterborough Fire Authority have developed a business case to determine the most appropriate future governance model for police and fire. A joint working board has been established with senior representation from police, fire and ambulance services to look at areas where collaboration makes sense.

### **Eastern Region – Eastern Region Special Operations Unit (ERSOU)**

Cambridgeshire is also part of the Eastern Region Special Operations Unit (ERSOU), set up to tackle the threat of organised crime across the six police force areas of the Eastern region. With organised crime groups operating across force boundaries, the unit enables a cross-border response including specialist covert policing capability and law enforcement. ERSOU also represents the region on the national stage looking at serious and organised criminality.

### **Counter Terrorism**

Recent events at home and across the world have brought the issue of terrorism to the forefront of everyone's minds. As part of the collaboration arrangements with Bedfordshire Police and Hertfordshire Constabulary, the 'Prevent' team, continues to identify people at risk of becoming violent extremists. The team uses a referral process



where anyone identified as being at risk can be referred for intervention and support.

The Constabulary draws on national, regional and local layers of resources to tackle the threat posed by terrorism.

### **Estates**

With the police estate valued at £35 million and costing £4 million (annually) to run, a review of the Constabulary's estate continues to support the changing requirements of operational policing and support services. Over 2016-17, the number of police buildings reduced from 41 to 29 with the majority of those closed being small satellite offices that were not being used. Significant developments over 2016-17 included the opening of a new county-wide vehicle workshop. Located in St Ives, the workshop brings all vehicle maintenance to a single purpose built facility and frees up old buildings for disposal.

### **Technology**

The Constabulary continues to develop a culture of agile working through increased use of mobile technology. Staff and officers are able to send and receive real-time information wherever they are, improving the quality of information available to them and allowing them to spend more time out in the communities and less time back at base completing paperwork.

# Victims – Keeping people safe, putting victims at the heart of what we do

**W**hen people report a crime to the police, they must be treated with respect and provided with the best service possible. The Code of Practice for Victims of Crime sets out the minimum standard of service victims should receive.

The responsibility for commissioning support services for victims of crime transferred to the Commissioner in 2012. The Ministry of Justice requires the Office of the Police and Crime Commissioner (OPCC) to report twice yearly on the outcomes achieved. This focus on outcome-based commissioning has been embraced by the OPCC and work is ongoing to refine how the impact of each service is measured.

The highlights for 2016/17 have included:

- OPCC acting as lead commissioner for a countywide support service for victims of sexual violence. This pooled budget arrangement with two local authorities and NHS England ensures equitable provision of support for all victims.
- Securing a two-year contract for a counsellor for young victims of sexual violence and domestic abuse. This post is match funded by a locally-based national charity, Embrace Child Victims of Crime (CVOC). It is based in the new Sexual Assault Referral Centre (SARC) and is part of a suite of wrap around services for these vulnerable victims.
- The merger of the Victims' Hub with Witness Care to provide a single point of contact for victims and

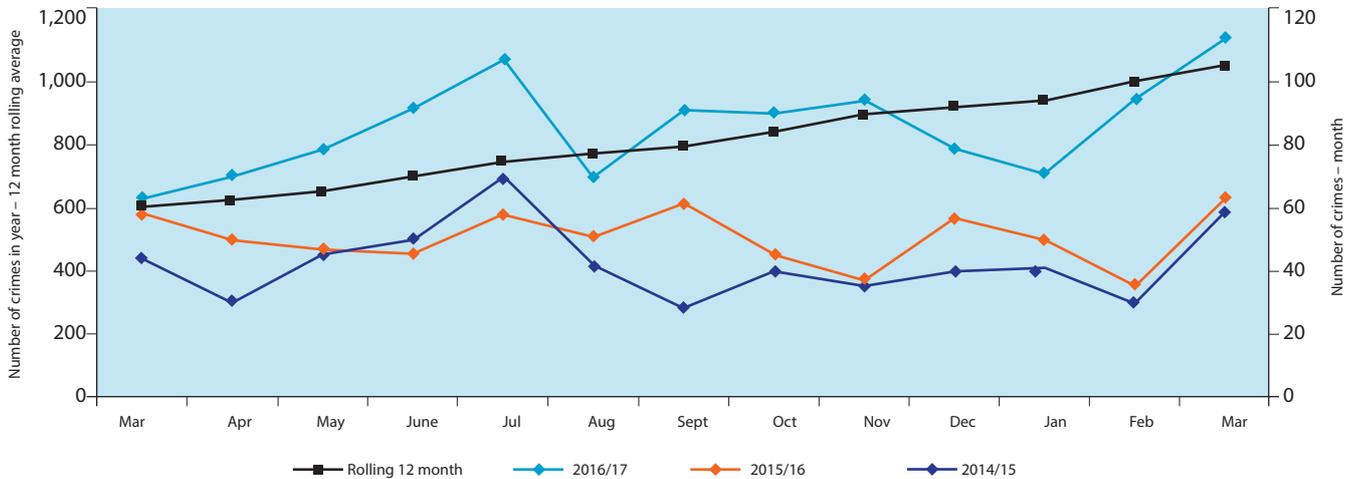
witnesses. The service received more than 15,000 referrals in the last financial year (a third of all reported victim-based crime) and just short of 100 self-referrals. The experienced Victim and Witness Care Co-ordinators were able to meet the needs of 3,300 victims through a single call with each of them. The volunteers who work with the service clocked up 1,461 volunteering hours.

- More than 100 young victims of crime were provided with specialist support in a nine-month period. The outcomes have been wide reaching. Young people have reported being comfortable in returning to school, socialising with their peers and having improved relationships with their immediate families.
- Provision of The Elms, a county-wide centre for victims of sexual violence opened by Victims' Commissioner, Baroness Newlove in March 2017. Located in Hinchingsbrooke Hospital, Huntingdon, the SARC provides victims with a safe place to receive medical aftercare, forensic examinations, support, and to anonymously report sexual assaults. Services at The Elms are provided by a partnership including Cambridge Rape Crisis, national charity, Embrace CVOC, Victim and Witness Hub, Cambridgeshire Constabulary and Mountain Healthcare Ltd.
- The bereaved families of those killed on the county's roads in fatal road traffic collisions continue to be supported by the Road Victims' Trust, a charity that receives funds from the Commissioner.



The Elms, a county-wide centre for victims of sexual violence opened by Victims' Commissioner, Baroness Newlove in March 2017.

## Hate Crime



### Restorative approaches

Victims of crime in Cambridgeshire can request to meet their offender in a Restorative Justice conference. Restorative Justice allows victims to meet those responsible for the harm done to have their say and help them to move on with their lives. It can also help offenders to recognise the impact of what they have done and make amends.

The Constabulary has integrated the provision of restorative justice into the Victim and Witness Hub and continues to work alongside partners from other agencies to develop the service further. On meeting their offender one victim commented:

“We appreciated the apology from the offender and felt much better for being able to tell them what we had gone through.”

On another occasion, an offender who took part in a Restorative Justice conference said: “I like to think that now I know the harsh realities of my offending, I really hope I am motivated to never commit this crime again.”

### Mental Health

The Commissioner has supported the development of an Integrated Mental Health Team in the Constabulary’s Force Control Room. Early evaluation has shown in the first eight months the nurses reviewed more than 10,000 incidents; in 83 per cent of cases the individuals were already known to the mental health trust. The evaluation also reports increased police confidence, improved experience for service users, reduced deployments and saved police officer time.

Victims of crime can also access mental health support from two Community Psychiatric Nurses based in the Victim and Witness Hub. Just short of 200 people were referred to the nurses for support in 16/17 with 100 per cent of victims agreeing this helped them cope with their experience.

### Child Sexual Exploitation

The Constabulary continues to run regular campaigns to raise awareness of this issue and to target offenders to prevent exploitation taking place. Organisations across Cambridgeshire and Peterborough put their hands together in March to support NWG Network National Child Sexual Exploitation Day. Backed by the Commissioner and Cambridgeshire and Peterborough Local Safeguarding Boards, the campaign encouraged people to think, spot, speak out against abuse and adopt a zero tolerance to adults developing inappropriate relationships with children.

### Modern Slavery

Safeguarding people who are vulnerable to, or already a victim of, modern day slavery and exploitation remains a priority for both the Commissioner and the Constabulary.

The Constabulary took part in a national week of action in October to raise awareness about the threat of modern slavery in the county. Operation Pheasant continues to bring agencies together county-wide to tackle the exploitation of migrant workers, illegal gang masters and poor conditions in private rented housing, particularly in Wisbech. The operation, launched in 2013, involves HM Revenue and Customs, the Gangmasters and Labour Abuse Authority,

## Victim Services Awards 2016/17

|         | Service Provision                                                                                                                                                                                                                                                                                             | Provider                                       | Funding £      |
|---------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|----------------|
| Victims | <b>Safeguarding the vulnerable</b>                                                                                                                                                                                                                                                                            |                                                |                |
|         | <b>Victim and Witness Hub</b><br>Proactively contacts all victims of crime by letter or phone (depending on need) – offers telephone-based emotional support, onward referral and supportive signposting or face to face support from in-house Community Volunteers. Receives all self-referrals for support. | Cambridgeshire Constabulary                    | 446,000        |
|         | <b>Specialist Victim Care Co-ordinator – Migrant Victims of Exploitation</b>                                                                                                                                                                                                                                  | Cambridgeshire Constabulary                    | 33,445         |
|         | <b>Specialist Victim Care Co-ordinator – Young Victims of Crime</b>                                                                                                                                                                                                                                           | Family Action                                  | 29,065         |
|         | <b>Practical support for young victims of crime</b><br>Victims of Crime                                                                                                                                                                                                                                       | Embrace – Child                                | 2,000          |
|         | <b>Multi Agency Restorative Justice Hub</b><br>Receives all enquiries and referrals from victims and other agencies about RJ. Co-ordinates all RJ interventions.                                                                                                                                              | Cambridgeshire Constabulary                    | 52,750         |
|         | <b>Victim Pathfinders – mental health nurses</b><br>Provide expertise, support and a referral capability for victims with suspected mental health issues identifying and co-ordinating pathways into treatment.                                                                                               | Cambridgeshire & Peterborough Foundation Trust | 75,000         |
|         | <b>Home security for elderly victims of burglary</b><br>Target hardening work to reduce repeat victimisation                                                                                                                                                                                                  | Shrievally Trust                               | 50,000         |
|         | <b>Young Person Independent Domestic Violence Advisor</b><br>Support and advocacy for young victims of intimate partner domestic violence                                                                                                                                                                     | Cambridgeshire County Council                  | 40,000         |
|         | <b>Young Person Independent Sexual Advisor Service (Cambridgeshire and Peterborough)</b>                                                                                                                                                                                                                      | Cambridge & P'boro Rape Crisis                 | 80,000         |
|         | <b>Specialist Support Services – Sexual Violence</b><br>Funding contribution for end-to-end support service to include: telephone helpline, triage and assessment, emotional support, group work and counselling provision.                                                                                   | Cambridge & P'boro Rape Crisis                 | 66,500         |
|         | <b>Specialist Support Services – Child Sexual Abuse</b><br>Funding contribution for support services for victims of historical cases of child abuse                                                                                                                                                           | Cambridge & P'boro Rape Crisis                 | 66,500         |
|         | <b>Counselling service for young victims of sexual violence and domestic abuse</b><br>Emotional support for young victims of sexual violence and domestic abuse.                                                                                                                                              | Embrace – Child Victims of Crime               | 14,000         |
|         | <b>Therapeutic support for young victims of sexual violence and their families</b>                                                                                                                                                                                                                            | Sexual Assault Referral Centre                 | 12,700         |
|         | <b>Practical support for child victims of sexual abuse</b>                                                                                                                                                                                                                                                    | Sexual Assault Referral Centre                 | 8,000          |
|         | <b>Commissioning support</b>                                                                                                                                                                                                                                                                                  | Cambridgeshire County Council                  | 6,500          |
|         | <b>Total allocated spends</b>                                                                                                                                                                                                                                                                                 |                                                | <b>982,460</b> |

Cambridgeshire Fire and Rescue and Home Office Immigration Enforcement. The Constabulary's approach to tackling labour exploitation featured in a Channel 4 documentary, *The Modern British Slave Trade*, which aired in January 2017. The Op Pheasant team is now seen as best practice for how to deal with trafficking and exploitation and has been recognised by the foreign embassies of a number of Eastern European countries that have been affected.

The Commissioner has also funded a specialist victim and witness care coordinator for migrant victims of exploitation with his Victims' Service grant. A Lithuanian national is now building links with local communities and services, providing support to vulnerable and intimidated victims in their own language.

The Commissioner supported a Modern Day Slavery Summit, organised by MP Stephen Barclay, in Wisbech to develop a partnership approach to tackling rural modern slavery.

### Hate Crime

A hate crime is a criminal offence which is perceived by the victim, or any other person, as being motivated by prejudice or hate.

The Constabulary and its partner agencies serve a diverse community where everyone has the right to live without harassment or fear of crime.

Levels of hate crime rose by 74.8% year on year, with March seeing the highest number of offences recorded in any single month, surpassing the high of July 2016. While it is recognised that events both overseas and in the UK will continue to impact on community perceptions and influence levels of reporting, this may also be indicative of improved confidence among victims to come forward and report their crime.

The Constabulary took part in a week-long campaign in October 2016, to encourage victims to report hate crimes. Both the Commissioner and Deputy Police and Crime Commissioner held street surgeries around the county to raise awareness of the issues involved. The campaign encouraged victims, family members, carers and the public to help tackle the problem by reporting incidents.

The Constabulary also supports the set-up of 'Third Party Reporting Centres', training staff to recognise hate crimes and signpost to methods of reporting best suited to the individual. Hate Crime contact points have also been set up in specific areas of the

community where many people visit, for example in shopping centres and hospitals so people can ask for direct advice and support.

### Domestic Abuse

The Commissioner and the Constabulary work closely with key agencies across Cambridgeshire and Peterborough to reduce the harm, risks and costs associated with domestic abuse and sexual violence and to prevent these crimes occurring across the county.

The Constabulary has a specialist investigations team, the Domestic Abuse Investigation and Safeguarding Unit, (DAISU), which deals with harassment, stalking, honour-based violence and female genital mutilation. It also continues to work closely with charities, schools, social care and housing to tackle domestic abuse.

Reports of domestic abuse continue to rise, accounting for up to a third of demand on police resources. In the year 2016/17, 6,518 domestic abuse crimes were recorded. While support services for domestic abuse tend to focus on the highest risk cases, staff from the Victim and Witness Hub have been providing emotional and practical support to standard and medium cases. This partnership approach is crucial to ensure domestic abuse victims and their families feel supported and have confidence in the policing response.

The Multi-Agency Safeguarding Hub is another example of agencies working in partnership to keep people safe.

### Burglary

Domestic burglary continues to be a priority for both the Commissioner and the Chief Constable.

Burglary Dwelling and Burglary Non Dwelling both saw overall crime numbers fall year on year. Nevertheless, March saw the highest number of burglary dwelling offences recorded in a discrete month since December 2015, and the highest number of burglary non dwelling offences since November 2011. Over the year, 91.6 % of victims were satisfied by the overall service delivery.

The Commissioner contributed £50,000 towards the Cambridgeshire Shrievally Trust's 'Bobby Scheme' which provides a free service to vulnerable victims of burglary aged 60 or over, living in the county, installing locks, bolts, peepholes, and door chains and alarms.

# Offenders – Tackling crime and disorder, attacking criminality and reducing reoffending

**T**he Commissioner is committed to tackling crime effectively and efficiently

Overall crime levels have fallen over the last twenty years both nationally and locally however the nature of crime has changed from high volume burglary and vehicle crime to previously 'hidden' crimes like child sexual exploitation, sexual violence, child sexual exploitation, as well as online fraud and cybercrime. In 2016/17, national trends were reflected in Cambridgeshire and Peterborough.

The Commissioner constantly reviews the changes in crimes recorded from quarter to quarter in order to understand changing demand on policing. The Constabulary strictly records crime in line with National Crime Recording Standards, leading to more crimes being recorded than would previously not have been.

For example, the Office of National Statistics, who produce the figures, reported that in January 2017 the rise in Violence without Injury, which saw particularly high rises, is almost entirely due to the expansion of the types of crime included in this category.

Regular engagement through surgeries and contact points enables the Commissioner to understand how solutions are working on the ground. The Commissioner spends, on average, one day a week meeting community groups and members of the public to ensure his analysis of success is not based purely on data.

Over the past year, the Commissioner has taken over responsibility for chairing both Cambridgeshire's Criminal Justice Board and the Countywide Community Safety Strategic Board. He also hosted a multi-agency conference in March bringing together



## Road Casualties – Killed or Seriously Injured (KSI)



local organisations. 'Safer Communities through stronger partnerships' looked at how local agencies can work more effectively and efficiently by increased collaboration.

Over the past year, work has continued to focus on tackling the root causes of reoffending, such as housing and mental health, with a multi-agency approach to supporting people from reoffending.

### Reducing Reoffending

2016-17 saw a scheme to tackle the root cause of early offending launched. Going through the court system can have a detrimental effect on some offenders, causing them to reoffend almost immediately after they have served their sentence. Conditional Cautions can be used effectively to help steer individuals involved in low level criminality away from reoffending. Managed by the Constabulary in partnership with HMP Peterborough and Outside Links and a full range of partners, the scheme tackles the root cause of early offending by putting in place suitable conditions such as: housing issues, anger management, drugs or alcohol misuse, mental health, and support for debt management to help individuals rebuild their lives.

Resources continue to be invested in the county-wide Integrated Offender Management (IOM) Scheme, which targets the most persistent and problematic offenders, enabling them to be identified and managed jointly by partner agencies working together.

Peterborough and Wisbech became Local Alcohol

Action Areas (LAAAs) in February 2017. LAAAs were originally set up by the Home Office in 2014 to combat the effects of irresponsible drinking with the key aims of reducing alcohol-related crime and disorder, reducing the harmful impacts of alcohol on health and promoting diverse night time economies. In Peterborough and Wisbech, local agencies including licensing authorities, health bodies and the Police and Crime Commissioner will work together with businesses to address the problems caused by alcohol in the communities. The programme will run for two years.

In December 2016 partners from across Cambridgeshire and Peterborough successfully secured an additional £736,400 funding as one of the government's Homelessness Prevention Trailblazers. Criminal justice agencies are linking in to this work to ensure effective linkages to address housing issues which may contribute to reoffending.

### Road Safety

In 2016 there were 342 people killed or seriously injured on the county's roads. 34 of these were fatalities. Every death and life changing injury which happens as a result of a road collision in Cambridgeshire is one too many. The social and economic cost of road collisions is felt by a wide range of statutory and non-statutory agencies, not just the emergency services immediately involved, but those in the health-care system who are responsible for helping people recover. Enforcement activity alone will not reduce fatal and serious collisions. The Commissioner



announced funding for a new Police Casualty Reduction Officer post in January 2017 to help reduce the number of collisions on Cambridgeshire's roads. The officer works in partnership with other agencies and the public, leading the educational element of campaigns such as 'Drink Drive' and 'Think!' on behalf of the Constabulary.

### GPS tagging pilot

Bedfordshire, Northamptonshire, Cambridgeshire and Hertfordshire, began to take part in a Ministry of Justice funded pilot in 2016-17. The GPS tagging pilot scheme is testing a range of factors including how GPS tags impact the behaviour of wearers and how decision makers in the criminal justice system respond when given the option of a GPS tag. The scheme will help increase understanding of how existing and new electronic monitoring technologies could be used more effectively.

### Rural Crime

The Constabulary's Rural Crime Action Team continues to make inroads into tackling rural crime. In October 2016, working in partnership with local game-keepers, officers caught multiple hare coursing groups and seized five dogs with support from the National Police Air Service.

Figures since October last year show that police officers have responded to hundreds of illegal hare coursing incidents across the county, with 831 reports logged. That's an average of seven reports each day.

Working across borders with other forces and working with agencies such as Countryside Watch remains key to tackling this growing threat.

### Cybercrime

Cybercrime is an emerging challenge for law enforcement requiring a different type of response. The Constabulary has a Fraud and Cyber Investigation Unit (FCIU) (set up in 2015) to provide a specialist response in recognition of how technology has changed the way crimes are committed and investigated. The FCIU work closely with the Eastern Region Special Operations Unit (ERSOU) to investigate cyber-dependant crimes, as well as serious and/or complex cyber-enabled crimes.

In 2016, a dedicated cyber security adviser was appointed to provide advice and support to local businesses, and schools.

The Commissioner also held a Cybercrime conference with the Cambridge Community Safety Partnership in January 2017 attracting over 100 delegates

### Youth Fund

The Commissioner's Youth Fund engages young people (up to the age of 18) in positive activities in their community. Community groups and charities have been able to apply for grants up to £2,000 for projects related to activities that have the potential to divert young people at risk of offending. Over 2016/17, £27,000 was awarded. This popular fund will continue into next year.

# APPENDIX – Independent Custody Visitors' Scheme 2016-17

Independent Custody Visitors are members of the local community who make unannounced visits to custody suites to check on the treatment of detainees. The scheme offers protections and confidentiality to detainees and reassurance to the wider community. The Police and Crime Commissioner is responsible for co-ordinating and overseeing the scheme.

ICVs spent more than 124 hours in custody suites

489 detainees were visited

118 visits were completed across the four custody suites

Highlights and achievements from 2016-17

- Training delivered to custody staff to improve the quality of information gathered and how it is logged and monitored, helping us to raise standards in custody in Cambridgeshire
- Appropriate Adult scheme extended 24/7 county-wide following concerns from ICVs about access to support for children, vulnerable young people and adults
- Custody staff morale boosted by recruitment
- Progress made to identify replacement location for Parkside Custody

## Issues raised by ICVs and subsequently resolved

- Access to CCTV cameras clarified
- Access to appropriate adult support – scheme extended to cover 24 hours, 7 days a week
- ICVs raised issue of personal safety within custody – Personal Safety Training session successfully delivered to ICVs

## Recommendations for 2017-18

- To continue to monitor the current 7 Force healthcare contract so that detainees have appropriate and timely access to a Healthcare Professional
- To continue to work with tri-force colleagues in Bedfordshire and Hertfordshire to ensure the schemes respond effectively to custody collaboration
- To continue to work with tri-force colleagues to design a digital report form to enable better sharing of information, more efficient identification of issues and training opportunities
- To continue to recruit ICVs to widen the experience and skills (including language skills) within the group



Produced by:  
Office of the Police and Crime Commissioner for Cambridgeshire and Peterborough  
PO Box 688, Huntingdon, Cambridgeshire, PE29 9LA  
**Tel:** 0300 333 3456  
**E-mail:** [cambs-pcc@cambs.pnn.police.uk](mailto:cambs-pcc@cambs.pnn.police.uk)  
**Online:** [www.cambridgeshire-pcc.gov.uk](http://www.cambridgeshire-pcc.gov.uk)  
**Twitter:** @pcccamb  
**Facebook:** @CambsPCC

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