



# **NOTTINGHAMSHIRE POLICE AND CRIME PLAN PERFORMANCE AND INSIGHT REPORT 2019/20**

**QUARTER 4: PERFORMANCE TO MARCH 2020**

**Guidance notes:**

1. The following performance indicators are taken from the Police and Crime Commissioner's (PCC) plan 2018-21. The information is structured according to the four strategic priority themes in the plan.
2. Wherever possible, performance information is provided for a 12 month rolling 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 is stated.
3. Additional insight is included in the report in order to provide context in relation to performance exceptions only.
4. Data sources for each indicator are specified at Appendix 1, including any information supplied outside of the Nottinghamshire Police Management Information team.
5. 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)

**Performance exceptions:**

Performance exceptions, both positive and negative, are indicated within the report by the following markers:-

- Positive exception: Significant improvement in latest quarter, or improving trend over three successive quarters
- Negative exception: Significant deterioration in latest quarter, or deteriorating trend over three successive quarters

## Summary of Key Headlines and Notable Exceptions

### Theme 1: Protecting Vulnerable People from Harm – Pages 3 to 5

- Nottinghamshire Police was assessed by HMICFRS as 'GOOD' at Protecting Vulnerable People as part of the 2019 PEEL inspections.
- Safeguarding referrals continue to increase each yearly quarter, largely due to improved training and better Partnership working. There were 1,523 additional referrals in the year to March 2020.
- Missing Persons Reports have seen progressive reductions each yearly quarter (see Appendix A, points 1A.2 and 1A.3 for insight).
- Recorded Modern Slavery offences have seen a marked increase (+146.8%); a positive increase due to a dedicated team and on-going training.
- CSE offences have seen progressive reductions over the last two years.

### Theme 2: Helping and Supporting Victims – Pages 6 to 7

- The proportion of domestic abuse-related crimes that are repeats has increased by 1.0% points from 2019 to 2020. This should be viewed in the context of a 6.0% increase in recorded offences over the same period.
- Positive outcomes rates for SSO continue to decline following increases in disclosure and third party reporting. Absolute volume of positive outcomes remains stable.
- The overall satisfaction rate among domestic abuse victims has seen a month on month decline, with 'being kept informed' the main issue; the latest year to end of March 2020 has seen a slight upturn with an increase of 0.4%.

### Theme 3: Tackling Crime and Anti-social Behaviour – Pages 8 to 13

- Victim-based crime has continually fallen over the two year period, although, victim-based rural crime has increased over the period with reductions being seen in urban areas.
- Average severity scores have continued to reduce Forcewide progressively over the two year period.
- Knife crime has continued to reduce, by 13.6%, in the year to March 2020.
- Alcohol related violence and ASB have seen progressive reductions over the two year period.
- Offenders successfully removed from the IOM scheme since January 2016 achieved an average reduction in reoffending risk of 73.9%

### Theme 4: Transforming Services and Delivering Quality Policing – Pages 14 to 16

- Overall positive perception of the police has continued to improve in the latest 12 months to March 2020.
- PSD has continued to see an increase in the timeliness of complaint resolution, driven in part by staff abstractions the effect of data cleansing.
- Police Officer sickness rates have increased by 8% in the 12 months to March 2020. Stress/Mental Health issues remain the main category for Officer sickness.

## Theme 1: Protecting Vulnerable People from Harm

### Theme 1A: More Vulnerable People Safeguarded and Protected

	Aim	12 months to Mar 2019	12 months to Jun 2019	12 months to Sep 2019	12 months to Dec 2019	12 months to Mar 2020	Change over last year		
							%	Actual	
1A.1	Adult and Child Safeguarding Referrals	Increase	5,533	5,837	6,401	6,739	● 7,056	+27.5%	+1,523
1A.2	Missing persons	Monitor	3,426	3,242	3,153	2,964	● 2,895	-15.5%	-531
1A.3	Missing: No apparent risk	Monitor	3,038	3,094	3,016	3,008	3,103	+2.2%	+65
1A.4	Mental health-related incidents	Monitor	18,718	18,708	18,456	18,416	18,818	+0.5%	+100

#### Safeguarding Referrals

Overall, there is a continuing upward trend in recording with a new peak in referrals in January 2020. The aim to increase referrals has been achieved over the last 12 months comparison, showing a 27.5% increase.

This increase provides the force and partner agencies with confidence that improvements are being made in the identification and recording of safeguarding concerns, enabling agencies to take appropriate safeguarding actions to minimise the risk of harm. Improved training and better Partnership working in relation to CSE, PPNs and Knife crime are believed to have impacted upon this positive trend.

#### Missing Person Reports

Missing Person reports have been in decline since May 2018, with overall reports having fallen by 15.5% (531 fewer) this year when compared to the previous year. The monthly average is currently 241 reports compared to 286 the previous year.

Missing – No Apparent Risk reports (formerly Absent Persons Reports) saw a sharp upturn during February and March 2020; with March levels of 302 being the highest since July 2018.

Please see **Appendix A, points 1A.2 and 1A.3** for a comprehensive response to the above.

#### Mental Health-Related Incidents

The last 12 months have seen a monthly average of 1,568 police recorded mental health reports, which is comparable to the previous year monthly average of 1,560.

Mental Health incidents have seen an increase of 0.5% in the current 12 month period to March 2020 compared to the previous 12 month period to March 2019.

## Theme 1: Protecting Vulnerable People from Harm

### Theme 1B: Improved Response to Serious and Emerging Threats to Vulnerable People

	Aim	12 months to Mar 2019	12 months to Jun 2019	12 months to Sep 2019	12 months to Dec 2019	12 months to Mar 2020	Change over last year	
							%	Actual
1B.1	Fraud Offences	3,076	3,076	3,049	3,006	3,013	-2.1%	-63
1B.2	Online Crime	3,589	3,551	3,469	3,556	3,641	+1.5%	+52
1B.3	Drug Trafficking and Supply Offences	807	848	897	947	908	+12.5%	+101
1B.4	Police recorded Child Sexual Exploitation	659	588	575	560	525	-20.3%	-134
1B.5	Police recorded Modern Slavery offences	47	53	73	102	116	+146.8%	+69

#### Information Sharing / ECINS Update

The force-wide ECINS Programme supports information sharing in relation to vulnerable and complex people among over 40 stakeholder agencies. This helps to integrate processes, and remove silo working and duplication. The internal delivery board for system implementation and operational realisation continues to function well.

Please see **Appendix A, point 1B.6** for a comprehensive update.

#### Modern Slavery

The last 12 months has seen a significant increase in the recording of offences, with an increase of over 146%. The increase is positive and reflects the on-going training to Officers, who now have more awareness around this offence and the legislation, with an increased ability to spot signs of Modern Slavery.

There is a dedicated Modern Slavery and County Lines Team who are more interfaced within the organisation

#### Drug Trafficking and Supply Offences

The continued increase in drug trafficking and supply offences is largely attributed to various on-going operations, such as Op Reacher. From January to March 2020, there have been 13 individual drugs seizures and 40 vehicles seized for no insurance/licence. The continued upturn in levels is particularly positive in light of there being only 1 x PC and 1 x PCSO on the Bestwood Reacher Team for a three week period.

The Op Reacher Teams are reporting that even with lockdown being implemented mid-March, they are still busy with Fail to Stops, Vehicle Seizures, Drugs and Weapons.

The teams have also helped to maintain good community relationships with the setting up of 'ReacherRoo' and ReacherEats', helping to deliver hot meals and food care packages via the church and to NHS staff at the City Hospital.

#### Online Crime

Online crime has seen a marginal increase of 52 offences in the year period up to March 2020 when compared to the year up to March 2019. Offences are mostly committed in full or in part through a computer, computer network or other computer-enabled device. These do not include fraud offences, which are captured separately. The majority of recorded online crimes are harassment offences, specifically malicious communications offences which have taken place online on forums such as Facebook and Twitter.

#### Fraud

Fraud offences have remained constant this quarter, compared to previous quarters. Fraud offences continue to represent a significant challenge to the police and represent a growing demand on police resources.

and able to offer advice and assistance to frontline officers.

The force continues to take a proactive approach to identifying and tackling modern slavery - seeking out offences in order to ensure that survivors are protected and offenders are brought to justice.

### **Child Sexual Exploitation**

There are no definitive factors that can be evidenced to explain the reduction in CSE. However, a number of considerations can be given to provide possible context for the reduction:-

- Previously, CSE was a force priority area and heavily advertised; more recently CCE (Child Criminal Exploitation) has become the priority and some crimes may now be recorded as this.
- Notts has recently seen an uplift in the recruitment of new officers; there may be issues with their training and understanding of crimes linked to CSE and the use of the correct flags.
- There has been increased education and advertisement about CSE in the public domain; this could have had the potential to put some offenders off or, has made them smarter in their offending so that crimes are becoming better hidden.

## Theme 2: Helping and Supporting Victims

### Theme 2A: Improved Reporting and Response to Domestic and Sexual Violence and Abuse

	Aim	12 months to Mar 2019	12 months to Jun 2019	12 months to Sep 2019	12 months to Dec 2019	12 months to Mar 2020	Change over last year		
							%	Actual	
2A.1	Police recorded domestic abuse crimes	Monitor	14,259	14,552	14,860	15,124	15,119	+6.0%	+860
2A.2	Domestic abuse repeat victimisation rate	Monitor	33.1%	33.5%	34.4%	34.5%	34.1%	+1.0% pts	n/a
2A.3	Domestic abuse: Positive Outcome Rate	Monitor	14.6%	14.6%	13.8%	13.4%	13.7%	-0.9% pts	n/a
2A.4	% Domestic abuse victims satisfied (overall)	Monitor	90.9%	90.0%	88.0%	88.4%	*	n/a	n/a
2A.5	Serious sexual offences: Adult	Monitor	1,489	1,504	1,447	1,466	1,431	-3.9%	-58
2A.6	Serious sexual offences: Child	Monitor	1,401	1,392	1,406	1,387	1,408	+0.5%	+7
2A.7	Sexual Offences: Positive Outcome Rate	Monitor	9.2%	9.4%	8.6%	8.6%	7.8%	-1.4% pts	n/a

#### Domestic Abuse

The force has seen an increasing trend in reported Domestic Abuse crime over the last two years due, in part, to improvements in recording and a likely increase in survivor confidence to come forward and seek support from the force and partner agencies. Domestic Abuse crimes have seen an increase of 6% in the year ending March 2020 when compared to the year ending March 2019. The proportion of victims that are repeats has seen a small increase over the last year.

\*NB: Please note that Domestic Abuse survey results are 2-3 months behind real time.

Levels of satisfaction with the police among survivors of domestic abuse had seen progressive decreases from April 2018 to October 2019. The main factor for dissatisfaction is being Kept Informed.

The Force devised an audit looking at staff keeping victims informed, this audit reviews numerous crimes for VCOP compliance and deals with non-compliance through a series of emails and later personal interventions from managers. Latest audited VCOP data for Rape and Serious Sexual offences saw marked improvements with compliance and the most recent survey results saw a 0.4% increase in satisfaction.

	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH
NORTH	44%	52%	36%	59%	72%	90%
SOUTH	73%	55%	60%	75%	75%	90%

#### Sexual Abuse

Adult Serious Sexual Offences saw a small decrease in the year ending March 2020 when compared to the previous 12 months. Child offences saw a small increase of 7 during the same period.

The positive outcome rate has fallen by 1.4 percentage points.

## Theme 2: Helping and Supporting Victims

### Theme 2B: Victims Receive High Quality and Effective Support

	Aim	12 months to Mar 2019	12 months to Jun 2019	12 months to Sep 2019	12 months to Dec 2019	12 months to Mar 2020	Change over last year		
							%	Actual	
2B.1	<b>Victims Code of Practice Compliance</b>	Monitor	91.2%	90.4%	90.0%	90.0%	90.4%	-0.8%	n/a
2B.2	<b>Victim Services: Closed Cases</b>	Monitor	2,386	-	3,526	-	TBC May 20	TBC	TBC
2B.3	<b>Improved cope and recover outcomes (all)</b>	Monitor	78.7%	-	80.6%	-	TBC May 20	TBC	TBC
2B.4	<b>% crimes resolved via community resolution</b>	Monitor	10.7%	10.5%	10.7%	10.4%	10.0%	-0.7% pts	n/a

#### Victims Code of Practice

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. There has been a slight downturn in compliance over the past 12 months when compared to the previous 12 months. This is likely to be associated with additional offences which are now required to be recorded in addition to the primary offence in cases such as harassment and stalking. In these cases, there would not be an expectation for an additional VCOP assessment to be undertaken for these linked offences.

#### Victim Services

Outcome data relating to PCC commissioned victim services is formally reported to the Ministry of Justice on a six monthly basis. Closed cases and 'cope and recover' outcomes will be updated in May 2020.

#### Community Resolution

The proportion of crimes resulting in community resolution has remained relatively stable over the previous year.



## Theme 3: Tackling Crime and Anti-social Behaviour

### Theme 3A: People and communities are safer and feel safer

	Aim	12 months to Mar 2019	12 months to Jun 2019	12 months to Sep 2019	12 months to Dec 2019	12 months to Mar 2020	Change over last year		
							%	Actual	
3A.1	Victim-based crime: Total	Monitor	93,262	92,582	92,432	92,076	● 90,797	-2.6%	-2,465
3A.2	Victim-based crime: Rural areas	Monitor	10,766	10,768	10,983	11,388	● 11,406	+6.0%	+640
3A.3	Victim-based crime: Urban areas	Monitor	81,321	80,915	80,463	79,532	● 78,351	-3.7%	-2,970
3A.4	Average Crime Severity: Force-wide	Monitor	170.33	167.99	163.34	163.01	● 159.06	-6.6%	-11.27
3A.5	Average Crime Severity: Priority areas	Monitor	173.49	170.03	165.87	164.22	● 174.67	+0.7%	+1.18
3A.6	Residents reporting experience of crime	Monitor	19.4%	18.9%	18.1%	18.9%	● 18.0%	-1.4% pts	n/a
3A.7	% residents feeling safe in area by day	Monitor	89.0%	89.1%	89.2%	88.7%	● 89.2%	+0.2% pts	n/a
3A.8	% residents feeling safe in area after dark	Monitor	59.6%	60.5%	61.1%	61.0%	● 61.5%	+1.9% pts	n/a
3A.9	% reporting drug use / dealing as an issue	Reduce	47.8	48.1%	48.9%	43.3%	● 42.8%	-5.0% pts	n/a

#### Police recorded crime

Police recorded crime decreased by 2,465 (-2.6%) offences in the 12 months up to March 2020 when compared to the 12 months to March 2019. The decrease is attributed to the reduction in crime during March 2020; correlating to the impact of Covid-19 on social interaction and lockdown measures. Self-reported experience of crime as per the Police and Crime Survey also reported a 1.4% point reduction during 2019/20, with crime prevalence in the City, in particular falling by 3.7% points. Reductions were largely observed in experience of criminal damage, burglary and vehicle crime. Police recorded crime in rural areas however, increased by 6% during 2019/20, while prevalence of crime in Bassetlaw Newark and Sherwood (as captured by the Police and Crime Survey), increased from 16.4% to 18.8%

#### Crime Severity

The average severity score of crimes recorded Forcewide (based on weightings via the ONS Crime Harm Index) has reduced. Average severity scores have reduced over the Quarterly twelve month comparisons and from the last 12 months compared to the current 12 month period; this indicates a higher volume of offences being committed that have a lower severity value and likewise, an overall reduction in the more severely coded offences. The 23 Priority Areas have seen small reductions in the year on year quarterly comparisons with a slight increase in the latest 12 month period to March 2020 when compared to the previous period to March 2019. The area of Bilsthorpe, Lowdham and Villages has seen the highest severity score (222.81) over the past 12 months.

#### Resident concerns regarding drug use and dealing

Following long term increases, the proportion of residents stating that they would like to see the police and local authorities do more to tackle drug use and dealing in their area began to fall in October 2019. This follows extensive proactive work in communities to tackle drug dealing and serious organised criminality as part of Operation Reacher - which received positive feedback from communities. Despite these improvements, drug use and dealing remains the most significant crime and community safety related concern among respondents to the Police and Crime Survey.

### Theme 3: Tackling Crime and Anti-social Behaviour

#### Theme 3B: Fewer People Commit Crime and offenders are supported to rehabilitate

	Aim	12 months to Mar 2019	12 months to Jun 2019	12 months to Sep 2019	12 months to Dec 2019	12 months to Mar 2020	Change over last year		
							%	Actual	
3B.1	Violent knife crime	Monitor	882	838	806	812	● 762	-13.6%	-120
3B.2	Violent knife crime: Positive outcomes	Monitor	31.0%	26.6%	24.7%	22.7%	16.7%	-14.3% pts	n/a
3B.3	Gun crime	Monitor	139	163	153	175	163	+17.3%	+24
3B.4	Possession of weapons offences	Monitor	1,055	1,162	1,221	1,263	1,205	+14.2%	+150
3B.5	Stop and Searches	Monitor	3,070	3,933	4,608	5,405	● 5,487	+78.7%	+2,417
3B.6	Stop and Search: Positive outcomes	Monitor	41.3%	41.8%	42.5%	42.5%	40.4%	-0.9% pts	n/a
3B.7	Alcohol-related violence	Monitor	17.7%	17.4%	16.9%	16.4%	● 16.0%	-1.7% pts	n/a
3B.8	Alcohol-related ASB	Monitor	9.9%	9.5%	9.5%	9.4%	● 8.9%	-1.0% pts	n/a

#### Violent Knife Crime

There has been a steady reduction in the number of violent Knife Crimes recorded between 2018 and 2020; a reduction of 13.6% year ending March 2020 compared to year ending March 2019.

The proportion resulting in a positive outcome has decreased by 14.3% pts in the year ending March 2020 compared to year ending March 2019; this is largely due to recent Knife Crimes remaining unresolved with no final outcome.

#### Gun Crime

Recorded gun crime rose by just over 17% in the year to March 2020 when compared to the year ending March 2019. This increase is driven in part by a series of incidents and discharges linked to two feuding groups in May/June 2019. The majority of significant

#### Stop Searches

There has been a significant increase in the number of stop searches conducted since January 2018, largely attributable to Operation Reacher. This trend is likely to continue in view of new community teams that were formed in January 2020.

Positive Outcomes improved steadily in 2019, although, the latest year end to March 2020 has seen a small reduction.

The increase in activity and upward trend of positive outcomes is primarily associated with targeted intelligence led operations which derive from local commanders identifying a specific crime issue in a given location that can be addressed through on-street proactive policing activity. The force continues to work with communities in our use of these powers.

#### Possession of Weapons

Police recorded possession of weapons offences increased by 14.2% to March 2020 compared to year ending March 2019; this reflects the continued positive proactive work of Op Reacher and the newly formed community teams in taking more weapons taken off the streets.

#### Alcohol-related violence and ASB

The force is working to develop an accurate picture of alcohol-related crime via use of an alcohol marker on the Niche crime recording system. The monthly rate has remained stable with Alcohol related violence seeing a steady reduction over the previous two years and Alcohol related ASB also seeing a steady downward trend over the previous two years.

discharges were linked to known nominals involved in drugs and /or organised crime. Firearms discharges increased by 5% nationally in 2018/19 to the highest levels since NABIS was formed. NABIS notes that medium sized forces are seeing an increase in recorded offences and new guns identified when compared to the traditional 'big five' forces.

### Theme 3: Tackling Crime and Anti-social Behaviour

#### Theme 3B: Fewer People Commit Crime and offenders are supported to rehabilitate

	Aim	12 months to Mar 2019	12 months to Jun 2019	12 months to Sep 2019	12 months to Dec 2019	12 months to Mar 2020	Change over last year		
							%	Actual	
3B.9	IOM: Offenders subject to monitoring	Monitor	282	286	281	302	317	+12.4%	+35
3B.10	IOM: Offenders successfully removed*	Monitor	221	236	271	278	297	+34.4%	+76
3B.11	IOM: Reduction in average re-offending risk*	Monitor	75.1%	74.2%	74.0%	73.7%	73.9%	-1.2 pts	n/a
3B.12	Youth Justice First Time Entrants: City	Monitor	159	156	154	146	140	-12.0%	-19
3B.13	Youth Justice First Time Entrants: County	Monitor	178	158	137	122	XXX		
3B.14	Crimes with an identified suspect (average)	Monitor	2,703	2,787	2,836	2,897	● 3,048	+12.8%	+345
3B.15	Positive outcomes: All crime	Monitor	14.9%	15.4%	15.5%	15.4%	15.4%	+0.5%	+402
3B.16	Positive outcomes: Victim-based crime	Monitor	11.8%	12.0%	12.0%	11.8%	11.7%	-0.1%	-356

#### Integrated Offender Management (IOM) \*since Jan 2016 to March 2020

Nottinghamshire is the first scheme to have developed a dynamic monitoring tool capable of measuring the long-term impact of IOM at cohort and individual offender level. The scheme has recorded 578 unique nominals on the Performance Tool since Jan 2016 and has an active managed cohort (in community or on short term sentence) of 317.

Those that have been removed from the scheme since January 2016 have seen an average reduction in reoffending risk of 73.9%. Across the whole cohort, there was an average reduction in reoffending risk of 52.9% after 12 months on the scheme.

In addition to daily management of the cohort, the scheme scores every offender who receives two years+ in Notts for IOM consideration and every member of the Knife Crime Risk cohort every three months. The scheme continues to respond to the changing profile of risk, including work with Operation Reacher to identify offenders for IOM and inclusion and to utilise IOM tactics within current covert and overt activities.

#### Youth Justice – First Time Entrants

For the City, the yearly comparisons (12 months to Mar 19/20) show a 12% reduction in FTE's.

The County XXX awaiting data from Jackie Pickett\*

The downward trajectory is in line with national trends. The Youth Justice Board highlight these reductions as positive, with more young people being diverted away from the criminal justice system by early intervention and crime prevention projects.

#### Identified Suspects

The number of Niche crime outcomes with a named suspect has been increasing steadily since April 2018.

**DVIOM Scheme**

This DVIOM scheme was launched in October 2017 with PCC funding for IDVA's, ensuring that the needs of the DV survivor are threaded through the management tactics used with the perpetrator.

The managed offenders within this scheme represent the absolute highest risk and prolific serial DV perpetrators.

Performance data from the DVIOM show offenders removed from the cohort displaying a reduction of PPIT risk of 41%.

The DV cohort has also seen a 42% drop in Risk of Reoffending Score across the scheme.

**Positive Outcomes: All Crime & Victim Based Crime**

Positive outcome rates for both All Crime and Victim Based Crime have remained constant over the yearly comparisons.

### Theme 3: Tackling Crime and Anti-social Behaviour

#### Theme 3C: Build Stronger and More Cohesive Communities

	Aim	12 months to Mar 2019	12 months to Jun 2019	12 months to Sep 2019	12 months to Dec 2019	12 months to Mar 2020	Change over last year	
							%	Actual
3C.1	Police recorded hate occurrences	Monitor 2,366	2,352	2,346	2,320	2,351	-0.6%	-15
3C.2	Hate crime repeat victimisation rate	Monitor 16.0%	15.8%	15.3%	14.7%	● 14.4%	-1.6% pts	n/a
3C.3	% Hate crime victims satisfied (overall)	Monitor 83.0%	84.2%	85.4%	84.0%	*	n/a	n/a
3C.4	% feeling there is a sense of community	Monitor 50.7%	50.8%	51.1%	52.6%	54.0%	-3.3% pts	n/a
3C.5	% feeling different backgrounds get in well	Monitor 53.7%	53.8%	53.1%	53.4%	54.7%	+1% pts	n/a
3C.6	Anti-social Behaviour Incidents	Monitor 32,078	31,870	31,647	31,455	32,137	+0.2%	+59
3C.7	Anti-social Behaviour Incidents: % Repeats	Monitor 28.3%	28.4%	28.4%	28.4%	28.4%	+0.1% pts	n/a
3C.8	Alcohol-related ASB	Monitor 9.9%	9.5%	9.5%	9.4%	8.9%	+1.0 pts	n/a

#### Hate Crime

Recorded Hate Crime has remained steady over the previous two years.

Repeat victims of Hate Crime have seen a gradual decline over the two year period.

Victim Satisfaction has remained at around 84% with being 'Kept Informed' the main area for improvement.

\*NB: Please note that Hate Crime survey results are 2-3 months behind real time.

#### Community Cohesion

Findings from the Police and Crime Survey indicate that the proportion of residents feeling that there is a sense of community in the area where they live (54%) and that people from different backgrounds get on well (55%) has continued to increase steadily over the previous two years.

#### Anti-social Behaviour

Performance in relation to ASB remains stable, as does the number of repeat victims.

Alcohol related ASB has also seen a slight downward trend over the previous year, reducing by 308 incidents in the 12 months to March 2020, when compared with the 12 months to March 2019.

New questions introduced into the PCC's Police and Crime Survey in 2019 will continue to provide a consistent measure of self-reported experience of ASB and its impact in 2020.

## Theme 4: Transforming Services and Delivering High Quality Policing

### Theme 4A: Further Improve Public Confidence in Policing

	Aim	12 months to Mar 2019	12 months to Jun 2019	12 months to Sep 2019	12 months to Dec 2019	12 months to Mar 2020	Change over last year	
							%	Actual
4A.1	Police are dealing with the issues that matter	Monitor	40.3%	40.9%	42.0%	41.7%	+1.4% pts	n/a
4A.2	Residents feeling the Police do a good job	Monitor	47.7%	47.9%	49.3%	50.0%	+3.1% pts	n/a
4A.3	Residence reporting confidence in the police	Monitor	53.4%	53.6%	54.9%	55.4%	+1.9% pts	n/a
4A.4	% residents satisfied with the police	Monitor	60.5%	59.2%	60.4%	58.4%	-2.1% pts	n/a
4A.5	PSD Recorded Complaints	Monitor	1,004	989	988	896	+10.5%	+105
4A.6	PSD Recorded Complaints: Timeliness (days)	Monitor	55	55	60	73	+32.7%	+18

#### Public Confidence in the Police

Indicators of public confidence in the police saw steady improvements during 2019/20, with the proportion of residents feeling that they had confidence in the police rising from 53% to 55% and the proportion feeling that the police were 'doing a good job' rising from 47% to 50%. These trends have been largely driven by improvements in Nottingham City, where around 59% reported having confidence in the police and 56% felt that the police were 'doing a good job'. Furthermore, of the 26% of survey respondents that had contact with the police over the previous year, 58% said that they were very or fairly satisfied with the service they received, compared to 25% that were dissatisfied.

#### PSD Recorded Complaints: Timeliness

The average timeliness for the resolution of PSD complaints has risen from 55 days in the year to March 2019 to 73 days in the year to March 2020. Several factors have contributed to this increase, which include:-

- Data cleansing of information recorded on Centurion - with outstanding complaints being chased for completion. This has skewing the data.
- Rotation and abstraction of the dedicated staff who deal with complaints by way of local resolution. This has also contributed to deteriorations in timeliness.

Theme 4: Transforming Services and Delivering High Quality Policing

Theme 4B: Achieving Value for Money – Budget and Workforce

	Aim	12 months to Mar 2019	12 months to Jun 2019	12 months to Sep 2019	12 months to Dec 2019	12 months to Mar 2020	Change over last year		
							%	Actual	
4B.1	Spend vs Budget: Revenue	+/-0	+£0.8m overspend	-	-	+£0.5m overspend	No Data	-	-
4B.2	Spend vs Budget: Capital	+/-0	-£8.4m underspend	-	-£0.3m underspend	-£0.2m underspend	No Data	-	-
4B.3	Revenue Efficiencies Against Plan	£3.3m	£2.4m	-	-	£2.2m	No Data	-	-
4B.4	Staffing vs Establishment: Officers	Monitor	99.8% 1,936/1,940	99.7% 1,943/1,950	98.9% 1,939/1,960	98.2% 1,935/1,970	101.34% 2,006/1,980	+1.54% pts	n/a
4B.5	Staffing vs Establishment: Staff	Monitor	97.5% 1,108/1,150	97.0% 1,115/1,151	96.9% 1,157/1,123	97.0% 1,166/1,131	98.35% 1,118.93/1,137.67	+0.85% pts	n/a
4B.6	Staffing vs Establishment: PCSOs	Monitor	91.6% 183/200	90.3% 181/200	87.7% 175/200	84.6% 169/200	75.53% 151.06/200	-16.07% pts	n/a
4B.7	Days lost to Sickness: Officers	Monitor	19,176	19,710	20,311	20,733	20,718	+8.0%	+1,542
4B.8	Days lost to Sickness: Staff & PCSOs	Monitor	14,552	14,384	14,521	14,225	14,426	-0.9%	-126

**Budget vs Spend: Revenue/Capital**

Quarter 4 figures to end of March 2020 will be available after presentation at Force Executive Board on 4<sup>th</sup> May 2020.

**Staffing: Officers/Staff/PCSOs**

Police Officer staffing levels have seen a positive increase against target in the year end to March 2020. Police staffing levels versus establishment have remained relatively stable this period. PCSOs staffing levels have continued to fall this period against the establishment target of 200.

**Sickness: Officers/Staff & PCSOs**

Police Officers have seen a steady increase in the number of sickness days over the past two years, with an 8.0% increase in the 12 months to March 2020 when compared to the previous year. The primary reasons for sickness are 'psychological disorders' which account for between 25%-38% of sickness. Police Staff (inc PCSOs) have seen a small reduction of 0.9% for the same comparable period.



Theme 4: Transforming Services and Delivering High Quality Policing

Theme 4C: Achieving Value for Money – Demand Management

	Aim	12 months to Mar 2019	12 months to Jun 2019	12 months to Sep 2019	12 months to Dec 2019	12 months to Mar 2020	Change over last year	
							%	Actual
4C.1	Calls for Service: 999	Monitor 185,979	186,229	189,325	190,968	● 195,050	+4.9%	+9,071
4C.2	Abandoned Call rate: 999	Monitor 0.109%	0.076%	0.057%	0.111%	0.515%	+406% pts	n/a
4C.3	Calls for Service: 101	Monitor 432,323	417,705	406,989	400,047	388,671	-10.1%	-43,652
4C.4	Abandoned Call rate: 101	Monitor 5.1%	3.5%	2.0%	2.1%	5.1%	0% pts	n/a
4C.5	Response times: Grade 1 Urban	Monitor 77.5%	77.9%	78.7%	79.3%	-	-	-
4C.6	Response times: Grade 1 Rural	Monitor 74.9%	74.6%	74.6%	74.2%	-	-	-
4C.7	Response times: Grade 2	Monitor 50.4%	50.9%	52.1%	52.5%	-	-	-
4C.8	Compliance with NCRS	Monitor 94.0%	94.0%	94.0%	94.0%	94%-96%*	0	0

**Calls for Service: 999 and 101**

999 calls have seen successive increases over the last two years; while this has been flagged as a negative exception, this has been a Nationwide trend. Abandoned call rates for 999 calls are extremely low. 101 calls have seen successive decreases over the last two years, mainly attributable to the cost of using the service and the Public reluctance to incur a charge. However, the last yearly quarter figure to the end of March 2020 has seen an increase in the number of 101 abandoned calls. Of note, the increase in volume of abandoned 999 and 101 calls is predominantly from January to March 2020; this could be reflective of the new SAFE system introduced and Control Room learning and usage.

**Response Times within Target**

Response times for the latest full year to March 2020 have been affected by the introduction of SAFE and are not available at this time.

**Compliance with NCRS**

\*An estimated compliance range has been given for this period due to on-going issues with the Forces new Command and Control system. This was introduced in January 2020 and is still not fully embedded, causing impact upon NCRS and Business Objects processes. The issues above have been further compounded by the Covid-19 crisis, and it is unsure when reliable NCRS compliance reporting will resume.

## APPENDIX A

### 1A.2 Missing Persons Reports

Demand has reduced in recent years due to Force investment in a dedicated Missing Team and that team being in place to work on all aspects of safeguarding which inevitably affects demand as a result.

Overall demand reduction has been seen over the last two years, whilst other forces report continued increases. National statistics show a medium risk investigation costs on average £2500. This shows a demand estimated budgetary saving of £1.3 million pounds.

Taking into account the overall demand reductions seen in previous financial years, together with the work achieved internally and externally to ensure reporting compliance with agreed procedures; demand is forecast to likely stabilise over the next four years with possible realistic reductions closer to 10% by 2023/24.

The external factors that may affect the team's ability to realise continued reductions are;

- Political – Policy decisions in local government affecting children, such as preventing children moving to different counties when taken into local authority care could increase missing cases in particular repeat missing reports for the same individuals.
- Economic - A potential recession will affect families and agencies support mechanisms that result in increased poverty and neglect which directly affect missing numbers.
- Societal – Brexits' potential effect on society and services who still feel the pressures of the austerity measures and the potential for people to move/hide to avoid perceived risk of deportation. Changes in the way people interact and contact each other is changing due to increased technology and as a result we need to prepare to develop the ways in which we communicate and contact people. Policies need to evolve to track the changes in how the public interact with each other and agencies operate.
- Technological – Other Forces in the East Midlands region are suggesting a move from COMPACT to recording missing's on Niche. This would be impactful for the team as Niche does not offer the same functionality and would increase the time taken to resolve missing's.
- Organisational - The College of Policing regularly review processes nationally and although no alterations are imminently expected, any future changes to guidelines or missing definitions could have a significant impact.

In January 2020 internal partners set up processes to discuss those at risk of county lines. As a result 54 additional individuals were added to the 'always missing list', which is an indicator of how demand could be affected moving forwards.

Increased awareness and problem solving in areas of vulnerability around CSE, Self-harm, mental health, dementia related illnesses, criminal exploitation, county lines and modern day slavery via the NRM, will have an impact on future demand over the next four years.

The team is split into 2 areas of responsibility – Locate and Safeguarding.; the locate team works on current missing reports; up to the point the person is located. The substantive Locate team works a varied shift pattern to provide daily coverage. Since September 2019, the team is supplemented by officers on attachment from response teams/ restricted duties. The number of attachment officers can fluctuate, but the team operates on days, afternoons and evening shifts in line with demand, which generally peaks in the evenings. This provides greater expertise and resilience throughout the day, which has enhanced our ability to deal with spikes in demand. There would be challenges in terms of dealing with demand outside of office hours, if officers were not seconded to the team this would impact on performance and safeguarding. The seconded officers also cover shifts on the Street Triage Team when required, due to abstraction.

The Safeguard and Prevention team has increased in establishment to meet responsibilities in this area of growth. This team works with partners to reduce the risks associated with missing persons to create a cycle of safeguarding, up to the point the person moves out of the Force area or stops going missing. The team is strengthened by good working relationships with local authorities.

The Missing team is at full establishment, which has increased the team's resilience and enhanced the ability to assist with demand and safeguarding in Force.

The substantive members of the missing team are experienced and have a vast knowledge of vulnerability factors and indicators of risk. Having permanent, trained and dedicated staff provides higher performance and reliability as is evidenced with the demand figures listed.

At strength the team are able to meet current demand and have the capability and capacity to do so for the foreseeable 12 months with a workforce mix of Police Officers and Civilian staff.

Whilst continuing current working practices; we do not foresee being unable to meet future demand. We will continue to provide a high level of service to internal and external partners, whilst servicing the needs of the missing person.

### **1A.3 Missing No Apparent Risk**

The sharp upturn in February and March 2020 is difficult to provide a conclusive answer to as monthly figures fluctuate and overall demand in this area is reduced on the previous financial year and seems to be generally stabilised. One factor considered, was the public panic caused in the build-up of COVID19. Uncertainty was experienced in Notts as this pandemic started to spread, and it is thought that reports increased slightly due to this given increased public anxiety.

There is no evidence to support this theory and it may have just been a coincidence. There were a number of reports from care placements who had changed their care plans to report children missing sooner due to the pandemic (report missing after not returned from the 1 hour exercise etc). The college of policing sent out guidance which puts the onus back on care placements and advised they should stick to their normal reporting procedures. We have sent this out where required and challenged misreporting. The numbers of such reports were not significant but did add to the demand.

### **1B.6 Information Sharing / ECINS Update**

A training plan has been created to ensure that there is clear guidance on basic ECINS use as well as how to maintain the knife crime cohort, how to create a problem solving plan and how to make a referral to a Complex Case Panel (or local equivalent). NFRS agreed to provide training to each County NPI as well as two super-users per NPI area. This would be 'train the trainer' delivery to enable them to cascade the training to their teams. The training package addressed the issues identified from the ECINS audit and was scheduled for delivery April to June 2020 – this unfortunately, has had to be cancelled.

The creation of short 'how to' videos has also been implemented, these will be stored on the Neighbourhood portals. Any that are relevant to partners will also be shared with them to bring about corporate usage.

In relation to building confidence in the system among users and potential users, Notts has the most successful year since the start of the project.

The primary driver for this being the city MARAC process moving onto E-CINS, this has necessitated many additional agencies meaningfully interacting with the system successfully for a purpose that already existed and had a need for a system such as E-CINS to host it. This project caused partners, such as those in the health sector, who had previously been reluctant to engage with E-CINS, to adopt the system, see the benefits and then envisage further uses. Work is underway to share that process across the county.

Nottinghamshire County Council is also now making moves to engage which will likely see a significant change in the County as the many processes to which they contribute to that were previously in the queue to transition to ECINs (pending County Council movement) can now start to transfer.

ECINs was recently used to build a case for a recent successful Murder prosecution and a publicity piece for press release is in the pipeline.