



Creating a safer  
**Cambridgeshire**

**To:** Business Coordination Board

**From:** Chief Constable

**Date:** 16 March 2021

## **POLICE AND CRIME PLAN – OFFENDERS THEME – CAMBRIDGESHIRE CONSTABULARY WORK TO DELIVER ACTIONS**

### **1. Purpose**

1.1 The purpose of this report is to update the Business Coordination Board (the “Board”) on the Offenders pillar of the Police and Crime Plan (the “Plan”) and performance update from Cambridgeshire Constabulary (the “Constabulary”).

### **2. Recommendation**

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

### **3. Background**

3.1 The most recent Force Performance Meeting was held on 23<sup>rd</sup> February 2021 and reviewed performance in the 12 months ending January 2021. This report reflects the updates provided to that meeting.

3.2 Alongside an overall review of performance, the report updates on the operational priority in the Corporate Plan which aligns to the Offenders pillar of the Acting Police and Crime Commissioner’s (the “Acting Commissioner”) Plan. This is ‘Combat Acquisitive Crime’, with the focus on Burglary and vehicle crime.

- 3.3 'Increase public satisfaction' is a second operational priority monitored this month as per the forward agenda plan. Updates on public confidence, call handling, initial response and communication with victims will be integrated, where appropriate, into the relevant performance, department and priority updates.
- 3.4 A force wide offender strategy is being developed by Detective Chief Superintendent Greenhalgh, going live April 2021 and with the overall strategic aims: To ensure the Constabulary work towards both pursue and prevention led approaches that are prioritised towards threat, risk, harm & vulnerability. This Strategy seeks to align policing activity by focusing on the interlinked typologies of offenders by creating a hostile environment for criminals to operate in and through early intervention prevent future offending.
- 3.5 Furthermore, it will involve a tiered approach to criminal sanction using post charge and pre-charge disposals and interventions to ensure an informed approach towards offender management.

#### **4. Performance Headlines**

- 4.1 There were continued signs that national restrictions contributed to demand suppression in January, with 999 and 101 call volumes both below what would be expected at the time of year. With lower volumes to handle, Grade of Service scores improved.
- 4.2 Incident volumes decreased month on month, though similar to those of January 2020. It is worth noting however, that around 60 of the average 393/day this January were Covid-19 breach reports, so non-Covid related demand was lower this January than in 2020.
- 4.3 The median time to respond to immediate grade incidents remained stable month on month at 17 minutes. Median time to respond improved from 77 to 69 minutes. Importantly, following recent changes to the deployment to Prompt grade Domestic Incidents significant improvement has been made (reduction from 123 mins to 77 minutes in January). Improvements were seen in several other incident types (including Dwelling Burglary, and Serious Sexual Offences). Each District's overall median prompt response time improved, with the exception of Peterborough which remained stable.
- 4.4 Levels of recorded crime continued to trend downwards, with East Cambs the only district whose 12-month total is currently significantly higher than its 2019/20 year-end benchmark. In East Cambs, while the longer term indicator is higher, recorded crime in each of the last 3 months has been lower than the same month last year.
- 4.5 The long-term indicator for Stalking and Harassment offences continues to trend upwards at both Constabulary and area level. The 12 months to January 2021 saw 29.1% more Stalking and Harassment offences recorded than the 2019/20 financial year. January saw the second highest recorded level of Stalking and Harassment offences (658 compared to 685 in July).
- 4.6 While the rate of increase in Cambridgeshire is higher than other forces, the comparative rate of offending per 1000 population remains lower than both national and regional averages.

- 4.7 Intelligence analysis commissioned to focus on Domestic Abuse will also include analysis of Stalking and Harassment. It is anticipated that this will help to drive our understanding of the harm to victims and how to best safeguard them.
- 4.8 The all crime prosecution possible outcome rate for January rose to 15% relative to 13.6% for December 2020, though lower than 16.5% in January 2020. The rolling 12-month rate remains stable at 13.1%.
- 4.9 Compliance with Victim Care Contracts (VCC) and overdue supervisory reviews both improved month on month in January, both in number and proportion of total. Overall the rate of overdue VCC's improved from 16.5% to 13.9% with improvements seen in a majority of departments, particularly Local North which improved from 18.2% to 10.4% overdue and reduced the number of overdue VCC's by more than half (215 to 107). Local South's rate was stable at 15.0% overdue compared to 15.3% overdue a month earlier, though the number of VCC's overdue did reduce from 220 to 185. Protecting Vulnerable People (PVP) saw variation, with Child Abuse Investigation Safeguarding Unit (CAISU) rate improving but others increased or stable.
- 4.10 Routine Crime Data Integrity audits that revealed some officers have some confusion about whether a crime should be raised if sufficient victim details for person, object, location, event (POLE) data cannot be established. Instruction to officers will reaffirm that if it is believed a crime has occurred, one needs to be raised regardless of how much is known of the victim's details.

**5. Combat Acquisitive Crime Operational Priority**

COMBATING ACQUISITIVE CRIME	Current Month	Jan-20	Jan-19	Jan-18	Current v 1yr avg	Current v 3yr avg	Rolling 12 months	Baseline	Perf v Benchmark
All Crime Outcome Rate	15.0%	16.5%	11.4%	16.5%	Improved	Improved	13.1%	10.8%	Improved
<b>BURGLARY DWELLING</b>									
Recorded Crime	77	225	222	264	Lower	Lower	1,393	2,058	Lower
Prosecution Possible Outcome Rate	39.0%	12.4%	10.8%	6.1%	Improved	Improved	14.4%	11.3%	Improved
Victim satisfaction (whole experience)	95.0%	82.2%	77.9%	86.7%	Improved	Improved	91.0%	86.0%	Improved
<b>THEFT OF MOTOR VEHICLE</b>									
Recorded Crime	56	98	118	95	Lower	Lower	981	1,145	Lower
Prosecution Possible Outcome Rate	5.4%	18.4%	5.1%	7.4%	Deteriorated	Deteriorated	7.5%	7.2%	Comparable

**5.1 Dwelling Burglary**

- 5.1.1 Recognising the successes of the Combat Acquisitive crime plan, it is also clear that the third Covid-19 lockdown in January contributed to the lowest monthly number of Dwelling Burglary incidents since the first lockdown in April.
- 5.1.2 The median time to respond to immediate graded incidents improved from 13 to 10 minutes while prompt grade response performance improved for the fifth consecutive month. The median time to attend dropped to 101 minutes; comparable to 106 minutes in April for a similar number of incidents.
- 5.1.3 Recorded Dwelling Burglary offence numbers continue to decline. January saw 77 dwelling burglary offences; the lowest monthly figure in at least ten years, and 65.8% lower than 225 offences in January 2020. The 12-month total continues to trend increasingly downwards below the year-end benchmark. Both Areas have seen substantial decreases over recent months, South even more so than North.

- 5.1.4 The discrete month outcome rate for January was 39%; the highest monthly rate in over two years due to the combination of a high number of prosecution possible outcomes (30) and the low number of recorded offences. 23 of the 30 prosecution possible outcomes were from North Area. The rolling 12-month prosecution possible outcome rate increased again month on month to 14.4%, significantly higher than the year-end benchmark. The North Area 12-month rate rose substantially from 13.9% to 17.6% while the South Area rate remains stable around its year-end benchmark, currently at 12.0%.
- 5.1.5 Twelve-month victim satisfaction for Burglary victims increased to 91% (n=531), the highest it has been over the last 12 months. Satisfaction with treatment remains stable at 95.1% (n=531) but scores for each other aspect improved, including follow-up, which remains the lowest scoring aspect but in January reached a recent high of 81% (n=531) following a discrete month rate of 90% (n=40).
- 5.1.6 The Combating Acquisitive Crime (CAC) thematic review notes the low levels of Dwelling Burglary over the most recent lockdown period and strong outcome performance, most notably for Dwelling Burglary in the discrete month of January (as in 3.1.4). For the 12 months to November 2020 Cambridgeshire's national position for Dwelling Burglary outcome rate rose to 7<sup>th</sup> from 17<sup>th</sup> in the previous 12 months.
- 5.1.7 Buddi Tags continue to be used on nominals and these are being incorporated into Police bail. North Area has used these on both Robbery and Burglary nominals. This included the suspects for Op Chartwell who had no further recorded offences recorded against them since they were arrested and had their tags fitted. A bid has gone in to obtain further units so they can be used for acquisitive crime across the force. Tags are also being requested at court as part of court bail conditions, if released. Remand applications are being shared with colleagues, including the Continuous Professional Development Units (CPDU), to allow for sharing of good practice.
- 5.1.8 Information Standards Department (ISD) are in discussion with religious establishments, community groups and food banks to have stocks of the crime prevention packs passed to them to help distribute. At the time of writing 300 of the 900 bronze packs had been provided with ISD confident that distributing the remainder is achievable before the end of lockdown. Gold work products (doors and windows) are on order and refurbishment of an old shed block has now been costed – consultation with around 350 members of the community is leading to improved communication and new Neighbourhood Watch (NHW) schemes and resident involvement. To date 74 Gold properties have been identified. The number of silver packs allocated has been more challenging, though ISD expect to reach 100 by the end of the financial year – when assessing properties for silver packs many have been more suitable for the gold level interventions.
- 5.1.9 Between November 2020 and end of January 2021, Designing Out Crime Officers (DOCO's) responded to 156 planning applications. They also continue to work with Cambridge City Council regarding estate improvement works for old housing stock. This involves removing trade buttons and improvements to doors, windows and access control. It creates opportunities to raise awareness about county lines and exploitation. In Peterborough as part of Op Spotlight they are also involved with locations of cuckooing and county lines to raise awareness with partner agencies.

- 5.1.10 Op Aware provides a prevention and pursue element to acquisitive crime offenders. Both areas have had a succession of arrests for individual incidents and crime series. The team scan incidents on a daily basis and are quick to act upon available intelligence or fast track actions. They also use this to identify repeat victims. Both teams regularly use the time allowed within the Police and Criminal Evidence Act (PACE) (including extensions) to complete investigations and to get charging results whilst offenders are in custody. The outcome performance above (s5.1.4) shows just how effective they are at producing results. All members of the Acquisitive Crime Team have a good knowledge of not only the Op Aware cohort, but also other known acquisitive crime offenders in the area.
- 5.1.11 Recent innovations include a current 6 month proof of concept trial of 'Tread match' – this is a digital footwear scanner which is being trialled within custody blocks in Cambridgeshire.
- 5.1.12 The Combat Acquisitive Crime thematic review also lists recent convictions for 12 Burglary offenders, with sentences typically custodial, including several of around 2-3 years for Dwelling Burglaries and one for 8+ years for Aggravated Burglary and other offences.

## **5.2 Vehicle Crime**

- 5.2.1 The combined number of vehicle crime offences (271) recorded in January was the lowest monthly figure in over six years. Recorded Theft of Motor Vehicle offence numbers continued to decrease overall; stable on South and decreasing on North Area. Theft from Motor Vehicle offence numbers were also suppressed but varied by Area.
- 5.2.2 The rolling 12-month prosecution possible outcome rate for all vehicle crime has remained stable in recent months at between 3.4% and 3.7%; with the disparity between North and South rates largely explained by differences in the proportion of vehicle crimes filed with allocation and the underlying solvability factors. The rate is at 3.4% as of January, having lost 0.2ppt month on month.
- 5.2.3 The Combating Acquisitive Crime (CAC) thematic review notes the low levels of vehicle taking offences over the most recent lockdown period, but a higher prosecution possible outcome rate for the April 2020 to January 2021 period than for the same period 12 months earlier. For the 12 months to November 2020, Cambridgeshire's national position for theft of motor vehicles improved to 17<sup>th</sup>, up from 34<sup>th</sup> in the previous 12 months.
- 5.2.4 Operation CAMACHO commenced in May 2019 and was set up to tackle all keyless vehicle thefts across Cambridgeshire. It has largely been resourced by Northern officers as they have two dedicated vehicle crime officers that work within the Acquisitive Crime Team (ACT). This has been a positive step and has seen a number of positive results including Op Bethesda.
- 5.2.5 Operation BETHESDA is a keyless vehicle theft conspiracy investigation that spans across 10 counties where vehicles were being brought to a 'chop shop' in Peterborough. In January two suspects were sentenced for conspiracy to steal 26 motor vehicles across the UK to the value of over £1 million.
- 5.2.6 South Area have now dedicated two Officers to manage organised vehicle crime, mirroring the approach taken on North Area.

5.2.7 The Combat Acquisitive Crime thematic review lists recent convictions for acquisitive offences, including 3 related to Theft of Motor Vehicles; with one suspect sentenced to 4 years for Theft of Motor Vehicles, and two others each sentenced to 4 years and 6 months for conspiracy to steal motor vehicles (Op Bethesda).

**6. Increase Public Satisfaction Operational Priority**

INCREASE PUBLIC SATISFACTION	Current Month	Jan-20	Jan-19	Jan-18	Current v 1yr avg	Current v 3yr avg	Rolling 12 months	Baseline	Perf v Benchmark
999 calls answered within 10 seconds	97.2%	93.9%	95.4%	96.3%	Comparable	Comparable	94.1%	92.6%	Comparable
Non-emergency calls answered within 30 seconds	88.9%	83.7%	90.2%	93.1%	Comparable	Comparable	86.2%	83.3%	Comparable
All immediate grade incidents - median time to respond (mins)	17	18	15	16	Comparable	Comparable	-	-	-
All prompt grade incidents - median time to respond (mins)	69	119	83	72	Improved	Improved	-	-	-
Public Confidence (dealing with local concerns)	66.0%	60.8%	67.6%	62.6%	Improved	Comparable	63.6%	56.4%	Improved
Victim satisfaction (whole experience)	86.9%	74.0%	73.2%	79.8%	Improved	Improved	82.0%	77.2%	Improved
Victim and Witness Hub Referral Rate	19.8%	23.5%	11.3%	-	Comparable	-	19.8%	20.4%	Comparable

**6.1 Public Confidence**

6.1.1 The proportion of respondents who agreed the Constabulary was dealing with the things that matter in their local community rose to 63.6% (n=3,411) and has significantly improved compared to the March 2020 baseline (57.7% n=1,583). As a result of smaller sample sizes, monthly confidence rates fluctuate – with confidence in January 66% (n=338).

6.1.2 Perception of crime and anti-social behaviour was at a recent low in January, with both the discrete month and the rolling 12-month total of people who believed crime and anti-social behaviour in their area had increased reaching 12 month lows. In January 14.8% (of n=338) people surveyed said they felt crime and anti-social behaviour in their area had increased, while the 12-month total was down to 21.2% (n=3,411). Similarly, public perception of crime and anti-social behaviour showed improvements. The proportion that believed crime and an anti-social behaviour had increased fell to 21.2% (n=3,411) for the 12 months to end of January.

**6.2 Communication with Victims**

6.2.1 86.9% (n=107) of victims of crime surveyed in January were at least fairly satisfied with overall service delivery; the highest discrete monthly rate since March. The rolling 12 month rate continued to trend upwards, increasing to 82.0% (n = 1,330).

6.2.2 While follow-up remains the most challenging aspect of service delivery, satisfaction with follow up improved 12 month rate improved by 2ppt to 71.9% (n=1,330) – the highest it has been in the last 12 months. Other aspects continue to be scored higher, and each also saw improvements.

**7. Recommendation**

7.1 The Board is recommended to note the contents of this report.

## BIBLIOGRAPHY

<b>Source Documents</b>	Police and Crime Plan <a href="https://www.cambridgeshire-pcc.gov.uk/police-crime-plan/">https://www.cambridgeshire-pcc.gov.uk/police-crime-plan/</a> Cambridgeshire Constabulary Corporate Plan 2020/21 <a href="https://www.cambs.police.uk/assets/PDFs/About/Transparency/AboutUs-OurForce-Corporate-plan-2020-21.pdf">https://www.cambs.police.uk/assets/PDFs/About/Transparency/AboutUs-OurForce-Corporate-plan-2020-21.pdf</a>
<b>Contact Officer</b>	Neil Stacey, Strategic Analysis Manager, Organisational Improvement Centre, Cambridgeshire Constabulary