

For Consideration	
Public/Non Public*	Public
Report to:	Joint Audit & Scrutiny Panel
Date of Meeting:	30th June 2016
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Agenda Item:	17

POLICE AND CRIME COMMISSIONER'S UPDATE REPORT – to March 2016

1. PURPOSE OF THE REPORT

- 1.1 This report presents the Joint Audit & Scrutiny Panel (Panel) with the Police and Crime Commissioner's (Commissioner) Performance update report to March 2016.
- 1.2 It should be emphasised that the action taken by the Chief Constable may be the result of discussions held with the Commissioner during weekly meetings. The Commissioner is briefed weekly on all performance exceptions by his office staff which is then discussed with the Chief Constable the same week.
- 1.3 This report was also submitted to the Police and Crime Panel meeting on 6th June 2016, the format and style is in keeping with Panel Members requirements.

2. RECOMMENDATIONS

- 2.1 The Panel to note the contents of this Performance update report consider and discuss the issues and question the Commissioner or Chief Constable on any issues Members have concerns with.

3. REASONS FOR RECOMMENDATIONS

- 3.1 To provide the Panel with performance information so Members can fulfil their scrutiny role and terms of reference.

4. Summary of Key Points

POLICING AND CRIME PLAN – (2015-18)

Performance Summary

- 4.1 Performance against refreshed targets and measures across all seven themes is contained in the Performance section of the Commissioner's web site to March 2016.^a This report details the end of year performance for 2015-16.
- 4.2 So far this year to March 2016, even though more incidents are recorded as crimes through increased compliance with the National Crime Recording Standard (NCRS) the Force is ranked 3rd best nationally in terms of % change i.e. -0.1%. Other force performance is estimated to range from -3.9% to +29%.^b
- 4.3 Crime types with a 10% or more reduction (and more than -100) are listed below:
- Burglary (Dwelling) -17.15%
 - Drugs (Possession) -15.87%
 - Drug Offences -13.71%
 - Theft from the Person -11.02%
 - Robbery (All) -10.19%
- 4.4 Crime types with a 10% or more increase (and more than 100) are listed below:
- Most Serious Violence 32.31%
 - Possession of Weapons Offences 26.94%
 - Theft of a Vehicle 21.30%
 - Rape 15.04%
 - Misc. Crimes Against Society 13.45%
 - Violence WITHOUT Injury 12.22%
- 4.5 Most Serious Violence was initially statistically masked by a reduction in robbery on account of no longer being an official Home Office Class, in the last quarter of 2015-16 successful work was introduced to combat the issue via the provision of the City knife Crime team and initial results are positive with a full scale analytical product due late May 2016.
- 4.6 The increase in Possession of Weapons reflects the increased pro-activity in terms of searches in the context of both Stop & Search and related impromptu on street searches and also in the context of structured procedural searches such as Section 18 and custody searches. The 'weapons' in question are not always possessed for the intention of use as a weapon and also relates to the possession and use of bladed implements for de-tagging by shop thieves and for use in the commissioning of other crimes such as burglary.

^a <http://www.nottinghamshire.pcc.police.uk/Document-Library/Public-Information/Performance/2016/Performance-and-Insight-Report-to-March-2016.pdf>

^b This data is subject to validation.

- 4.7 A large portion of the Vehicle thefts increase relates to increasing theft of scooters and motorcycles involving the use of vans and Lorries to transport the stolen items via lifting them on. There were reductions in this issue following some arrests and work is on-going with partners regarding further crime prevention.
- 4.8 Rape has seen an increase that correlates to increased confidence in reporting due to increased methods of approaching relevant authorities and associated support networks including partnership work providing support pathways, encouraging others to report rape and increased work in relation to partnerships with Universities, Taxi Licensing, the Night Time Economy (NTE), Street Pastors, Night Owls and club hosts. Historical reports are levelling off after a large surge due to assisted media report around Operation Yewtree. This is also set to be reviewed in the next Force Performance Board.
- 4.9 Misc Crimes Against Society has seen an increase due to increased reporting of matters related to breaking of prison regulations and attempts to smuggle goods in and out of prisons and Proceeds of Crime related offences.
- 4.10 Violence without injury reflects issues such as stalking and harassment and, 'sexting'. The former has resulted in misleading crime volumes in some localities where a single incident results in multiple crimes due to multiple victims being in the house(hold) at the time of the offence. This matter was identified through recent VAP related analysis and as such plans are in place within local policing to deal with the issue.

Reporting by Exception

- 4.11 The Commissioner's report has been simplified to focus on reporting by exception. In this respect, this section of the report relates exclusively to some performance currently rated red i.e. significantly worse than the target (>5% difference) or blue, significantly better than the target (>5% difference).
- 4.12 The table below shows a breakdown of the RAGB status the Force has assigned to the 33 sub-measures reported in its Performance and Insight report to March 2016.
- 4.13 It can be seen that 26 (79%) of these measures are Amber, Green or Blue (one less than the previous Panel report) indicating that the majority of measures are close, better or significantly better than the target. Only 21% (7) of measures reported are Red and significantly worse than target (slightly worse than the previous Panel report when it was 18%).
- 4.14 This report includes one new blue grade (Threat, Harm and Risk Assessment for Organised Crime - THR) and one new red grade (Proceeds of Crime Act - POCA).

KEY to Performance Comparators										
Performance Against Target			Aug-15	% of Total	Sep-15	% of Total	Jan-16	% of Total	Mar-16	% of Total
●	Significantly better than Target >5% difference		5	15%	6	18%	4	12%	5	15%
●	Better than Target		13	39%	11	33%	13	39%	12	36%
●	Close to achieving Target (within 5%)		4	12%	5	15%	10	30%	9	27%
●	Significantly worse than Target >5% difference		8	24%	8	24%	6	18%	7	21%
●	Data Issues prevent grading		3	9%	3	9%	0	0%	0	0%
Total			33	100%	33	100%	33	100%	33	100%

4.15 The table below provides an overview of the measures currently graded blue ● and details the change from previous Panel reports to show the trend as requested.

Objective / Target – RAGB Status Blue ●	Jul-15	Aug-15	Sep-15	Jan-16	Mar-16
A reduction in the number of non-crime related mental health patients detained in custody suites	-86.50%	-76.70%	-76.7	-79%	-79%
Now Green: An increase in the Early Guilty Plea rate compared to 2014-15 – Magistrates Court	8.00%	7.90%	6.80%	3.40%	3.40%
Now Blue: An increase in the Early Guilty Plea rate compared to 2014-15 – Crown Court	1.90%	0.70%	1.50%	7.50%	7.50%
Now Red: A 10% increase in the number of POCA orders compared to 2014-15	-1.20%	65.60%	48.40%	5.60%	0.40%
Now Amber: To monitor the number of production and supply drug offences	33.50%	20.30%	9.70%	-2.50%	-5.80%
To be better than the national average for Early Guilty Plea rate for the Crown and Magistrates' Courts – Crown	4.90%	0.70%	6.00%	8.90%	8.90%
Reduce percentage of ineffective trials due to prosecution team reasons compared to 2014-15 – Crown Court	-8.20%	-6.80%	7.20%	7.70%	7.80%
New Blue: To reduce the Threat, Harm and Risk assessment below the 2014-15 level	5.70%	5.70%	5.70%	12.10%	17.60%

4.16 The Table above includes one new blue grade (Threat, Harm and Risk Assessment for Organised Crime - THR) which was previously graded amber and green. However, a review of the RAGB grades for this measure has highlighted that the THR measure should have been graded blue instead of amber in January's Performance and Insight Report.

4.17 There are now 5 measures graded blue. 1 is now graded green, 1 amber and 1 red.

4.18 The table below provides an overview of the measures currently graded red ● and details the change from previous Panel reports to show the trend as requested.

Objective / Target RAGB Status Red ●	Jul-15	Aug-15	Sep-15	Jan-16	Mar-16
Now Green: A reduction in the number of repeat victims of domestic violence compared to 2014-15	10.10%	11.50%	5.40%	-4.00%	-4.00%
Now Amber: A reduction in the number of repeat victims of hate crime compared to 2014-15	110.00%	50.00%	38.50%	10.80%	2.90%
To monitor the percentage of Grade 1 and 2 incidents attended within the prescribed timescale	Grade 2 65.50%	Grade 2 65.10%	Grade 2 65.00%	Grade 2 65.50%	Grade 2 68.70%
Now Green: A reduction in All Crime compared to 2014-15	6.40%	5.80%	4.10%	0.60%	-0.20%
Now Amber: A reduction in Victim-Based Crime compared to 2014-15	9.40%	6.70%	4.90%	0.60%	0.40%
Now Amber: To monitor the detection rate for All Crime	-5.80%	-5.30%	-4.10%	-3.50%	-3.50%
To make £11.0m saving by March 2016	-£0.7m	-£0.8m	-£1.2m	-£2.5m	-£2.4m
Overall spend v budget	-£1.2m	-£2.8m	-£2.7m	-£6.1m	-£6.5m
2015/16 budget - £191.2m	-1.70%	-3.30%	-2.80%		
Total number of days lost to sickness - Officers	Not Available	Not Available	Not Available	19.10%	21.90%
Total number of days lost to sickness - Staff	Not Available	Not Available	Not Available	38.00%	38.90%
New Red: 90% of victims of crime are completely, very or fairly satisfied with the service they have received from the police	85.50%	85.60%	85.40%	85.80%	84.80%
New Red: A 10% increase in the number of orders compared to 2014-15	-1.20%	65.60%	48.40%	5.60%	0.40%

4.19 In summary, four of the original eight measures graded red in July 2015, have improved, two are now graded green and three are graded amber indicating an improved position. However, two measures are now graded red i.e. victim satisfaction levels and POCA (graded blue July to September 2015).

4.20 Panel Members require the Commissioner's update report to:

1. Explain the reasons for improved performance and lessons learned for blue graded measures and
2. Reasons/drivers for poor performance and an explanation as to what action is being taken to address underperformance in respect of red graded measures.

4.21 The Force has provided the following responses to these questions in sections 5 and 6 below.

5. Blue Rated Measures (● significantly better than Target >5% difference)

A reduction in the number of non-crime related mental health patients detained in custody suites - Improved Performance and Reason/Lessons Learned

- 5.1 So far in 2016 there have been no instances whereby people with mental health related illnesses have been presented to custody as a first place of safety.
- 5.2 As previously reported, this significant improvement in performance is a direct result of the introduction of the Street Triage Team which has previously been reported on. In addition the Force has carried out a review and revision of processes in accordance with national guidance, and has a joint protocol with partners which includes a Service Level Agreement with the East Midlands Ambulance Service, and a coordinated approach with the two nominated places of safety (Highbury Hospital and Millbrook).

- 5.3 Health and criminal justice partners in Nottinghamshire are bidding for a slice of £15m from the Government to prevent people in mental health crisis being held in police cells, it has been announced.
- 5.4 The Commissioner is backing the bid, which will be spent on creating safe, health-based facilities for vulnerable people who require mental health support if successful.^c The Commissioner is chair of Nottinghamshire's Mental Health Crisis Care Concordat Partnership Board, a body set up following a multi-agency agreement to improve the response to people in the grip of mental health crisis in the county, is very hopeful of securing funding to provide a boost to the service improvements the team had already delivered.

1. An increase in the Early Guilty Plea rate compared to 2014-15 – Crown Court - Improved Performance and Reason/Lessons Learned

2. To be better than the national average – Crown Court

3. To be better than the national average for Early Guilty Plea rate for the Crown and Magistrates' Courts – Improved Performance and Reason/Lessons Learned (Crown Court)

- 5.5 No further updates have been provided for these measures.
- 5.6 These measures are clustered together because the improvements are brought about by the same intervention. Please note some measures are reported quarterly.
- 5.7 The Early Guilty Plea rate recorded in the Crown Court year-to-date (YTD) to November 2015 was 42.3%, which is an improvement on the same period last year by 7.5%. The rate was also considerably above the national average rate of 33.4%.
- 5.8 The Ineffective Trial Rate in the Crown Court fell from 16.7% last year to 9.0%. There has been a slight improvement in the Effective Trial Rate from 48.4% last year-to-date to 48.7% this year-to-date.
- 5.9 Magistrates Courts' have seen less change in performance, with the Ineffective Trial Rate falling to 21.2%, and the Effective Trial Rate increasing by 2.1% to 41.6%.
- 5.10 As reported previously, the improvement in the above measures can be attributed to the success of Transforming Summary Justice (TSJ).^d The reasons for improved performance were fully explained in the previous Panel report.

New Blue: To reduce the Threat, Harm and Risk (THR) assessment below the 2014-15 level

- 5.11 This is a new blue graded measure as the THR assessment is considered to be 17.6% lower than the 2014-15 level.

^c <http://www.nottinghamshire.pcc.police.uk/News-and-Events/Archived-News/2016/PR-489.aspx>

^d https://www.cps.gov.uk/publications/agencies/transforming_summary_justice_may_2015.html

- 5.12 A significant review between December 2013 to July 2014 of high risk Organised Crime Groups (OCGs) lead to an increase in the number of OCGs from December 2013 to August 2014 due to OCGs being broken down in to several smaller, more manageable OCGs.
- 5.13 This review was shortly followed by a National OCG Archiving Embargo from September 2014 to January 2016 where forces were not allowed to archive active OCGs.
- 5.14 This meant that forces that had disrupted OCGs, and removed the risk they presented, could not archive them and had to keep them active, albeit with a low threat score. As such, the “increase” in OCGs within this period is not indicative of an increased threat due to a number of disrupted OCGs “waiting” to be archived.
- 5.15 Thus, the current number of OCGs is -17.6% lower in March 2016 compared to March 2015. The number of OCGs assessed as ‘High Risk’ has reduced by just over 70% from 7 to 2; with numbers of Active OCG Nominals reducing by -10.5%, whilst there are 70% less Active Nominals in ‘High Risk’ OCGs in line with the overall reduction.

6. Red Rated Measures (● significantly worse than Target >5% difference)
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To monitor the percentage of Grade 1 and 2 incidents attended within the prescribed timescale^e - Reason for Performance and Action being taken (Grade 2 Incidents)

- 6.1 In terms of Grade 1 incidents, the Force attended 82.1% of Urban areas and 79.1% of Rural areas within the specified times. However, 68.7% of Grade 2 incidents were attended within 60 minutes falling short of the 80% target.
- 6.2 Grade 2 response times performance is not as positive as Grade 1 performance. In line with the Force’s Threat Risk and Harm approach, the more serious Grade 1 incidents are prioritised over Grade 2 incidents due to the nature of the incident; however the Force is committed to respond to all incidents within the appropriate targeted timescales.
- 6.3 The Force CRIM (Contact Resolution Incident Management) team aim to deal with all non-attend and standard grade incidents, allowing response officers to focus on attending immediate and urgent (Grade 1 and 2) incidents within the target times. The Force plans to increase the number of incidents dealt with appropriately through the CRIM. A review of Grade 2 incidents year-to-date reveals that the volume has actually reduced by 15.8%, although response times are fairly similar to those recorded last-year.
- 6.4 The Commissioner has been aware of the shortfall in Grade 2 response performance for some time and has discussed the issue with the Chief Constable on a number of occasions. He is aware that there have been radical changes to

^e *Historically the targets for attendance to incidents have been as follows: 85% attendance to Grade 1 incidents in Urban areas within 15 minutes and Rural areas within 20 minutes; and, 80% attendance to Grade 2 incidents within 60 minutes.*

the response model and the creation of new response hubs which take time to embed. Sometimes, the plans require tweaking.

- 6.5 In addition, the Commissioner's staff are represented at the Divisional and Force level performance meetings and are assured that the Force are taking steps to fully understand the causes for the dip in performance and are taking various actions to improve it.
- 6.6 For example, the recent launch of the OPTIK (Operational Policing Tool and Information Kit) mobile data solution will further support response officers to manage their daily business effectively, and it is anticipated that response times will improve as a result of officers spending more time away from their base station. Senior managers are taking action to address any cultural practices e.g. officers being drawn back to the Police Station to complete administrative tasks rather than using new technology to complete such tasks out on patrol.
- 6.7 The Force demand profile is currently being refreshed in line with the national demand work stream in order to inform a review of resource allocation. This will ensure that Response Hubs are appropriately resourced in order to meet demand.
- 6.8 In addition the Force is currently reviewing its performance management and monitoring process in order to align performance information with the new response hubs. This will enable the Force to better understand and address specific issues where identified.
- 6.9 In terms of performance per response hub, the Riverside hub responds to nearly a fifth of all Grade 2 incidents recorded by the Force, and is attending just over 73% of calls within the 60 minute target time, the highest of the 9 hubs. The overall volume of Grade 2 incidents across the Newark hub is a third of that recorded by the Riverside, with similar attendance performance. The Mansfield hub responds to a similar volume of Grade 2 incidents; however performance in 2015/16 is lower than target at 61%. Performance on the remaining 7 hubs is in line with the overall Force performance.
- 6.10 Whilst Grade 2 Incidents have reduced by 15.8% compared to 2014-15, there is less capacity to service these calls. For example, crime reports especially sexual crime and child sexual exploitation (CSE) have placed significantly higher demands on Police time. This means that officers are carrying a much higher workload and on occasions demand for service is higher than available resources. Despite this, it is encouraging that Grade 1 incidents are still achieving target as these incidents carry a higher threat, harm and risk to people. The target set in Leicestershire and Northamptonshire is 2 hours (twice the Nottinghamshire target).
- 6.11 With increasingly diminishing resources and more incidents requiring greater intensity and Police time, managing demand is becoming increasingly critical for Police and partners.
- 6.12 The Commissioner has included a strategic activity in his Police and Crime Plan (2015-18) to 'Adopt an integrated partnership approach to preventing demand for public, private and third sector.' There is now an agreed Partnership Prevention Programme Plan. Some prevention principles and enablers have been agreed. The plan will continue to concentrate on the following themes:

- Locality working in areas of high demand;
- Business crime and Town Centres;
- Community Safety and protection;
- Mental health, children and young people.

6.13 The Force's 'Delivering the Future' (DTF) programme is addressing this performance conundrum by dealing with increasingly more incidents at the first point of contact (i.e. over the phone). Also, appropriate resources are targeted to the right crime or incidents which are graded so that attendance only occurs when there is value or necessity in doing so.

To make £11.0m saving by March 2016 - Reason for Performance and Action being taken

6.14 The Government's grant has reduced significantly and in order to balance the budget, savings of £11.0m were required to be made in 2015-16.

6.15 The Force is unable at this time to provide finalised end of year figures because the numbers have not been formally shared with the Force Executive Board (FEB) and they are still provisional whilst they are going through scrutiny with the Auditors.

6.16 What can be said is that the Finance and Delivering the Future Teams are working closely with key enablers to ensure that there are coherent and tightly monitored plans in place to deliver £12m saving over the next financial year 2016/17 in line with total funding of £190.2m.

6.17 This includes a restructuring programme that is currently in phase one which incorporates people based services totalling around £2.5m. This phase, along with an on-going programme of Voluntary Redundancy (VR) at appropriate stages will roll in to a Second Phase of savings initially and tentatively identified in November 2015 which will include other areas of the Force that were not in Phase One. This is planned to deliver the £3.5m required.

6.18 Additionally, non-pay savings are being closely monitored to deliver £1.7m made up of improved contract management, procurement and tighter controls of non-required spend and natural reductions of retiring and resigning Officers and a more streamlined approach to senior ranking structure will deliver £5m.

6.19 In August 2015, a decision was taken in principle for the Force to form a Strategic Alliance with Leicestershire and Northamptonshire. The Force is also working closely with other Forces. Between the three Forces there is around a £0.5billion budget, which offers huge opportunities to protect communities and tackle the challenges ahead. A Chief Superintendent will support the work of Delivering the Future and the Strategic Alliance, on behalf of Nottinghamshire, with Deputy Chief Constable leading overall as the dedicated Chief Officer.

6.20 The Force's Delivering the Future work has six dedicated streams with lead officers:

- Capability

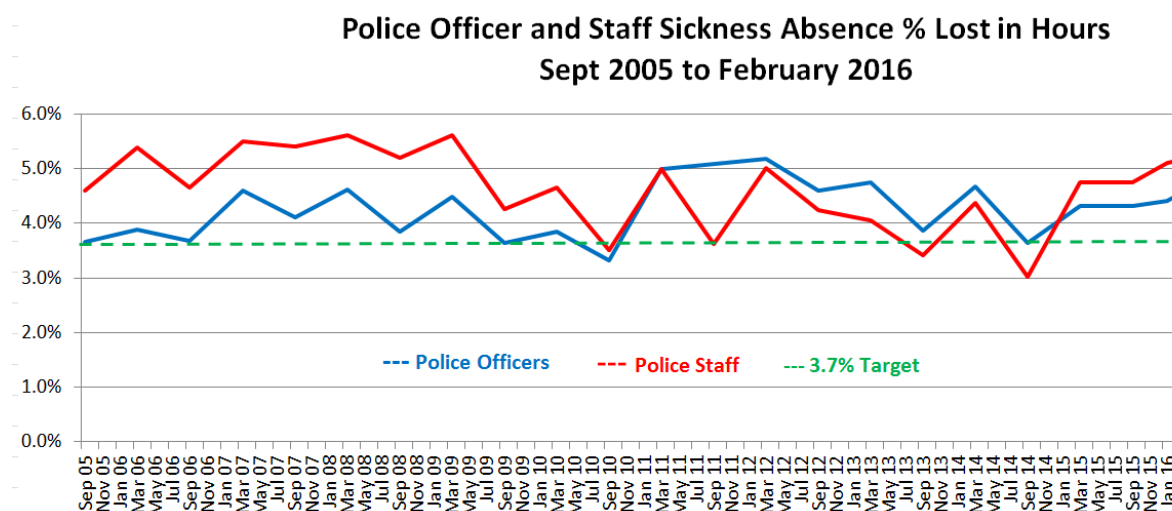
- Capacity
- Communication and Engagement
- Demand
- Finances
- Force structure

Overall spend v budget 2015/16 budget - Reason for Performance and Action being taken (£191.2m)

- 6.21 Expenditure at year end was £6.892m worse than budget. This was largely due to the shortfall in the efficiency programme which impacts numerous lines of expenditure. The yearend shortfall is anticipated to be £3.5m; due to redundancy costs; Police officer overtime due to various operations, staff pay; communications and computing due to a charge for systems provided by the Central Government; the charge for the MFSS which was omitted from the original budget; the timing of income recognition for externally funded projects which will reverse by the year end especially for the camera/speed awareness projects.
- 6.22 The Commissioner has regular meetings with the Chief Constable specifically to review the budget and hold the Chief Constable to account and consider options to improve performance and efficiency.

Total number of days lost to sickness – Officers and Staff

- 6.23 The chart below shows the 10 year trend since September 2005 to February 2016 (source: Iquanta, Jan and Feb 2016 Force data).



- 6.24 The latest cumulative (April 2015 to February 2016) sickness data for the Force has shown that officer sickness is **4.51%**. This equates to 10.0 days lost to sickness versus the target of 8.2 days (21.9% over target).
- 6.25 The latest cumulative (April 2015 to February 2016) sickness data for the Force has shown that staff sickness is **5.14%**. This equates to 11.4 days lost to sickness versus the target of 8.2 days (38.9% over target).
- 6.26 The Table below shows a breakdown of sickness by division and department.

Division/Department	Officers	Police Staff
City	4.25%	4.61%
County	3.83%	3.58%
Corporate Services	10.66%	3.66%
Crime and Justice Regional	2.11%	3.89%
Crime and Intelligence Command	3.99%	3.71%
Public Protection	6.67%	8.19%
EMOpSS ^f	4.05%	0.96%
Contact Management	16.76%	8.74%
Regional	1.00%	1.57%
Force-wide	4.51%	5.14%

- 6.27 There are two departments where the sickness level exceeds 10% i.e. Police Officers working in Contact Management and Corporate Services.
- 6.28 In Contact Management, officers from the Telephone Investigation Bureau (TIB) have now transferred into the CRIM (Contact Resolution Incident Management) team. This included officers with restrictions and historically higher absence levels. Three Police officer medical retirements from Contact Management have recently been approved - these individuals had long term sickness issues. It is anticipated that absence rates will show an improvement in this area in the coming months. Additionally since mid-February six Written Improvement Notices (WIN's) have been issued to officers in the CRIM team.
- 6.29 In Corporate Services, whilst there are relatively few officers (44), absence will have a disproportionately higher impact. Three officers on long term sick, returned to work in February which will reflect lower sickness absence rates in future months.
- 6.30 Since the introduction of MFSS, sickness data is controlled by individuals and line managers, and will reflect what has been reported into DMS (Duty Management System). Also, due to changing the Force HR and Duty Management System managers were unable to supply rolling 12 month sickness data.
- 6.31 The increase in sickness maybe due to that it is being more accurately recorded through the Force's 'Booking On / Booking Off' system introduced in March 2015. In addition to this there are now less officers and police staff. Police officer headcount has reduced by 124 (5.7%) from 2,161 at the end of March 2015 to 2,037 as at the end of March 2016. Over the same period Police Staff headcount has reduced by 260 (15%) from 1,736 to 1,476. This reduction may have contributed to an increase in the sickness absence rates, as any sickness will proportionally result in a higher percentage rate of absence.
- 6.32 The April 2015 to February 2016 cumulative figures compared to the February 2015 rolling average represents a 34% increase for officers and 47% increase for police staff.
- 6.33 In April 2016, new arrangements have been introduced to reduce the high number of sickness reasons that line managers can select on MFSS. This has been

^f The East Midlands Operational Support Service (EMOpSS)

communicated on the Forces intranet and DMS log-on screen, and will be supported by the HR sickness Single Point of Contact (SPOC)s.

6.34 There are a number of HR activities taking place on Attendance Management, including:

- holding 'surgery' / 'clinics' to support line managers on attendance management policy and procedures
- attending SMT / People Meetings to review sickness and provide information
- liaising with line management to provide advice and support at formal stage 1, 2, 3 meetings (incl. attending, and pre-meetings)
- providing monthly sickness information to divisional / department SMT and 2nd Line Managers
- supporting with case conferences and reviewing long term sickness cases to facilitate return to work
- supporting with stress actions plans and recuperative duties processes

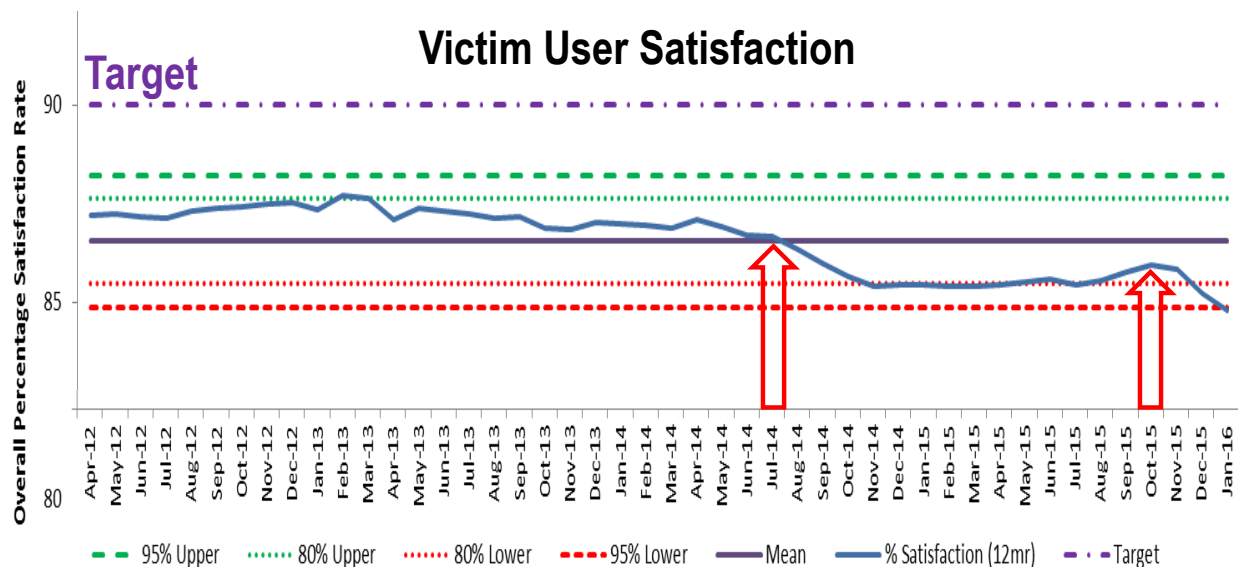
6.35 In addition, there have been a number of locally driven initiatives in relation to attendance management. In Contact Management, a sickness case review meeting discussed all long-term sick cases. Progress will be reviewed and action taken as appropriate. In the City Division, a Superintendent has been leading/driving the requirement to undertake Stage 1/2/3 meetings with appropriate outcomes.

6.36 Divisional/department line management have liaised with HR for officers/staff that have breached a 'trigger' who have had a formal management meeting; in summary, 665 officers and police staff have breached a sickness trigger. Of these, 499 (75%) have had a formal management meeting.

New Red: 90% of victims of crime are completely, very or fairly satisfied with the service they have received from the police

6.37 The Chart below shows the trend for Victim Satisfaction since April 2012. The Commissioner's target of 90% is particularly challenging and in fact has never been met. The highest level was in February 2013 when it was 87.7%. Since then and up to July 2014 it declined slowly. There was a fall of 1% between July 2014 (87.7%) and November 2014 (86.7%) which was maintained for 9 months until August 2015 when it improved slightly until October 2015 when it was 86%. Since then it has fallen to its lowest level for nearly 4 years i.e. 84.8%.

6.38 It is worth noting that the difference between the peak in February 2013 and lowest point in February 2016 is only 2.9%. In addition, despite the dip in performance, Nottinghamshire Police ranks 2nd place in its MSG (most Similar Group) for Overall Victim User Satisfaction, and is still well above the MSG average of 82.7%. But nevertheless there is a fall in performance which has been analysed and responded to by the Force.



6.39 There is a significant difference between the Divisions in terms of the headline figure (City 82.7%, County 86.2%).

6.40 Previously this measure was Amber but when it was recently graded red, there was increased scrutiny at various Divisional and Force performance meetings. Discussions have recently taken place to better understand the dip in performance so that remedial action can be taken.

6.41 In terms of the various aspects which contribute to overall Victim User Satisfaction, Ease of Contact and Treatment well exceed the 90% target. However there is a significant deterioration in the Follow Up aspect. Traditionally the lowest aspect of Victim User Satisfaction has reduced from 77.8% last year to 75.0% this year. Looking at the short-term (3 month rolling) picture, a greater deterioration is apparent, with the rate down by 3.8% compared to the same period of last year.

6.42 When looking at performance by crime type, victims of Vehicle Crime show the lowest overall satisfaction levels. Within this, Theft of Motor Vehicle in particular has seen a significant deterioration in overall Victim User Satisfaction, Action Taken and Follow Up, each of these aspects has deteriorated by more than 5% in the 12 month rolling picture.

6.43 All supervisors receive and record satisfaction level data on a monthly basis, allowing them to assess their team's performance and address any specific issues. This information enables supervisors to effectively manage performance, with a view to either recovering service with dissatisfied victims or learning lessons in order to improve future service delivery.

6.44 These issues were discussed at the Force's Local Performance Board on 28th April 2016. Force policy no longer requires a Police officer to visit the scene of a crime involving a theft of or from a motor vehicle. Historical analysis reveals that there is little evidential benefit in such visits and with fewer resources the Force prioritises crimes which carry a higher Threat, Harm or Risk to the victim.

6.45 It would seem that there is an expectation by some of the public that Police officers should still visit the scene of a vehicle crime. Doing so is likely to improve satisfaction levels but would reduce capacity to service crimes which carry a

higher level of Threat, Harm or Risk. Since satisfaction levels are still much higher than the Force's MSG, the Commissioner is satisfied with the Force's current policy.

New Red: A 10% increase in the number of orders compared to 2014-15

- 6.46 The Force recorded 1 additional Confiscation and Forfeiture Order in 2015-16 compared to 2014-15, placing the Force 9.9% below target. However, the overall value of POCA^g orders has increased by 7.2% or £73,196.89, with the average value now at £4,827 compared to £4,522 in 2014/15.
- 6.47 The position against target has been reported as an absolute difference between the % change performance (+0.4%) and the target performance (+10%), so the Force is actually 9.6% below the 10% target. The Force had a total of 224 orders in 2014/15 and 225 in 2015/16. To achieve the 10% increase in orders the Force should have secured an additional 23 orders in 2015/16.
- 6.48 In respect of POCA, the financial investigation team is now operating with a reduced size; POCA orders are requested by the CPS (Crown Prosecution Service) and granted by the Court based on case files presented and are not necessarily a direct reflection on Police activity.
- 6.49 Due to the low numbers of orders, the Force considers % changes to be misleading. The variance in the number of orders does fluctuate considerably, from one year to another resulting in a high % swing. For example, in November 2014, 21 orders were granted and in 2015 only eleven were granted; similarly in March 2015, 26 orders were granted and in 2016 18 orders were granted.
- 6.50 The Home Affairs Committee is currently undertaking inquiries into how effectively the measures introduced in the Proceeds of Crime Act 2002, to deprive criminals of any benefit from their crimes, are working. In particular, the inquiry is assessing the operation of confiscation orders, which are the main mechanism through which this policy is implemented.^h

7. Monitor the Proportion of Rural Crime Compared to 2014-15

- 7.1 This measure has not been RAGB graded.
- 7.2 There were a total of 8,741 offences identified as Rural Crimesⁱ to the end of 2015-16, equating for just over 12% of all crime recorded by Nottinghamshire Police. This is fairly similar to the proportion in 2014-15. In terms of performance in rural areas, the Force recorded a 5.4% increase, or 450 additional crimes, compared to a -0.9% reduction, or 572 less crimes, in urban areas.

^g POCA – Proceeds of Crime Act

^h <http://www.parliament.uk/business/committees/committees-a-z/commons-select/home-affairs-committee/inquiries/parliament-2015/proceeds-of-crime/>

ⁱ Rural Crime Force Definition: Rural crimes include all crimes occurring in rural areas in addition to those offences defined as rural (i.e. theft of livestock).

- 7.3 In line with the overall Force trend, Violence Against the Person (VAP) accounted for the main bulk of the increase recorded in rural areas with 299 additional offences recorded in 2015-16 compared to 2014-15, an increase of 16%.
- 7.4 Comparing offending in rural areas to urban, most crime types are following similar trends with the exception of Burglary Non Dwelling.
- 7.5 The Force recorded a 16.2% increase in Burglary Non Dwelling offences in rural areas in 2015-16 compared to a 5.8% reduction in urban areas. The increase in rural areas equates to 134 additional offences recorded in the 12-months to the end of March 2016, and was driven by increases in; Newark & Sherwood (+3.3% or 85 additional offences) and Bassetlaw (+4.6% or 41 additional offences).
- 7.6 Overall, Newark & Sherwood features as a rural area experiencing higher levels of offences in 2015-16 compared to the previous performance year with a 9.3% increase, or 236 additional offences. The increase was mainly driven by performance to the end of the first quarter where Newark & Sherwood recorded a 40.5% increase at that time.
- 7.7 Performance for rural crime from the start of Quarter 2 levelled off with similar levels recorded in most months culminating in a strong -16.7% reduction in the month of February 2016, and a -0.4% reduction in March 2016.
- 7.8 Offences with notable increases in 2015-16 are; Violence Against the Person (VAP) (+18.3% or 108 additional offences), and Burglary Non Dwelling. Violence increased due to a rise early in the year connected to changes in recording practises for 'Without Injury' offences, VAP levels reduced throughout the rest of the year. Burglary non dwelling relates to shed breaks and commercial premises; the increase has recently come to the attention of the Burglary Gold Group and is being investigated with the belief that it may be connected to the activities of certain specific individuals.
- 7.9 Although, the Force reduced crime overall in 2015-16, there were urban and rural areas where increases were experienced – see list below ranked by % increase. These are a mixture of Police areas and Partnership Plus Areas. Some Partnership Plus areas will contain a mixture of rural and urban beats. The below list contains hierarchical derivatives and as such the high level of crime in one will be directly attributable to the high level in another.
- Sutton –In-Ashfield North, a Partnership Plus Area (+20%)
 - Sutton East, a Partnership Plus Area (+15%)
 - Castle, a Partnership Plus Area (+13%)
 - Rural Hamlets and Isolated Dwellings, a rural area sub group (+12.8%)
 - Oak Tree, a Partnership Plus Area (+12%)
 - Rural Total, which includes the above "Rural Hamlets.." (+5.4%)
 - Worksop South, a Partnership Plus Area (+8%)
 - Trent Bridge, a Partnership Plus Area (+8%)
 - Woodlands, a Partnership Plus Area (+6%)
 - County Overall (+3.25%)

- Force Overall (-0.1%)
- City a reduction of (-4.56%)

Holding the Chief Constable to Account

- 7.10 The Commissioner is represented at the key Divisional, Partnership and Force Local Performance board meetings in order to obtain assurance that the Force and Partners are aware of the current performance threats, and are taking appropriate action to address the emerging challenges. Should there be any issues of concern these are relayed to the Commissioner who holds the Chief Constable to account on a weekly basis.
- 7.11 In addition, from time to time the Commissioner meets with both Divisional Commanders to gain a deeper understanding of threats, harm and risk to performance. The next meeting is due to be held on 21st March 2016.
- 7.12 At a previous Panel meeting Members asked if the Commissioner would include a specific example of where he had held the Chief Constable to account on an issue. The Commissioner would emphasise that he has a regular weekly agenda meetings with the Chief Constable. Furthermore, Force performance is always discussed. Frequently the budget and investigations on historic child sex offending are on the agenda.
- 7.13 Panel Members have asked if a case study could be prepared for each meeting. Previous case studies relating to Shoplifting, the Victims Code, Improving BME Policing Experiences were prepared. For this meeting, a case study has been prepared in respect of Hate Crime (see **Appendix A**).

Activities of the Commissioner and Deputy Commissioner

- 7.14 The Commissioner and Deputy Commissioner continue to take steps to obtain assurances that the Chief Constable has not only identified the key threats to performance but more importantly that swift remedial and appropriate action is being taken to tackle the problems especially in the Priority Plus Areas in the County and High Impact Wards in the City. Key activities are reported on the Commissioner's web site.^j
- 7.15 On 27 April 2016 the Deputy Commissioner retired from her role.

DECISIONS

- 7.16 The Commissioner has the sole legal authority to make a decision as the result of a discussion or based on information provided to him by the public, partner organisations, Members of staff from the Nottinghamshire Office of the Police and Crime Commissioner (NOPCC) or Chief Constable. The Commissioner's web site provides details of all significant public interest decisions.^k

^j <http://www.nottinghamshire.pcc.police.uk/News-and-Events/Latest-News.aspx>

^k <http://www.nottinghamshire.pcc.police.uk/Public-Information/Decisions/Decisions.aspx>

7.17 Panel Members have previously requested that the Commissioner provide a list of all forthcoming decisions (Forward Plan) rather than those already made. This Forward Plan of Key Decisions for the OPCC and the Force has been updated and is contained in **Appendix B**.

8. Financial Implications and Budget Provision

8.1 Finance and Budget performance is covered in a separate report under a different agenda item to this meeting.

9. Human Resources Implications

9.1 None - this is an information report.

10. Equality Implications

10.1 None – although it should be noted that high levels of hate crime are racially motivated adversely impacting BME communities. The Case Study contained in **Appendix A** details action taken to tackle Hate Crime.

11. Risk Management

11.1 Risks to performance are identified in the main body of the report together with information on how risks are being mitigated.

12. Policy Implications and links to the Police and Crime Plan Priorities

12.1 This report provides Members with an update on performance in respect of the Police and Crime Plan.

13. Changes in Legislation or other Legal Considerations

13.1 None that directly relates to this report.

14. Details of outcome of consultation

14.1 The Deputy Chief Constable has been sent a copy of this report.

15. Appendices

A. Case Study – Hate Crime

B. Forward Plan of Key Decisions for the OPCC and the Force

16. Background Papers (relevant for Police and Crime Panel Only)

- [Police and Crime Plan 2015-2018 \(published\)](#)

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