

<b>For Information</b>	
<b>Public/Non Public</b>	<b>Public</b>
<b>Report to:</b>	<b>Strategic Resources and Performance Meeting</b>
<b>Date of Meeting:</b>	<b>3<sup>rd</sup> September 2014</b>
<b>Report of:</b>	<b>ACC Torr</b>
<b>Report Author:</b>	<b>Superintendent Richard Fretwell</b>
<b>E-mail:</b>	<b>Richard.fretwell@nottinghamshire.pnn.police.uk</b>
<b>Other Contacts:</b>	
<b>Agenda Item:</b>	<b>7</b>

## **How the force is responding to and dealing with local community priorities**

### **1. Purpose of the Report**

- 1.1 To inform the Police and Crime Commissioner (PCC) on the use of survey data and how it assists in determining community priorities and how the force subsequently responds to them.
- 1.2 To inform the PCC on the internal governance arrangements and performance management in relation to surveys and community priorities.
- 1.3 To inform the PCC on how the community engagement strategy is being reviewed under the Neighbourhood Policing work stream of the Designing the Future project.
- 1.4 To provide performance information to the PCC in relation to Neighbourhood Policing / Anti-Social Behaviour (ASB) issues including survey data.

### **2. Recommendations**

- 2.1 That the PCC notes how survey data is utilised to assist in determining community priorities and how the force responds to them.
- 2.2 That the PCC notes how survey performance is governed and monitored as part of the Neighbourhood Policing / ASB work stream.
- 2.3 That the PCC notes that community engagement is being reviewed under the Neighbourhood Policing work stream of the Designing the Future (DTF) project.
- 2.4 That the PCC notes the performance information on survey completion that forms part of the Neighbourhood policing and ASB monthly performance report.

### **3. Reasons for Recommendations**

- 3.1 To ensure the PCC is informed on how the community priorities are set, which includes how survey data is incorporated in to the decision making process and how the force responds to them.
- 3.2 To ensure the PCC is informed on how performance is monitored through the Neighbourhood Policing and ASB governance structure.
- 3.3 To ensure the PCC is fully sighted on how the community engagement strategy is being reviewed alongside other key work streams.
- 3.4 To provide the PCC with performance information on the use of Neighbourhood Priority Surveys

### **4. Summary of Key Points**

- 4.1 Nottinghamshire Police has a governance structure in place to deliver Neighbourhood Policing (NHP) that sits under the Local Policing lead; ACC Torr. Superintendent Fretwell (County Basic Command Unit - BCU) and Superintendent Burrows (City BCU) are the tactical leads and this structure ensures delivery across the force area is developed through best practice and takes in to account the different partnership structures and arrangements that exist between the City and County areas.
- 4.2 A process exists that has been embedded for several years whereby policing priorities are set by the community. These priorities are owned by the NHP teams. In order to engage with more people and identify concerns within the community, a survey form was developed in 2011. Whilst these survey forms are accessed on-line via the force internet site this is not relied upon as the only means of completing them, recognising that not all people can access the internet for a variety of reasons. NHP teams use a range of tactics to engage with people and complete survey forms. It should be noted that this is not a replacement for reporting incidents but is seen as a way in which general issues can be notified and this can also be done anonymously.
- 4.2 The survey information is then utilised by the Neighbourhood Policing Team (NPT) at a community meeting to assist in setting the community priorities as determined by them. Incident and crime data, as well as issues raised directly in the meeting, are all taken in to account during this process.
- 4.4 Once the priorities are set, the NPT then carry out actions required to solve the priority problems and at the next community meeting provide an update on the current situation. The meeting can then decide whether the problem is solved or requires further interventions and either carry that problem over, or decide on new ones using the same process. These are recorded on the force internet under the local policing areas so they are accessible to the public. In order to build trust and confidence in actions taken, the Neighbourhood Teams are required to feed back to the community using a variety of means, for example, 'You Said, We Did' communications.

- 4.5 In order to monitor performance in the NHP / ASB area of business, a monthly report is completed, which covers survey numbers, Neighbourhood Alert usage as well as ASB and criminal damage incidents / crimes. Regular reviews of priorities on the website are also completed. This has promoted best practice and driven the use of surveys as an engagement opportunity with the community. Management Information is available down to ward area on the number of surveys completed, which can indicate where more engagement is taking place. A top level highlight report is generated on a monthly basis, an example of, which can be seen at **Appendix 'A' – Full NHP monthly performance report including survey data.**
- 4.6 There is an overarching engagement strategy that is owned by the Corporate Communications Department and this is currently being reviewed alongside the Neighbourhood Policing work stream of the Designing the Future project. The aim is to continue to develop community engagement taking in to account the changes to our communities and a very different world of how people communicate using technology. A new communities profile has been developed that will assist in the understanding of communities. This will also assist in developing the tool kit to carry out effective engagement. One issue that has been raised in relation to Neighbourhood Priority Surveys is that they are completed anonymously and we are unable to feed back to individuals on the action being taken to resolve a problem, which would increase confidence levels. This is being addressed as part of the review process.

## **5. Financial Implications and Budget Provision**

- 5.1 No financial implications within this report.

## **6. Human Resources Implications**

- 6.1 No HR implications within this report.

## **7. Equality Implications**

- 7.1 No equality implications within this report.

## **8. Risk Management**

- 8.1 No risk identified within this report.

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

- 9.1 No Policy implications highlighted within this report but it should be noted that the engagement strategy is being reviewed and developed alongside the Neighbourhood Policing work stream of the Designing the Future project.

## **10. Changes in Legislation or other Legal Considerations**

- 10.1 None identified within this report.

## **11. Details of outcome of consultation**

11.1 Not applicable for this report.

## **12. Appendices**

12.1 'A' – Performance report, which includes survey data.

## Appendix A



**TITLE OF REPORT: NHP/ASB Steering Group Performance update, May 2014**

**AUTHOR: Paul Dickinson**

**LEAD: Supt Richard Fretwell/Supt Paul Burrows**

### **1. PURPOSE OF REPORT:**

1.1 To update the NHP/ASB Steering Group on the current performance in relation to NHP / ASB and Criminal Damage.

### **2. BACKGROUND:**

2.1 The NHP steering group is jointly chaired by Supt Burrows and Supt Fretwell and reports in to the citizen focus board on the development of the force Neighbourhood Policing / ASB and Criminal damage areas of business.

### **3. CURRENT SITUATION:**

#### **Performance update**

As of 6<sup>th</sup> May 2014

Reports included:-

1. Criminal damage
2. ASB
3. Priority surveys
4. Neighbourhood Alert
5. ASB TOM Project
6. Neighbourhood Policing Review

## Criminal Damage

### Performance – May 2014

#### **Criminal Damage Performance Review**

**May 2014**

Neighbourhood Policing Area	YTD Crimes	Detections
Force Area	1.7%	17.9%
<b>County Division</b>		
Ashfield North	-25.5%	13.3%
Ashfield South	-5.6%	20.2%
Mansfield North	-2.0%	13.8%
Mansfield South	27.3%	29.5%
East Bassetlaw	-4.7%	18.5%
West Bassetlaw	20.5%	17.8%
Newark	49.5%	18.4%
Sherwood	-6.0%	15.2%
Broxtowe North	0.0%	9.7%
Broxtowe South	21.6%	16.7%
Gedling North	17.6%	20.0%
Gedling South	19.2%	17.2%
Rushcliffe North	19.4%	27.0%
Rushcliffe South	-50.0%	15.6%
<b>City Division</b>		
North	1.2%	17.1%
Central	-3.6%	21.0%
South	-5.4%	14.6%

## Force Analysis

Month	2013	2014	YTD 2013	YTD 2014	Vol Var MTD	Val Var YTD	% Var MTD	% Var YTD
Jan	857	805	857	805	-52	-52	-6.07%	-6.07%
Feb	860	863	1717	1668	3	-49	0.17%	-2.94%
Mar	831	860	2548	2528	29	-20	1.14%	-0.79%
Apr	914	849	3462	3377	-65	-85	-1.88%	-2.52%
May	884	967	4346	4344	83	-2	1.91%	-0.05%
Jun	928	0	5274					
Jul	852	0	6126					
Aug	900	0	7026					
Sep	780	0	7806					
Oct	837	0	8643					
Nov	810	0	9453					
Dec	803	0	10256					

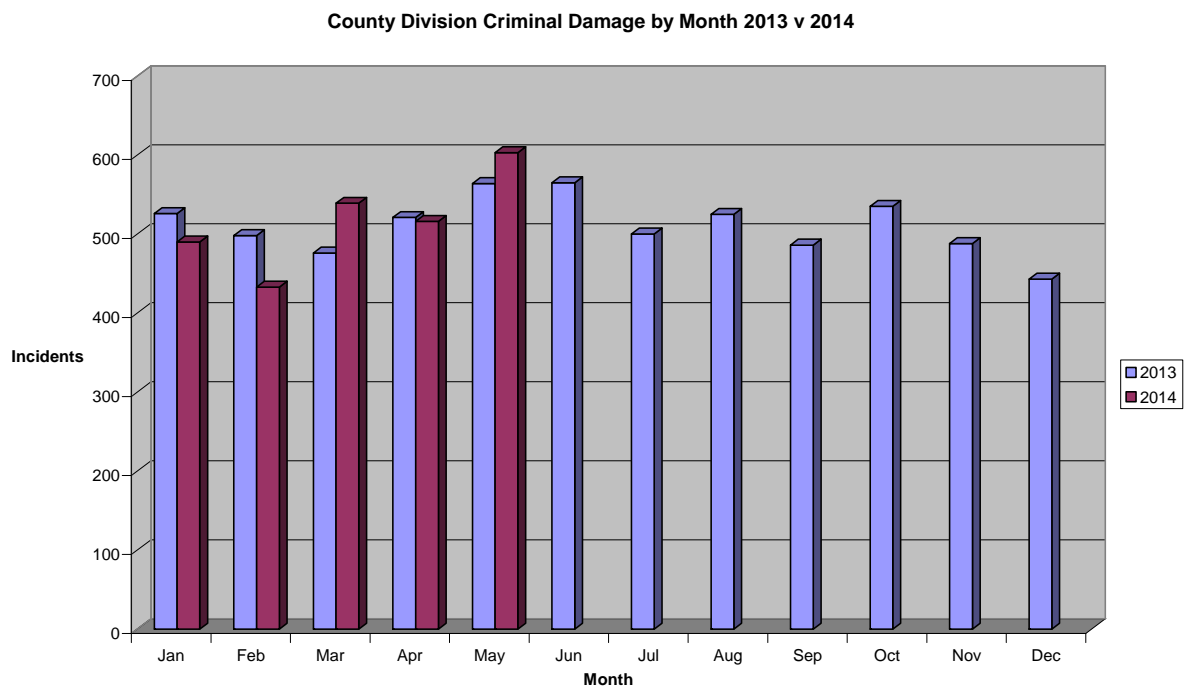
## County Analysis

Month	2013	2014	YTD 2013	YTD 2014	Vol Var MTD	Vol Var YTD	% Var MTD	% Var YTD
Jan	526	490	526	490	-36	-36	-6.84%	-6.84%
Feb	498	433	1024	923	-65	-101	-7.04%	-9.86%
Mar	476	539	1500	1462	63	-38	4.31%	-2.53%
Apr	521	516	2021	1978	-5	-43	-0.25%	-2.13%
May	564	603	2585	2581	39	-4	1.51%	-0.15%
Jun	565	0	3150					
Jul	500	0	3650					
Aug	525	0	4175					
Sep	486	0	4661					
Oct	535	0	5196					
Nov	488	0	5684					
Dec	443	0	6127					

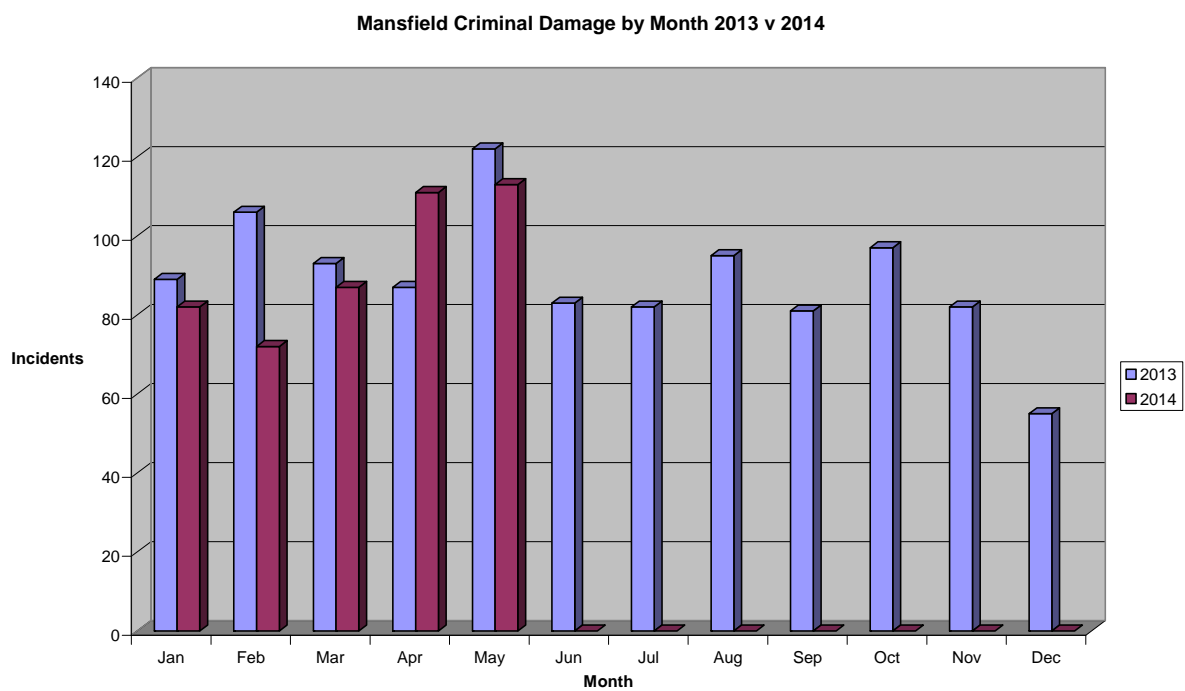
## City Analysis

Month	2013	2014	YTD 2013	YTD 2014	Vol Var MTD	Val Var YTD	% Var MTD	% Var YTD
Jan	331	315	331	315	-16	-16	-4.83%	-4.83%
Feb	362	430	693	745	68	52	9.81%	6.98%
Mar	355	335	1048	1080	-20	32	-1.91%	2.96%
Apr	393	333	1441	1413	-60	-28	-4.16%	-1.98%
May	320	351	1761	1764	31	3	1.76%	0.17%
Jun	369		2130					
Jul	352		2482					
Aug	391		2873					
Sep	312		3185					
Oct	329		3514					
Nov	322		3836					
Dec	299		4135					

## County Division Breakdown

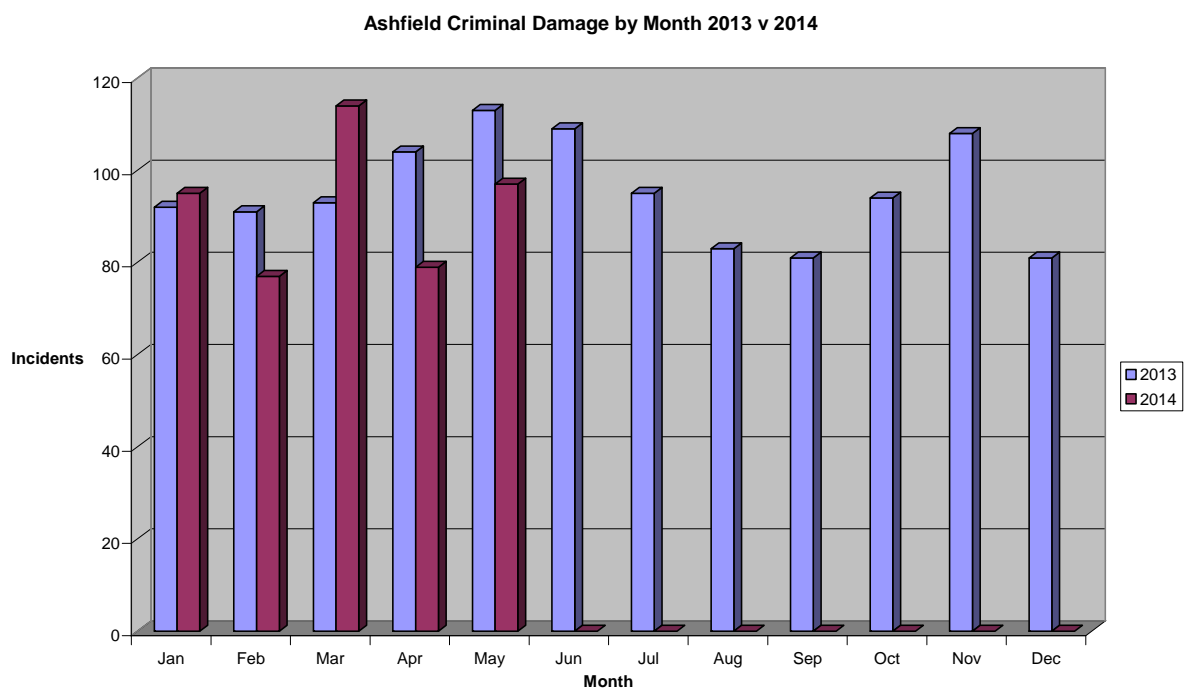


## Mansfield

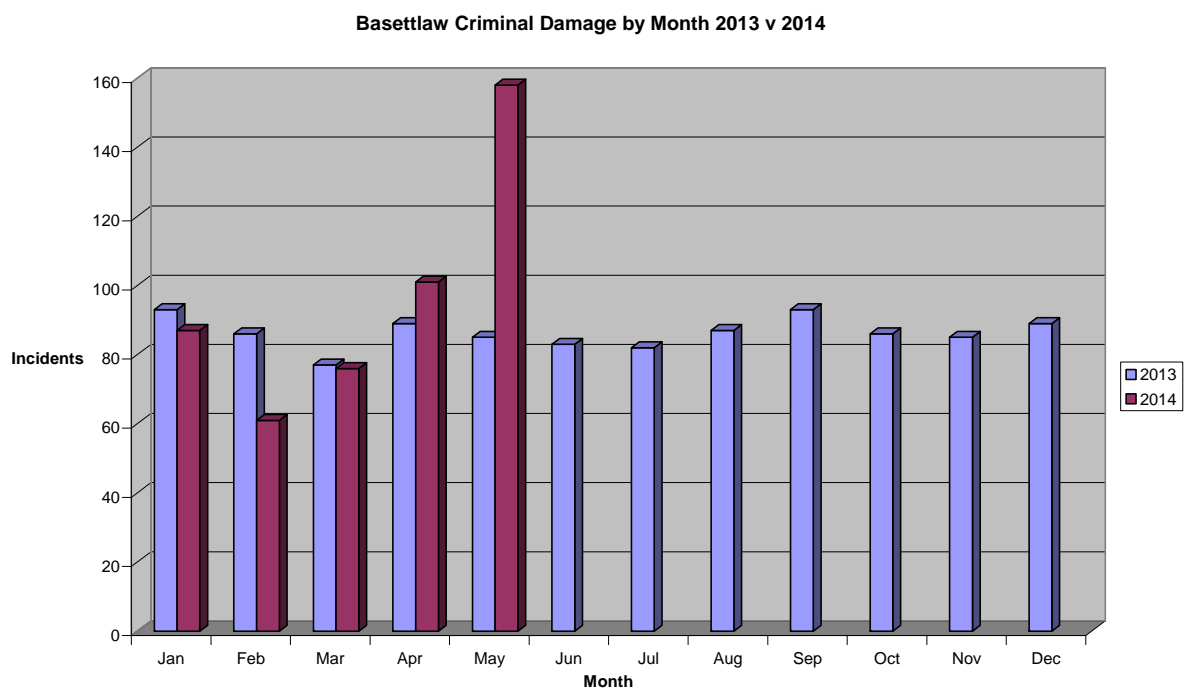




## Ashfield

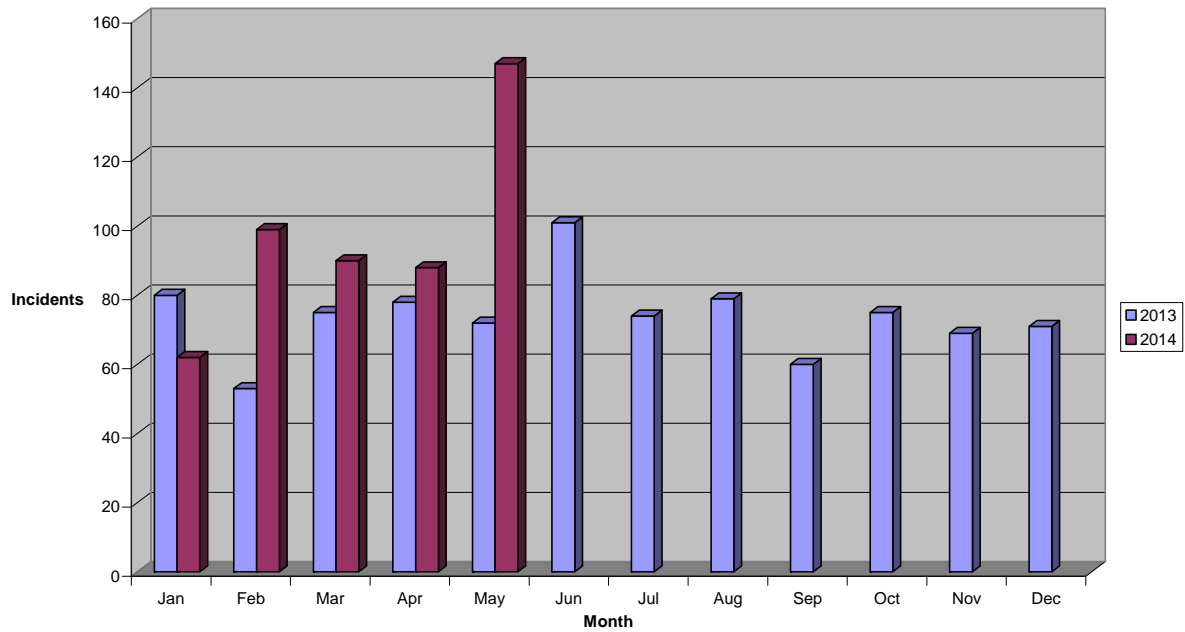


## Bassetlaw



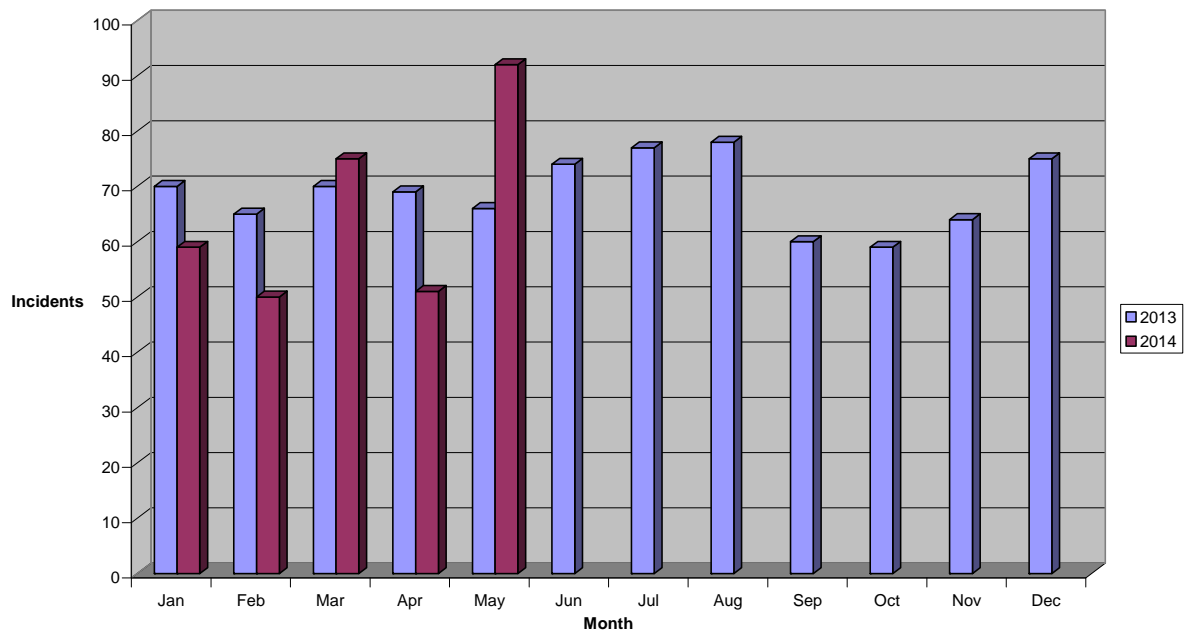
## Newark and Sherwood

Newark and Sherwood Criminal Damage by Month 2013 v 2014



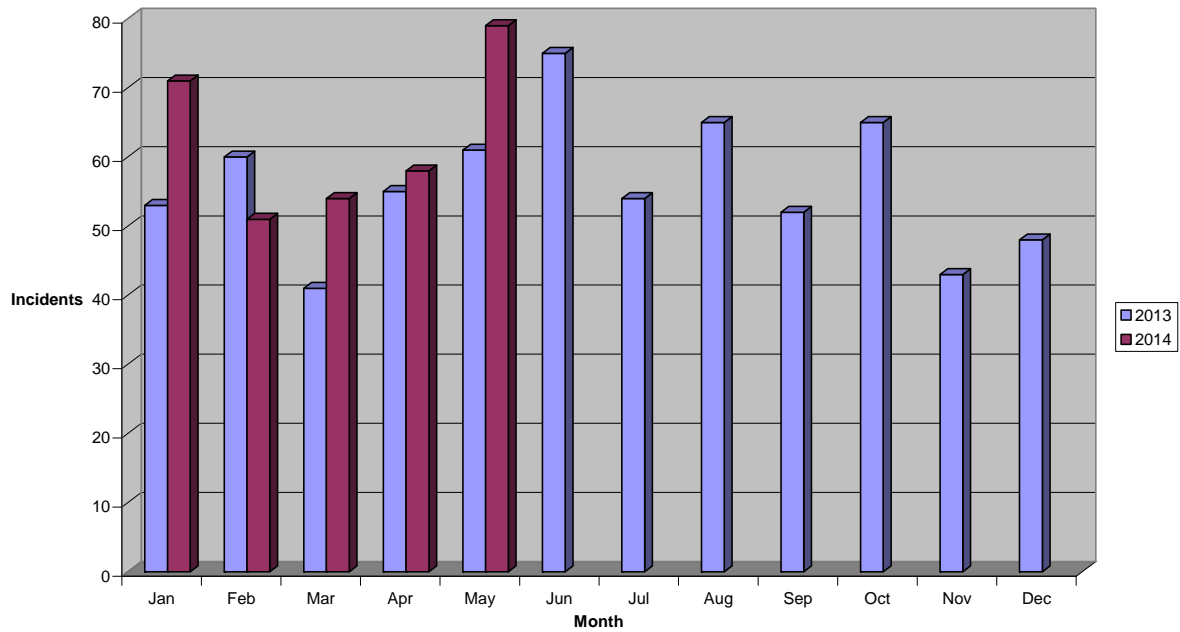
## Gedling

Gedling Criminal Damage by Month 2013 v 2014



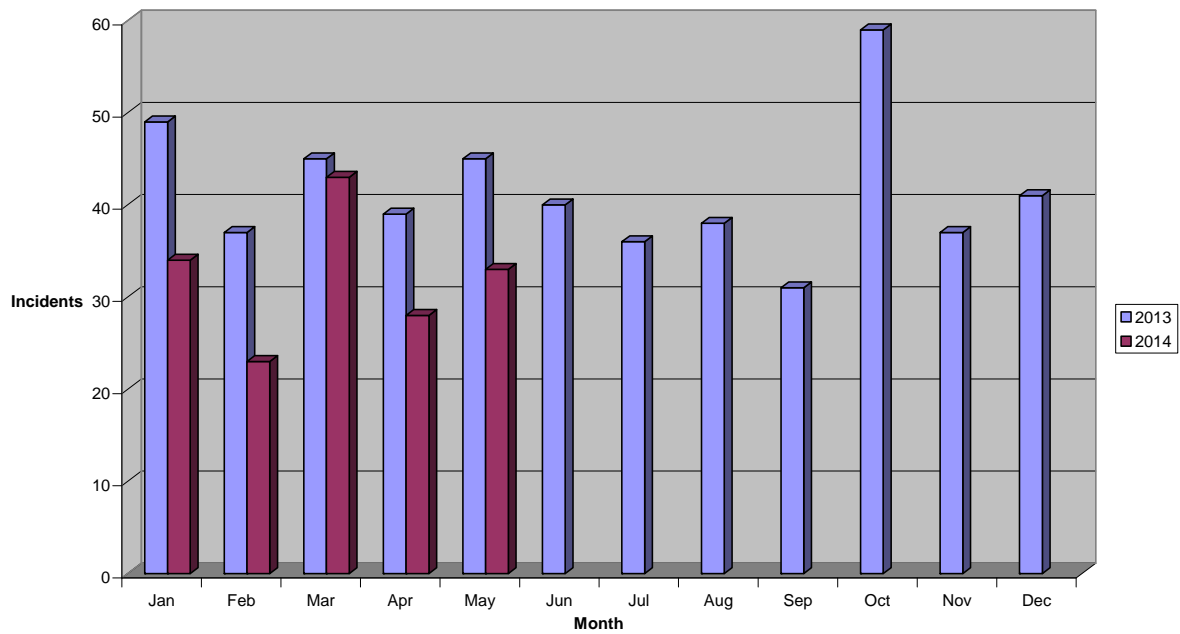
## Broxtowe

**Broxtowe Criminal Damage by Month 2013 v 2014**



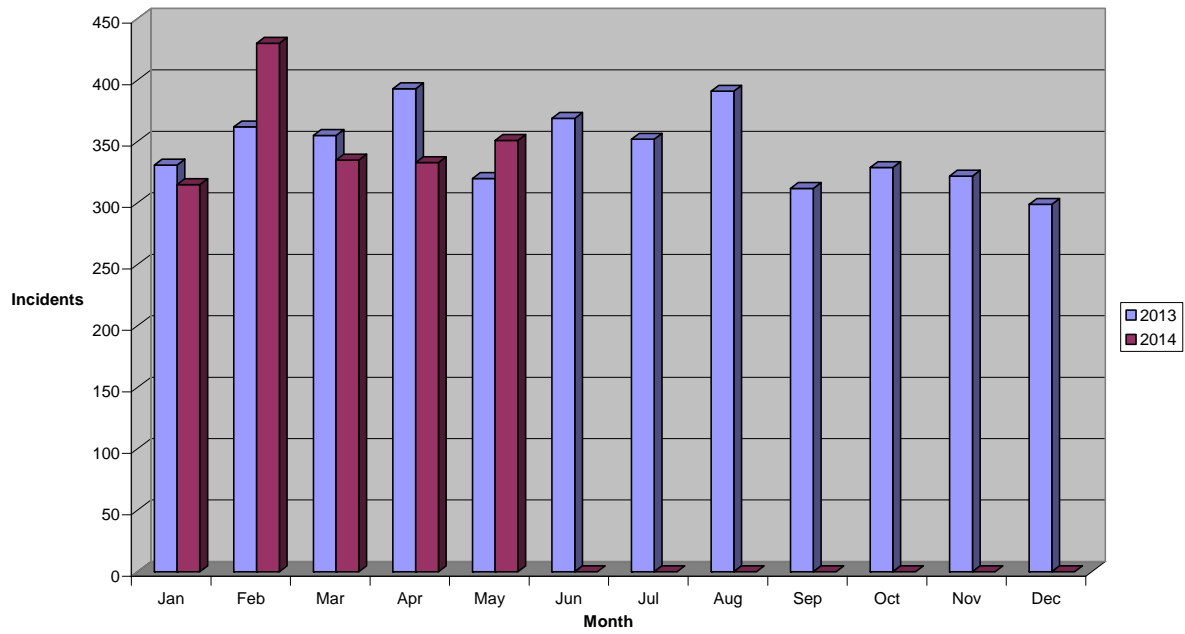
## **Rushcliffe**

**Rushcliffe Criminal Damage by Month 2013 v 2014**



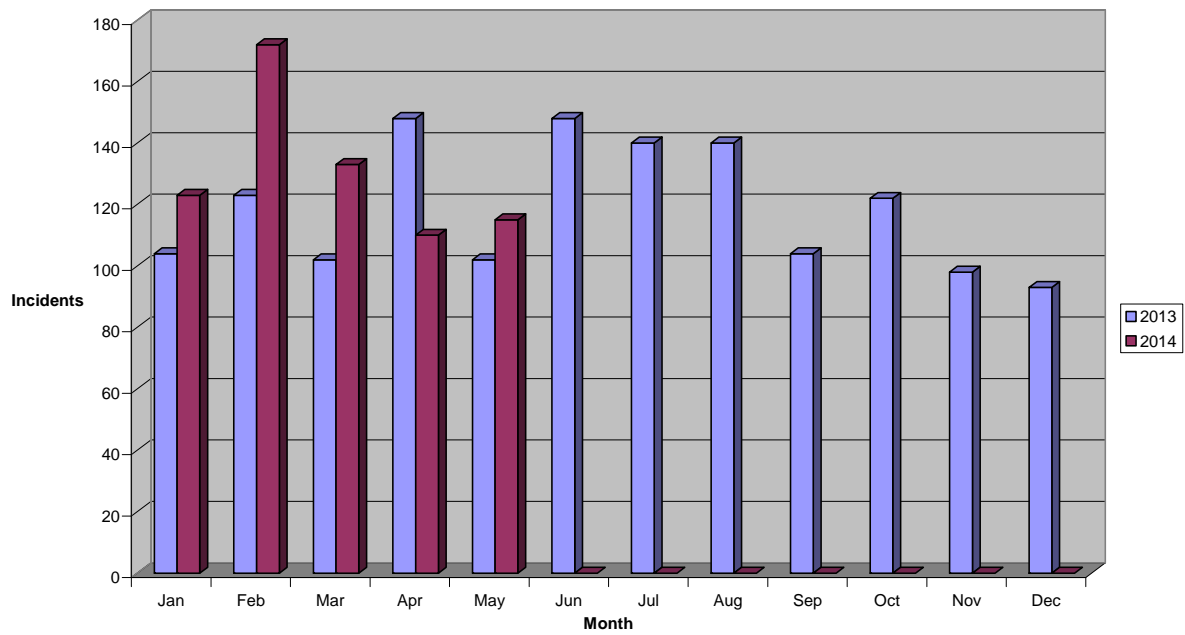
## **City Division Breakdown**

**City Division Criminal Damage by Month 2013 v 2014**



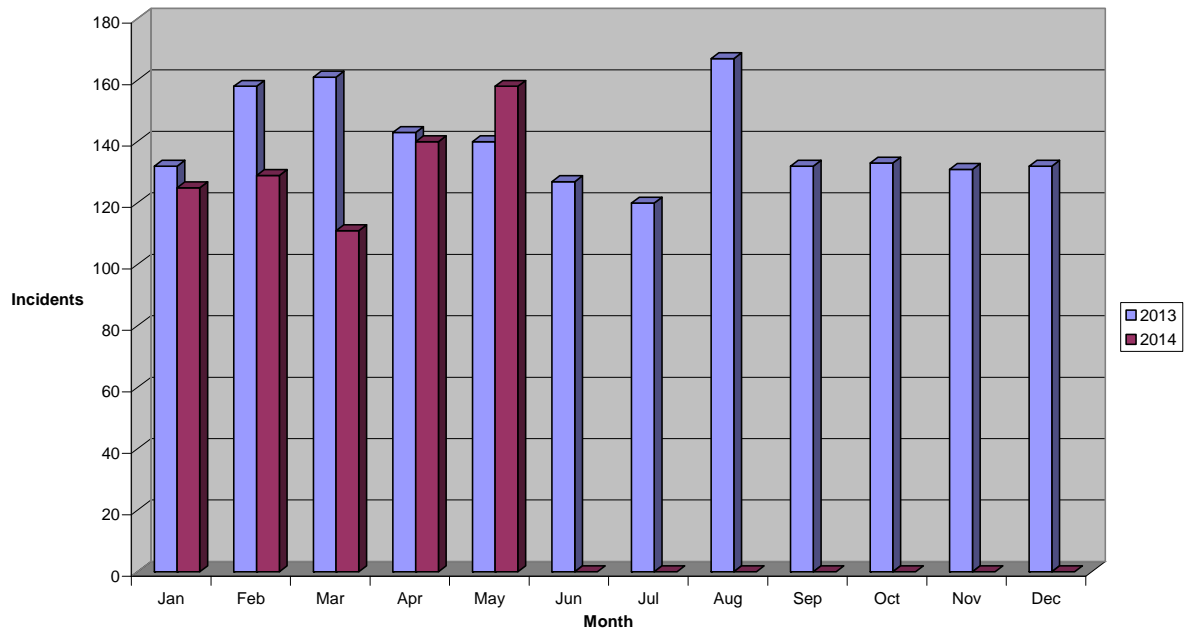
## **City Central**

**City Central Criminal Damage 2013 v 2014**



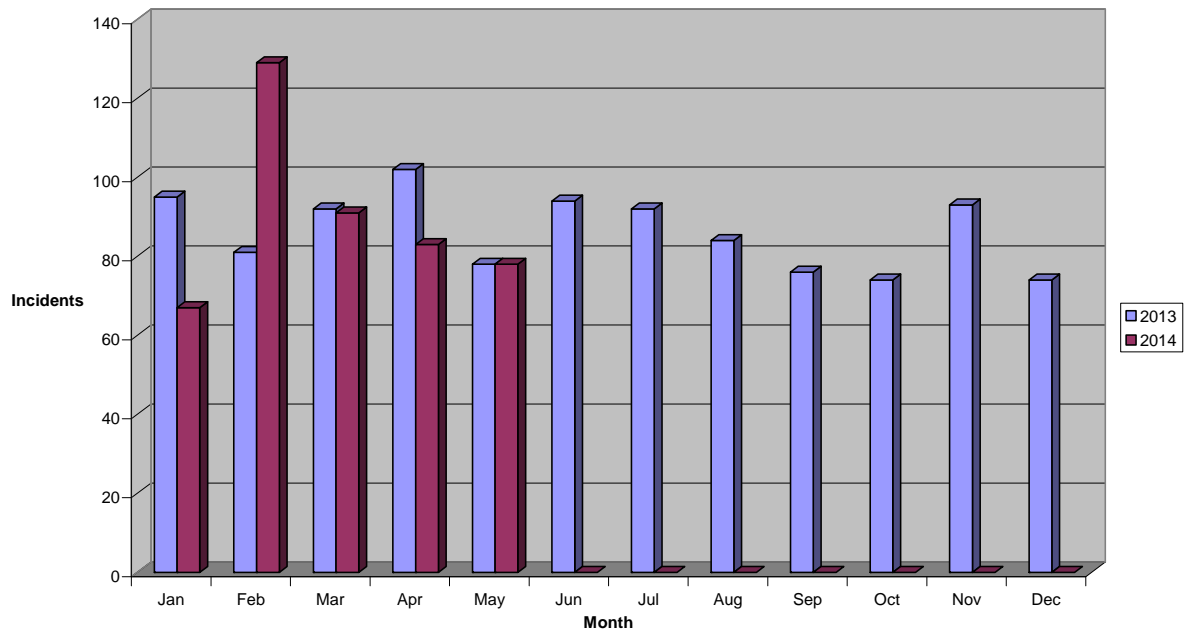
## **City North**

City North Criminal Damage by Month 2013 v 2014



## City South

City South Criminal Damage by Month 2013 v 2014



## Anti Social Behaviour

## Performance – May 2014

**May 2014**

Neighbourhood Policing Area	YTD Crimes
<b>Force Area</b>	<b>20.7%</b>
<b>County Division</b>	<b>7.3%</b>
<b>Ashfield</b>	<b>17.4%</b>
<b>Mansfield</b>	<b>5.3%</b>
<b>Bassetlaw</b>	<b>-7.3%</b>
<b>Newark/Sherwood</b>	<b>2.8%</b>
<b>Broxtowe</b>	<b>5.6%</b>
<b>Gedling</b>	<b>17.7%</b>
<b>Rushcliffe</b>	<b>19.1%</b>
<b>City Division</b>	<b>39.2%</b>
<b>North</b>	<b>37.8%</b>
<b>Central</b>	<b>33.3%</b>
<b>South</b>	<b>51.4%</b>

## Force ASB Analysis

Month	2013	2014	YTD 2013	YTD 2014	Vol Var MTD	Val Var YTD	% Var MTD	% Var YTD
<b>Jan</b>	2953	2424	2953	2424	-529	-529	17.91%	17.91%
<b>Feb</b>	2344	2488	5297	4912	144	-385	2.72%	-7.27%
<b>Mar</b>	2564	2978	7861	7890	414	29	5.27%	0.37%
<b>Apr</b>	2807	3318	10668	11208	511	540	4.79%	5.06%
<b>May</b>	2910	3577	13578	14785	667	1207	4.91%	8.89%
<b>Jun</b>	3170							
<b>Jul</b>	4031							
<b>Aug</b>	3756							
<b>Sep</b>	3011							
<b>Oct</b>	2941							
<b>Nov</b>	2595							
<b>Dec</b>	2296							

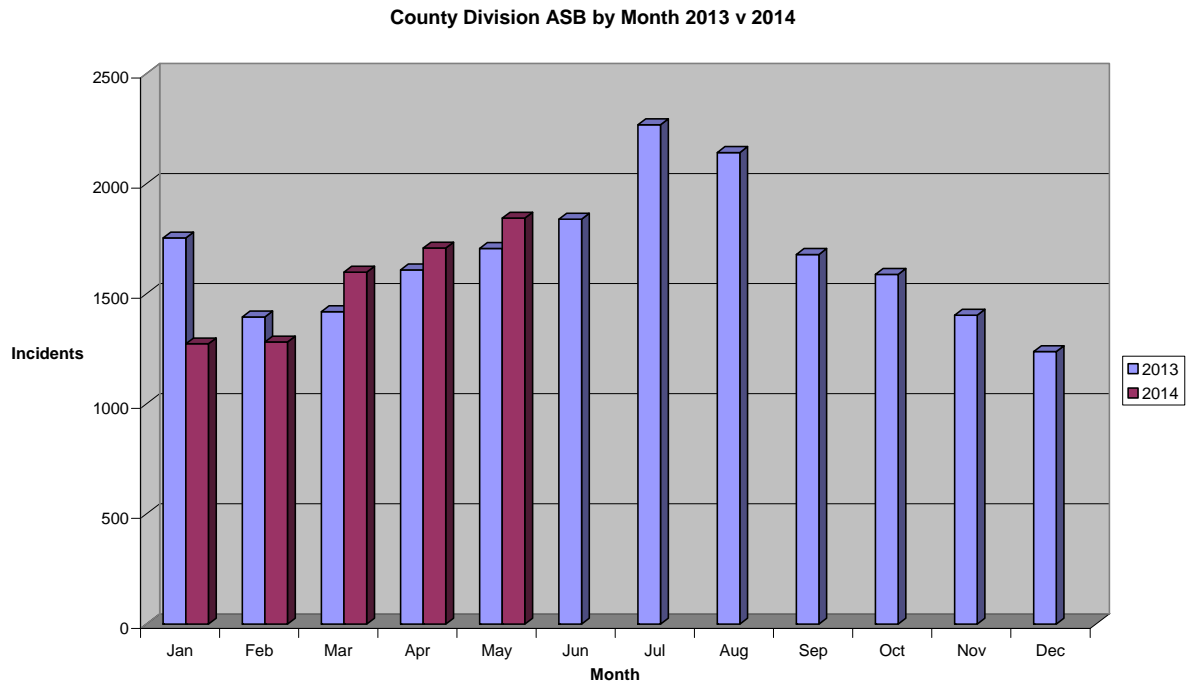
## County Analysis

Month	2013	2014	YTD 2013	YTD 2014	Vol Var MTD	Val Var YTD	% Var MTD	% Var YTD
Jan	1754	1273	1754	1273	-481	-481	-	-
Feb	1395	1281	3149	2554	-114	-595	-3.62%	18.89%
Mar	1419	1599	4568	4153	180	-415	3.94%	-9.08%
Apr	1609	1708	6177	5861	99	-316	1.60%	-5.12%
May	1706	1844	7883	7705	138	-178	1.75%	-2.26%
Jun	1839							
Jul	2268							
Aug	2142							
Sep	1679							
Oct	1588							
Nov	1403							
Dec	1238							

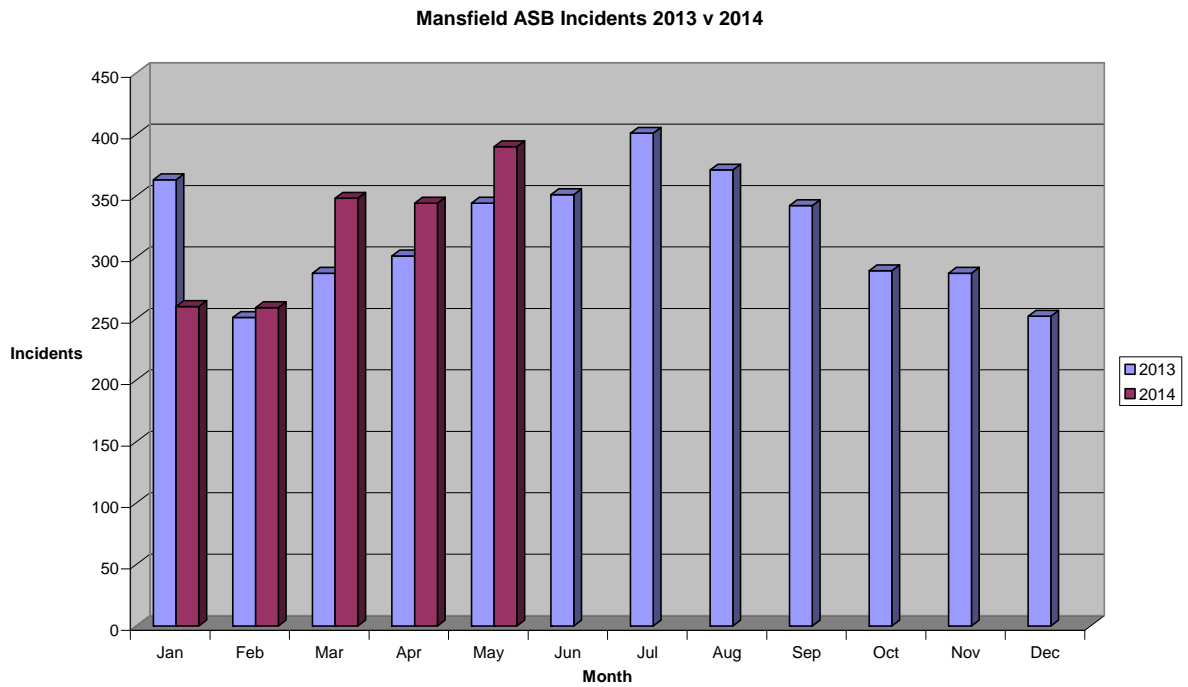
### City Analysis

Month	2013	2014	YTD 2013	YTD 2014	Vol Var MTD	Vol Var YTD	% Var MTD	% Var YTD
Jan	1197	1151	1197	1151	-46	-46	-3.84%	-3.84%
Feb	948	1207	2145	2358	259	213	12.07%	9.93%
Mar	1152	1379	3297	3737	227	440	6.89%	13.35%
Apr	1199	1610	4496	5347	411	851	9.14%	18.93%
May	1203	1733	5699	7080	530	1381	9.30%	24.23%
Jun	1333							
Jul	1772							
Aug	1639							
Sep	1343							
Oct	1367							
Nov	1192							
Dec	1058							

## County Division Breakdown



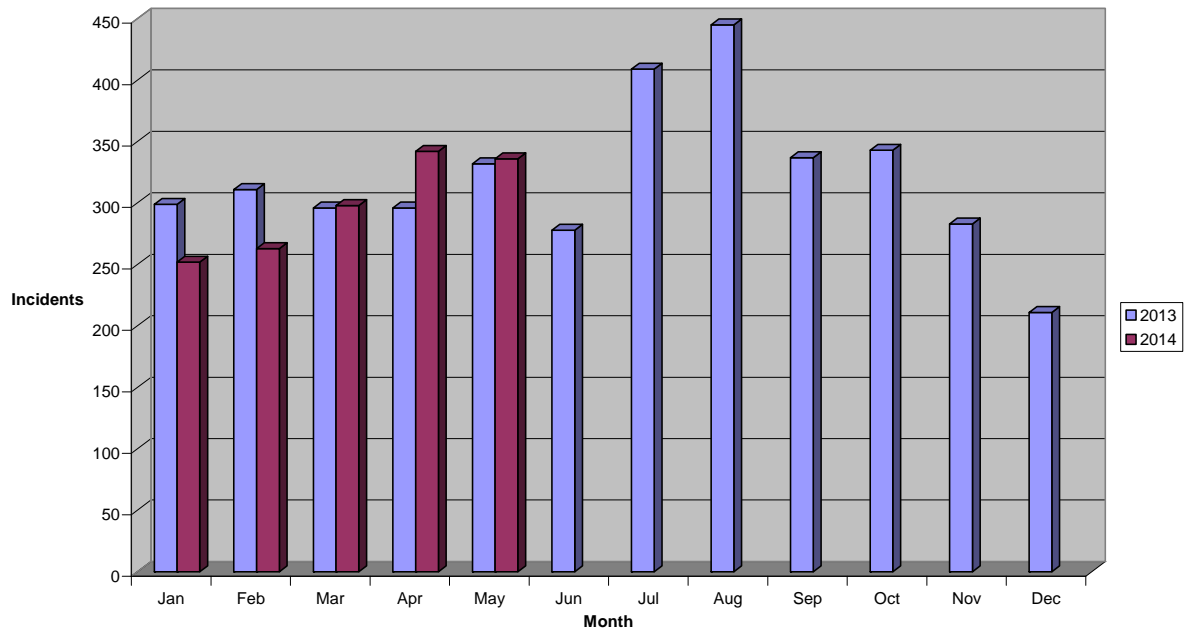
## Mansfield



## Ashfield

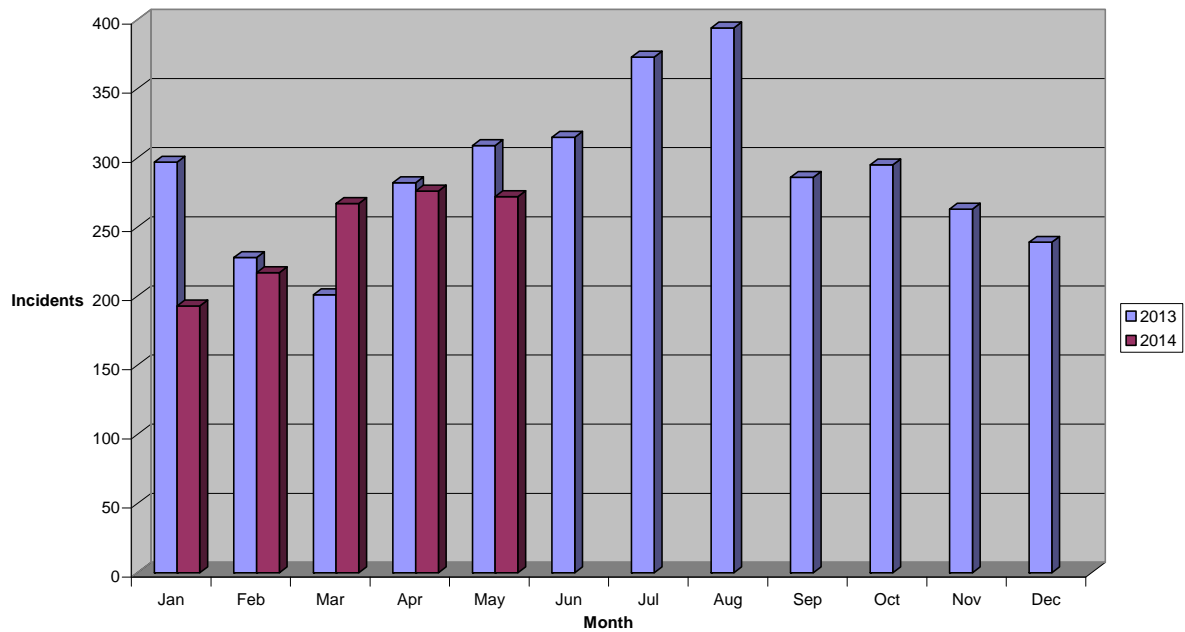


**Ashfield ASB Incidents 2013 v 2014**



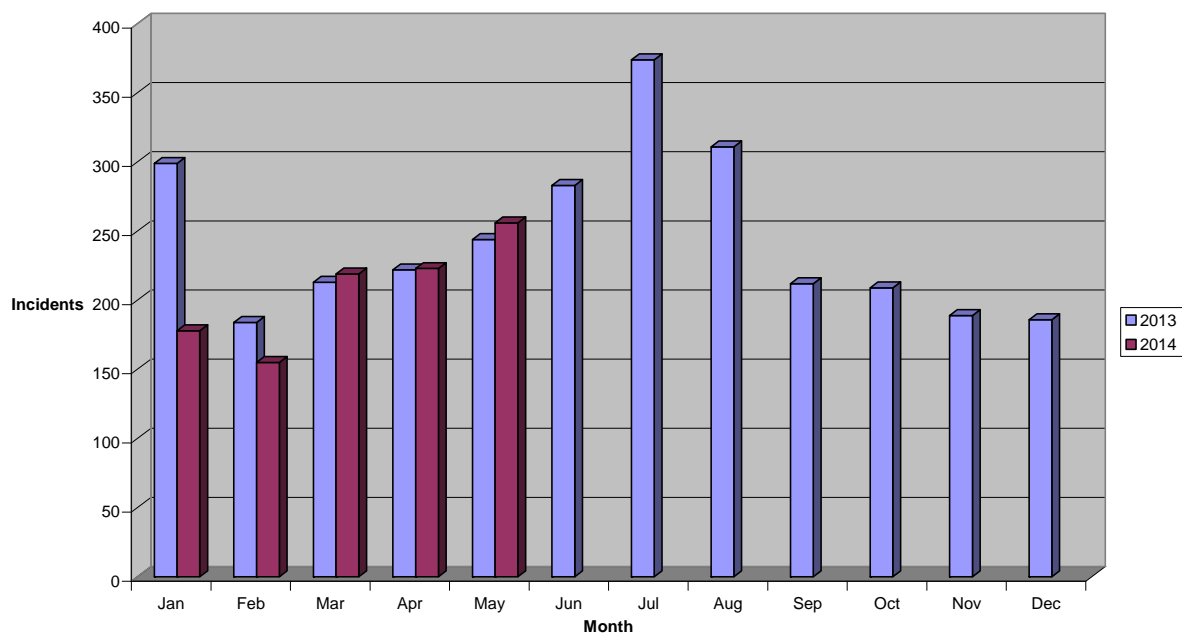
## **Bassetlaw**

**Bassetlaw ASB Incidents 2013 v 2014**



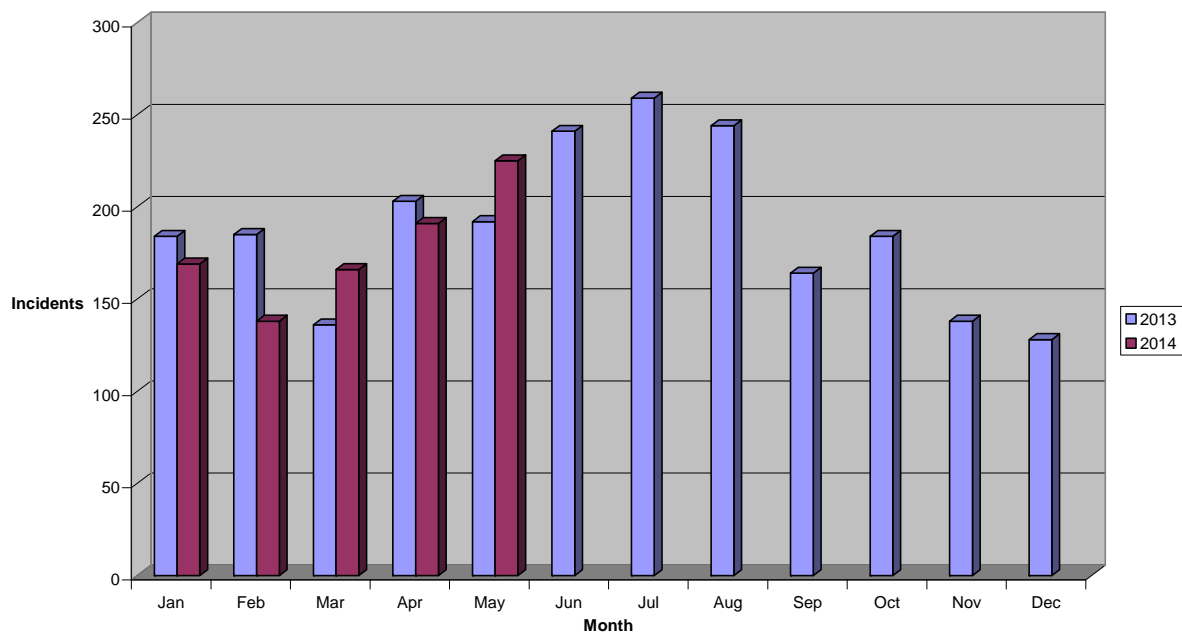
## **Newark and Sherwood**

Newark & Sherwood ASB Incidents 2013 v 2014



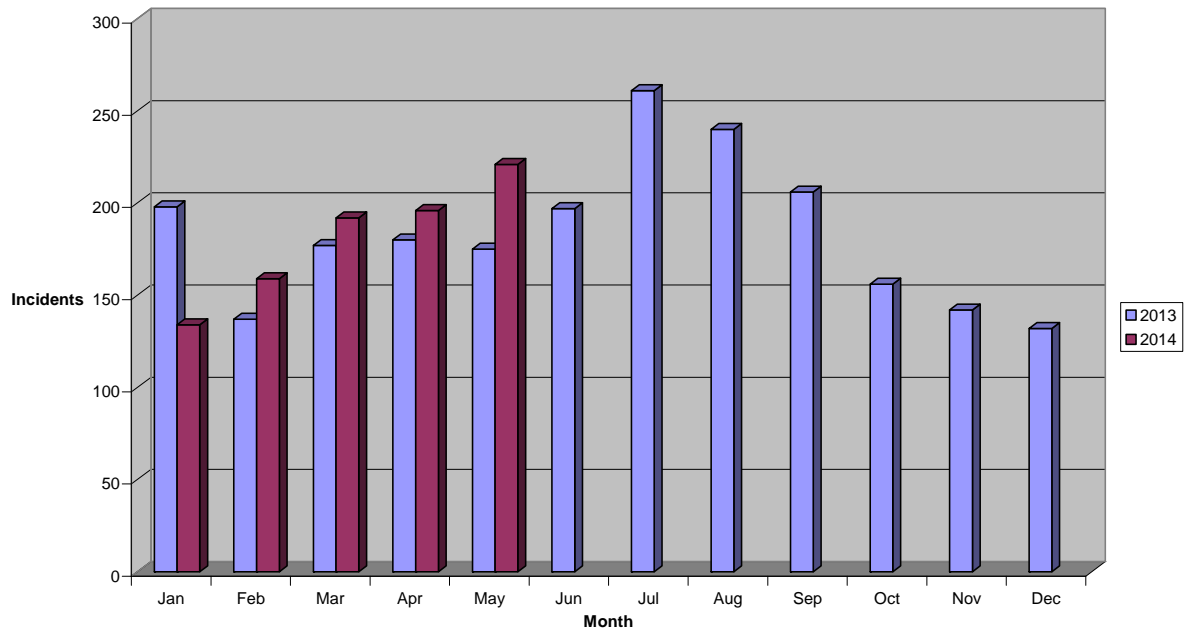
## Broxtowe

Broxtowe ASB Incidents 2013 v 2014



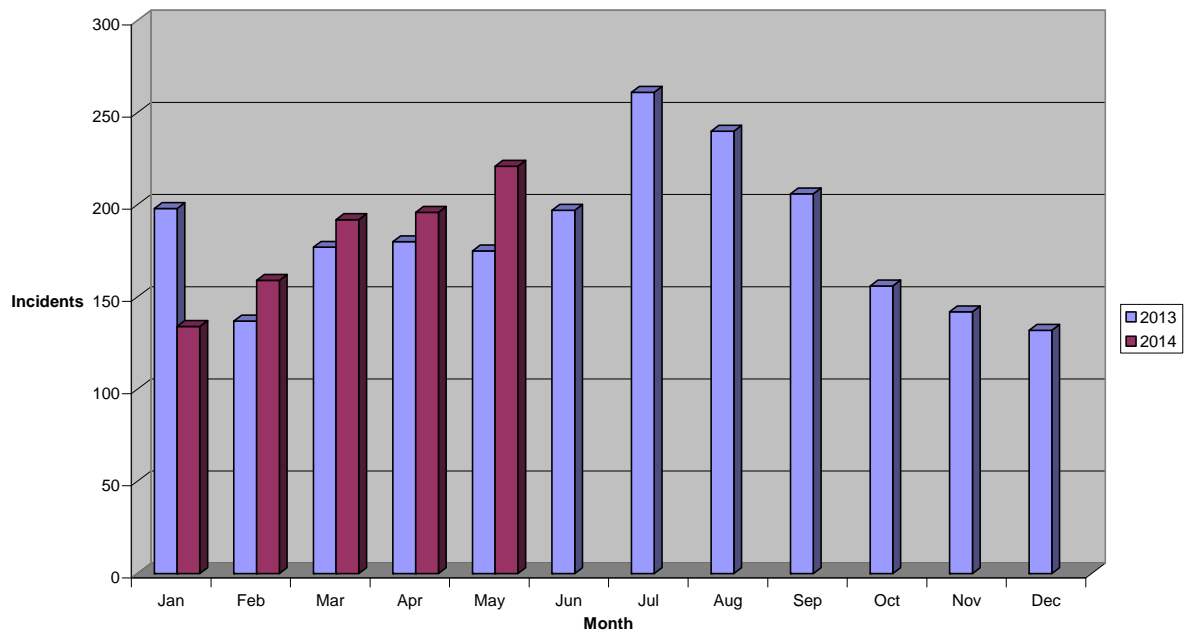
## Gedling

**Gedling ASB Incidents 2013 v 2014**



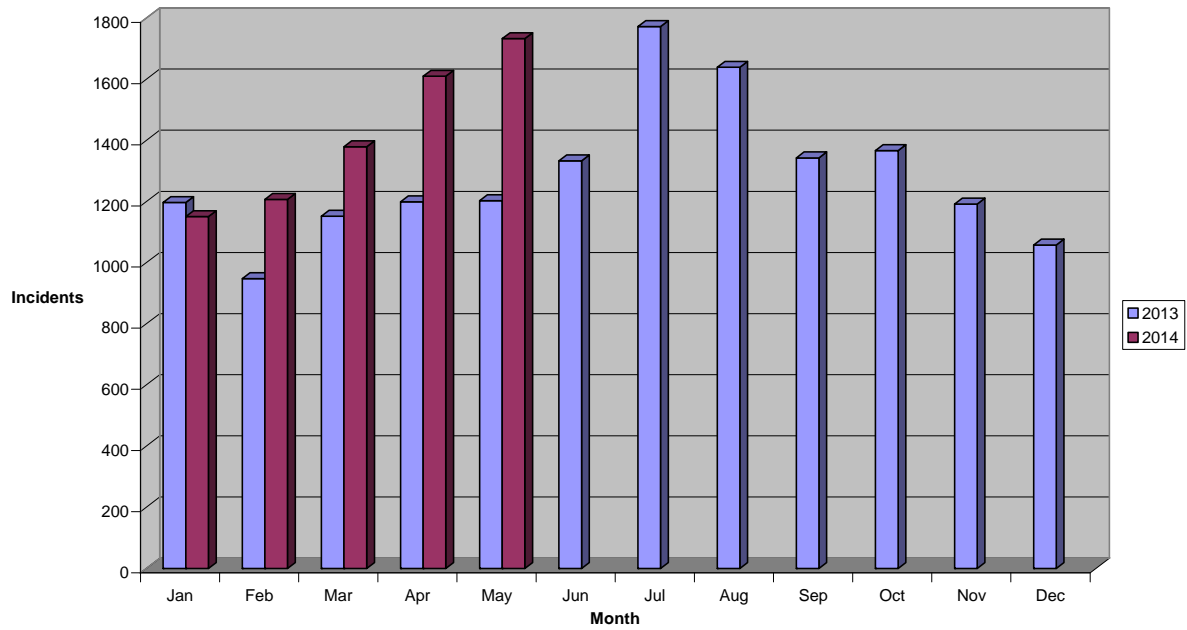
## **Rushcliffe**

**Rushcliffe ASB Incidents 2013 v 2014**



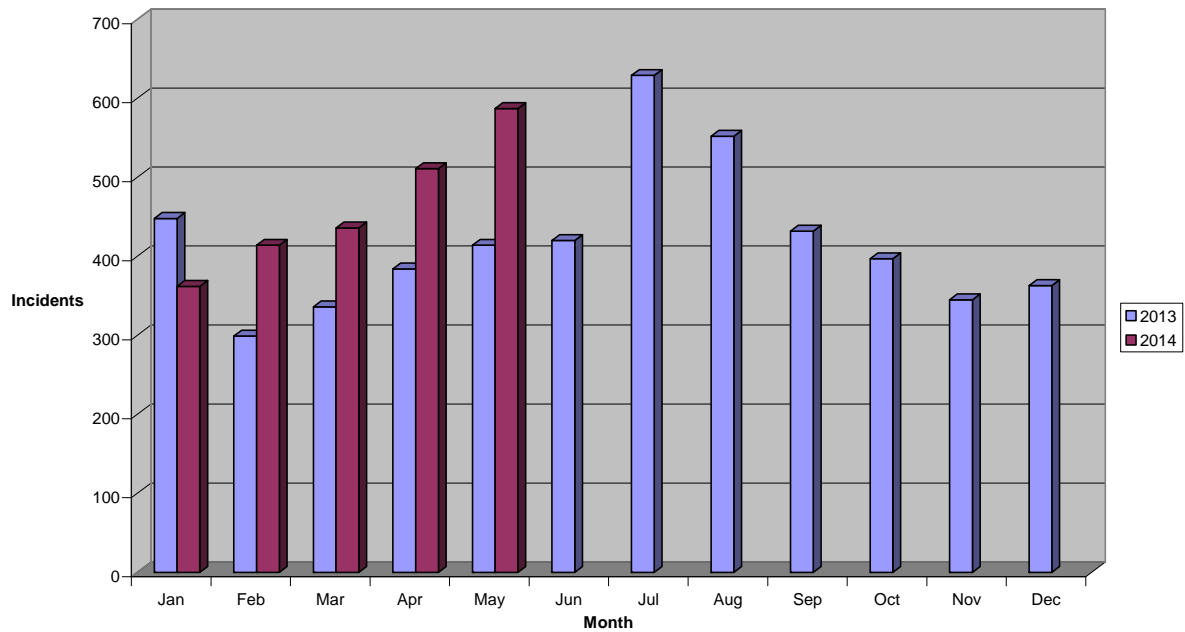
## **City Division Breakdown**

City Division ASB by Month 2013 v 2014



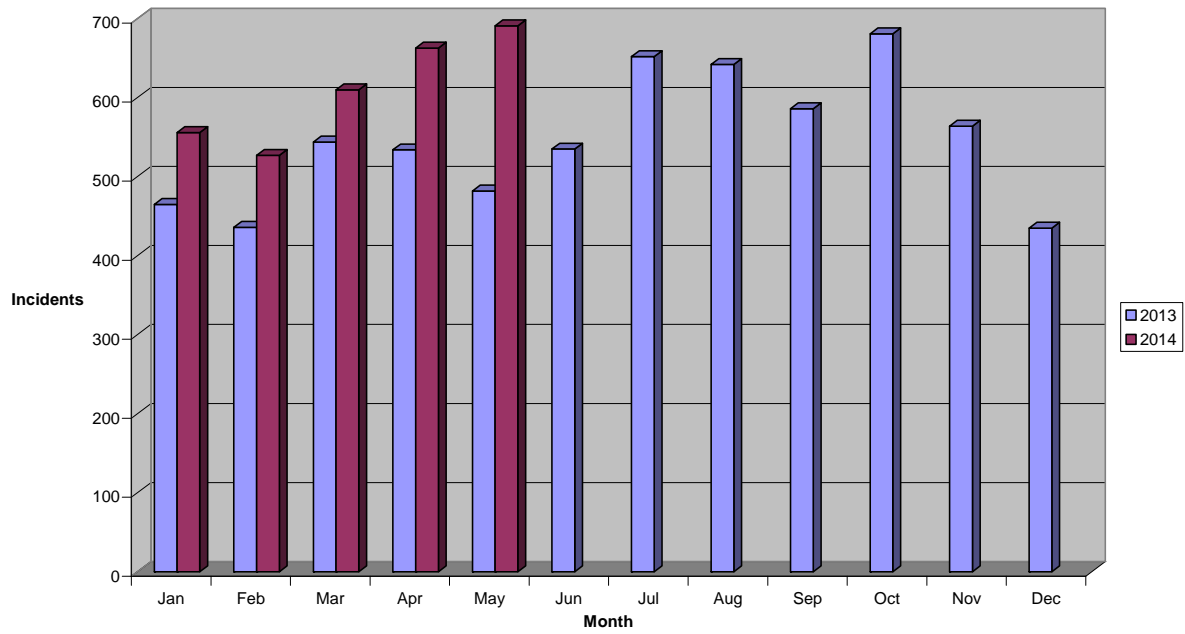
## City North

City North ASB Incidents 2013 v 2014



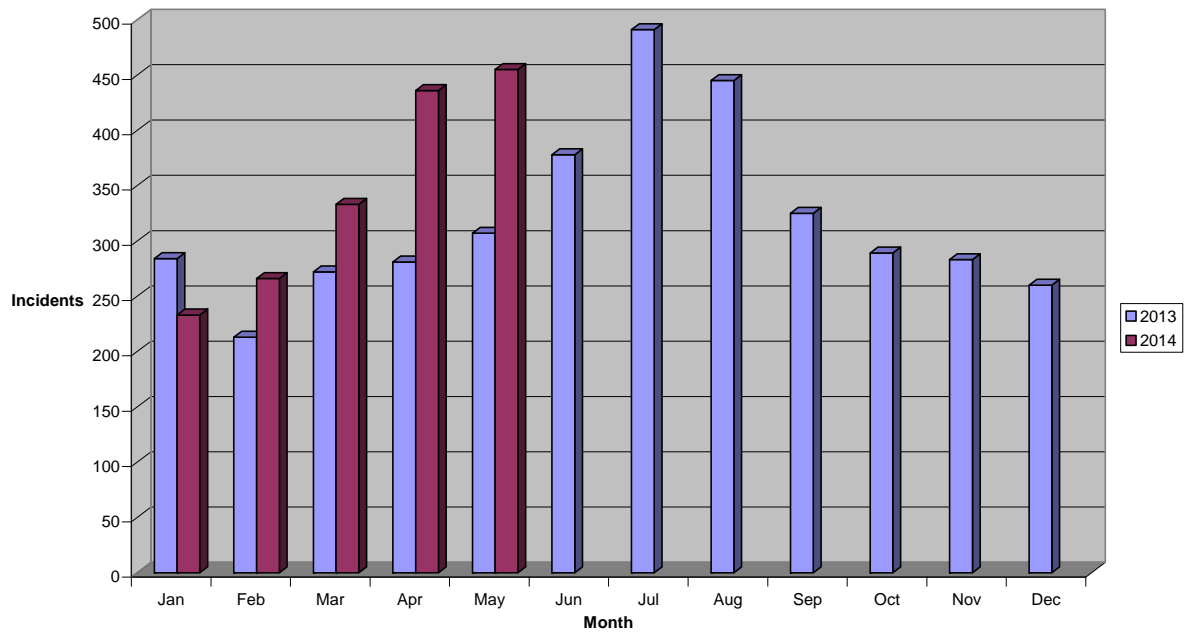
## City Central

**City Central ASB Incidents 2013 v 2014**



## **City South**

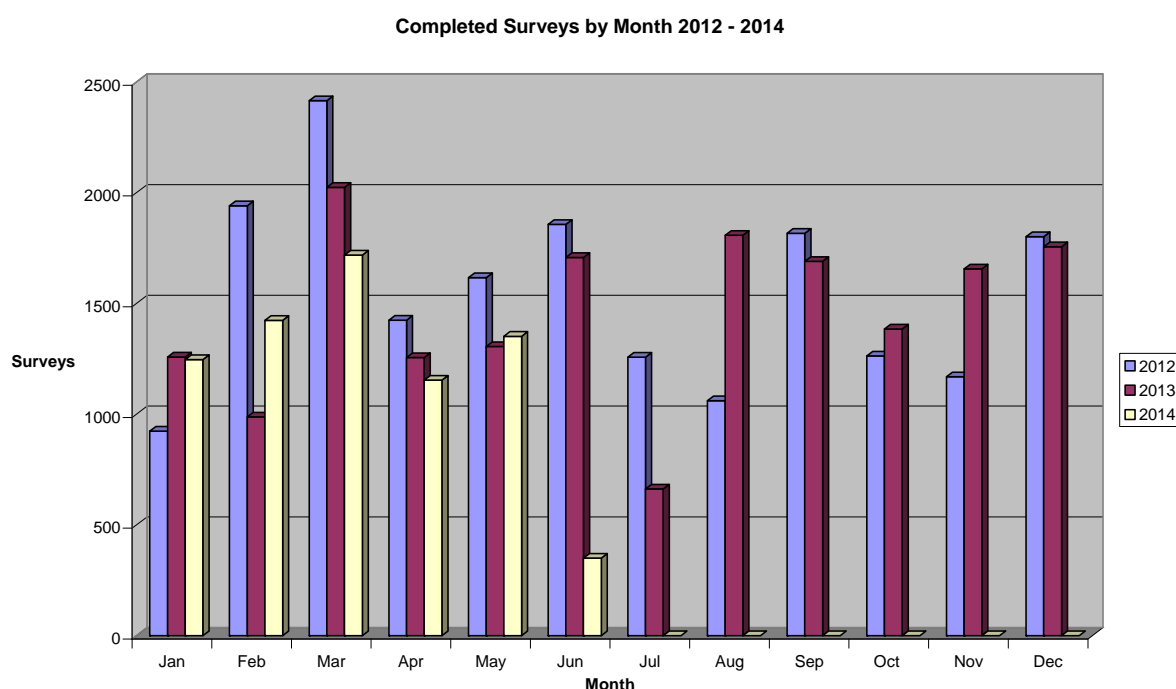
**City South ASB Incidents 2013 v 2014**



## **Priority Survey**

The number of completed surveys continues to have increased when compared to the same month last year. The number of completed surveys by the end of May 2014 is up 63 when compared to the same period last year. Currently in 2014 6,891 surveys have been completed.

### **Priority survey monthly comparison**



### **Neighbourhood Alert**

#### **Neighbourhood Alert 1<sup>st</sup> – 31<sup>st</sup> May 2014**

#### **Volumes**

May 2014 demonstrated a significant fall in the number of registered users on Neighbourhood Alert. The fall in registered users was primarily due to the deletion of accounts which had not been validated. This was a one off exercise to ensure the integrity of the database. The number of registered users was down 561 taking the total number of registered users from 26,373 to 25,812

The total number of new registrations this month was 782, the method they used to register breaks down as follows.

### **Registrations by Channel**

<b>Method</b>	
Manual/Paper entry	570
Online	179
Blackberry	3
Kiosk	0

### **Regional Registrations**

Ashfield and Mansfield had a fall in registered users down 66, moving from 5,722 to 5,656

Newark/Bassetlaw/Sherwood demonstrated a fall in the number of registered users down 8, moving from 3,324 to 3,315

The City demonstrated a fall in registered of 454, moving the total number of users down from 11,186 to 10,732

County South also had a fall in the number of registered users down 53, with the total number of users falling from 6,180 to 6,127

This shows that there are now 15,098 registered users in the County Division and 10,732 in the City Division.

The use by the public of Neighbourhood Alert is in line with their use of the other social media sites. Therefore the coordination of information passed via these sites is controlled by Corporate Communications in order to maximise coverage.

### **Alerts**

The total number of alerts sent by all agencies in May 2014 was 409, compared to 304 in the same month last year an increase of 105.

### **Neighbourhood Watch**

Alert allows the force to monitor the growth and identify the various Neighbourhood Watch groups within the Force area. While it is appreciated that not all Neighbourhood Watch groups are registered users on Alert it should be noted that the same system is utilised by the National Neighbourhood Watch and alerts are regularly sent by them to its members and the wider audience.

Last month demonstrated a small increase in the number of people joining Neighbourhood Watch. The percentage of registered users who were members of a Neighbourhood Watch increased from 8.78% to 9.30%. The number of users who are members of the Neighbourhood Watch was up from 2,325 to 2,393 a raise of 68.

The number of schemes also increased from 515 to 525 up 10. This breaks down as follows:

Ashfield and Mansfield. The percentage of registered users who are members of Neighbourhood Watch increased marginally from 9.35% to 9.81%. The number of Neighbourhood Watch members increased going from 535 to 554 up 19. The number of schemes in the area also increased going from 82 to 97 up 15.

Newark/Bassetlaw/Sherwood. The percentage of registered users who are members of the Neighbourhood Watch increased marginally from 6.18% to 6.20%. The number of Neighbourhood Watch members in the area remained at 205, while the number of schemes in the area increased by 1 to 54.

In the City there was a small increase in the percentage number of users who are members of the Neighbourhood Watch, going from 5.52% to 5.88% this month. There was also an increase in the number of users who are members of the Neighbourhood Watch moving from 622 to 629 up 7. The number of schemes operating in the City also increased moving from 150 to 151, up 1.

County South has the highest percentage of users who are members of the Neighbourhood Watch. This increased significantly this month moving from 15.60% to 16.54%. The number of schemes in operation increased by 3 moving from 230 to 233, while the number of Neighbourhood Watch members using the system increased from 964 to 1006 up 42.

It is worth noting that many NHW members do not have the internet and rely on messages being passed via a coordinator. Therefore the number of Neighbourhood Watch who receives their information via Alert may be significantly higher than the number of registered users.

### **Message Types**

The number of alerts sent this month increased when compared to the same month last moving from 344 to 482 up 138. 224,676 alerts this month were sent via e-mail and 385 via SMS.

The main use for alerts this month was to deliver Local News making up 21.0% of all alerts sent. The top five types of alerts sent this month are listed below:

Local News	21.0%
Burglary Alert	14.9%
Crime Alert	13.2%
Vehicle Crime	11.5%
Meeting Notices	8.3%

### **Demographics**

The breakdown of demographic information is shown below:



Ethnicity. The majority of people who are registered users on the system are White British or White Other. The next group are Asian, this is either Asian Pakistani, Asian Indian, Asian other or Asian Chinese. A small number of users are classified as Mixed.

The table below shows the percentage of each ethnic grouping within Nottinghamshire when compared to breakdown of the same groups who have registered on alert.

Ethnicity	Force	Alert
White	88.82%	94.40%
Mixed/Multiple ethnic group	2.84%	1.55%
Asian/Asian British	5.24%	2.96%
Black/African/Caribbean/Black British	2.50%	0.77%
Other Ethnic Groups	0.60%	0.32%

#### Age:

The report highlights very wide range of age groups who are registered as users. The top six age groups are listed below, these appear in order, with the most represented age groups first:

45 – 54  
34 – 44  
55 – 64  
64 – 74  
25 – 34

The least represent group are the 16-24 year olds

