

PEEL REPORT 2022

OPCC 11th July

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PEEL Report Gradings

Outstanding	Good	Adequate	Requires improvement	Inadequate
	Recording data about crime	Preventing crime	Investigating crime	
	Protecting vulnerable people	Treatment of the public	Responding to the public	
	Developing a positive workplace	Managing offenders		
	Good use of resources			

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HMICFRS highlighted four areas of innovative practice within the Constabulary

CAMSTRA

Vulnerability
Focus Desks

Sharing info with
partners

Pause Point



Areas For Improvement

Responding to the Public

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The force needs to attend calls for service in line with its published attendance times and make sure that victims are fully updated when delays occur

The force needs to make sure that call takers give appropriate advice on preserving evidence and crime prevention

The constabulary needs to improve how it conducts and records THRIVE assessments

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Responding to the Public

Summary Position

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- 999 calls increased to highest levels seen in 8 years. 101 calls were stable, increasing 2.4% on previous year but were 17% lower than pre covid levels.
- New digital desk has created additional call demand (approx. 220k messages reviewed per year.)
- Grade of service was 90.1% (999 calls answered in less than 10 seconds)
- Grade of service was 83.8% (101 calls in less than 30 seconds)
- Both 999 and 101 call Grade of services were down on the previous year but both ahead of the nationally agreed targets of 90% and 80%
- Secondary abandonments on incident line averaged 31.5%
- Secondary abandonments on crime reporting line averaged 21.3%

Current establishment vs strength

- Current police staff establishment - 95 FTE
- Current strength - 87.3 FTE
- 9 x staff members currently undertaking 999 and 101 training
- 7 x staff awaiting crime training to enable to record crime on Athena - planned next 3 months
- Staff vacancies - assessment centres held w/c 4th, I/V's planned 8th - 11th July
- PC vacancies - 3 x Call Handling and 7 x FCR. Significant recruitment challenges to fill posts causing adverse impact on Demand Hub performance as 10 x PC's form 5% of establishment

Average call back times on queue buster

Month	Requests received	Average queue time
Apr 22	2175	39:18
May 22	2535	33:06
June 22	2178	40:45

Public line

(reporting non emergency incidents)

Month	Requests received	Average queue time
Apr 22	511	46:15
May 22	445	40:00
June 22	440	01:02:06

Crime line

(reporting crimes that do not need attendance)

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Responding to the Public

The way ahead

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- 2022/23 'Delivery Plan' has been produced which follows the recommendations of PEEL
- Supported by an audit schedule to monitor and evaluate improvements
- Activity underway to ensure THRIVE, secondary abandonments and attending calls within agreed timescales including training and obtaining best practice from high performing forces
- STORM drop down menus subject of review to simplify question sets to help gather information more efficiently and reduce handling times





Demand Hub – Delivery Plan 2022-2023

Creating a safer Cambridgeshire by preventing crime and building trust within our communities, safeguarding the vulnerable, tackling criminality, delivering high quality service through efficient use of resources by working as one team



PRIORITY	Increase public satisfaction, responding appropriately and improving communication					
FOCUS	Improving public confidence	Maintaining call handling times	Timeliness of initial response	Improving communication with victims	Improving visibility and accessibility	
AIMS	To what extent does the Constabulary provide a professional appropriate, and timely response to calls for service, maintaining handling times in line with its advertised service level agreements?	To what extent does the Constabulary provide a choice of appropriate contact channels to engage with the public and manage them in a professional and timely manner?	To what extent does the Force attend incidents in a timely manner, with the appropriate risk-based use of resources to effectively meet demand?	To what extent does the Constabulary ensure that communication with victims and witnesses is maintained throughout the initial phase, reducing delays on secondary lines and keeping people updated?	How does the Constabulary ensure that it learns and embeds best practice from other Forces to improve its service for victims and witnesses?	
STRATEGIC MEASURES	<ul style="list-style-type: none"> • 90% of 999 calls answered within 10 seconds • 80% of 101 calls answered within 30 seconds • <5% Secondary abandonment rate • Increased use of online services • Median time taken to attend 'Immediate' grade incidents <15 minutes • Median time taken to attend 'Priority' grade incidents <60 minutes • Median time taken to attend 'Prompt' grade incidents <240 minutes 					
GOVERNANCE	Demand Hub Management and Supervision		Demand Hub SLT Performance Meeting		Force Performance Board	



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- Demand Management Strategic Group chaired by CI to focus upon:
 - Switchboard efficiency
 - IMU contact with public
 - Nuisance/hoax/high demand callers
 - Completing work when other agencies should do so
- Continued focus towards reducing IMU calls through introduction of VCOP and implementation of policy around welfare check incidents
- July's performance – first month our 999 performance as reported by BT will match Cambs own records as result of updated and aligned processes specifically removal of 6 second delay to improve National League Table position



	Type of Report	% of all reports	Reports	Daily Average
1	Crime	69%	2028	65
2	Intel	14%	410	13
3	Anti-social Driving (with video)	4%	115	4
4	Anti-social Driving (without video)	0%	13	0
5	RTC (Non injury)	7%	205	7
6	RTC (Injury)	2%	47	2
7	CTC Search	1%	34	1
8	CTC Request	1%	40	1
9	Clare's Law	1%	36	1

Online Reporting has increased by **2%** compared to June 2021 and is **8%** above the 12 month average

Crime reporting has risen **262%** compared to June 2021 and is **53%** above the 12 month average

Focused work to encourage use of online reporting to improve capacity to assist with secondary abandonments

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Areas For Improvement

Investigating Crime

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The force should make sure that investigation plans are created when needed, with supervisory oversight ensuring all investigative opportunities are taken

The force should make sure that an auditable record of the decision of the victim and their reasons for withdrawal of support or wishes for an out-of-court disposal or caution are fully documented. It should make sure it documents whether evidence-led prosecutions have been considered in all cases

The force needs to make sure that the requirements of the Code of Practice for Victims of Crime are complied with

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Investigating Crime

The way ahead

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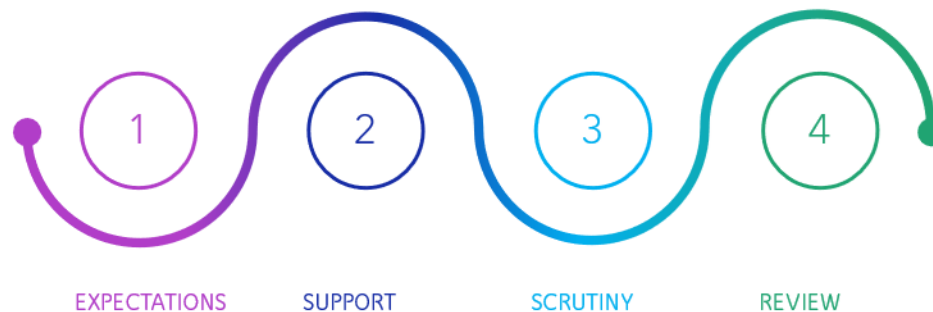
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- Former Response Investigations Team has been restructured to form a Volume Crime Team within CID bringing additional investigative oversight
- Additional VCT investigative supervisory resources being explored through CAMSTRA
- Introduction of North and South dedicated Standards and Assurance 2 DCIs & 2 DIs focussing upon investigative standards.
- A revised Crime Standards Intervention Plan (April-December) has been produced by DCS Greenhalgh, Head of Crime including:
 - Additional DI and DS resources now temporarily assigned for 3 - month period to support VCTs through reviewing crimes and 'floorwalking role' to review and reduce crime queues

CRIME STANDARDS INTERVENTION



Crime Standards Intervention Plan (April-December)

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- Introduction of Strategic Performance Board chaired by CC includes oversight of crime investigation performance
- P&P Sherlock Week 40 crime training and Continuous Professional Development Unit now provide:
 - Dedicated DCs and Tradecraft officers to support local policing teams
 - Detective training programme
 - Cambs have risen from 37th out of 43 nationally to 15th out of 43 for positive outcomes

- May 2021 - HMICFRS Victim Service Assessment carried in excess of 150 crimes

- Feb 2022 - Assurance and Standards carried out extensive review against double original sample size and found improvements namely:

• Initial Action Plan present	May 2021	63%	Feb 22	79%
• Victims Code of Practice being adherence	May 2021	88%	Feb 22	94%
• Initial Victim Needs Assessment	May 2021	25%	Feb 22	84%