



Creating a safer  
**Cambridgeshire**

**To:** Business Coordination Board

**From:** Chief Constable

**Date:** 13 September 2018

## **PERFORMANCE UPDATE – 12 months to June 2018**

### **1. Purpose**

1.1 The purpose of this paper is to provide an update to the Business Co-ordination Board (“the Board”) on the Constabulary’s performance against strategic themes identified in the Commissioner’s Police and Crime Plan.

### **2. Recommendation**

2.1 The Board is invited to note the contents of this report.

### **3. Background**

3.1 On the 23rd of May, Cambridgeshire Constabulary went live with the new crime recording system, Athena. This system replaces previous systems for recording crime, intelligence, investigations, custody and defendant management. Athena is a multi-force system and currently there are 7 forces live on Athena. They are: Essex, Norfolk, Suffolk, West Mercia, Warwickshire, Bedfordshire, and Hertfordshire. It is a multi-force system and allows data to be visible to other forces such as Norfolk & Suffolk. Athena will be a key tool in managing investigations across all business areas involved in crime, public protection and Anti-Social Behaviour investigations.

3.2 The implementation of Athena is likely to bring challenges to the force in the coming months and will take time to adjust to. One challenge that Athena brings is data quality, as with any new system it takes time for changes and new processes to be embedded and therefore as the Constabulary goes through this transition period there are likely to be issues with data quality. This was seen by other Constabularies which went live with Athena and other forces reported data quality issues for several months post Athena going live. Therefore it was decided that crime data would not be reported due to the potential data quality issues.

3.3 This is the first report since Athena has gone live and therefore performance data is limited in some areas, due to the rebuilding of management information, development in the understanding of the system and data quality. This report should be considered alongside the “Police and Crime Commissioner Performance Update June 2018” document which includes a range of performance data.

#### **4. National Context**

4.1 Nationally, crime has increased (+13% year ending March 2018); this is partially due to the effective implementation of increased crime recording standards. However, there are some genuine increases in crime in categories which are thought to be well recorded by the police, e.g., vehicle related theft and burglary<sup>1</sup>.

#### **5. Cambridgeshire Context**

5.1 In response to rising crime trends seen nationally and locally, the Constabulary instigated a series of monthly Days of Action from January 2018 in order to tackle specific issues. These days focused on crime prevention, outstanding suspects and burglary. This included tagging 750 bikes, hosting 5 community crime prevention workshops and tackling 50 outstanding suspects in 24 hours. The action around burglary also helped to bring at least 70 charges to prolific suspects and helped to show signs of improvement within the detection rates. Throughout January, there was also a focus on domestic abuse, with dedicated teams carrying out strategic plans to tackle outstanding suspects.

5.2 On the 30th April, Cambridgeshire Constabulary implemented a new Local Policing Model which enabled the Constabulary to allocate adequate resources to manage high risk areas identified within the community. This also helped to enable the police to better manage demand and improve the service provided to victims of crime. The additional officers that the Local Policing Model introduced, have not yet began their duties. The Constabulary is still adjusting to the new ways of working and this change in system and staffing structures will likely take time to embed.

#### **6. Victims**

6.1 Positive feedback from survey respondents continues to reflect the level of professionalism in the service and support being offered to victims of crime. There are ongoing challenges around managing expectations of follow-up contact which is evident in victims’ comments. This is driving the overall reduction in levels of satisfaction with service delivery, falling from 84.8% of victims<sup>2</sup> been at least fairly satisfied in the 12 months ending June 2017 to 80.2% in the year ending June 2018. In particular, some victims have felt let down by the follow up care, with only 69.5% being at least fairly satisfied with follow up treatment.

6.2 For victims of hate crime the rolling 12 month satisfaction rate for service delivery has increased from 72.6% in June 2017 to 77.1% in June 2018. This is driven by an increase in satisfaction with treatment received by the victim and the actions the police took. However victims of hate crime have also felt let down with follow up care as satisfaction has fallen from 73.4% in June 2017 to 65.6% in June 2018. The Force has recently completed an internal ‘Readiness Review’ into hate crime, which will be used to improve service delivery.

6.3 The Force is continuing to respond to emerging issues through the implementation of strategic and tactical plans, with clear messaging from Chief Officers through Operation Nadal. This operation has previously been implemented to support officers in periods of high demand

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<sup>1</sup> Crime in England and Wales: Year ending March 2018 (ONS)

<sup>2</sup> Excludes victims of hate crime

over the summer, with increasing workload pressures and has been adapted to include the transition across to Athena.

## **7. Community**

- 7.1 The Force receives a higher demand from 101 calls, with at least twice the volume of non-emergency than emergency calls each month. Usage of online reporting methods continues to increase, showing an encouraging movement from the public to opt for online first; supporting channel shift activity.
- 7.2 The Constabulary has seen a 4.4% (+5,344 calls) increase in the demand from emergency 999 calls compared to year ending June 2017. This was driven by increased demand throughout January and December. Although there has been an increase in calls, 95.6% of all 999 calls were answered within 10 seconds for year ending June 2018 which is higher than the previous year, when it was 93.1%.
- 7.3 Demand from non-emergency 101 calls has fallen by 7.8% when comparing year ending June 2018 to year ending June 2017. 94.8% of all calls were answered within 30 seconds which is higher than the previous year when it was 93.9%.
- 7.4 The overall number of incidents that the Constabulary recorded has fallen by 15.8% when comparing year ending June 2018 to year ending June 2017. This is due to a change in force control room policy from August 2017, where the call handlers no longer log incidents which are for non-police matters.
- 7.5 The proportion of incidents which have a mental health marker has remained comparable to the previous year with 5.6% of all incidents (around 807 incidents a month). This is compared to 5.1% of all incidents for the 12 months ending June 2017.
- 7.6 There continues to be a long term reduction in the number of ASB incidents recorded in Cambridgeshire, with a 26.5% (-6,450) reduction in the year ending June 2018 compared to the year ending June 2017, with peaks seen across the summer months. ASB incidents classed as 'personal' and 'environmental' have seen the largest percentage change drop in recorded incidents.
- 7.7 Over the last 12 months the Policing in Cambridgeshire survey has found that 24.7% of all people surveyed have noticed an increase in crime and anti-social behaviour in their area. This is compared to 18.6% in June 2017. In comparison 5.2% of people surveyed in the 12 months ending June 2018 had noticed a decrease in crime and anti-social behaviour.
- 7.8 The Policing in Cambridgeshire survey also found that 64.4% of people surveyed in the 12 months ending June 2018 agreed that Cambridgeshire Police are dealing with the things that matter to local communities compared to 74.8% in June 2017. This is in comparison to the national crime survey of England and Wales where it's estimated that 59%<sup>3</sup> of people in England and Wales believe the Police deal with local concerns.

## **8. Transformation**

- 8.1 Sickness rates for police officers remain comparable at force level with an average of 0.8 days lost per officer per month (albeit with area and departmental variations). Police staff sickness rates also remain comparable at Force level with the average number of working days lost to sickness remaining at 0.8 days per person.

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<sup>3</sup> Table 1: Perceptions of the local police including confidence intervals, year ending March 2018 CSEW from Office of National statistics

- 8.2 At the end of June 2018 there were 218 Specials in the force. In June 2017 there were 231 specials. In the last 12 months the Special Constabulary have contributed almost 53,000 hours of policing activity.
- 8.3 One of the aims of the LPR was to introduce a one-force-approach to the way in which incidents and crimes are managed. Following the LPR, the force has made positive steps towards achieving this.

<b>Contact Officers</b>	Sonia Bowers and Tanya Shepherd Performance Analysts, Cambridgeshire Constabulary
<b>Bibliography</b>	<a href="https://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/bulletins/crimeinenglandandwales/december2017">https://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/bulletins/crimeinenglandandwales/december2017</a>