

For Information	
Public/Non Public*	Public
Report to:	Strategic Resources and Performance Meeting
Date of Meeting:	6th November 2019
Report of:	The Chief Constable
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Agenda Item:	8

*If Non Public, please state under which category number from the guidance in the space provided.

Performance and Insight Report – update to September 2019

1. Purpose of the Report

- 1.1 The purpose of this report is to inform the Police and Crime Commissioner of the key performance headlines for Nottinghamshire Police in the 12 months to September 2019.

2. Recommendations

- 2.1 It is recommended that the contents of the attached report are noted.

3. Reasons for Recommendations

- 3.1 To ensure that the Police and Crime Commissioner is aware of current performance in line with the Police and Crime Commissioner and Force priorities, as set out in the Police and Crime Plan.

4. Summary of Key Points

- 4.1 The summary tables in the attached report (Appendix A) provide an overview of performance across the four Police and Crime Plan strategic themes. Trend information is represented as both a percentage and volume change and sparklines are included where possible to give a visual representation of the monthly trend over the last two years. Additional narrative provides context where required, particularly in respect of any performance exceptions.

5. Financial Implications and Budget Provision

- 5.1 There are no immediate financial implications relating to this report.

6. Human Resources Implications

- 6.1 There are no immediate Human Resource implications arising from this report.

7. Equality Implications

- 7.1 There are no equality implications arising from this report.

8. Risk Management

- 8.1 There are no risk management implications arising from this report. Performance is monitored on a regular basis through the provision of management information for all key areas of the business, and any exceptional performance is identified, assessed and responded to through the appropriate governance structure.

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

- 9.1 There are no policy implications arising from this report.

10. Changes in Legislation or other Legal Considerations

- 10.1 There are no changes in legislation or other legal considerations that are relevant to this report.

11. Details of outcome of consultation

- 11.1 The figures included in this report are covered in more detail in each of the individual Performance and Insight Reports and are monitored through; Operational Performance Review, Force Performance Board, and the Force Executive Board meetings on a monthly basis.

12. Appendices

- 12.1 Appendix A: Performance and Insight report.

Nottinghamshire Police

Performance & Insight Report




Performance to 30th September, 2019

Guidance notes:

1. The following performance indicators are taken from the Police and Crime Commissioner's (PCC) plan 2018-21. The information is organised in line with the four strategic priority themes in the plan.
2. Wherever possible, performance information is provided for a 12 month period compared to the equivalent 12 months of the previous year, in order to provide an indication of trend. Where information provided is for an alternative period this will be stated.
3. Trend lines are included (where available) to provide a visual indication of trend over the last 24 months. High and low points in the period are shown as red and green dots. The colours are arbitrary and do not indicate positive or negative performance.
4. Additional insight is included in the report in order to provide context, in relation to performance exceptions only. A full report with narrative for each measure is produced once a quarter.
5. Where data has been supplied by a source outside of the Nottinghamshire Police Management Information team, this will be stated.
6. Amendments and additions have been added to this edition of the P&I report, in line with the revised Police and Crime Plan Strategic Framework (2018-21)


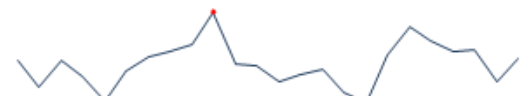
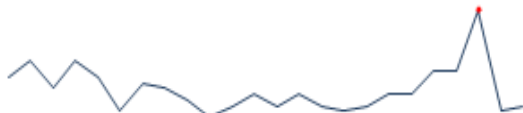
Strategic Priority Theme One: Protecting People From Harm

T1A: More vulnerable people are protected and safeguarded

Measure		Performance	Trend	Insight
T1A	Police Effectiveness: Protecting Vulnerable People HMICFRS PEEL Assessment Grade	Good (2019)		This is an Annual Measure Improvement on 2017 assessment due in part to improvements in early identification and response to domestic abuse.
T1A.1	Safeguarding Referrals Adult and Child	+24.5%		Overall, there is a continuing upward trend in recording with a new peak in referrals in July 2019. August and September 2019 have seen slight decreases, but the trend is still positive. This allows confidence that the force and partner agencies are improving the identification and recording of safeguarding concerns, to ensure that appropriate safeguarding actions are in place to minimise the risk of harm. The 24.5% increase recorded this year equates to 1,266 additional referrals (an average of 105 extra per month).
T1A.2	Child Sexual Exploitation (CSE)	-20.9%		Recent months have seen a downward trend in the recording of CSE crimes and non-crimes, however, an upturn has been seen since May 2019 and the longer term trend is still positive. CSE is a relatively low volume offence type with a current average of around 48 offences recorded a month given the CSE qualifier. The 20.9% reduction represents 151 fewer offences recorded over the year.


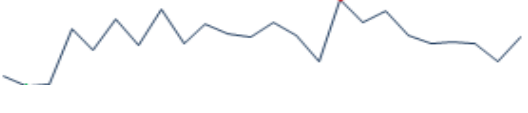
Strategic Priority Theme One: Protecting People From Harm

T1A: More vulnerable people are protected and safeguarded

Measure		Performance	Trend	Insight
T1A.3	Missing Persons Report	-9.9%		<p>The trend for Missing Person reports had seen a downward trend since May 2018, although, an upturn has been seen in recent months. Overall, reports saw a 9.9% reduction this year (345 fewer). The monthly average is currently 262 reports.</p> <p>The trend for Missing – No Apparent Risk reports has also seen a downward trend since July 2018; however, March 2019 saw an upturn with instances now stabilising.</p> <p>Overall, reports saw a 1.8% decrease this year, equating to 54 fewer reports. The monthly average is currently 251 reports.</p>
	Missing – No Apparent Risk (formerly Absent Persons Report)	-1.8%		
T1A.4	Modern Slavery	-4.2%		<p>Modern slavery is a relatively new offence which came in to effect in early 2016. As a result, there was an initial upward trend in recording, with offences then seeing a downward trend. Since January 2019, an upward trend has been seen again, with a new peak seen in July 2019, however, a sharp downturn has been seen since.</p> <p>This is a low volume offence type and has seen a 4.2% decrease in the 12 months to September 2019; a decrease of just 3 offences.</p> <p>The force continues to take a proactive approach to this type of offending - seeking out Modern Slavery offences in order to ensure that survivors are protected and offenders brought to justice.</p>

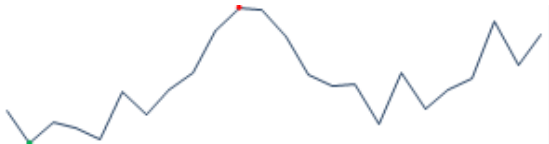

Strategic Priority Theme One: Protecting People From Harm

T1B: Improve capacity and capability to identify and deal with new serious and emerging threats

Measure		Performance	Trend	Insight
T1B.1	Fraud Offences	+11.1%		<p>There is an overall upward trend in the recording of Fraud offences, with an increase of 21.1% (304 offences) in the last 12 months; although, a decrease in numbers has been seen in recent months.</p> <p>Fraud offences represent a significant challenge to the police and in particular place a genuine demand on police resources, with investigations often complex and time consuming.</p>
T1B.2	Online Crime	+6.7%		<p>Online crime refers to offences where on the balance of probability, the offence was committed, in full or in part, through a computer, computer network or other computer-enabled device. The figures do not include fraud offences, which are captured separately.</p> <p>The trend is stable across the period with a steady upward trend, there has been an increase of 6.7% or 218 offences in the last 12 months when compared to previous 12 month period.</p> <p>The majority of online crimes recorded are harassment offences, specifically malicious communications offences which have taken place online on forums such as Facebook and twitter.</p>

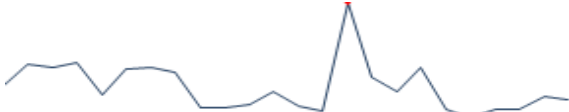

Strategic Priority Theme One: Protecting People From Harm

T1B: Improve capacity and capability to identify and deal with new serious and emerging threats

Measure		Performance	Trend	Insight
T1C.1	Mental Health Related Incidents	+3.7%		<p>The last 12 months has seen an increased monthly average of 1,537 incidents compared to 1,482 for the previous 12 months.</p> <p>July to September 2018 saw higher than average levels with a peak in incidents in August. Incidents have since seen a downward trend; however, from March 2019, levels have risen again as per the trend last year; probably indicative of the disparate days in the month ratio and better use of the tag at source by the Control Room.</p> <p>The increase of 3.7% recorded in the 12 months to September 2019 equates to 661 additional incidents when compared to the previous year.</p>
T1C.2	Alcohol-Related Violence	-1.0pp		<p>In order to build up a picture of violence offences where alcohol is believed to be a factor, the force is reliant on the use of an alcohol marker on the Niche crime recording system.</p> <p>The force is keen to build up the truest possible picture of alcohol-related crime, and has taken steps to improve the use of the alcohol marker in Niche. This action has seen the proportion of alcohol-related violence increase sharply from October 2017 to December 2017; the monthly rate has remained stable at a higher level since this point.</p> <p>The current trend remains stable with a rate of 16.9% of all violence recorded as alcohol-related compared to 18.0% for the same period last year.</p>

Strategic Priority Theme One: Protecting People From Harm

T1B: Improve capacity and capability to identify and deal with new serious and emerging threats

Measure		Performance	Trend	Insight
T1C.3	Alcohol-Related ASB	-0.5pp		<p>The trend chart reveals a downward trend in the proportion of ASB with an alcohol marker up to November 2018. A sharp upturn can be seen in December 2018 (potentially influenced by the Christmas season and New Year).</p> <p>The rate in the 12 months to September 2019 is 9.5% compared to 10.0% in the previous 12 months.</p>
T1C.4	Drug Trafficking and Supply Offences	+26.3%		<p>Drug trafficking and supply offences show a stable trend in the long term. The force records on average about 75 offences each month and this average has remained relatively stable over the last two years.</p> <p>An upturn in recorded offences was seen in March 2019 with further uplifts in June and July 2019.</p> <p>The upturn is attributed to various on-going operations conducted since the beginning of 2019, such as Op Reacher that has targeted various nominals and gangs and resulted in the increased recording of drug offences, weapons possession etc. Additionally, an increase in stop searches has taken place which again has resulted in more drug charges.</p>
T1C.5	Perception of drug dealing and drug abuse	+1.0pp		<p>Police & Crime Survey to September 2019</p> <p>Data to September 2019 – 51.0% of respondents stated that they would like to see the police and other agencies do more to tackle ‘drug use and drug dealing’ in their local area. This has been increasing steadily since the survey was introduced in June 2017, with a 1.0pp increase on the June 2019 survey and a 8.0pp increase on 2017-18.</p>

Strategic Priority Theme One: Protecting People From Harm

T1B: Improve capacity and capability to identify and deal with new serious and emerging threats

Measure	Performance	Trend	Insight
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Strategic Priority Theme One: Protecting People From Harm

T1D: Improve information sharing between organisations using ECINs

Measure	Performance	Trend	Insight
T1D.1	ECINs use		<p>October 2019 Update</p> <p>The ECINS Programme is a County wide programme incorporating over 40 stakeholder organisations including all local authorities, Police, Fire service, Health partners, Probations, Prisons, Housing and third sector providers. It aims to support vulnerable and complex people and to reduce crime and disorder through improving partnership working by harmonising information sharing processes and integrating them into a single shared system to enable effective insight into the complexity of an individual, the organisations and issues they are connected to and to avoid operational contradiction and silo working around individuals, locations and issues that span different organisational remits.</p> <p>As of August 30th, 2019, Nottinghamshire ECINS held:-</p> <ul style="list-style-type: none"> • 38 active agencies (over 50 on the journey to use the system) • 1,380 users of which 567 (41%) are Notts Police and Commissioners office. • 24,854 profiles • 24,846 cases <p>Of the total volume of data inputs (cases, profiles, tasks, updates etc) on the system, 21% were from Notts Police.</p>

Strategic Priority Theme One: Protecting People From Harm

T1B: Improve capacity and capability to identify and deal with new serious and emerging threats

Measure		Performance	Trend	Insight
				<p>The internal delivery board for system implementation and operational realisation continues to function well.</p> <p>Recent Success</p> <ul style="list-style-type: none"> • The dual Police and City council effort to transition MARAC in Nottingham City onto ECINs which went live in August of which Insp Paul Gummer and Insp Amy Styles-Jones were the force leads. • Growing partnership work in Gedling between Police, Fire, Housing and Local Authorities, driven by Insp Pearson. • Burgeoning co-operative management of the local authority warden service by Police and Council via ECINs Newark. <p>Principle Issues are:-</p> <ul style="list-style-type: none"> • Improving the volume of trainers and access to training (both beginner and remedial) due to an increasing business need for an increasing volume of department to use the system to work with partners. • System administration. • Dispelling the myths/memories of the early stages where usage by other partners was not as high as it is now.

Strategic Priority Theme One: Protecting People From Harm

T1B: Improve capacity and capability to identify and deal with new serious and emerging threats

Measure	Performance	Trend	Insight

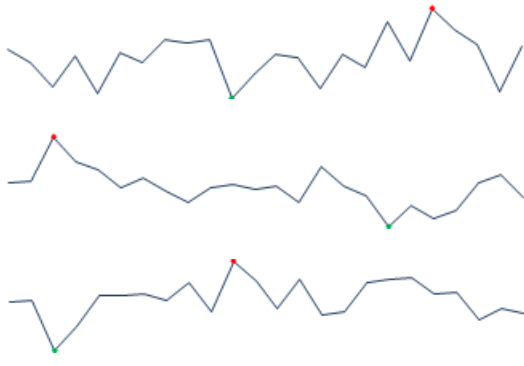
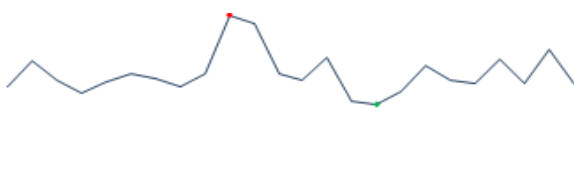

Strategic Priority Theme Two: Helping and Supporting Victims

T2A: More people have the confidence to report crime and focus resources on repeat victimisation

Measure	Performance	Trend	Insight
T2A.1	Domestic Abuse	+20.9%	<p>The force is recording an upward trend in Domestic Abuse crime over the last two years. The current increase of 20.9% equates to 2,586 additional crimes in the current 12 months when compared to the previous year. Recorded Domestic Abuse crimes increased significantly in June 2018 and have remained at a higher level since with an overall peak recorded in July 2019.</p> <p>The last 12 months has seen an average of 1,244 Domestic Abuse crimes per month.</p> <p>The force welcomes an increase in reporting as it is believed that such offences are still under reported, and increasing survivor confidence to come forward and seek support from the force and partner agencies is a key priority for the force.</p>

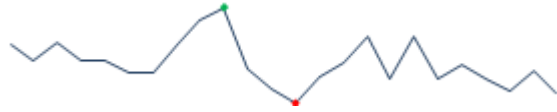

Strategic Priority Theme One: Protecting People From Harm

T1B: Improve capacity and capability to identify and deal with new serious and emerging threats

Measure		Performance	Trend	Insight
T2A.2	Proportion of Victim-Based Crime: a. Child Victim b. Adult Victim c. Organisation	a. +0.4pp b. -1.3pp c. +0.1pp		<p>For the majority of victim-based crimes, the victim is an adult, with 68.1% of victim-based crime in the 12 months to September 2019 committed against an adult.</p> <p>Organisations then account for 19.9% of all victim-based crime, with crimes against children a minority at 8.6 %.</p> <p>Each of these proportions has remained reasonably stable over the last two years.</p> <p>It should be noted that due to data quality limitations, a small proportion of offences cannot be attributed to one of the three groups; therefore the proportions will not add up to 100%.</p>
T2A.3	Serious Sexual Offences: a. Adult	-4.1%		<p>The trend for serious sexual offences against adults has fluctuated over the 2 year period. A peak was seen in July 2018 with offences then seeing a downward turn before rising again in the past few months. Offences against adults have decreased by 4.1% (62 offences) in the 12 months to September 2019.</p>
	b. Child	-1.6%		<p>The trend for offences against children appears to fluctuate up and down every few months and has seen a reduction of 1.6% (23 fewer offences) in the 12 month period to September 2019.</p> <p>As with the recording of Domestic Abuse, the force welcomes any increase in reports of serious sexual offences.</p>

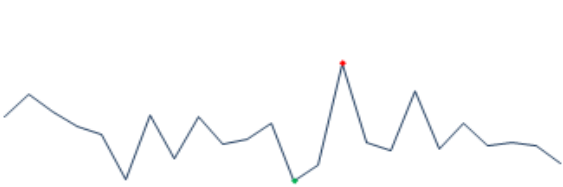

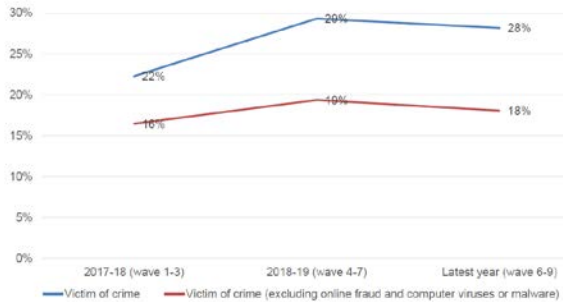
Strategic Priority Theme One: Protecting People From Harm

T1B: Improve capacity and capability to identify and deal with new serious and emerging threats

Measure		Performance	Trend	Insight
T2A.4	Positive Outcome Rate for Serious Sexual Offences	-3.2pp		<p>There is a slight downward trend apparent in the positive outcome rate for serious sexual offences. The current rate is 7.2% compared to 10.4% in the previous 12 month period.</p> <p>In terms of the volume of positive outcomes recorded, performance is relatively stable, meaning that the rate has been affected by the increase in recorded crime.</p> <p>It is believed that this is as a result of an increase in third party reports from partner agencies and also reports where the victim wishes to report the offence but does not support further police action. With offences of this type it is not possible to achieve a police positive outcome and therefore, this increase serves to effectively dilute the outcome rate.</p>
T2A.5	Domestic Abuse Repeat Victims	+2.5pp		<p>A repeat victim is any victim from the most recent month, who is also named as a victim on one or more offences (of the same offence type) in that same month and/or in the previous 12 months. This is based on the national definition. Both crime and non-crime offences are used in the calculation.</p> <p>On average, in the 12 months to September 2019, 34.4% of domestic abuse victims were a repeat victim. The trend chart shows that the proportion of repeat victims of domestic abuse is relatively stable over the last two years with a slight upward trend now emerging and a 2 year peak seen in November 2018.</p>

Strategic Priority Theme One: Protecting People From Harm

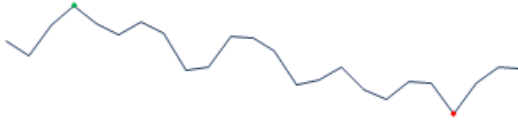
T1B: Improve capacity and capability to identify and deal with new serious and emerging threats

Measure		Performance	Trend	Insight
T2A.6	Hate Crime Repeat Victims	-0.7pp		In the 12 months to September 2019, 15.3% of hate crime victims were a repeat victim; this is a decrease on the previous 12 months figure of 0.7pp. A peak was seen in December 2018 with recent months seeing peaks and troughs.
T2A.7	ASB Repeat Victims	+0.3pp		Of a total of 25,870 Anti-Social Behaviour callers in the 12 months to September 2019, 7,350 had reported a previous ASB incident or incidents in the 12 months prior. This equates to a repeat victimisation rate of 28.4%. Performance is stable with no real change between this rate and the rate of 28.1% in the previous 12 months.
T2A.8	Levels of reported crime to the police	-1.0pp All -0.5pp Excl. Online		Police & Crime Survey to September 2019 Data to September 2019, 28% of respondents reported that they had personally been a victim of crime in the last 12 months, compared to 29% the previous year (2018-19). This reduces to 18% when online fraud and computer misuse are excluded.
T2A.9	Percentage of reported crime	-4.7pp		Police & Crime Survey to September 2019

				Data to September 2019, 54.5% of residents experiencing crime, went on to report it to the police, this compares to 59.2% in the June 2019 survey.
T2B.1	Victim Services: Improvement in cope/recover outcomes	n/a		Ministry of Justice Victim Services Monitoring PCC Commissioned victim services 2018/2019: Average 73% showing improvement, most notably in being 'better able to cope' (76%) and improved health and wellbeing (75%). Bi-annual measure


Strategic Priority Theme Two: Helping and Supporting Victims

T2D. Victims receive high quality effective support

Measure		Performance	Trend	Insight
T2D.1	Victim's Code Of Practice (VCOP) Compliance	-2.6pp		<p>The Victims Code Of Practice (VCOP) requires that a VCOP assessment be made and recorded for every victim of a crime, and that victim services should be offered as part of this assessment. In order to be VCOP compliant, every victim-based crime should have a completed VCOP recorded on the crime and the officer should record that victim services have been offered.</p> <p>There is an overall downward trend apparent for this measure, with a compliance rate in the 12 months to September 2019 of 90.1% compared to 92.7% in the previous 12 months. This could be due to the additional offences e.g. harassment/stalking that are now being recorded in addition to the primary offence. There would not be an expectation for an additional VCOP assessment to be made for these linked offences.</p>

Strategic Priority Theme Three: Tackling Crime and Anti-Social Behaviour

T3A. Communities and people are safer and feel safer

Measure		Performance	Trend	Insight
T3A	Police Effectiveness: Preventing/Tackling Crime & ASB	Requires Improvement (2019)		<p>This is an Annual Measure</p> <p>The 2018 assessment highlighted 'minimal progress' in improving understanding of communities and prioritising crime prevention. These areas are receiving a renewed focus in 2019.</p> <ul style="list-style-type: none"> As part of the NHP review revised community profiles and engagement plans have been developed. These are 'living documents' and are corporate across the force. They have been developed utilising College of Policing guidance to ensure they are best practice and initial HMICFRS feedback is positive. This work is complemented by a revised and standardised 'Local Policing Priority Setting' process. Each NPA now applies the same universal methodology and approach when setting priorities, along with an update mechanism. This process updating process is corporate and includes utilising the web-site, social media, stakeholder newsletters and public meetings. Central to the priority setting process is the OPPC survey data. The force is engaging with the National Problem Solving & Demand Reduction Programme. This national programme is seeking to re-invigorate the understanding and utilisation of problem solving methodology in line with C of P guidance and Nottinghamshire Police have embraced this approach. Nottinghamshire Police have commissioned nationally recognised external problem solving training for NHP staff and partners. This is planned in late 2019 through


Strategic Priority Theme Three: Tackling Crime and Anti-Social Behaviour

T3A. Communities and people are safer and feel safer

Measure		Performance	Trend	Insight
				<p>to early 2020. In addition, there is a work programme to introduce induction training for all new NHP staff (from PCSO to Insp) and a complimentary annual Continuous Professional Development (CPD) programme for all NHP practitioners. This will have problem solving and crime prevention as a core theme.</p> <ul style="list-style-type: none"> • A methodology for evaluating and sharing good practice ('What Works') both internally across NHP and with external partners is being developed. The first stage of this being the intranet hosted "NHP portal" accessible to all staff. This 'goes live' in November 2019. The second stage will be the introduction a periodic symposium to allow internal and external practitioners to share good practice, learning points and explore solutions. This is central to problem-solving and crime reduction activity. • Problem-solving plans, stored on ECIN's, have been reviewed, cleansed and updated. Those now on the system are all OSARA aligned, the corporate model we now use, and receive appropriate over-sight via the relevant CI's. Problem solving plans are now included in the force tasking process to ensure appropriate support, challenge and prominence within the force structure. • The use of social media is central to engagement and crime prevention messaging. The force wide plan is to ensure greater synergy between the 'crime/ASB calendar', community events and the associated campaign literature and materials. This will see greater benefit and consistency


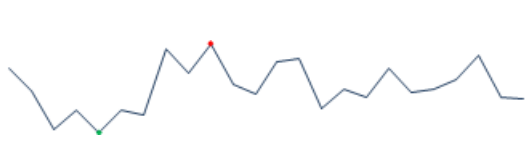

Strategic Priority Theme Three: Tackling Crime and Anti-Social Behaviour

T3A. Communities and people are safer and feel safer

Measure		Performance	Trend	Insight
				<p>across the NHP function. This work is being complimented by a revised approach, predicated on a cadre of suitably trained NHP practitioners, who have access to corporate materials designed to; promulgate crime prevention messages; engage with communities; promote the activity of police and partners in a locality.</p> <ul style="list-style-type: none"> Severity Profiles project – the OPCC funded researchers are nearing completion of the first tranche of countywide Problem Profiles. The County Council have now appointed a project manager to support this work. The OPCC is hosting a problem solving conference in November 19, where police, partners and external speakers will be in attendance. The main aim of the conference is to progress the dialogue relating to how the severity profiles will inform and direct strategic problem solving and crime prevention at district council and CSP level in line with the above training and improved methods.
T3A.1	Victim-Based Crime	+1.9%		<p>An upward trend continues in recorded crime. In the 12 months to July 2019 the increase is 1.9% which equates to 1,762 crimes more than the previous 12 months.</p> <p>The upward trend can be attributed to the following:</p> <ul style="list-style-type: none"> The forces proactive approach to ensuring compliance with the National Crime Recording Standards (NCRS), has resulted in a continued increase in the recording of offences such as Violence Against the Person (VAP) and public order offences.

Strategic Priority Theme Three: Tackling Crime and Anti-Social Behaviour

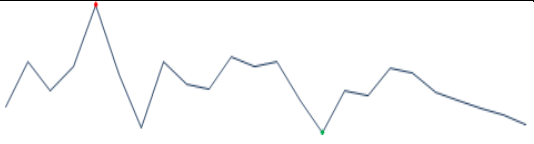




T3A. Communities and people are safer and feel safer

Measure		Performance	Trend	Insight
				<ul style="list-style-type: none"> Improved awareness and public confidence in relation to high harm offences such as domestic abuse and sexual offences Changes to crime recording legislation, specifically in relation to stalking and harassment offences, which almost doubled in volume in April 2018 following the implementation of new regulations at the start of the month. A genuine increase in the numbers of some crimes, which is corroborated by examining the calls for service in relation to these offence types.
T3A.2	Victim-Based Crime: a. Rural Areas b. Urban Areas	a. +1.0%		<p>Victim-based crime in rural areas and in urban areas follows a similar upward trend to the overall force recorded crime picture.</p> <p>In volume terms, the 1.0% increase in crime in rural areas translates to 105 more recorded crimes. In urban areas the increase is 2.0% which equates to 1,594 additional crimes.¹</p>
		b. +2.0%		
T3A.3	Severity Score Force Wide	-2.6%		The severity score is an alternative method of measuring crime by reflecting the harm caused to society and/or individuals. Each offence carries a different weight (calculated by the Office for National Statistics, based on actual sentences) and this is

¹ Not all recorded crime data has the appropriate coordinates to be able to map the data to rural and urban locations. This means that the total will be less than the overall force level victim based crime total.

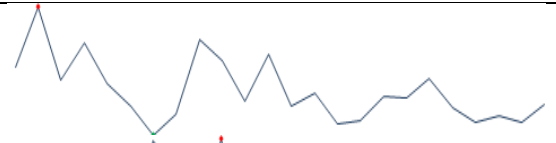




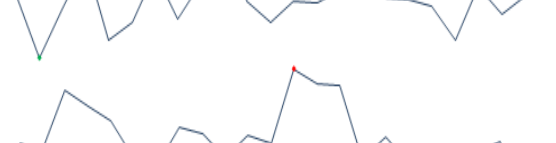

Strategic Priority Theme Three: Tackling Crime and Anti-Social Behaviour

T3A. Communities and people are safer and feel safer

Measure		Performance	Trend	Insight
				<p>multiplied by the crime counts to create a severity score. The approach has been built in to the Police and Crime Commissioner's Strategic Framework for 2018-2021 as alongside traditional measures; it provides the PCC and the Force with a new and credible approach to better understand the profile of crime in Nottinghamshire.</p> <p>Since July 2018, the force is recording a downturn in the total severity score for recorded crimes, the trend has seen a 2.6% downturn across the period.</p>
T3A.3a	Severity Score Priority Areas			
	Arboretum	-14.0%		Arboretum has seen a 96,666 reduction in its Severity Score in this 12 month period when compared to the previous 12 months.
	Arnold & Woodthorpe	+1.3%		Arnold & Woodthorpe has seen a 3,583 increase in its Severity Score in this 12 month period when compared to the previous 12 months.
	Aspley	-25.4%		Aspley has seen a 115,356 reduction in its Severity Score in this 12 month period when compared to the previous 12 months.
	Basford	-8.4%		Basford has seen a 31,798 reduction in its Severity Score in this 12 month period when compared to the previous 12 months.
	Beeston	+9.0%		Beeston has seen a 21,343 increase in its Severity Score in this 12 month period when compared to the previous 12 months.


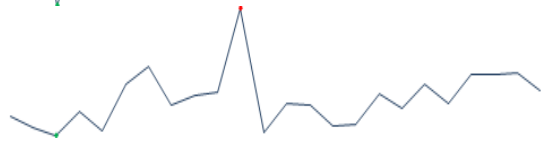

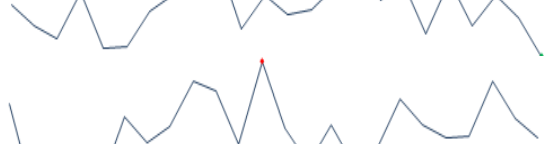



Strategic Priority Theme Three: Tackling Crime and Anti-Social Behaviour

T3A. Communities and people are safer and feel safer

Measure		Performance	Trend	Insight
	Berridge	-25.4%		<p>Bingham & Trent has seen a 58,099 increase in its Severity Score in this 12 month period when compared to the previous 12 months.</p> <p>Bulwell has seen a 36,455 reduction in its Severity Score in this 12 month period when compared to the previous 12 months.</p> <p>Carlton & Porchester has seen an 3,256 reduction in its Severity Score in this 12 month period when compared to the previous 12 months.</p> <p>City Centre has seen a 20,065 decrease in its Severity Score in this 12 month period when compared to the previous 12 months.</p> <p>Clifton has seen a 5,554 increase in its Severity score in this 12 month period when compared to the previous 12 months.</p>
	Bilsthorpe, Lowdham & Villages	-2.0%		
	Bingham & Trent	+37.7%		
	Bulwell	-7.5%		
	Carlton & Porchester	-0.8%		
	City Centre	-1.4%		
	Clifton	+1.3%		

Strategic Priority Theme Three: Tackling Crime and Anti-Social Behaviour






T3A. Communities and people are safer and feel safer

Measure		Performance	Trend	Insight
	Hucknall	-10.7%		<p>Mansfield West has seen a 39,999 increase in its Severity Score in this 12 month period compared to the previous 12 months.</p> <p>Newark has seen a 3,386 increase in its Severity Score in this 12 month period when compared to the previous 12 months.</p> <p>Sherwood has seen a 41,960 reduction in its Severity Score in this 12 month period when compared to the previous 12 months.</p> <p>St Ann's has seen an 3,582 reduction in its Severity Score in this 12 month period when compared to the previous 12 months.</p> <p>Stapleford has seen a 60,747 reduction in its Severity score in this 12 month period when compared to the previous 12 months.</p>
	Mansfield East	+4.0%		
	Mansfield West	+8.0%		
	Newark	+0.6%		
	Sherwood	-12.0%		
	St Ann's	-1.0%		
	Stapleford	-16.5%		

Sutton in Ashfield has seen a 44,369 increase in its Severity Score in this 12 month period when compared to the previous 12 months.

Strategic Priority Theme Three: Tackling Crime and Anti-Social Behaviour

T3A. Communities and people are safer and feel safer

Measure		Performance	Trend	Insight
	Sutton in Ashfield	+5.0%		<p>Workson North has seen a 9,187 increase in its Severity Score in this 12 month period compared to the previous 12 months.</p> <p>Workson South has seen a 57,916 decrease in its Severity Score in this 12 month period when compared to the previous 12 months.</p>
	West Bridgford	+22.6%		
	Workson North	+2.7%		
	Workson South	-12.3%		
T3A.4	ASB Incidents	-3.91%		<p>Recorded ASB incidents appear stable; the force saw an increase in incidents through the summer months in 2018, with a clear peak in incidents recorded in July 2018 followed by a downturn and then recent increases again.</p> <p>In the 12 months to September 2019, the force recorded a -3.91% decrease in ASB incidents which equates to 1,286 fewer incidents.</p>

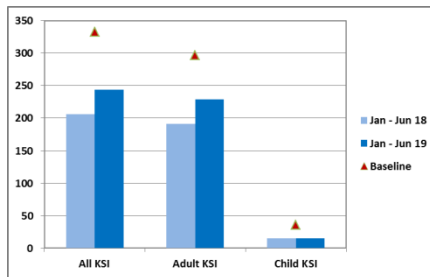
Strategic Priority Theme Three: Tackling Crime and Anti-Social Behaviour

T3A. Communities and people are safer and feel safer

Measure		Performance	Trend	Insight																				
T3A.5	Police are dealing with crime and ASB that matter	-3.3pp	<table> <tr> <th></th><th>START Sep-18</th><th>END Sep-19</th><th>Trend</th><th>% pt. change</th></tr> <tr> <td>FORCE AREA</td><td>42.3%</td><td>40.9%</td><td>▼</td><td>-3.3%</td></tr> <tr> <td>Nottingham</td><td>45.0%</td><td>47.0%</td><td>▲</td><td>4.5%</td></tr> <tr> <td>Nottinghamshire</td><td>41.2%</td><td>38.4%</td><td>▼</td><td>-6.7%</td></tr> </table>		START Sep-18	END Sep-19	Trend	% pt. change	FORCE AREA	42.3%	40.9%	▼	-3.3%	Nottingham	45.0%	47.0%	▲	4.5%	Nottinghamshire	41.2%	38.4%	▼	-6.7%	<p>Police & Crime Survey to September 2019</p> <p>Data to September 2019 – excluding those who answered ‘don’t know’, in the latest year, 40.9% of respondents agreed that the police in their local area are dealing with the crime and anti-social behaviour issues that matter to them. This is a 3.3pp drop on the position at September 2018.</p>
	START Sep-18	END Sep-19	Trend	% pt. change																				
FORCE AREA	42.3%	40.9%	▼	-3.3%																				
Nottingham	45.0%	47.0%	▲	4.5%																				
Nottinghamshire	41.2%	38.4%	▼	-6.7%																				
T3A.6	Percentage of people who feel safe	+0.0pp By Day -0.1pp Alone at Night		<p>Police & Crime Survey to September 2019</p> <p>Data to September 2019 - respondents were asked how safe or unsafe they generally feel across a range of situations.</p> <p>The majority of respondents felt ‘fairly safe’ across a variety of situations. There has been no significant change in the last quarter.</p> <p>89% of respondents felt very or fairly safe ‘outside in their local area during the day’; this reduces to 81% feeling safe when ‘alone in your home at night’.</p> <p>The lower rated situations are:-</p> <p>‘Banking and making purchases online’ – 70% feel safe;</p> <p>‘Using online social media’ – 65% feel safe;</p> <p>‘Outside in your local area after dark’ - 61% felt safe.</p>																				
T3A.6	Percentage of people who feel safe	+1.0pp Banking -1.0pp Social Media +1.0pp After Dark																						

Strategic Priority Theme Three: Tackling Crime and Anti-Social Behaviour

T3A. Communities and people are safer and feel safer

Measure		Performance	Trend	Insight																
T3A.7	<p>Persons killed or seriously injured on the roads</p> <p>a. Adults</p> <p>b. Children</p>	<p>a. +19.9%</p> <p>b. 0%</p>	 <table><caption>KSI Data Summary</caption><thead><tr><th>Category</th><th>Jan - Jun 18</th><th>Jan - Jun 19</th><th>Baseline</th></tr></thead><tbody><tr><td>All KSI</td><td>205</td><td>243</td><td>330</td></tr><tr><td>Adult KSI</td><td>190</td><td>228</td><td>295</td></tr><tr><td>Child KSI</td><td>15</td><td>15</td><td>30</td></tr></tbody></table>	Category	Jan - Jun 18	Jan - Jun 19	Baseline	All KSI	205	243	330	Adult KSI	190	228	295	Child KSI	15	15	30	<p>KSI Update from VIAEM – September 2019</p> <p><u>Q2 2019 Data (January to June 2019)</u></p> <p>Performance is shown as actual percentage reduction against the 2005-2009 baseline average.</p> <p>Data for Q2 of 2019 (January to June 2019) sees an overall increase of 18.5% in KSI casualties (38 more KSI casualties against the previous Q2 2018. However, a 26.7% reduction is seen against the 05/09 baseline).</p> <p>Adult KSI has seen a 19.9% increase (38 more casualties) in Q2 of 2019 compared to Q2 of 2018. Child KSI has stayed the same (15 casualties in both periods).</p> <p>Adult KSI has seen a 22.9% reduction against the 2005-2009 baseline average, while Child KSI has seen a 58.3% reduction against the baseline average.</p>
Category	Jan - Jun 18	Jan - Jun 19	Baseline																	
All KSI	205	243	330																	
Adult KSI	190	228	295																	
Child KSI	15	15	30																	

Strategic Priority Theme Three: Tackling Crime and Anti-Social Behaviour

T3B. Fewer people commit crime and offenders are supported to rehabilitate

Measure		Performance	Trend	Insight
T3B.1	Integrated Offender Management (IOM) average reduction in reoffending risk score	-41.0%		<p>October 2019 Update</p> <p><u>Cohort Snapshot:-</u></p> <ul style="list-style-type: none"> • 522 unique nominals recorded on the Performance Tool since Jan 2016. • Current Active managed cohort (in community or on short term sentence) of 247 with a further 190 IOM nominals on 4 years or more sentence. • 48.7% of the monitored cohort exited between Jan 2016 to Oct 2019 with a reduction in Re-offending Risk Score (RRS) of 74.0%. • In 2019, we have successfully planned, risk triaged and managed 280 IOM prison releases in Notts – with a further 27 expected in the next 90 days. • The RRS is assessed at scheme entry for each offender as a baseline and then again for every offender at entry plus 12m – the scheme is showing a 55.5% reduction across the entire cohort. • Notts is the first scheme with a monitoring tool and dataset capable of measuring the long term impact of the IOM to a cohort and individual offender level. This is nationally significant. <p><u>IOM Activity:-</u></p> <ul style="list-style-type: none"> • Daily management of the cohort. • Score <u>every</u> offender who receives two years+ in Notts for IOM consideration. • Score for selection <u>every</u> member of the Knife Crime Risk cohort every three months. • Manage Youth Justice in the City and County with an IOM offer included in both.



Strategic Priority Theme Three: Tackling Crime and Anti-Social Behaviour

T3B. Fewer people commit crime and offenders are supported to rehabilitate

Measure		Performance	Trend	Insight
				<ul style="list-style-type: none">Deliver Street Aware Violence educational packages in over 50 schools.Manage a Children in Care team that also delivers targeted female early interventions to girls at risk of criminal/sexual exploitation.Attend force wide every LOM, CSP, Ops, Tasking, SOC disruption and Op Reacher meeting to identify offenders for IOM and inclusion and to utilise IOM tactics within current covert and overt activities. <p><u>IOM News:-</u></p> <ul style="list-style-type: none">August 2019: An initial non statutory early intervention cohort for knife crime was commenced at the August IOMS meeting with work already running and staffed by two PCC funded Probation Support Officers.September 2019: We are to deliver a training pack developed by us, to other regional IOM schemes on the IOM management of OCG offenders.Summer 2019: New IOM premises at Castle Quay; co-located with Probation, CRC and IDVA (November 2019).We have 7 alcohol tags in force with the first being worn by an offender in Bassetlaw who is successfully addressing their alcohol issues to the point where they have been offered and are maintaining a tenancy for the first timeThe DVIOM pilot has been assessed successfully with funding being considered to mainstream the IOM IDVA service and grant longevity. <p><u>DVIOM Scheme</u></p> <p>This DV cohort shows a 41% drop in Risk of Reoffending Score across the scheme.</p>



Strategic Priority Theme Three: Tackling Crime and Anti-Social Behaviour

T3B. Fewer people commit crime and offenders are supported to rehabilitate

Measure		Performance	Trend	Insight
				<p>Those DV perpetrators who have been removed from the DVIOM scheme show a 47% drop in PPIT risk.</p> <p>This directly corresponds to a reduction in severity and frequency of offending within this high risk cohort.</p> <p>This matches (and in some way surpasses) the national model of good practice (DRIVE).</p>
T3B.2	Possession of Weapons Offences	+29.5%		<p>There is an upward trend in the recording of possession of weapons offences. The force has recorded a 29.5% or 276 offences increase in the 12 months to September 2019; mainly attributable to Op Reacher.</p> <p>Every possession of weapons offence dealt with by the police is potentially preventing the future use of a weapon in a violent offence, and therefore, the upward trend in the recording of these offences is viewed as a positive indication of the force's proactivity in dealing with offenders who choose to carry weapons in Nottinghamshire.</p>
T3B.3	Gun Crime	+35.4%		<p>Gun crime has seen peaks and troughs over the past few months. A low of 5 offences in September 2018 with a peak in May 2019. Although, levels are currently 35.4% higher (40 offences) in the last 12 months compared to the previous 12 months, September has seen a decrease for this offence type.</p>

Strategic Priority Theme Three: Tackling Crime and Anti-Social Behaviour

T3B. Fewer people commit crime and offenders are supported to rehabilitate

Measure		Performance	Trend	Insight								
T3B.4	Violent Knife Crime	-7.3%		<p>Violent knife crime includes the offences of Violence Against the Person, Robbery and Sexual Offences where a knife or bladed article was used to cause injury or as a threat.</p> <p>An increase was seen in recorded violent knife crime from April to August 2018, since then the trend has seen sporadic peaks and troughs.</p> <p>In the 12 months to September 2019 the force recorded 64 fewer offences than in the previous year, which equates to a 7.3% decrease.</p>								
T3B.5	Positive Outcomes for Violent Knife Crime	+0.5pp		The trend for violent knife crime is stable, with a slight upturn of 25.5% in the current year compared to 25.0% last year.								
T3B.6	First-time entrants to the Criminal Justice System (CJS) a. City b. County	+6.1%	<table><thead><tr><th>Period</th><th>No. FTEs</th></tr></thead><tbody><tr><td>Jul 18 - Jun 19</td><td>156 (605 per 100K)</td></tr><tr><td>Jul 17 - Jun 18</td><td>147 (571 per 100K)</td></tr><tr><td>Jul 13 - Jun 14</td><td>214 (839 per 100K)</td></tr></tbody></table>	Period	No. FTEs	Jul 18 - Jun 19	156 (605 per 100K)	Jul 17 - Jun 18	147 (571 per 100K)	Jul 13 - Jun 14	214 (839 per 100K)	<p>City – Quarterly Performance 2019-20 Q1:- (next Quarter update due out 23rd October 2019)</p> <p>Figures from the Nottingham City Youth Offending Team (YOT) show that in the period July 18 to June 19 there were 156 FTEs compared to 147 for the previous period of July 17 to June 18.</p> <p>County – Quarterly Performance April-June (next Quarter update due end of October 2019)</p> <p>Figures from County Youth Offending Team (YOT) show that for the period April to June 19 there were 25 actual 10-17yrs old FTEs compared to 46 for the previous period of April to June 18. This represents a reduction of 21 FTEs or a reduction of 46% compared to the previous year.</p>
		Period		No. FTEs								
Jul 18 - Jun 19	156 (605 per 100K)											
Jul 17 - Jun 18	147 (571 per 100K)											
Jul 13 - Jun 14	214 (839 per 100K)											
-46.0%												

Strategic Priority Theme Three: Tackling Crime and Anti-Social Behaviour

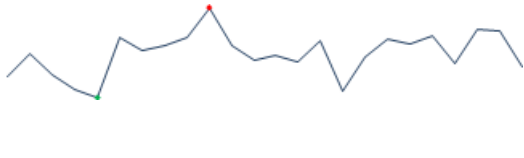
T3B. Fewer people commit crime and offenders are supported to rehabilitate

Measure	Performance	Trend	Insight
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Strategic Priority Theme Three: Tackling Crime and Anti-Social Behaviour

T3C. Build stronger and more cohesive communities

Measure	Performance	Trend	Insight
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T3C.1	Hate Crime/Non-Crime	+3.5%	 <p>The overall trend for hate occurrences (including both hate crime and hate non-crimes) is relatively stable, with an average of around 194 occurrences recorded each month.</p> <p>January 2019 saw levels of reported Hate Crime/Non Crime at their lowest levels in 12 months with an upward trend since.</p> <p>In the 12 months to September 2019 the force recorded 3.5% additional hate crimes to the previous 12 months (an additional 79 offences).</p>
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T3C.2	People from different backgrounds get on well	-1.0pp 0.0pp	<div><p>There is a sense of community</p><table><thead><tr><th>Wave</th><th>Strongly agree</th><th>Agree</th><th>Neither agree nor disagree</th><th>Disagree</th><th>Strongly disagree</th><th>Don't know</th></tr></thead><tbody><tr><td>Latest year (wave 6-8)</td><td>12%</td><td>39%</td><td>27%</td><td>14%</td><td>4%</td><td>3%</td></tr><tr><td>2018-19 (wave 4-7)</td><td>11%</td><td>40%</td><td>26%</td><td>15%</td><td>4%</td><td>4%</td></tr><tr><td>2017-18 (wave 1-3)</td><td>11%</td><td>39%</td><td>29%</td><td>14%</td><td>4%</td><td>3%</td></tr></tbody></table><p>People from different backgrounds get on well</p><table><thead><tr><th>Wave</th><th>Strongly agree</th><th>Agree</th><th>Neither agree nor disagree</th><th>Disagree</th><th>Strongly disagree</th><th>Don't know</th></tr></thead><tbody><tr><td>Latest year (wave 6-8)</td><td>10%</td><td>44%</td><td>29%</td><td>7%</td><td>2%</td><td>8%</td></tr><tr><td>2018-19 (wave 4-7)</td><td>10%</td><td>44%</td><td>27%</td><td>7%</td><td>2%</td><td>9%</td></tr><tr><td>2017-18 (wave 1-3)</td><td>9%</td><td>44%</td><td>25%</td><td>10%</td><td>2%</td><td>14%</td></tr></tbody></table></div>	Wave	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Latest year (wave 6-8)	12%	39%	27%	14%	4%	3%	2018-19 (wave 4-7)	11%	40%	26%	15%	4%	4%	2017-18 (wave 1-3)	11%	39%	29%	14%	4%	3%	Wave	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Latest year (wave 6-8)	10%	44%	29%	7%	2%	8%	2018-19 (wave 4-7)	10%	44%	27%	7%	2%	9%	2017-18 (wave 1-3)	9%	44%	25%	10%	2%	14%	<h3>Police & Crime Survey to September 2019</h3> <p>Data to September 2019 - respondents were asked how much they agree or disagree that ‘people from different backgrounds get on well and there is a sense of community where they live’</p> <p>51% agreed that ‘there is a sense of community’ where they live, similarly this has seen no significant change in the last quarter or the last year.</p> <p>53% of respondents agreed with ‘people from different backgrounds get on well’. This has seen no significant change in the last quarter or the last year.</p>
Wave	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know																																																						
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Strategic Priority Theme Three: Tackling Crime and Anti-Social Behaviour

T3B. Fewer people commit crime and offenders are supported to rehabilitate

Measure	Performance	Trend	Insight

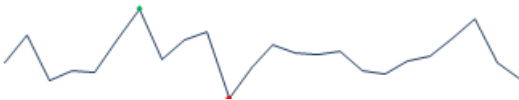
Strategic Priority Theme Three: Tackling Crime and Anti-Social Behaviour

T3D. Hold offenders to account through an effective criminal justice system

Measure	Performance	Trend	Insight
T3D.1	Positive Outcome Rate for All Crime	+0.4pp	 <p>The positive outcome rate shows the rate of police positive outcomes (such as charges, cautions and community resolutions) per recorded crime.</p> <p>The trend in the long term appears relatively stable. The current rate in the 12 months to September 2019 is 15.6%, which compares to 15.1% in the previous year.</p>
T3D.2	Positive Outcome Rate for Victim-Based Crime	-0.4pp	 <p>The trend in respect of the positive outcome rate for victim-based crime is similar to the trend for all crime (above). The current rate is 12.0% compared to 12.3% in the previous year.</p>
T3D.3	Proportion of All Crime with an Identified Suspect	+3.5pp	 <p>The trend for unresolved outcomes with an identified suspect has been relatively stable with a recent upward trend. The force has identified a suspect in 31.4% of unresolved crime. The equivalent figure for the previous year is 27.8%.</p>






Strategic Priority Theme Three: Tackling Crime and Anti-Social Behaviour

T3B. Fewer people commit crime and offenders are supported to rehabilitate

Measure		Performance	Trend	Insight
				Considering the long term trend, there is a clear increase in the volume of crimes filed as unresolved with a named suspect having been identified. This correlates with the increase in crime recording following the NCRS audit and reflects in part an increase in offences where the victim does not support further police action.
T3D.4	Crimes Resolved through Community Resolution	+0.0pp		The force is maintaining a stable trend in the proportion of crimes resolved through community resolution. The current rate in the 12 months to September 2019 is 10.7%, which compares to 10.6% in the previous year.







Strategic Priority Theme Four: Transforming Services and Delivering Quality Policing

T4A. Improve community and victim confidence and satisfaction in policing

Measure		Performance	Trend	Insight
T4A.1	Domestic Abuse: Whole Experience	-4.8pp		Performance for Domestic Abuse survivor satisfaction has been stable with monthly satisfaction rates consistently above 90%. In the 12 months to September 2019 (based on survey results to July 2019), on average, 88.0% of domestic abuse survivors were completely, very or fairly satisfied with the service provided by the police. July 2019 data shows a drop to 72.5% satisfaction.
	Domestic Abuse: Ease of Contact	+0.7pp		Data up to September 2019 from July 2019 Surveys The current 12 month satisfaction rate is 98.4% compared to 97.7% the previous 12 months.
	Domestic Abuse: Actions Taken	-1.5pp		Data up to September 2019 from July 2019 Surveys The current 12 month satisfaction rate is 91.5% compared to 93.0% the previous 12 months.
	Domestic Abuse: Kept Informed	-3.3pp		Data up to September 2019 from July 2019 Surveys The current 12 month satisfaction rate is 76.6% compared to 79.9% the previous 12 months.
	Domestic Abuse: Treatment	-2.3pp		Data up to September 2019 from July 2019 Surveys The current 12 month satisfaction rate is 94.9% compared to 97.2% the previous 12 months.

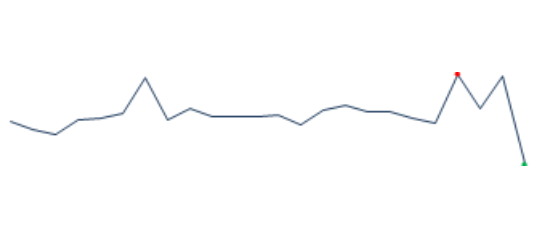
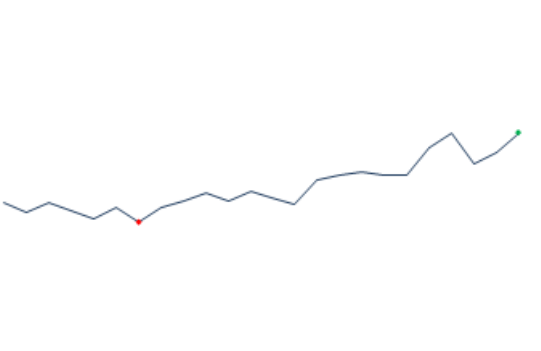
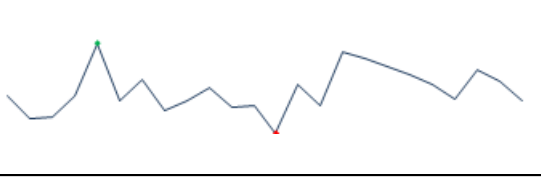
Strategic Priority Theme Four: Transforming Services and Delivering Quality Policing

T4A. Improve community and victim confidence and satisfaction in policing

	Measure	Performance	Trend	Insight
T4A.2	Hate Crime: Whole Experience	+0.8pp		Hate crime victim satisfaction is showing a slight upturn. In the 12 months to September 2019 (based on survey results to July 2019), on average, 86.94% of customers were satisfied compared to 86.1% in the previous 12 months. The overall trend line suggests a steady upturn and improved levels of satisfaction.
	Hate Crime: Ease of Contact	+2.3pp		Data up to September 2019 from July 2019 Surveys The current 12 month satisfaction rate is 97.9% compared to 95.6% the previous 12 months.
	Hate Crime: Actions Taken	+1.9pp		Data up to September 2019 from July 2019 Surveys The current 12 month satisfaction rate is 82.2% compared to 80.3% the previous 12 months.
	Hate Crime: Kept Informed	+3.1pp		Data up to September 2019 from July 2019 Surveys The current 12 month satisfaction rate is 75.0% compared to 71.9% the previous 12 months.
	Hate Crime: Treatment	+3.0pp		Data up to September 2019 from July 2019 Surveys The current 12 month satisfaction rate is 95.2% compared to 92.2% the previous 12 months.
T4A.3	Professional Standards Department Complaints	-8.9%		Nottinghamshire Police Professional Standards Department (PSD) receives an average of 75 complaints a month. The rolling year to September 2019 saw 88 fewer complaints received when compared to the previous 12 months.

Strategic Priority Theme Four: Transforming Services and Delivering Quality Policing

T4A. Improve community and victim confidence and satisfaction in policing

Measure		Performance	Trend	Insight
T4A.4	PSD Complaints - Timeliness of Local Resolution	+8.5%		The force has seen a slight downturn in the timeliness of local resolutions to complaints, with an increase in the average number of days taken to resolve. On average in the last 12 months complaints have taken 54.4 days to resolve, compared to the previous average of 50.1 days.
T4A.5	Stop and Search Volume	+98.0%		<p>The trend for stop and search is relatively stable in the long term, although, recent months have seen an uplift in the number of stop and searches conducted. The force recorded 4,608 stop and searches in the 12 months to September 2019, which represents an increase of 98.0% (2,281 stop and searches) compared to last year; this is largely attributable to Op Reacher.</p> <p>This is a positive direction of travel, with a particular increase in weapons related searches driven by the force's proactive approach to dealing with knife crime.</p>
T4A.5a	Stop and Search with Positive Outcome	+4.0pp		Stop and Search positive outcomes have maintained a relatively stable trend line. A slight uplift has been seen in the current 12 month period of 42.4% compared to 38.4% in the previous 12 months.
T4A.6	Satisfied with service of the Police			<p>Police & Crime Survey to September 2019</p> <p>Data to September 2019 - respondents that had contact with the police over the last year (26%) were asked how satisfied they were with the service they received.</p> <p>61% of respondents were very or fairly satisfied. As this measure was only added in October 2018, it is not yet possible to determine the trend.</p>

Strategic Priority Theme Four: Transforming Services and Delivering Quality Policing

T4A. Improve community and victim confidence and satisfaction in policing

Measure		Performance	Trend				Insight
T4A.7	Percentage of people who believe Police do a good job	+0.6pp		START	END		Police & Crime Survey to September 2019 Data to September 2019 – 47.9% of respondents thought the Police were doing a good job in their area; compared to 47.3% in September 2018.
				Sep-18	Sep-19	Trend	
			FORCE AREA	47.3%	47.9%	▲	
			Nottingham	53.1%	54.9%	▲	
			Nottinghamshire	45.0%	45.1%	◀▶	
T4A.8	Percentage of people who have confidence in the Police treating them fairly and with respect	All: 0.0pp					Police & Crime Survey to September 2019 Data to September 2019 – 53.5% of ALL respondents reported having confidence in the Police, marking no significant change on last year. Excluding those that answered ‘don’t know’, 71% agreed that the police in their local area treat people fairly and with respect.

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T4B. Improve service delivery and save money through collaboration and innovation

Measure		Performance	Trend	Insight
T4B.1	Budget vs. Spend: a. Capital b. Revenue			<p>Latest position statement – August 2019.</p> <p>We are currently predicting a £0.6m overspend on the current outturn revenue position for 2019/20. The overspend is predominantly being caused by Information Services not meeting the efficiency target for 19/20 and NEP costs, higher MFSS costs from early life support and additional costs in estates due to buildings not being sold as quick as planned.</p> <p>Capital budget for 2019/20 is £12.797m which is currently looking to be out turning at £9.743m for 2019/20 with £3.044m slipping into 2020/21 and the remaining £0.010m being an underspend versus budget. The budget is continually scrutinised and challenged with budget holders which is triggering the underspend as it stands over a variety of projects, this will continue to happen to see if any can be permanently reduced in order to lower the capital spend expected for 2019/20.</p>
T4B.2	Revenue Efficiencies Against Plan			<p>Latest position statement – October 2019</p> <p>Finance is still having data quality issues from the migration to Oracle Cloud Apps.</p>

Strategic Priority Theme Four: Transforming Services and Delivering Quality Policing

T4B. Improve service delivery and save money through collaboration and innovation

Measure		Performance	Trend	Insight																																																						
				<table><tr><td colspan="2">Efficiencies Target for 2019/20</td><td>Target £'000</td><td>Outturn* RAG Assessment</td></tr><tr><td colspan="2">Pay & Expenses</td><td></td><td></td></tr><tr><td colspan="2">Ongoing staff pay savings</td><td>1,500</td><td>Green</td></tr><tr><td colspan="2">Overtime</td><td>500</td><td>Amber</td></tr><tr><td colspan="2"></td><td>2,000</td><td></td></tr><tr><td colspan="2">Non Pay</td><td></td><td></td></tr><tr><td colspan="2">Procurement</td><td>300</td><td>Amber</td></tr><tr><td colspan="2">Comms & Computing</td><td>300</td><td>Amber</td></tr><tr><td colspan="2">Capital Financing</td><td>300</td><td>Amber</td></tr><tr><td colspan="2">Supplies & Services</td><td>200</td><td>Red</td></tr><tr><td colspan="2">Income</td><td>200</td><td>Green</td></tr><tr><td colspan="2"></td><td>1,300</td><td></td></tr><tr><td colspan="2">Total Savings</td><td>3,300</td><td>(2,300) Amber</td></tr></table> <p>*Unable to assess due to MFSS quality issues.</p>			Efficiencies Target for 2019/20		Target £'000	Outturn* RAG Assessment	Pay & Expenses				Ongoing staff pay savings		1,500	Green	Overtime		500	Amber			2,000		Non Pay				Procurement		300	Amber	Comms & Computing		300	Amber	Capital Financing		300	Amber	Supplies & Services		200	Red	Income		200	Green			1,300		Total Savings		3,300	(2,300) Amber
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Strategic Priority Theme Four: Transforming Services and Delivering Quality Policing

T4C. The Police workforce is representative of the community it serves and has the resources to do its job

Measure	Performance	Trend	Insight
T4C.1	<p>Staffing Levels – Actual vs. Budget</p> <p>a. Officers</p> <p>b. Staff</p> <p>c. PCSOs</p>	<p>a = 97.62%</p> <p>1,932.84</p> <p>v</p> <p>1,980.00</p> <p>b = 96.72%</p> <p>1,168.23</p> <p>v</p> <p>1,138.50</p> <p>c = 83.55%</p> <p>167.09</p> <p>v</p> <p>200.00</p>	<p>Update as of 31/08/2019</p> <p>In terms of Police Officer establishment, at the end of August 2019 the force had 1,932.84 FTE (full time equivalent) in post. The planned FTE was for 1,980 by the 30th April 2019. Staff establishment is the most positive against budget. PCSO establishment is still below budget and has dropped further since the July 2019 update.</p>
T4C.2	BME Representation as at report date:	a. 212/3642 = 5.82%	Update as of 30/09/2019


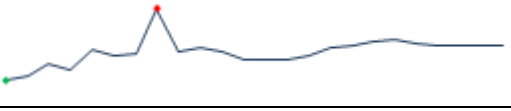
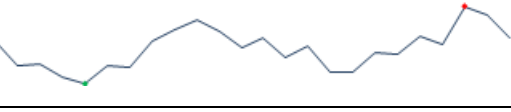


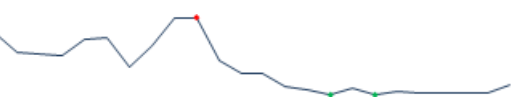
Strategic Priority Theme Four: Transforming Services and Delivering Quality Policing

T4B. Improve service delivery and save money through collaboration and innovation

Measure		Performance	Trend	Insight
	a. All Force	b. 109/1971 = 5.53%		Figures shown are 'headcount' and exclude Officers and Staff seconded out of force. Representation of BME for All Force stands at 5.82% Specials have the largest ration of BME staff with 10.11%
	b. Officers	c. 8/175 = 4.57%		
	c. PCSOs	d. 76/1308 = 5.81%		
	d. Staff	e. 19/188 = 10.11%		
	e. Specials			

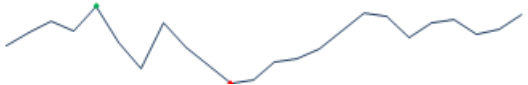


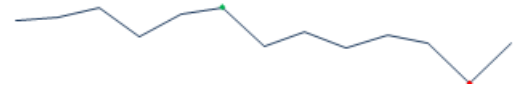
Strategic Priority Theme Four: Transforming Services and Delivering Quality Policing

T4D. Value for money is delivered and waste is minimised

Measure		Performance	Trend	Insight
T4D.1	Percentage spend on visible Front Line Policing	32.4%		2018 – Value for Money Profile, HMICFRS. 32.4% spend on visible front line policing, with a further 39.7% spent on non-visible front line policing.
T4D.2	Days lost to sickness: a. Officers b. Staff	+0.1pp		In the 12 months to September 2019, police officer sickness is at 5.3% compared to 5.3% the previous 12 months; however, the collective trend is still below the peak of 5.8% seen in January 2018.
		0.0pp		Staff sickness remains relatively stable at 5.1% compared to 5.2% the previous 12 months.
T4D.3	Calls For Service: a. 999 b. 101	a. +4.5%		The trend for both 999 and 101 calls remains relatively stable in the long term. 999 calls have increased by 4.5% (8,136 calls) in the last 12 months, and 101 calls have reduced by 6.1% (26,294 calls) over the same period.
		b. -6.1%		
T4D.4	Abandoned Call Rates: a. 999 b. 101	a. -0.1pp		The abandoned call rate shows the number of calls where the caller has hung up before their call has been answered by the force control room. The abandoned call rate for 999 calls has remained low for more than eighteen months, with an average rate of 0.05% in the 12 months to September 2019. The abandoned call rate for 101 calls is relatively stable at 1.9%, following several high months in summer 2017. It should be noted, that the force has put actions in place to reduce the
		b. -5.5pp		

Strategic Priority Theme Four: Transforming Services and Delivering Quality Policing

T4D. Value for money is delivered and waste is minimised

Measure		Performance	Trend	Insight
				abandoned 101 call rates, with the trend showing generally lower monthly abandonment rates in the last twelve months.
T4D.5	Response Times: a. Grade 1 Urban b. Grade 1 Rural c. Grade 2	a. +0.9pp		The advised times for attending grade 1 (immediate attendance) incidents are 15 minutes for an incident in an urban area and 20 minutes for an incident in a rural area. The trend for the percentage of grade 1 urban and grade 1 rural incidents attended within the advised times remains relatively stable.
		b. +1.1pp		In the 12 months to September 2019 the force attended 78.6% of incidents in an urban area within 15 minutes, and 75.0% of incidents in a rural area within 20 minutes.
		c. -1.0pp		Grade 2 (urgent attendance) incidents are monitored in respect of the average time to attend the incident. The mean average time to attend Grade 2 incidents in the last 12 months is 387 minutes. The median attendance time for the same period is 48 minutes – this is a more meaningful measure and indicates how long the majority of Grade 2 incidents take to arrival on scene.
T4D.6	Crimes Recorded at First Point of Contact	-6.8pp		On average over the last 12 months, 33.5% of all crime recorded by the force has been recorded by the Contact Resolution Incident Management (CRIM) team based in the force control room. This approach means that crimes can be created as close as possible to the initial call from the public, and also frees up response officers to attend incidents. A downward trend in the proportion recorded by CRIM continues, with the rate in the previous 12 months higher at 40.3% compared to 33.5% for the current 12 months.

Strategic Priority Theme Four: Transforming Services and Delivering Quality Policing

T4D. Value for money is delivered and waste is minimised

Measure		Performance	Trend	Insight
T4D.7	Compliance with National Crime Recording Standards			<p>NCRS Compliance Report – October 2019 Update</p> <p>Overall, compliance remains very strong at 96% - compliance for Burglary, Robbery, Violence, Sexual Offences, Rape and Other crime are very high with rates in excess of 95%.</p> <p>The new national requirements in relation to the way in which 'course of conduct' offences are recorded (stalking, harassment, controlling coercive behaviour) are becoming fully embedded with compliance rates increasing to 93% year to date.</p>