



PERFORMANCE WORKING GROUP

APPROVED MINUTES

Date: Tuesday 17th November 2015

Time: 11.00

Location: OPCC Office, Cambourne

Present:

Sir Graham Bright	Police and Crime Commissioner
Andy Hebb	Temporary Assistant Chief Constable, Cambridgeshire Constabulary
Sue Ratcliffe	Head of Performance, Cambridgeshire Constabulary
Cristina Stood	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 10th October 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:

Demand vs. resource analysis

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3.2 The Temporary Assistant Chief Constable (“T/ACC”) confirmed that the Constabulary have undertaken analysis of demand vs resource in order to confirm where the pressures on services are and use this analysis to reallocate resources as necessary. This analysis confirmed that previous decisions to increase resources to areas such as Public Protection were appropriate as these areas are those now facing increased demand. There were pressures on immediate and prompt responses to calls. The T/ACC also noted the work being undertaken regionally on issues such as Child Sexual Exploitation and Modern Slavery, in light of the revised Strategic Policing Requirement.

3.3 Future demand is more difficult to predict. This analysis will feed into the strategic needs assessment process to help align priorities and resources. The College of Policing had recognised the challenges of getting a true picture of demand, not just crime incidents.

3.3 The Commissioner was pleased this analysis had been undertaken and recognised the pressures and how these were being managed.

Dwelling Burglary

3.4 The Commissioner sought an update in light of the Chief Constable’s commitment to tackling burglary and the launch of Operation Hunter which combines a focus on prevention and catching and putting offenders before the courts. The T/ACC confirmed that the Constabulary had made some significant arrests which should have a positive impact on burglaries in Cambridge. The Commissioner welcomed the launch of Operation Hunter and asked to be kept informed with progress.

Theft Offences

3.5 In the context of trend of reduced theft offences, there has been an increase in making off without payment, this crime is most prevalent in petrol stations. There are a number of preventative initiatives undertaken both nationally and locally, including Automatic Number Plate Recognition. The T/ACC reassured the group that a process for managing such incidents was in place between the industry and Constabulary. On shoplifting, work continued with Business Against Crime but there had been a year on year reduction of 3%. This would need to be monitored alongside the focus on burglary.

Prosecution possible outcome rates and Out of Court Disposals

3.6 The T/ACC confirmed that the Constabulary is focusing on tackling criminality, recognising that prosecution possible outcomes have been low.

3.7 The T/ACC reassured the Commissioner of the independent oversight of the handling of Out of Court Disposals, through the Out of Court Disposals Scrutiny Panel. The Constabulary also ensured that the level of Out of Court Disposals were in line with the Constabulary’s Most Similar Group of Forces. It was noted that national pilots are underway to reduce the range of Out of Court Disposals to conditional cautions and community resolutions.

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- 3.8 The proposed changes to the Crown Prosecution Service areas were discussed. The Commissioner would be able to discuss issues relating to prosecution with the Chief Crown Prosecutor.

101 secondary call handling

- 3.8 999 call handling response time remained strong. The ongoing challenges with 101 secondary call handling were recognised. The T/ACC confirmed that ten new members of staff for the contact centre were being trained and a further six are waiting to go through vetting. October was a very busy month with regards to the number of call received and this compounded with staff receiving Athena training. Performance improved in the latter half of the month.

Violent Crime

- 3.9 Violent crime is a Home Office definition, the Constabulary have split the measure down into with/without injury to better understand the issues. The Commissioner would work with the APCC to seek to refine the definition.

Sexual Offences

- 3.10 Victims increasingly have the confidence to report sexual offences. Historic sexual offences (where the offence took place over 28 days beforehand) currently account for approximately 47% of all cases. This brings additional complexities in terms of investigative opportunities and resources.

Anti-Social Behaviour

- 3.10 The T/ACC confirmed levels of satisfaction regards to ASB were good. Incidents had reduced in the last quarter and resident's perception that ASB is high level of ASB in their area was very low. This has been helped by good partnership working.

Victim Satisfaction

- 3.11 It was confirmed that victim satisfaction was still high, despite a slight decrease in victim satisfaction. To help address this the Constabulary are looking to improve messaging to victims as this is one of the key drivers to achieving good victim satisfaction. The Constabulary's Head of Performance confirmed that the in following Home Office guidance, vulnerable victims are not surveyed and this would therefore not include victims dealt with via the Victims Hub. The hub had received very positive feedback from the victims that had been supported by it.

Levels of Recorded Crime

- 3.12 The Constabulary continue to closely monitor the crime profile and national trends. The T/ACC confirmed that the profile in Cambridgeshire was in line with national trends. It was possible that increases in levels of recorded crime were starting to level off. Hidden demand such as cyber crime would continue to have an impact on levels of recorded crime.

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4. Next meeting scheduled for 26th January in Cambourne.

A handwritten signature in blue ink, appearing to be 'G. Bright', written over a horizontal dotted line.

Sir Graham Bright