

**Nottinghamshire
Police and Crime Plan
2021 – 2025**



Consultation Draft

November 2021

FOREWORD

A SAFER NOTTINGHAMSHIRE

I have great pleasure in introducing my first Police and Crime Plan for Nottinghamshire and, in doing so, setting a clear direction for policing, victim services and crime reduction over the next four years.

This plan has been informed by evidence of the issues that are impacting upon or are likely to impact upon Nottinghamshire during my term in office – having reviewed local and national threat assessments, feedback from professionals and practitioners and of course, listening carefully to the views and concerns of local residents and victims.

I am confident that this plan reflects those issues and concerns. It is an ambitious plan that is unapologetically tough on crime and has the needs of victims and communities at its heart. It is my vision that by the end of my term in office there will be fewer victims, greater trust and confidence in the police and criminal justice system and a stronger and more resilient network of services supporting victims to cope and recover from harm. My plan, therefore, centres on three simple objectives:-

Preventing crime and protecting people from harm
Responding efficiently and effectively to community needs and
Supporting victims and survivors, witnesses and communities

In meeting these objectives, I am committed to a priority focus on the issues that we know are causing the greatest harm and concern to our communities – including serious violence, domestic and sexual abuse and neighbourhood priorities such as anti-social behaviour, speeding and rural crime.

I will work to ensure that we have the resources we need to tackle these problems – ensuring that police officer numbers continue to rise, we continue to increase our efficiency and effectiveness and we distribute our resources fairly on the basis of where they are needed most.

But to deliver this plan, I need your help. I need our communities to get involved – our partner agencies to embed these objectives in their own plans and strategies and service users to work with us to help shape the services they receive. Whoever you are and wherever you live in Nottinghamshire, this is your plan.

Let us work together to **Make Notts Safe**.



NOTTINGHAMSHIRE
POLICE & CRIME
COMMISSIONER

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Introduction

About the Police and Crime Commissioner

Police and Crime Commissioners (PCCs) were first introduced across England and Wales in 2012 as part of the Police Reform and Social Responsibility Act 2011. Whilst their role is evolving, PCCs are primarily responsible for setting the strategic direction of their police force, holding the Chief Constable to account for delivering against the public's priorities, and securing efficient and effective policing services. PCCs represent and are accountable to the communities they serve and have a duty to obtain the views of local people and victims in particular, in setting their four year plan.

About the Police and Crime Plan

Police and Crime Commissioners (PCCs) have a statutory duty¹ to issue a Police and Crime Plan for their force area. The plan must set out the Commissioner's police and crime objectives for their term in office and details of the resources that the Commissioner is to make available to support crime and disorder reduction, or help victims and witnesses of crime and ASB.

This plan sets the strategic direction for crime and policing services across Nottingham and Nottinghamshire for the 2021 to March 2025 period. It has been developed and informed by evidence of local need and a programme of extensive consultation and engagement with communities, partner agencies and other stakeholders during 2021.

The Police and Crime Plan is underpinned by a wide range of products and supporting information, which include the:-

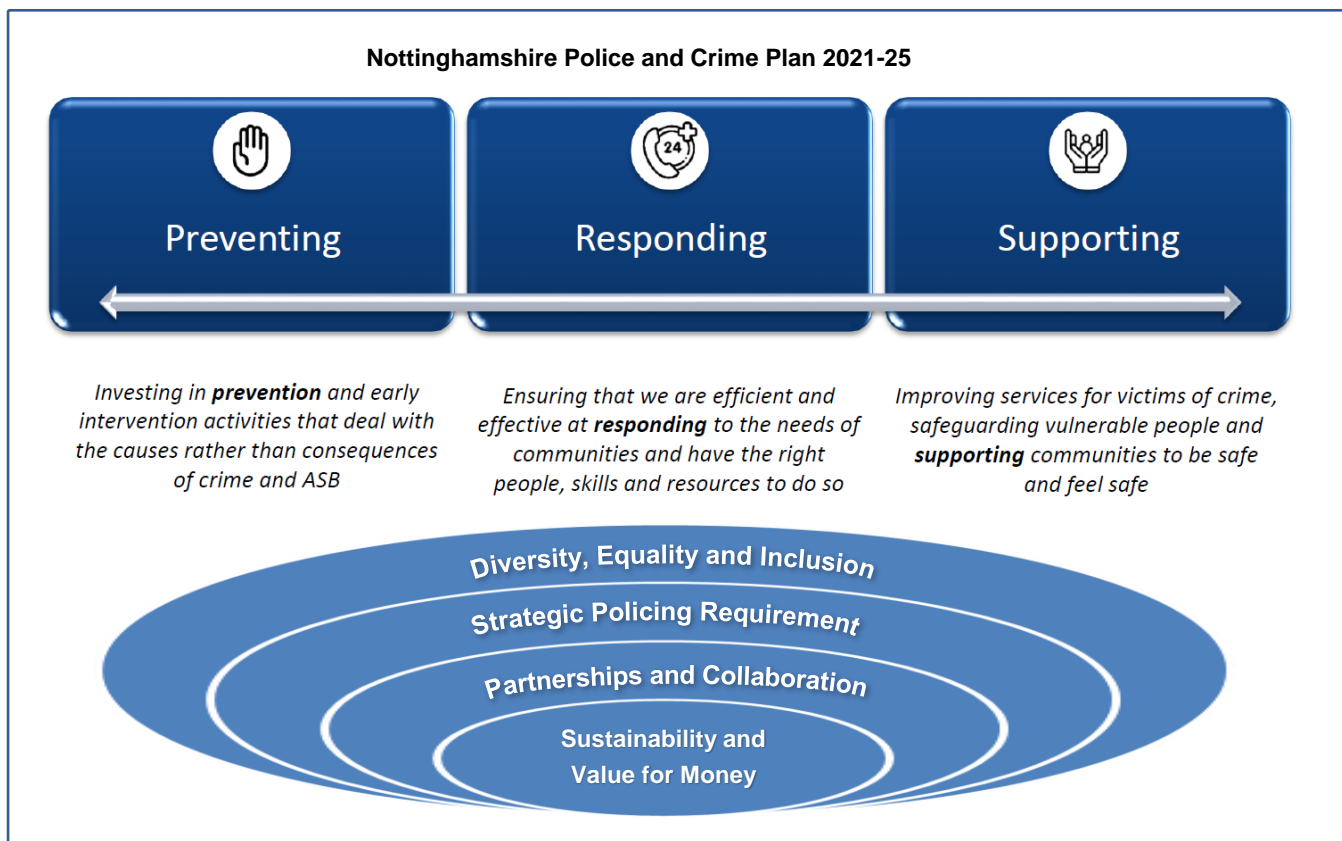
- [Nottinghamshire Police and Crime Needs Assessment](#): An annual assessment which provides an overview of the main issues, risks and threats that are likely to impact upon crime community safety and criminal justice over the next four years. The Assessment is used to inform the development of the Police and Crime Plan and annual delivery plans and can be found [here](#)
- [Annual Police and Crime Delivery Plan](#): Annual plan which sets out specific actions and objectives for the financial year aligned to the strategic Police and Crime Plan and annual budget setting process. The latest annual delivery plan can be found [here](#)
- [Quarterly Performance and Insight report](#): Bespoke performance report which tracks a range of key indicators linked to the police and crime plan on a quarterly basis and helps to identify and respond to emerging areas of risk. The latest Performance and Insight report can be found [here](#)
- [Commissioner's Annual Report](#): Provides an annual overview of progress made in delivering the Police and Crime Plan. PCCs have a statutory duty to publish an annual report under the Police Reform and Social Responsibility Act 2011. The latest Annual Report can be found [here](#)

You can find further details of the wide range of interdependent plans and strategies that support this plan on page 29.

¹ [Police Reform and Social Responsibility Act 2011](#)

My commitment to you

As your Police and Crime Commissioner, I want to work with you to **Make Notts Safe**. This plan sets out my objectives and priorities for 2021-25 against which a range of police and partnership activity will be undertaken. My three core objectives are: **preventing** crime and protecting people from harm; **responding** efficiently and effectively to community needs and; **supporting** victims and survivors, witnesses and communities to be safe and feel safe.



Across each of these areas, my plan includes a priority focus on the following issues:-

- Serious violence and knife crime
- Violence against women and girls
- Neighbourhood crimes, including burglary, vehicle crime, robbery and rural crime
- Other high harm offences such as slavery, exploitation and abuse

I am also committed to fulfilling my responsibilities to:-

- Promote equal opportunities and community cohesion between diverse communities and work to eliminate discrimination and harassment
- Have regard to the national priorities for policing set by the Home Secretary, which include terrorism, serious and organised crime, cyber-crime and child sexual exploitation
- Have regard to the need to safeguard and promote the welfare of children
- Achieve value for money and keep collaboration opportunities for policing under review
- Support changes in policy and practice that help to reduce our carbon footprint and enable our buildings, fleet and workforce to become more energy efficient.

A word from the Chief Constable

It is our unstinting duty to deliver the very best policing service we can on behalf of the public of Nottinghamshire, whilst balancing our local and national priorities.

This ambitious plan, set out by the Police and Crime Commissioner will help us build on our successes, strengthening local policing, tackling crime and preventing harm. We will unapologetically seek the relentless disruption of serious and organised crime. We will continue to support and refer victims whilst safeguarding the vulnerable.

My strategic priorities of delivering a service that works for local people, engaged communities and being an employer of choice will help deliver this plan alongside my other legal responsibilities. To deliver a service that works for local people we will continue to bolster our local policing structure where neighbourhoods are policed by local officers from a local police base as we focus upon neighbourhood crime.

To deliver engaged communities we will protect our diverse communities, we will continue to actively listen and engage. We will continue to develop and improve the ways in which you can contact us whether by phone, online or in person. Whether you are based in a city, town or village, in person, online or travelling through, we will strive to understand your issues and concerns. Importantly, we will then take proportionate action.

At the core of our policing service is a clear focus on catching criminals - with prevention and deterrence at the heart. By building our enforcement capability and working collaboratively with other forces and agencies, we are better equipped to successfully disrupt and tackle serious and organised crime. By relentlessly pursuing dangerous criminals and dismantling more county lines, we will make Nottinghamshire even safer.

Investment in Nottinghamshire Police, both through the national police recruitment programme and council tax increases, has strengthened local policing, boosting a number of frontline teams. More officers, PCSOs and volunteers for neighbourhood teams have enabled us to deliver an ever better, more accessible service to communities, preventing crime, safeguarding the most vulnerable and tackling anti-social behaviour. We will also continue to prioritise preventative approaches that divert people of all ages away from crime with our priority on children and young people, a key tenet of this Police and Crime Plan.

The nature and complexity of the crimes that we deal with continues to change, which is why we have invested in more specialist posts to tackle online and serious organised crime. We must balance addressing the visible impact of crime such as anti-social behaviour and burglary with tackling the often hidden impact of organised crime or crimes committed behind closed doors, such as domestic and sexual abuse, which can lead to great harm and vulnerability.

We will only meet these combined challenges if we continue to build trust and confidence with our communities. We police by consent, and we will continue to focus on providing the most efficient and effective service we can with the resources we have available. We continue to attract an increasingly diverse number of new police officers, staff, and volunteers. Our reputation and legitimacy have augmented considerably. This plan will support the further development of employee capability and serve to attract more talent as we continue to grow.

We will always work hard to get the basics right, building a visible, proactive service that protects our communities by taking the fight back to the criminal.

I look forward to working with you to keep Nottinghamshire safe.



Chief Constable Craig Guildford.

Our organisational priorities:

- Engage our communities
- Create a service that works for local people
- Become an employer of choice

Our PROUD Values:

- **Professional:** Being professional is about having pride in what we do and inspiring confidence by delivering clear standards of service.
- **Respect for all:** Having respect for all is about valuing people as individuals and treating people as they want to be treated.
- **One team:** One team is about working together, rather than in silos, and valuing the contributions others can make.
- **Utmost integrity, trust and honesty:** Demonstrating utmost integrity, trust and honesty is about being accountable, and doing what we say we'll do.
- **Doing it differently:** Doing it differently is about being prepared to challenge the status quo and never being afraid to try something new.

1. Preventing crime and protecting people from harm

Prevention and early intervention is my number one priority. We know that by dealing with the causes rather than consequences of crime, we can save lives, save money and help break the cycle of victimisation and offending in our communities.

I want to work with partner agencies to strengthen prevention opportunities at every level – reducing the risk of crime in neighbourhoods and online, supporting targeted work with ‘at risk’ groups and robustly managing offenders whilst working to tackle the factors that drive them to reoffend.

In particular, I will prioritise activity and interventions that help us to prevent:-

- Neighbourhood crimes, such as burglary, vehicle crime, robbery and rural crime
- Serious violence and knife crime
- Violence against women and girls
- Other high harm offences such slavery, exploitation and fraud affecting vulnerable victims

I am committed to:-

1A. Making our streets, villages, towns and city safer

We want our neighbourhoods and public spaces to be safe, vibrant and welcoming places for all. Locality-based projects such as the ‘Safer Streets’ programme and ‘Operation Guardian’ in the night time economy are helping to ensure that this is the case, but I know that we can do much more.

I want to further increase safety and feelings of safety across Nottinghamshire – particularly among women and girls, and in areas where the risk of serious violence and priority neighbourhood crimes are greatest. I want to build on our learning from successful projects and other evidence of what works².

I will:-

- ✓ Continue to work with partners to maximise funding opportunities for **locality-based crime prevention** initiatives that help to ‘design out’ crime in the built environment, create a greater deterrence to offending and make it harder for criminals to target vulnerable people and places
- ✓ Launch a dedicated £100,000 crime prevention fund for initiatives to increase neighbourhood safety and **feelings of safety** in vulnerable and hotspot locations across Nottinghamshire
- ✓ Invest £400,000 from the Late Night Levy to support partnership prevention activity in the city’s **night time economy**, sustain ‘Operation Guardian’ and develop new initiatives to increase safety and feelings of safety among women and girls

² [Safer Streets Crime Prevention Toolkit 2021](#), College of Policing, 2021

1B. Steering vulnerable young people away from crime and harm

Activity to protect and divert vulnerable young people from crime and harm has come under increasing pressure over recent years impacted by the Covid-19 pandemic, budgetary pressures and changing crime trends. We need to act now to strengthen and better co-ordinate our efforts in this important area.

I want to build upon the good partnership work taking place across Nottinghamshire to ensure that we identify young people at risk at the earliest possible stage and develop whole-system solutions to address that risk part of a long-term Public Health approach. I want to focus in particular on those at risk of knife crime, serious violence, abuse and exploitation and improving outcomes for children in care.

I will:-

- ✓ *Commission a range of interventions to help children and young people to reduce their risk of being impacted by **serious violence**, including education, diversion, mentoring, outreach and therapeutic support. I will introduce and embed a Youth Charter and develop a youth work programme to ensure consistent, high quality standards of **youth work** across Nottinghamshire*
- ✓ *Invest over £1,500,000 in **custody-based diversion** for young people and further enhance the suite of out of court disposal options available to tackle the underlying causes of early onset offending*
- ✓ *Work with Violence Reduction Unit to promote **contextual safeguarding** and trauma-informed practice across Nottinghamshire in order to better understand the contextual factors that lead to victimisation and offending among young people*

1C. Preventing Violence Against Women and Girls

I fully support our ambition to end violence against women and girls and the devastating impact it has on women, girls, families and communities. This involves prevention at every level – from long term programmes of behavioural change to our immediate safeguarding and public protection interventions.

I will work with partners at every level to tackle the factors that lead to gender based violence and work with partner agencies to better protect potential victims and survivors from harm.

I will:-

- ✓ *Work with local authority partners to ensure all primary schools in Nottinghamshire are offered specialist **healthy relationship programmes** which include issues such as consent, coercive and controlling behaviour, violence and abuse and technologically-assisted harmful sexual behaviour*
- ✓ *Work with local authority partners to ensure that secondary school age young people at risk of harm and harming have access to appropriate healthy relationship programmes*
- ✓ *Support ongoing improvements in the use of Domestic Violence Protection **Orders and Notices** and the Domestic Violence **Disclosure** Scheme (Claire's Law), and implement recommendations from the independent evaluation of our Domestic Violence Perpetrator Programme*

1D. Improving our approach to reducing reoffending

To prevent crime and protect people from harm, we need an approach that balances tough enforcement with effective rehabilitation. I want to work closely with the police, criminal justice partners and local communities to strengthen our approach to reducing reoffending and turning people's lives around.

I will ensure that we are effective in tackling the drivers of offending behaviour, with a particular focus on serious acquisitive offenders; serious sexual and other dangerous offenders; perpetrators of domestic abuse and stalking, and people in the criminal justice system with substance misuse and mental health related needs.

I will:-

- ✓ *Continue to strengthen governance and oversight of partnership activity to **reduce reoffending** via the Reducing Reoffending Board and work with the National Probation Service to explore further opportunities for joint commissioning, particularly in relation to training, employment and unpaid work*
- ✓ *Invest over £2,600,000 into local drug treatment services for offenders across Nottinghamshire, increase referrals into **drug treatment** services through 'test on arrest' and new and innovative approaches to addressing substance misuse-related needs, and work with criminal justice partners to maximise the use of Drug Rehabilitation and Alcohol Treatment requirements where appropriate*
- ✓ *Maximise opportunities to ensure the effective monitoring and management of offenders through the use of new **technology** and curfew, location and sobriety **tagging**, where necessary and appropriate*

Resources

The following funding streams will directly support the delivery of my police and crime plan ambitions for preventing crime and protecting people from harm during the lifecycle of my plan:-

- *Community Safety Grant*
- *Violence Reduction Unit core funding*
- *Safer Streets Programme and dedicated local Crime Prevention Fund*
- *'Make Notts Safe' Fund to enable delivery of community-led crime prevention initiatives*
- *Criminal justice substance misuse services funding (Community Safety Grant)*
- *Domestic and Sexual Violence Prevention Funding (Community Safety Grant)*
- *Late Night Levy*
- *Youth Intervention Fund*

Key performance indicators

My plan sets a number of performance ambitions for Nottinghamshire. These include ambitions to:-

- Reduce 'neighbourhood crimes' such as burglary, vehicle crime and robbery
- Improve feelings of safety in within local neighbourhoods
- Reduce levels of serious violence and overall 'crime harm'
- Maintain reductions in first time entrants into the Youth Justice System
- Reduce levels of repeat offending – in terms of both individuals reoffending and crimes committed

2. Responding efficiently and effectively to local needs

We know what drives public trust and confidence in the police – quite simply, our residents want high quality neighbourhood policing and a service that is visible, accessible and effective in responding to the needs of their community.

Our neighbourhood-based 'Operation Reacher' teams provide an excellent example of the progress we are making in this area - but with the right resources and closer partnership working - we can do much more. I want to continue to invest in neighbourhood policing and explore new technology and innovation that will help us become more visible in your community and more effective in policing the 'digital beat'.

In particular, I will prioritise the following key areas:-

- Police call handling and response
- Issues of greatest community concern, such as road safety, ASB and rural crime
- Serious and organised criminality and other high harm offending
- Ensuring our neighbourhood policing offer increases public confidence and feelings of safety

I am committed to:-

2A. Enabling officers to be visible, accessible and responsive in our neighbourhoods

I will work with central government, the police and partner agencies to further strengthen front line capacity across Nottinghamshire and improve the way in which communities are engaged and kept informed of what is being done to tackle crime anti-social behaviour in their area.

My plan aims to ensure that we become more responsive to the needs of individuals and communities, with a particular focus on: investing in front line policing, providing a quality service in terms of call handling and response and effectively managing demand on our services – including non-crime demand such as mental health-related incidents and missing persons.

I will:-

- ✓ *Work with central government to secure additional resources for crime and policing in Nottinghamshire through bids for funding and lobbying to ensure that the area receives its fair share of resources. I will continue to invest in **neighbourhood policing** and work with partner agencies to identify and respond to crime and community safety issues in priority locations*
- ✓ *Further develop our local **communication and engagement** strategies to improve the quality of engagement with local communities and ensure that our frontline officers and staff are visible, accessible and responsive in your area*
- ✓ *Ensure that Nottinghamshire Police maintains strong performance in terms of **call handling and response** times and improve the transparency of our reporting in this area*
- ✓ *Support further improvements in the identification and management of **multiple and complex needs** in the delivery of our services, particularly in responding to mental health related needs as part of a trauma informed approach. This includes an ongoing commitment to custody based liaison and diversion services and street triage*

2B. Improving our capacity, capability and effectiveness in policing the digital beat

The profile of crime and victimisation is changing rapidly, accelerated by the impact of the Coronavirus pandemic. As new technology is developed and more activity takes place on line, we must continue to adapt our ways of working to ensure we are effective in policing the digital beat.

I will:-

- ✓ *Continue to explore opportunities to extend our **digital reach** and make digital engagement with communities easier, more accessible and more consistent*
- ✓ *Continue to improve our response to crimes committed or facilitated online. This will include work to expand the force's **digital media investigation** team to enable better outcomes for victims of online crime*
- ✓ *Increase the capacity of **digital policing** teams to recover evidence and actionable intelligence in the response to serious and organised crime, rape and serious sexual offences and child sexual abuse and exploitation*
- ✓ *Work with local, regional and national partners to promote a range of practical crime prevention tools and materials to help residents and businesses to better protect themselves from **fraud** and work with the police and partners to ensure a clear and consistent approach to victim support*

2C. Improving our understanding of and response to issues of greatest community concern

The crime and community safety issues affecting our communities are many and varied and as such, need to be tackled at a neighbourhood level. I am committed to ensuring that police and partner agencies understand these issues and are working with you to address them as part of a joined up problem solving approach.

I want to ensure that we are effective in responding to the issues of greatest concern to you and your community, with a particular focus on tackling anti-social behaviour, road safety, drug related activity, rural crime and crimes affecting our rural communities. I also want to ensure that the voices and concerns of minority, marginalised and lesser heard communities are heard and addressed.

I will:-

- ✓ *Support neighbourhood level **problem solving approaches** through existing CSP structures and police tasking arrangements and review take up, awareness and use of the Community Trigger process as a means of bringing agencies together to tackle long standing ASB issues*
- ✓ *Establish an **Anti-social Behaviour Taskforce** that will work to increase public confidence in the response to ASB, increase levels of reporting, improve the consistency and co-ordination of activity and work with partners to make the best use of our collective tools and powers*
- ✓ *Support continued development of the **Operation Reacher** programme and explore opportunities to expand Nottinghamshire's **road policing team** to help ensure our roads are safe. I will report regularly on the outcomes that these teams achieve.*
- ✓ *Improve **early intervention** in the response to anti-social behaviour and hate crime in Nottinghamshire. This will include measures to improve the way we identify and respond to escalating risks, raise awareness of available interventions and referral pathways and ensure a continued commitment to tackling misogyny hate crime in Nottinghamshire.*

Tackling rural crime in Nottinghamshire

I know that rural crime is a huge issue affecting some of our most vulnerable and isolated communities – and one that so often goes overlooked. As part of my plan I am taking steps to ‘level up’ our response to rural crime – with a view to improving criminal justice outcomes, public confidence and satisfaction, community intelligence and our shared understanding of the impact these offences have on local residents.

As part of my plan, I will:-

- ✓ *Develop a process to improve our **engagement** with rural communities and work to support and strengthen local partnerships. This will include convening an annual rural crime summit to identify emerging issues and review our progress*
- ✓ *Improve our processes for **recording and reporting** on specific rural crimes³, such as farm machinery theft, fuel theft, fly tipping, poaching, livestock offences and equine crime – and for recording and reporting on crimes and ASB affecting rural communities more generally*
- ✓ *Improve our **awareness and understanding** of the impact of rural crime and explore options to provide an enhanced response to the most adversely affected victims of crime in rural communities where appropriate, including those affected by serious and organised criminality*
- ✓ *Improve **trust and confidence** to report victimisation and the perception that action will be taken as a result by working with partners such as the Fire and Rescue Service to provide visible and high profile rural crime interventions and providing £80,000 to bolster our rural crime offer through the provision of additional resources and equipment.*

³ As defined by the NPCC Rural Affairs Strategy

2D. Creating a hostile environment for those causing greatest harm to communities, particularly in tackling serious and organised crime

I promised a plan that would be unapologetically tough on crime. I am fully committed to working with the police and criminal justice partners to ensure that we identify more perpetrators and bring them to justice – relentlessly pursuing those that cause the greatest harm to our communities.

My plan aims to ensure that we take robust action in tackling those that cause the greatest harm to communities, with a particular focus on those exploiting children and vulnerable adults through criminal, labour and sexual exploitation, domestic servitude and human trafficking. I also want to ensure that we are effective in tackling serious organised acquisitive crime affecting rural and urban communities and high harm economic crime where vulnerable people are targeted.

I will:-

- ✓ *Support partnership efforts to disrupt, dismantle and destroy Organised Crime Groups operating within and impacting upon Nottinghamshire – particularly through the development of local **organised crime partnership response plans** and strategies*
- ✓ *Continue to invest in the force's **Serious and Organised Crime Unit** and support partnership work to relentlessly disrupt drugs supply, criminal use and supply of firearms, economic and cybercrime, modern slavery, organised immigration crime and county lines drugs trafficking and exploitation. I will also hold the Regional and Organised Crime Unit to account for performance and delivery in Nottinghamshire, ensuring focus, fairness and value for money*
- ✓ *Support further investment in expanding the use of **Automatic Number Plate Recognition (ANPR)** technology across the county to stop criminal use of the road network and improve our response to county lines drugs trafficking*

Resources

The following funding streams will directly support the delivery of my police and crime plan ambitions for responding efficiently and effectively to local needs during the lifecycle of my plan:-:-

- Operation Uplift and investment into Operation Reacher and Operation Guardian policing teams
- Make Notts Safe Fund
- Asset Recovery Incentivisation Scheme
- Transforming Forensics Programme
- National Cyber Security Build Project
- Community Safety Grant

Key indicators

My plan sets a number of performance ambitions for Nottinghamshire. These include ambitions to:-

- Increase public confidence in and satisfaction with the police
- Increase in residents feeling that the police are visible and accessible in their area
- Increase officer workforce strength and the number of officers in visible front line roles
- Increase in residents feeling that police are responding to issues of greatest community concern
- Increase criminal asset applications and recovery

3. Supporting victims, survivors, witnesses and communities

I am passionate about our work to protect, support and empower victims, survivors and witnesses in Nottinghamshire. We are performing well, but I know that we can do better. I want to ensure that we have a strong, resilient and reachable network of support services that are among the best in the country at helping victims and survivors to cope with and recover from the impact of crime.

I am committed to strengthening our victim support services, expanding their reach and accessibility and ensuring that victims and survivors receive the high quality personalised support that they want and deserve. I also want offer more opportunities for victims to shape the services that they receive and hold agencies to account for improving outcomes for victims and witnesses within the criminal justice system.

In particular, I will prioritise the following key areas of support:-

- Ensuring a whole-systems approach to tackling violence against women and girls
- Supporting victims and survivors of modern slavery and exploitation
- Safeguarding vulnerable, repeat and enhanced victims of crime as defined by the Victim's Code
- Improving our Victim CARE service and establishing a new Restorative Nottinghamshire service

I am committed to:-

3A. Further improving services and outcomes for victims of crime and anti-social behaviour

I will continue to invest in high quality victim support services, giving victims and survivors a greater say over the services they receive and working closely with partner agencies to provide more integrated support as part of a truly victim-centred approach.

My plan aims to deliver a step change in the way we support victims, share information and intelligence and provide timely, consistent and joined up feedback on the actions we are taking. I am particularly keen to explore opportunities to expand the reach of victim services into under-represented and rural communities and develop clearer pathways of support in areas such as fraud and modern slavery.

I will:-

- ✓ *Continue to improve outcomes for those accessing local victim support services, particularly in enabling them to better recover from harm and cope with everyday life. I will develop and implement formal **quality assurance arrangements** for all victim support services*
- ✓ *Refresh and deliver Nottinghamshire's Violence Against Women and Girls Strategy, continue to co-commission efficient, joined up and high quality **domestic and sexual abuse support** services and work with the Government to increase **sustainable funding for charities** and organisations working to tackle violence against women and girls*
- ✓ *Improve the reach, accessibility and take up of the **Victim CARE service** in Nottinghamshire, working with victims to co-produce support services and work with partners to improve the consistency of support for victims of fraud*
- ✓ *Work with partners to improve local support services for victims of **slavery and exploitation**, particularly in providing safe spaces for potential victims of modern slavery prior to entering the National Referral Mechanism*

3B. Improve victims' and witnesses' experience of the criminal justice system

Victim and witness experiences of the justice system have suffered over recent years, compounded by the Coronavirus pandemic, capacity constraints and a backlog of cases in the Magistrates and Crown Courts. But I am confident that, together, we can drive significant improvements in this area.

As part of my plan, I want to improve our oversight and understanding of the issues impacting on the criminal justice system in Nottinghamshire and work with the police and partners to make better use of technology, improve the speed of investigations and quality of case files and make greater use of police-led prosecutions where in the public interest to ensure that justice is delivered. This will include a particular focus on improving criminal justice outcomes for rape and other serious sexual offences.

I will:-

- ✓ *Improve the oversight and accountability of local criminal justice arrangements by establishing Nottinghamshire's own **Local Criminal Justice Assurance Board**. This will include work to track and drive improvements in areas such as file quality, investigation timeliness and the courts backlog and commission a criminal justice review to identify 'pinch points' in partnership working*
- ✓ *Work with criminal justice partners to establish and fund a new '**Restorative Nottinghamshire**' service to help victims recover from harm and explore opportunities to enhance Community Payback and unpaid work schemes across the force area*
- ✓ *Support the increased use of **police-led prosecutions** and work with the police and partners to improve the quality and availability of evidence at first hearing – such as CCTV and body worn video footage. I will also enhance and invest in facilities at the **adult and paediatric sexual assault referral centres** to meet new forensic standards and improve victims' and survivors' experiences*
- ✓ *Increase scrutiny of compliance with the **Code of Practice for Victims of Crime** and empower victims to convey the impact of crimes that they have experienced through greater use of victim personal statements*

3C. Exposing hidden harms and safeguarding vulnerable people

We know that crimes such as child sexual abuse and exploitation, violence against women and girls and modern slavery are taking place across Nottinghamshire, often behind closed doors and hidden from view. These crimes are deeply damaging and can have a long-term physical and psychological impact

I am committed to working with communities and partner agencies across all sectors to improve our identification of 'hidden harm' in Nottinghamshire in order to ensure that we safeguard those at risk, support victims and swiftly and effectively bring offenders to justice. I also want to ensure that all victims and survivors have the confidence to report crime to the police, safe in the knowledge that the information they provide will be taken seriously, investigated and acted upon wherever necessary.

I will:-

- ✓ *Work with partners to **raise awareness** of hidden harm in Nottinghamshire and ensure the public and professionals have the information they need to spot the signs of slavery, abuse and exploitation and feel able to report concerns or respond to victims where appropriate*
- ✓ *Support **continued investment** in public protection teams, the modern slavery and county lines team and consistent roll out of the Slavery and Exploitation Risk Assessment Conferencing (SERAC) model across Nottinghamshire*
- ✓ *Support improvements to the partnership infrastructure for **sharing information**, identifying escalating risk and managing cases involving vulnerability and hidden harm. This will include work to ensure greater clarity of **reporting and referral pathways***

3D. Supporting and enabling communities to help Make Notts safe

Our communities are our greatest asset. I want to give residents more opportunities to get involved in tackling the issues affecting their area, increase levels of volunteering and support community activity that helps to deliver the ambitions of my plan.

I also want to ensure that communities have the trust and confidence in the police and feel able to share concerns and intelligence on the issues, risks and threats affecting their area as we work together to make Notts safe.

I will:-

- ✓ *Establish an annual £250,000 **Make Notts Safe Fund** for community led third sector organisations to take action to address the community safety issues they face*
- ✓ *Increase involvement in **volunteering**, police cadets, Special Constabulary and **community groups** such as Neighbourhood Watch, Farm Watch and Community Speedwatch*
- ✓ *Work with partners to support and fund if necessary **'trusted communicators'** within communities to provide advice, information and outreach to those that may be affected by issues such as domestic abuse, exploitation, FGM and honour based abuse*
- ✓ *Hold regular **'Meet the Commissioner' sessions** across Nottinghamshire to gather views on residents' crime and community safety concerns and feedback on partner agency responses*

Resources

The following funding streams will directly support the delivery of my police and crime plan ambitions for supporting victims, survivors, witnesses and communities during the lifecycle of my plan:-

- Ministry of Justice Victim Service Grant
- Devolved Rape Support Fund
- Independent Domestic Violence Adviser and Independent Sexual Violence Advisor funding
- Make Notts Safe Fund
- Community Safety Grant
- Capital funding for the Sexual Assault Referral Centre (SARC)

Key indicators

My plan sets a number of performance ambitions for Nottinghamshire. These include ambitions to:-

- Improve outcomes for victims in recovering from harm and coping with everyday life
- Significantly increase successful restorative justice outcomes
- Maintain strong compliance with the Code of Practice for Victims of Crime
- Increase levels of 'hidden harm' identified, including Modern Slavery and Child Sexual Abuse
- Improving the proportion of residents feeling the CJS is effective in bringing offenders to justice
- Improving in the proportion of rape / serious offences resulting in positive criminal justice outcome

The Strategic Policing Requirement

The Home Secretary has identified a number of national priorities for policing against which forces must ensure that they collectively have the appropriate capabilities to respond. The priority threats have been assessed and selected from the National Security Risk Assessment on the basis that they either affect multiple police force areas or may require action from multiple forces as part of a national response.

The priority threats outlined in the government's Strategic Policing Requirement are; terrorism, civil emergencies, serious and organised crime, public order, a national cyber security incident and Child Sexual Abuse. As part of my plan, and in line with my statutory duty⁴, I am committed to ensuring that Nottinghamshire Police and the East Midlands Specialist Operations Unit maintains the capacity and capability to support an appropriate response to these national threats. I will:-

- ✓ Formally review the police response and contribution to the Strategic Policing Requirement on an annual basis as part of my oversight and scrutiny programme and work with my regional counterparts to ensure that common policing capabilities can be deployed flexibly across all of our police forces
- ✓ Work with regional PCCs to oversee the work of the East Midlands Counter Terrorism Intelligence Unit and support the ambitions of the national Prevent programme
- ✓ Work with partner agencies to tackle and disrupt serious and organised crime and create a hostile environment for those causing greatest harm to communities (see page 15)
- ✓ Hold the Chief Constable to account for the force's leadership of and contribution to Local Resilience Forum arrangements in planning for and coordinating the multi-agency response to civil contingencies
- ✓ Provide strategic oversight and scrutiny of the police response to public order, particularly in view of any changes in police powers brought about by the Police, Crime, Sentencing and Courts Bill
- ✓ Prioritise the identification and response to Child Sexual Exploitation as outlined throughout my plan. I am also committed more broadly to safeguarding and promoting the welfare of children in the delivery of this plan and in line with my statutory duty⁵ to do so.

⁴ Section 37A(2) Police Act 1996 as amended

⁵ Section 10 and 11 Children Act 2004

Equality and Diversity

In my role as Police and Crime Commissioner, promoting equal opportunities and community cohesion between diverse communities is not just a statutory duty⁶ under the Equality Act 2010, but something that is extremely important to me. Throughout my term in office, I will be working to:-

- Eliminate harassment, victimisation and unlawful discrimination
- Advance equality of opportunity between people who share a protected characteristic⁷ and those who do not, and
- Foster good relations between people who share a protected characteristic and those that do not

Equality Objectives

In fulfilling these duties, I have set the following specific **equality objectives** for my term in office:-

- ✓ **Proportionality:** Ensure that policing powers are used proportionately, that our policing, crime and victim services are accessible to all. Ensure that crimes disproportionately impacting upon particular protected groups are dealt with proactively. Support communities in openly and transparently scrutinising disproportionality in areas of policing such as complaints and use of force
- ✓ **Engagement:** Regularly and meaningfully engage with local and diverse communities to ensure that we are focusing on their needs and reflecting their concerns and experiences. I will work to increase public confidence in the police by continuing to engage with all communities - listening and responding to their needs and concerns
- ✓ **Organisational culture:** Creating an organisational culture with a reputation for treating people fairly, respectfully and without discrimination
- ✓ **Representation:** Increasing the extent to which the police workforce is representative of the communities it serves and ensuring all staff have the opportunity to progress and develop.

I will continue to review progress against these objectives as part of my quarterly 'Performance and Insight' report, an annual Equality and Diversity monitoring report and my work to hold the Chief Constable to account for force's delivery of our shared Equality Objectives.

⁶ Section 149 Equality Act 2010

⁷ Protected characteristics as outlined by the Act may include age, disability, gender reassignment, marriage and civil partnership; pregnancy and maternity, race, religion or belief, sex and, sexual orientation

Collaboration and Partnership Working

I am committed to working with communities and partner agencies at every level to deliver the ambitions of this plan and, in line with my statutory duties⁸, I will continue to keep opportunities for local and regional collaboration under review.

At a **local** level, I will continue to work with agencies across a range of partnership structures with the shared goal of 'making Nottinghamshire Safe'. These include:

- Nottingham Crime and Drug Partnership (CDP). The City's strategic community safety partnership which aims to reduce the harm and misuse of drugs and alcohol and tackle crime in the City
- Safer Nottinghamshire Board (SNB). The County's strategic group that ensures the delivery of shared priorities and community safety agreement required under Crime and Disorder Regulations 2007. The SNB supports local Community Safety Partnerships (CSPs) for South Nottinghamshire, Mansfield and Ashfield and Bassetlaw, Newark and Sherwood
- Health and Wellbeing Boards: The Nottingham and Nottinghamshire Health and Wellbeing Boards are partnerships between local authorities, NHS and the wider community to improve the health and wellbeing across Nottinghamshire and reduce health inequalities.

I also want to empower communities to actively participate in tackling the issues that affect them and to work with statutory partners to develop sustainable solutions to long-term community problems. I will seek to deepen our understanding of the issues facing specific communities, and explore opportunities to better involve citizens and people with 'lived experience' in shaping the services that they receive.

At a **regional** level, I share a commitment with my PCC counterparts to continue to support and invest in the following programmes of activity:-

- Regional Occupational Health to improve collective knowledge and capability of regional forces across areas including the ill health retirement process, managing those on restricted duties and appointing a shared Employee Assistance Provider
- Learning and Development to standardise learning and development courses across the region
- East Midlands Police Legal Services
- The East Midlands Special Operations Unit (EMSOU) providing a range of policing and support services including; Serious and Organised Crime Operations; Economic, Cybercrime and Online Investigations; Regional Intelligence Hub; Digital Intelligence and Investigations Directorate; Regional Review Unit; Special Branch and; Major Crime Unit

⁸ Section 22C Police Act 1996 as amended

As part of my commitment to collaboration and partnership working, I will:

- ✓ Continue to co-commission services with local authorities, such as criminal justice substance misuse and domestic abuse and sexual violence support, in order to ensure the best possible outcomes for local people as well as efficient use of public funds
- ✓ Continue to co-commission sexual violence support services with health agencies and work closely with local Health and Wellbeing Boards in responding to vulnerability, multiple and complex needs and priority issues such as domestic and sexual abuse, mental health and substance misuse
- ✓ Explore further opportunities for blue light collaboration with fire and ambulance services where this would drive greater efficiency and effectiveness⁹, particularly in tackling and responding to ASB, vulnerability and working towards 'one public estate'
- ✓ Review community safety partnership arrangements across Nottinghamshire with a focus on strengthening place-based provision in the areas of greatest identified need
- ✓ Work with community groups and representatives to ensure that the lesser heard voices are captured and used to shape the development of policy, practice and services
- ✓ Work with statutory partners to improve information sharing where needed, particularly in protecting vulnerable people from harm and delivering the priorities set out in my police and crime plan
- ✓ Support partners in complying with new and established statutory duties which contribute to the delivery of my plan, particularly in relation to Domestic Abuse and Serious Violence
- ✓ Prepare and best position Nottinghamshire for implementing recommendations from the second stage of the Home Office PCC review.

⁹ Section 1 Policing and Crime Act 2017

Governance

The [Policing Protocol Order 2011](#) sets out respective roles and responsibilities of key stakeholders in delivering and overseeing of the Police and Crime Plan, as determined by the Police Reform and Social Responsibility Act 2011. It also sets out how their functions should be exercised in relation to each other:-

Role	Responsibility
Police and Crime Commissioner	<ul style="list-style-type: none"> • Setting the strategic direction for policing in Nottinghamshire • Setting the budget and precept for policing in Nottinghamshire • Commissioning services to support victims of crime • Holding the Chief Constable to account for delivering an efficient and effective police service • Appointing and if necessary dismissing the Chief Constable
Chief Constable	<ul style="list-style-type: none"> • Keeping the communities of Nottinghamshire safe • Delivering an efficient and effective police service and responding to the needs of the public, having regard to the Police and Crime Plan¹⁰ • Managing the resources and budgets of the force • Maintaining operational independence in the direction and control of all police officers and staff
Police and Crime Panel	<ul style="list-style-type: none"> • Scrutinising the Police and Crime Commissioner's plans, performance and decision making on behalf of the public • Making recommendations to the Police and Crime Commissioner on the discharge of their functions • Reviewing and making recommendations on the Police and Crime Plan and precept for policing • Considering any complaints or conduct matters against the Police and Crime Commissioner

As your Police and Crime Commissioner, I am committed to ensuring that strategic decisions we make and my work to hold the Chief Constable to account is done so in an open and transparent way, so that you can see and judge me on the impact we are having.

I will also review the governance and delivery arrangements that underpin this plan in order to make best use of existing structures and put processes in place to address identified gaps.

¹⁰ [Sections 8\(1\) and 8\(2\) Police Reform and Social Responsibility Act 2011](#)

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Our people and resources

I have a statutory duty to ensure that Nottinghamshire Police secures value for money in delivering policing services and I will continue to work with the police and central government to ensure that we continue to make best use of the resources we have available.

Further to this, I fully support the organisational priority of Nottinghamshire Police to become an 'employer of choice' and I will work to ensure that our officers and staff have the support, training and equipment they need to do their job safely and effectively.

I am committed to driving ongoing improvements in the efficiency and effectiveness of policing services so that we can invest as much as we can into the front line. In doing so, I will:-

- ✓ Continue to lobby central government to ensure full implementation of the long awaited police funding formula review which currently sees the area lose over £10m per year
- ✓ Continue to explore opportunities to secure bespoke funding and Special Grants
- ✓ Ensure that any key decisions in relating to the closure or relocation of police stations and custody facilities are clearly communicated and informed by stakeholder consultation
- ✓ Review our own grant funding formula to ensure that resources are distributed fairly and equitably across Nottinghamshire on the basis of where they are needed most
- ✓ Support changes in policy and practice that help to reduce our carbon footprint and enable our buildings, fleet and workforce become more energy efficient
- ✓ Work with Nottinghamshire Police to ensure the safety and welfare of officers and staff and ensure our workforce has the support, training and equipment they need to do their job effectively.

Grants and commissioning

As well as having powers to commission services to cut crime, I am also responsible for commissioning local support services for victims of crime. This means determining how to use my funding and other resources in the most effective and efficient way to deliver my strategic priorities to Make Notts Safe.

In all of my commissioning activity I will seek to:-

- ✓ Build on best practice by taking an evidence-based approach to secure better outcomes for Nottinghamshire
- ✓ Identify need and how best to respond by working with and listening to local people, victims and providers, as well as considering the data and seeking innovative solutions
- ✓ Empower victims and survivors to shape and co-produce services wherever possible, ensuring that services are victim led and outcomes focussed
- ✓ Collaborate with partner agencies to join up services, use public money wisely and enable a thriving community safety sector
- ✓ Ensure commissioning and funding decisions are legal, open, fair and transparent, with proportionate processes to facilitate diverse organisations to bid for contracts or apply for funding
- ✓ Award longer term contracts and grants where possible and appropriate
- ✓ Manage and quality assure commissioned services to improve outcomes, challenge poor performance and ensure that services are meeting the needs of Nottinghamshire's diverse communities

I will publish a Commissioning Strategy including commissioning intentions to set out how I will work within legal regulations to commission activity to deliver my Police and Crime Plan.

How we will assess our performance

I will draw on information from a wide range of sources in order to assess the progress we are making in delivering this plan. Sources will include internal and external audit and inspection programmes, 'deep dive' scrutiny reviews and tracking of numerical indicators via our quarterly Performance and Insight report.

I will routinely review performance as part of my 1:1 meetings with the Chief Constable, reporting formally to my Strategic Resources and Performance Board and the Police and Crime Panel on a regular basis. I will proactively publish information on my website which details our performance against both the police and crime plan and the national police outcomes framework. This information can be found [here](#).

Useful documents and interdependent strategies

[Nottinghamshire Police and Crime Needs Assessment 2021](#), Nottinghamshire OPCC

[Nottingham CDP Strategic Assessment 2021](#), Nottingham Crime and Drugs Partnership

Safer Nottinghamshire Board Strategic Plan

[Policing Vision 2025](#), National Police Chiefs' Council, Association of Police and Crime Commissioners

Nottinghamshire Police Crime Prevention Strategy

[Safer Streets Crime Prevention Toolkit 2021](#), College of Policing, 2021

[Serious Violence Response Strategy](#), Nottingham City and Nottinghamshire Violence Reduction Unit

[NPCC Rural Affairs Strategy](#), National Police Chiefs' Council

Nottinghamshire Police Neighbourhood Policing Strategy

[HMICFRS: Nottinghamshire PEEL Assessment](#)

[Code of Practice for Victims of Crime](#), Ministry of Justice

Nottinghamshire Violence Against Women and Girls Strategy

[Strategic Policing Requirement](#), Home Office

[National Policing Digital Strategy 2020 to 2030](#), National Police Chiefs' Council, APCC

[Code of Ethics for Policing](#), College of Policing

Glossary

Anti-social Behaviour (ASB): 'Acting in a manner that causes or is likely to cause harassment, alarm or distress to one or more persons not of the same household' (Crime and Disorder Act 1998). This can include personally directed and community directed incidents, incidents that have a wider environmental impact, some indictable offences such as criminal damage, some civil offences and broader behaviours such as low level nuisance, noise, graffiti and litter pollution. Definitions of ASB can vary across agencies¹¹.

Child sexual exploitation (CSE) is a form of child sexual abuse where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity in exchange for something the victim needs or wants, and/or for the financial advantage or increased status of the perpetrator or facilitator. Victims may have been sexually exploited even if the sexual activity appears consensual. CSE does not always involve physical contact; it can also occur through use of technology.

Criminal Justice System or Criminal Justice Services (CJS): Incorporates the Police, the Crown Prosecution Service, courts, prisons, National Probation Service, Community Rehabilitation Company, youth offending teams and Victim Support and other organisations and multi-agency partnerships.

Community Safety Partnerships (CSPs): A local authority level statutory partnership established by the Crime and Disorder Act 1998 to co-ordinate action on crime and disorder. Community safety is not just about tackling crime but about improving quality of life and reducing the fear of crime in communities.

Cybercrimes: ACPO Cybercrime Strategy 2009 defines cybercrime as 'the use of networked computers or internet technology to commit or facilitate the commission of crime' **Cyber-dependent crimes or 'pure' cyber-crimes** are dependent upon and committed within the on-line sphere, often to instigate 'hacking' attacks that utilise flaws in cyber security in order to commit crime. **Cyber-enabled crimes** are crimes committed or enabled via on-line activity that could have been committed on or off line – e.g. harassment, fraud or selling stolen goods.

Domestic abuse: Any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality. This can encompass, but is not limited to, the following types of abuse: psychological; physical; sexual; financial; emotional

Hate Incident: 'Any incident, which may or may not constitute a criminal offence, which is perceived by the victim or any other person, as being motivated by prejudice or hate'. (ACPO Hate Crime Manual 2005)

Hate Crime: Any criminal offence which is perceived, by the victim or any other person, to be motivated by hostility or prejudice towards someone based on a personal characteristic. This can include a persons' social group, race, ethnicity, gender, religious belief, sexual orientation, gender or disability

Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS): Statutory body responsible to the Home Office for inspecting police and fire and rescue services in England and Wales

Independent Domestic Violence Advisor (IDVA): Specialist support to high risk victims/survivors of domestic violence to provide advice and develop and put in place safety plans

Independent Sexual Violence Advisor (ISVA): Specialist support to victims of sexual violence helping to pursue justice and find closure through the courts

Integrated Offender Management (IOM): Multi-agency management of the most serious offenders aiming to support and rebuild lives and provide swift intervention and enforcement should they continue to offend. Key partners include Police, Prison, National Probation Service, Community Rehabilitation Company, Drugs workers, Youth Offending Teams, Local Authority and Private Sector

Most Similar Police Force Areas: Home Office comparator group of most similar police force areas comprising Bedfordshire, Essex, Hertfordshire, Kent, Lancashire, Leicestershire and South Yorkshire

Multi-Agency Risk Assessment Conferences (MARAC): are part of a co-ordinated community response team that deal with severe domestic violence and child abuse cases

Multi-Agency Safeguarding Hubs (MASH): Provides a single point of contact for all professionals to report safeguarding concerns

Multi-Agency Public Protection Arrangements (MAPPA) - arrangements in England and Wales for 'responsible authorities' tasked with the management of registered sex offenders, violent and other dangerous offenders who pose a serious risk of harm to the public. "Responsible authorities" include the Probation Trust, National Offender Management Service, HM Prison Service and England and Wales Police Forces

¹¹ Common definitions include: 'engaging in or threatening to engage in conduct causing or likely to cause a nuisance or annoyance to persons engaged in lawful activities' (Housing Act 1996) and 'behaviour that unreasonably interferes with other people's rights to use and enjoyment of their home and community' (Chartered Institute for Housing 1995).

Neighbourhood Crime: Group of crimes that consists of vehicle-related theft, domestic burglary, theft from the person and robbery of personal property

Operation Guardian: Anti-violence operation run by Nottinghamshire Police in the city's night time economy. The initiative sees officers and specially trained drugs dog tackle the supply and use of Class A drugs in the night time economy

Operation Reacher: Nottinghamshire's pro-active neighbourhood based policing teams that work with communities to providing as high visibility response to drug related crime, knife crime and other issues of significant local concern

Police and Crime Commissioner (PCC, Commissioner): Elected individual with responsibility for identifying local policing needs, setting priorities that meet those needs, agreeing a local strategic plan, holding the Chief Constable to account, setting the force budget and precept and hiring / dismissing the Chief Constable

Rural crime: Includes agricultural; equine; wildlife and heritage crime. This can include theft of equipment or fuel; damage to property; unauthorised encampments; livestock worrying; hare coursing; poaching and interfering with protected species

Serious Acquisitive Crime (SAC): Home Office category of offences comprising domestic burglary, robbery, thefts from vehicles and thefts of vehicles

Strategic Policing Requirement (SPR): Issued 'from time to time' by the secretary of State setting out current national threats and appropriate national policing capabilities to counter those threats

Sexual violence is defined¹² as "Any sexual act, attempt to obtain a sexual act, unwanted sexual comments or advances, or acts to traffic, or otherwise directed, against a person's sexuality using coercion by any person regardless of their relationship to the victim, in any setting, including but not limited to home and work". This can include offences such as rape, grooming and sexual exploitation, indecent exposure and sexual harassment.

Violent crime is a Home Office defined category of offences which comprises violence against the person, sexual assaults and robbery

Wildlife crime includes offences like poaching, killing or disturbing protected species or damaging their breeding and resting places, and illegally trading in endangered species

Youth Justice Service (YJS): Multi-agency statutory bodies under the 1998 Crime and Disorder Act

¹² World Health Organisation, World report on violence and health (Geneva: World Health Organization, 2002)

Ways to keep in touch

I want to keep you updated on our work to deliver this plan and I want you to tell me how you think we are doing. There are many ways we can keep in touch:

You can email me at

Carolinehenrypcc@nottinghamshire.pnn.police.uk

You can follow me on Twitter

[@carolinenotts](https://twitter.com/carolinenotts)

You can like my Facebook page

www.facebook.com/carolinehenrynotts/

You can learn more about my work by visiting my website

<https://www.nottinghamshire.pcc.police.uk> where you can also sign up to my newsletter.

Though these channels I will keep you up to date on the work we are doing and the key decisions I have made, and I will ask you to tell me what you think about certain policing and crime issues and the precept for policing.

I will also be out and about in your area, taking to communities and seeking their views.

If you would prefer to write to me, you can do so at: Caroline Henry, Nottinghamshire PCC, Sherwood Lodge Drive, Nottingham, NG5 8PP

You can call the police locally on the 101 non-emergency number for matters that are less urgent than a 999 call - such as reporting a crime that has happened, reporting a minor road traffic collision, giving information about a crime or offender or to contact your Neighbourhood Policing Team for information or advice. 101 is available 24 hours a day, seven days a week.

In an emergency, you should always call 999.