

To: Cambridgeshire Police Authority

From: Chief Constable

Date: 29th June 2010

PROGRESS TOWARDS IMPROVING CONFIDENCE

1. Purpose

- 1.1 To provide an update of activity in the last year impacting on public confidence in Cambridgeshire.

2. Force Meeting Structure Changes

- 2.1 The Force meeting structure relating to delivering confidence has changed along with the framework aligned to the Building Confidence Delivery Plan; this plan reflects the Local Policing Plan 2010/2013 and the Public Confidence Route Map.
- 2.2 Meetings will continue to take place but at BCU level rather than Force level. The meetings will take over the review of performance against the Policing Pledge, quality assurance checks and tactical delivery issues. Organisational learning from this will be fed into the Building Confidence Delivery Group (BCDG).

3. Policing Pledge Point Update

3.1 Pledge Point 1

Always treat you fairly with dignity and respect ensuring you have fair access to our services at a time that is reasonable and suitable for you.

The Enquiry Office action plan (following conclusion of the Quest work) is ongoing and the public has been consulted about opening hours. TV information screens have been installed at each front counter and these will be used for corporate messages.

SMS texting for deaf and hard of hearing is now available to users registered with Police Service Centre.

The Policing Pledge has been widely marketed by the Force using all available media and marketing outlets.

Pledge Point 2

Provide you with information so you know who your dedicated Neighbourhood Policing Team is, where they are based, how to contact them and how to work with them.

eCops messages – Marketing and Media now filter all eCops messages drafted by Neighbourhood teams (NHTs) for appropriateness, context and spelling.

Pledge Point 3

Ensure your Neighbourhood Policing Team and other police patrols are visible and on your patch at times when they will be most effective and when you tell us you most need them. We will ensure your team are not taken away from neighbourhood business more than is absolutely necessary. They will spend at least 80% of their time visibly working in your neighbourhood, tackling your priorities. Staff turnover will be minimised.

Each NHT consistently hits their target of working at least 80% of their duties on their neighbourhood (NH).

An abstraction policy and procedure has been put in place which outlines the expectations of the commitment needed for Officers in NH roles.

Pledge Point 4

Respond to every message directed to your Neighbourhood Policing Team within 24 hours and, where necessary, provide a more detailed response as soon as we can.

The email and eCops process for contacting NHTs has been streamlined making contact and response quicker and easier.

Pledge Point 5

Aim to answer 999 calls within 10 seconds, deploying to emergencies immediately giving an estimated time of arrival, getting to you safely, and as quickly as possible. In urban areas, we will aim to get to you within 15 minutes and in rural areas within 20 minutes.

In May 2010 90.6% of 999 calls were answered within an average of 6 seconds, this compares to 85.5% in the same period in 2009.

The Force Control Room produces a daily report outlining statistics for incident and appointment management along with any learning opportunities. This is then used in BCU daily management meetings.

Pledge Point 6

Answer all non-emergency calls promptly. If attendance is needed, send a patrol giving you an estimated time of arrival, and:

- **If you are vulnerable or upset aim to be with you within 60 minutes.**
- **If you are calling about an issue that we have agreed with your community will be a neighbourhood priority (listed below) and attendance is required, we will aim to be with you within 60 minutes.**
- **Alternatively, if appropriate, we will make an appointment to see you at a time that fits in with your life and within 48 hours.**
- **If agreed that attendance is not necessary we will give you advice, answer your questions and / or put you in touch with someone who can help.**

In April 2010 1583 incidents were graded as requiring a pledge response of within 60 minutes, of these 89.3% were attended within that time. This compares to 310 incidents in 2009 where only 60% were attended within 60 minutes.

The Central BCU has been piloting 'call ahead' prior to attending incidents, to establish a rapport. The Market Research Team is surveying those who have received this service to evaluate its impact on confidence and satisfaction.

The Force has developed and enhanced the identification of repeat victims of ASB at first call.

84% of the public who make an appointment have it set within 48 hours of their call.

Pledge Point 7

Arrange regular public meetings to agree your priorities, at least once a month, giving you a chance to meet your local team with other members of your community. These will include opportunities such as surgeries, street briefings and mobile police station visits which will be arranged to meet local needs and requirements. Your local arrangements can be found below

Monthly engagement meetings take place on each NHT area and these are advertised on the website and via eCops.

Seeking views on local issues is done using several methods, including street surveying, ecops and feedback from local confidence surveying.

Pledge Point 8

Provide monthly updates on progress, and on local crime and policing issues. This will include the provision of crime maps, information on specific crimes and what happened to those brought to justice, details of what action we and our partners are taking to make your neighbourhood safer and information on how your force is performing

Partnership working with council and probation officers at NH level in Peterborough is informing and co-ordinating activity on Community Payback locally. This will be taken forward county wide.

A National Indicator 21 (Dealing with local concerns (agencies) group is led by the County Council – the terms of reference for this group relate to how partners communicate joint activity that influences the NI21 Indicator. “Percentage of people who agree that the Police and local Councils are dealing with anti-social behaviour and crime issues that matter in their area”.

An NI16 (Serious acquisitive crime rate) group led by the Constabulary deals in partnership to impact on serious acquisitive crime.

Pledge Point 9

If you have been a victim of crime agree with you how often you would like to be kept informed of progress in your case and for how long. You have the right to be kept informed at least every month if you wish and for as long as is reasonable

A repeat of a Staff Survey around Victim and Witness care was conducted. All areas showed a significant improvement on the results in 2007, Officers are universally aware of Victim and Witness Care contracts.

Around 85% of crimes now record Victim Care Contracts which are agreed by victims with investigating Officers

Pledge Point 10

Acknowledge any dissatisfaction with the service you have received within 24 hours of reporting it to us. To help us fully resolve the matter, discuss with you how it will be handled, give you an opportunity to talk in person to someone about your concerns and agree with you what will be done about them and how quickly

Reports of dissatisfaction are responded to within 24 hours of the report, if via telephone call to the FCR these are supervised by the control room and general trends captured and reviewed by the Professional Standards Department.

Project Respond is in progress which has an objective to develop a Sharepoint database which, amongst other functions will provide co-ordinated tracking and evaluation of dissatisfaction and police complaints.

3. RTC Management

3.1 The management of road traffic collisions moved from a central department to alignment with BCUs Crime Management Unit. This has improved satisfaction steadily from 81% in September 2009 to 83.5% in May 2010 (rolling 12 months data).

4. Recommendation

4.1 The Authority is recommended to note this report as part of its ongoing work to maintain the visibility of the Pledge, within the overall Building Confidence Delivery Plan.

BIBLIOGRAPHY

Source Document (s)	Contact Officer	Location
Building Confidence Delivery Plan.	T/CI Terri Griffin, Citizen Focus Manager x8043	Cambridgeshire Constabulary Hinchingsbrooke Park, Huntingdon, Cambs, PE29 6NP.
<p>Originating OfficerT/CI Terri Griffin.....</p> <p>Is it considered that this report contains 'exempt information' and should be considered in private? NO</p> <p>If the answer is "YES", please state the nature of the exempt information and the relevant clause in Part 1 of revised Schedule 12A to the Local Government Act 1972.</p> <p>.....</p> <p>The attached report has been cleared with the undermentioned Officers: (delete as appropriate)</p> <p>Chief Executive/Chief Constable/Treasurer</p> <p>Others</p> <p>Submitted on16th June 2010</p> <p>A report will not be sent to the Authority unless this box has been satisfactorily completed and all necessary consultation carried out - the responsibility for which rests with the originator (except for consultation with the Chairman and this will be undertaken by the Chief Executive).</p>		