



Cambridgeshire
Police & Crime
Commissioner

PERFORMANCE WORKING GROUP

APPROVED MINUTES

Date: Thursday 8th October 2015

Time: 11.00

Location: OPCC Office, Cambourne

Present:

Sir Graham Bright	Police and Crime Commissioner
Dorothy Gregson	Chief Executive, Cambridgeshire Office of the Police and Crime Commissioner
Andy Hebb	Temporary Assistant Chief Constable, Cambridgeshire Constabulary
Sue Ratcliffe	Head of Performance, Cambridgeshire Constabulary
Cristina Strood	Head of Policy and Performance, Cambridgeshire Office of the Police and Crime Commissioner
Howard Thackray	Business Manager, Cambridgeshire Office of the Police and Crime Commissioner

1. Apologies

No apologies were received

2. Welcome and minutes

2.1 The Group approved the minutes of the meeting of 18th August 2015.

2.2 It was agreed that, where appropriate, issues could be picked up through the programme of thematic reports being considered by the Business Coordination Board. The Constabulary would share their Performance Board agenda plan to inform the forward programme.

3. Performance Issues

3.1 The group discussed performance issues related to the following:

101 secondary Call Handling Performance

- 3.2 The Temporary Assistant Chief Constable (“T/ACC”) informed the group that 94% of the calls were being initially answered within 30 seconds. However, there had been no overall change in secondary call handling performance. This was, in part due to issues around recruitment. Currently there were 13 vacancies, analysis of those leaving had not indicated there was an issue with the team. 7 successful candidates were in the system waiting to go through vetting before they could take up their posts. The vetting is being prioritised for these posts. Once in post there would of course also be a period of training. A further recruitment drive was scheduled to start mid-October to recruit staff into the remaining 6 posts. The Commissioner emphasised the need to be sensitive to the priority of the issue and asked about the role of police officers in call handling.
- 3.3 It was confirmed that QueueBuster had been implemented and is making an impact. The Constabulary were seeking to maximise the use of software to predict and resource peaks.
- 3.4 The Group acknowledged the challenges being posed by secondary call handling and the commitment shown by the Constabulary to address these.

Operation Delivery

- 3.5 T/ACC informed the Group that the Constabulary had undertaken analysis of demand versus resources which was almost complete.

Increase in Recorded Crime

- 3.6 The Commissioner questioned the Constabulary on whether the increase in recorded crime signified an increase in actual violence or confirmation of the improvements in national crime recording standards. T/ACC commented that the Constabulary had been focusing on the administrative compliance, as required by the National Crime Recording Standards (NCRS) and that this was largely the reason for the increase. This reflected the national picture. There had been an increase in robberies, largely in Peterborough. The Constabulary is working to address this including the launch of a robbery plan and knife amnesty.

Domestic Abuse

- 3.7 The T/ACC reassured the group that where there is an immediate risk to the victim, the graded response reflects this and performance remains acceptable; where the risk is less immediate response performance can be challenging, however reassurance can be taken from the immediate sharing of information with partners thus facilitating an appropriate partnership response.

Prosecution Possible Outcomes

- 3.8 There was still an issue with formal outcomes. While the Constabulary had a clear focus on vulnerability there were also issues with outcomes for domestic abuse, violence and burglary. The Chief Constable had communicated a clear focus on burglary as part of the vulnerability agenda. A Constabulary response was being

drawn together through a Burglary Action Plan, a Steering Group and an Investigations Scrutiny Group.

Burglary

- 3.9 With the exception of Cambridge, which has seen an increase, the numbers of burglary has remained static across the County. The Commissioner commented that he is keen to see the Constabulary attending burglaries promptly.

Victim Satisfaction

- 3.10 Victim satisfaction continues to be high, and comparable to or higher than peers. Recent variations would be monitored. The Commissioner asked about the impact of the Victims' Hub on victim satisfaction. The Commissioner was informed that the methodology for the Victim Satisfaction Survey was defined by the Home Office and restricted contact with vulnerable victims which means that not all victims who have received support from the hub would be covered by the survey.

Domestic abuse

- 3.11 Following the recent HMIC inspection immediate actions had been put in place by the Head of the Public Protection Department and an end to end review of the Constabulary's response to domestic abuse responses was due shortly. The Commissioner was clear that in his view body-worn cameras should play a significant part in domestic abuse responses. The T/ACC reassured the Commissioner about the availability of body-worn cameras. The action plan would be overseen by the new Safeguarding Steering Group which would provide strong governance.

Offender profile

- 3.12 The Commissioner queried the offender profile of those entering custody. T/ACC commented that the overall number in custody had gone down year on year as a result of the appointments system and out of court disposal mechanisms. The number of foreign offenders going through custody had remained consistent. There was some impact from illegal immigration but immigration were now better at picking up illegal immigrants.

Knife crime

- 3.13 There has been an increase in knife crime in Peterborough. The Commissioner was informed that the Constabulary was working with partners through a robbery strategy and work in schools to support young people in understanding the consequences of carrying a knife. A knife amnesty in Peterborough was also coming into effect. The Commissioner queried whether more could be done to stop knives being carried in the first place.

Cybercrime

- 3.14 The Commissioner expressed his concerns about the impact of Cybercrime. The Commissioner stressed the need for the public to be vigilant and the importance of education to prevent this type of crime. T/ACC informed the group that plans are still in progress to recruit to an educational post within the newly created cyber unit.

4 Out of Court Disposals

4.1 The Commissioner was informed that the Out of Court Disposals Scrutiny Group would be taking place later that day. With an independent Chair and the involvement of judicial partners this group was an important aspect of the governance arrangements. Responsibilities included examining cases to ensure the action taken was appropriate in the circumstances. National pilots were currently underway on streamlining the range of out of court disposals. The Commissioner had commissioned a paper to be considered by the Business Coordination Board. The Commissioner requested that this should include a clear narrative to help the public to understand the role of out of courts disposals and how they are being applied.

5. Local Crime data

5.1 The Constabulary confirmed that Community Safety Partnerships have self-service access to detailed performance data.

6. Next meeting scheduled for 17th November in Cambourne.



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Sir Graham Bright