



Creating a safer  
**Cambridgeshire**

**To:** Business Coordination Board

**From:** Chief Constable

**Date:** 26 May 2021

## **CAMBRIDGESHIRE CONSTABULARY PERFORMANCE REPORT**

### **1. Purpose**

1.1 The purpose of this report is to update the Business Coordination Board (the "Board") on Cambridgeshire Constabulary's (the "Constabulary") performance over the last 12 months.

### **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 20<sup>th</sup> April 2021 and reviewed performance in the 12 months ending March 2021. This report reflects the updates provided to that meeting; and is the final report against the 2020/21 Corporate Plan. Subsequent reports will develop alongside the detail of the 2021/22 plan.

3.2 Alongside an overall review of performance, the report updates on the operational priority in the Corporate Plan which aligns to the Victims pillar of the Police and Crime Commissioner's (the "Commissioner") Police and Crime Plan. This is 'Safeguard the

Vulnerable,' with the focus on Domestic Abuse, Child Sexual Abuse and Exploitation, Serious Sexual Offences, Modern Slavery and Human Trafficking and Fraud.

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

- 4.1 75,000 fewer telephone calls (999 and 101) were received in the 12 months ending March 2021 than in the previous financial year, but use of both web chat and online reporting tools increased year on year. While primary call handling performance improved, with higher grades of service for both 999 and 101 calls, and average waiting times holding stable, achieving sustainable reductions in abandonment rates on secondary lines has proved challenging.
- 4.2 Daily call volumes in March were below average for this time of year, but an increase was seen at the end of the month following the easing of lockdown restrictions on 29<sup>th</sup> March. The implications of further increases will require careful monitoring.
- 4.3 As part of ongoing work to better understand the totality of police demand coming into the Demand Hub, a short survey was rolled out to all call handlers on 19<sup>th</sup> April. Aimed at capturing data about the nature of the calls received, the exercise was designed to run for a week, with the results intended to help shape future demand management strategies. A separate strand of demand management work involving the Demand Hub and local supervisors is looking at how to increase the use of appointments, with take up rates variable across the six districts.
- 4.4 Total incident volumes increased by 1.3% year on year, but the underlying grading profile changed, with a higher number and proportion of incidents graded response, and fewer dealt with by scheduled contact. Covid breach reports were a key driver behind the increase in prompt grade demand.
- 4.5 The median time to respond to immediate grade incidents has remained stable over the course of the last 12 months in both policing areas, but there have been notable improvements in prompt grade response performance; evident across all six districts in recent months.
- 4.6 Recorded crime levels decreased by 11.8% year on year, mirroring the direction of travel nationally. While the scale of change differed by district and crime type, East Cambridgeshire was the only district to record an increase. The Force Performance Board (FPB) has asked for a plan to be drawn up for activity over the forthcoming year aimed at understanding and reversing this position.
- 4.7 Stalking and harassment remains the only headline offence group where the long-term indicator has continued to trend upwards during lockdown. In other offence groups where demand has remained high (Domestic Abuse, Drugs Offences), the long-term trend is flat. We expect demand across other crime types to start to increase in the coming weeks and months as lockdown restrictions are further relaxed.
- 4.8 Significant progress has been made over the last 12 months in driving up crime management standards; improving supervisory oversight and Victim Care Contract compliance, and addressing data quality issues around suspect categorisation in order to better understand and manage risk. This remains a key focus going forward in order to achieve greater consistency and sustainability.

4.9 The prosecution possible outcome rate for the 12 months ending March 2021 was 13.0%; significantly higher than the long-term benchmark, with year on year improvements in both North and South policing areas. Out of Court Disposals accounted for one third of all prosecution possible outcomes, a year on year increase which mirrored the national direction of travel; however, increased use of Outcome 22 'Diversionary, Educational or Intervention Activity being undertaken' also evidences ongoing work to find alternative pathways to redress offender behaviour.

4.10 Work has continued over the past 12 months to improve the availability and breadth of management information available to officers and supervisors. Alongside changes to suspect management reports, recent developments also include the ability to drill down further into Stop Search data, with revised dashboards enabling a more detailed level of scrutiny. This will help in identifying opportunities to both learn and improve.

## 5. Safeguarding the Vulnerable

SAFEGUARDING THE VULNERABLE	Current Month	Mar-20	Mar-19	Mar-18	Current v 1yr avg	Current v 3yr avg	Rolling 12 months	Baseline	Perf v Benchmark
All Recorded Crime	4,854	5,283	5,708	4,988	Lower	Lower	59,883	67,882	Lower
<b>DOMESTIC ABUSE</b>									
Recorded Crime	988	917	695	655	Comparable	Higher	12,196	10,660	Higher
Prosecution Possible Outcome Rate	8.2%	14.4%	9.4%	17.6%	Deteriorated	Deteriorated	11.5%	10.3%	Improved
<b>CHILD SEXUAL ABUSE AND EXPLOITATION</b>									
Recorded Crime (CSA)	100	54	58	68	Higher	Higher	843	778	Higher
Prosecution Possible Outcome Rate (CSA)	20.0%	24.1%	17.2%	19.1%	Improved	Improved	19.9%	11.6%	Improved
<b>SERIOUS SEXUAL OFFENCES</b>									
Recorded Crime (All SSOs)	174	128	119	124	Higher	Higher	1,589	1,620	Comparable
Prosecution Possible Outcome Rate (All SSOs)	9.8%	8.6%	7.6%	15.3%	Improved	Improved	8.4%	6.4%	Improved
Recorded Crime (Rape)	83	58	44	61	Higher	Higher	819	777	Higher
Prosecution Possible Outcome Rate (Rape)	8.4%	5.2%	18.2%	3.3%	Improved	Improved	7.0%	3.5%	Improved
<b>MODERN SLAVERY AND HUMAN TRAFFICKING</b>									
Recorded Crime	3	2	5	1	Comparable	Comparable	91	68	Higher
<b>FRAUD</b>									
Non Crime Investigations	49	64	60	-	Lower	-	715	962	-

### 5.1 Domestic Abuse

5.1.1 The median time to respond to immediate graded incidents remained stable in March. Median response times for prompt graded incidents increased month on month but remain an improvement compared to earlier in the year and the same time last year. This improvement is likely to have been driven by increased levels of daily scrutiny, both locally and in the Demand Hub, aimed at addressing the challenges which have typically impacted on the ability to resource these types of incidents, as well as minimising the delays between the call being received and the incident being transferred for dispatch. Additional response performance data is also now available at two weekly intervals.

5.1.2 A significantly higher number of Domestic Abuse crimes were recorded in the 12 months ending March 2021 than in the previous 12 month period. However, the long-term trend is now flat, with the number of crimes recorded in four of the last six months comparable to the same month the previous year.

- 5.1.3 The rolling 12 month prosecution possible outcome rate decreased by 0.5ppt month on month, with the discrete month rate (8.2%) at a 12 month low. However, at 11.5% the long-term rate was significantly higher than the year end benchmark, with improvements across both North and South policing areas.
- 5.1.4 Work is ongoing to ensure that the Domestic Abuse, Stalking and Honour Based Violence (DASH) risk assessment is being recorded on the crime record in a way which supports automated data capture. A new comms plan is being designed to support this, with the new Vulnerability Focus Desks also able to offer assistance in determining classification.
- 5.1.5 Use of Domestic Violence Protection Notices (DVPNs) continues to improve, and is being endorsed by the courts. 54 applications were made to Superintendents in the 12 months ending March 2021; more than double the number made in the previous 12 month period.
- 5.1.6 Referrals to Domestic Abuse (DA) Alliance also continue to offer additional safeguarding for victims, with 1,444 referrals made through the WeProtect App in the last six months. Increased use of bail rather than releasing suspects under investigation further highlights the focus on safeguarding.

## **5.2 Child Abuse and Child Exploitation**

- 5.2.1 A significantly higher number of Child Sexual Abuse crimes were recorded in the 12 months ending March 2021 compared to the previous financial year; at both Constabulary and Area level. 100 crimes were recorded in March alone, the highest number ever recorded in a single month.
- 5.2.2 The rolling 12 month prosecution possible outcome rate for Child Sexual Abuse remains significantly higher than the year end benchmark at 19.9%, with the recent long-term trend stable.
- 5.2.3 In response to media reporting, peer on peer sexual abuse within educational settings is being tracked and assessed through Op Siegmund, with partner agencies engaged. As part of their national coordination role, Op Hydrant are also in the process of developing a national plan, alongside key stakeholders and other colleagues. A data return has been requested from all forces detailing crimes that have been reported since 1 March 2021 in order to better understand any increase in reporting. This includes offences occurring at state schools, private/independent schools, and further and higher educational settings such as colleges and universities.
- 5.2.4 184 missing children reports were raised in March; the highest single month total since November 2020. The number of those children who suffer harm whilst missing continues to trend upwards.

## **5.3 Serious Sexual Offences**

- 5.3.1 The number of Serious Sexual Offences recorded in the 12 months ending March 2021 was comparable to the year end benchmark. However, the number of recorded offences last month was higher than the same month in each of the previous two years; halting the recent downward trend in the long-term indicator. It is anticipated that offences will further increase as lockdown restrictions ease; following a pattern seen after the first national lockdown.

- 5.3.2 The long-term indicator for recorded rape was significantly higher than the year end benchmark.
- 5.3.3 Intelligence analysts have now completed a Serious Sexual Offences problem profile which will provide an enhanced demographic and geographical overview. Further partnership engagement work with universities and third sector groups will assist with the design of a comms strategy which is both victim and suspect orientated. A regional version of the national Joint Action Plan is also now in place.
- 5.3.4 The rolling 12 month prosecution possible outcome rate for all Serious Sexual Offences continued to improve, increasing to 8.4%. The rolling 12 month rate for rape, while prone to greater fluctuation, also continued to trend upwards, increasing to 7.0%.

**5.4 Modern Slavery**

- 5.4.1 A total of 91 Modern Slavery offences were recorded in the 12 months ending March 2021; significantly higher than the previous financial year. The long-term prosecution possible outcome rate was also significantly improved compared to the year end benchmark, increasing to 11.1%.
- 5.4.2 Fewer N200 reports (incident of modern slavery under the National Referral Mechanism) were raised in the 12 months ending March 2021 than in the previous financial year. The number of intelligence items also fell year on year (-18.5%, 66 reports), however, an increased number of intelligence submissions have been made in each of the last two months.

**5.5 Fraud**

- 5.5.1 739 non-crime fraud investigations were raised in the last 12 months; significantly lower than the 955 raised in the year ending March 2020, with the long-term trend downwards. This is a combination of referrals received from the National Fraud Intelligence Bureau (NFIB) for investigation locally, and calls for service which are reported directly to the Constabulary and then referred to Action Fraud. It is the reduction in the number of calls for service which is driving the decline.
- 5.5.2 There has been a notable increase in the number of victims of fraud referred to the Victim and Witness Hub for support in the last three months. Of the total number referred over the past year, 276 were accepted for support; double the 139 victims who received support in the year ending March 2020.
- 5.5.3 Intelligence continues to be reviewed in relation to a scam linked to coronavirus government payments, with liaison with other forces and national partners.

**6. Recommendation**

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

**BIBLIOGRAPHY**

<b>Source Document(s)</b>	
<b>Contact Officer(s)</b>	Neil Stacey, Strategic Analysis Manager, Organisational Improvement Centre, Cambridgeshire Constabulary