

# B C B six week update

## Update against PEELAFIs

## Responding to the Public Investigations

AUGUST 2022

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# Areas For Improvement

## Responding to the Public

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# AFI's Responding to the Public

1. The force needs to attend calls for service in line with its published attendance times and ensure that when delays do occur that victims are fully updated.
2. The force needs to make sure that call takers give appropriate advice on the preservation of evidence and crime prevention.
3. The force should make sure that repeat victims are routinely identified.

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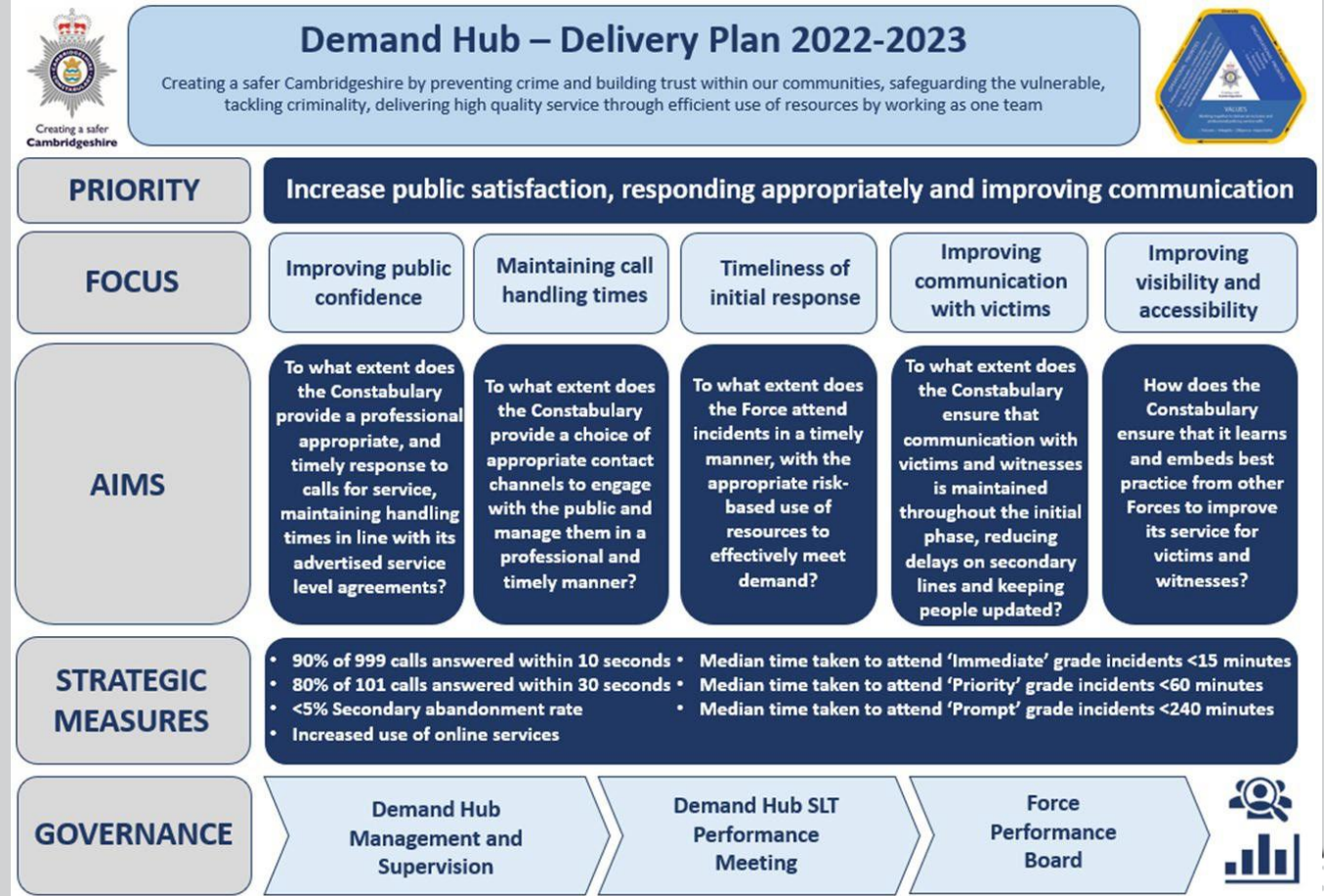
# Demand Hub Delivery plan 22-23

## Areas of focussed activity - CONTACT

- Improvement in the capture of Equality Data
- Improvement in the percentage of abandoned calls on secondary lines
- Robust THRIVE assessments including identification of vulnerable and repeat victims
- Provide Crime Reduction and scene preservation advice as appropriate
- Answering secondary calls for service following initial triage

## Areas of focussed activity - FCR

- Attending calls for service within its published timeframes
- Updating victims regarding delays in attendance



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**AFI - The force needs to attend calls for service in line with its published attendance times and ensure that when delays do occur that victims are fully updated.**

## Actions taken/planned

- No resources available policy embedded
- Robust concern for welfare policy to reduce demand
- Demand reduction working group to target top 10 drivers of demand
- Training delivered to call handling staff to divert demand to appointments, other agencies and to robustly THRIVE prior to police attendance
- Automatic timers on incidents in place
- Capacity review aide vs call back
- Auditable process in place to monitor
- Increase in Tuserv usage to prevent unnecessary delays in officers returning to PS following incident attendance

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The force needs to make sure that call takers give appropriate advice on the preservation of evidence and crime prevention.

### Action Taken/Planned

- Robust THRIVE audit undertaken March 2022 including scene preservation advice. (54% of calls received appropriate crime scene advice)
- Updated and increased training provided to call handlers including face to face briefings
- Follow up audit in Sept 2022 to assess impact of training and internal messaging
- Focus will be given to individuals highlighted with development needs through audit.

### Time frame for expected impact

- Improvement expected in Sept audit.

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The force should make sure that repeat victims are routinely identified.

### Actions Taken

- THRIVE audit undertaken March 2022
- An in-depth training package including a 30 min long video was created in May 2022 that addressed the specific needs of the department.
- Face to Face briefings delivered to DH and CC staff
- Further audits in June, July, and planned for Sept 2022
- Tailored individual feedback provided to staff to drive improvements

### Current and future impact

- June and July audit show improvement across all areas, trajectory expected to continue

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# Improvement in the percentage of abandoned calls on secondary lines

## Actions in progress

- Review of all question sets to reduce call handling time
- STRA performance supervisor role being progressed to allow dedicated call handling performance monitoring
- Review of shift patterns and working hours to meet increased demand and improve performance
- Review of incident free text to improve efficiency
- 13 x staff recruited awaiting vetting
- SOH IHUB anticipated go live currently Oct 22

## Timescale for impact

- Question set review complete
- Trail shift changes are now BAU
- Unprecedented increase in demand has lessened visibility of impact to date.
- New staff will take time to vet, and train - impact likely to take 6 + months
- SOH IHUB will reduce duplication and create capacity upon delivery.

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# Medium term actions

- Best practice forces identified and engaged
- Demand Hub resolution centre project launch to link to SOM
- Kent Demand resolution pilot being explored for Cambs approach to reduce demand onto front line and improvement customer service through timely response to non urgent calls
- Review of partner demand which can be diverted to other agencies

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# Areas For Improvement

## Investigating Crime

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# AFI's Investigating Crime

1. The force should make sure investigation plans are created when applicable, with supervisory oversight ensuring that all investigative opportunities are taken.
2. The force needs to make sure that the requirements of the Victims' Code of Practice are complied with.
3. The force should make sure that an auditable record of the decision of the victim and their reasons for withdrawal of support or wishes for an out of court disposal or caution are fully documented. The force should make sure it documents whether evidence-led prosecutions have been considered in all cases.

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# Intervention / Improvement Plan

Head of Crime leads the plan and is predicated on 4 key elements:

1. Expectations
2. Support
3. Scrutiny
4. Review



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# Expectations - Key Activity

- ✓ Building on already previous articulated expectations
- ✓ CC Messaging in drop ins and presentations
- ✓ ACC Briefings to Sgts, Insp & CI
- ✓ Head of Crime monthly bulletin post CSDG - consistent message
- ✓ PDR Entry for supervisors
- ✓ E- Book mandatory supervisory review
- ✓ Supervisory expectations one page document at all levels created
- ✓ Articulation around what a good review looks like briefed to Sgts via DCIs in 121 interactions
- ✓ Key principles of investigation and improvement created by DCI's and DI's

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# Support - Key Activity

- ✓ VCT / SCT re model and moving towards co location
- ✓ 10 additional VCT Sgt from STRA 2022
- ✓ Supt away day to workshop crime standards as a collective issue
- ✓ Uplift and review of VCT supervision levels
- ✓ VCT training days held covering crime standards and proportionate investigation
- ✓ Floorwalkers in place ( from all departments force wide) - assisting with VCT primarily – Peer support
- ✓ Streamlined previously complex IVNA ( 27 questions ) to 7 questions – more user friendly
- ✓ Specific training / briefing around IVNA / Victim & Witness Hub
- ✓ Documents streamlined - refreshed E Book and supervisory expectations are only key docs - nothing else.
- ✓ Visibility drop ins / sgt workshops held by HOC
- ✓ 121 briefing with sgt by DCI / DI Standards & Assurance
- ✓ Individual feedback based on audit results

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# Scrutiny - Key Activity

- ✓ Audit regime in place to track specific areas of HMICFRS focus
- ✓ Audit regime mirrors HMICFRS methodology but with larger samples
- ✓ Monthly Audits report directly into Head of Crime via CSDG and then to ACC in FPB
- ✓ Audit able to be broken down to departmental areas in order to give focussed feedback
- ✓ Individual feedback given by DCI Standards & Assurance

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# Key Areas of Audit Results

	IAP	Quality Supv review	IVNA	Good Victim Care	
HMIC	75%	63%	75%	78%	
June	85%	83%	70%	90%	
July	88%	73%	92%	88%	

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# Summary

- Improvements can be seen in key areas, yet recognition there is more to do
- Audits show PVP & SCT (more experienced) better rates of compliance
- Good victim care and updates evident
- Area of weakness/ focus needed is volume crime
- 8 ➤ Need to help create capacity with high demand / volume
- This will help create consistency rather than fluctuations of compliance

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