

# **Nottinghamshire Police Performance Scorecard – Executive Summary**

**Performance to July 2013 Themes 1 - 7**

## Theme 1

**Satisfaction of victims of crime with the service they have received** from the Police is stable when considering the long term trend and the Force is below the 90% target. Satisfaction for incidents in the 12 months to May is **87.4%**. The Force is above peers nationally whilst remaining in line with the Most Similar Group (MSG) average. A gap remains between the two divisions (**City 86.1%, County 88.3%**) with the County evidencing improvement in dwelling burglary. Vehicle crime satisfaction has deteriorated and remains a performance risk.

Satisfaction with **keeping victims informed of progress** stands at **80.4%** for the 'All Users' group and is stable when compared with the same period last year. There remains a gap between the two divisions, particularly around dwelling burglary and theft from vehicle crime.

The disparity in **comparative satisfaction between minority ethnic (BME) and white users is stable** at 4.8 percentage points when compared with the same time last year when the gap was 4.8 percentage points. Positively there is no significant gap in the comparative satisfaction measure for ease of contact; keeping victims informed of progress and treatment; while a disparity still exists with respect to actions taken.

The percentage of **people who agree that local anti-social and other crime issues are being dealt with** across Nottinghamshire is below target following a further dip in agreement levels since the previous quarterly results. It is **49.4%** for 12 months interviews ending March 2013. Public confidence is measured through the Crime Survey for England and Wales, which undertakes face to face interviews with members of the public in Nottinghamshire. The Force has lost ground on peers and there is a statistically significant disparity to the national average.

All witnesses are invited to complete a Victim Support Witness Service Quality of Service form when arriving at Court. In June, **98% of victims and witnesses were extremely or very satisfied with the services provided in Court** and the 90% target has been achieved in each of the last six months.

In the first four months of 2013/14 there has been a **16.5% reduction** in the number of people that have been repeat victims of domestic violence, hate crime or anti-social behaviour (ASB) within the previous 12 months. The strong performance is driven by a reduction just under a quarter in the number of repeat ASB victims when compared with the same period last year. By contrast there has been a small rise in the number of repeat victims of domestic violence. This is coupled with a large percentage increase in the number of people that have been a repeat victim of hate crime, although the actual volume increase is nine people.

There are two **key indicators in the handling of complaints**: the average number of days to locally resolve allegations; and the average number of days to investigate allegations.

Encouragingly, data for the 12 months to June 2013 shows **that the long term trend is stable for local resolutions**, with the average time now **73 days**. While older allegations impact achievement of the 2013-14 target the 12-months-to-date performance for allegations received **since April 2012 is 54 days** which remains close to target and illustrates that the Force is on track to achieve to achieve the longer-term target by 2015.

The **average time for the Force to investigate a complaint allegation is 182 days** for the year to June 2013, 32 days away from target. As with locally resolved allegations, performance is impaired by older complaints. Where allegations have been finalised in the 12 months to June 2013, those that were received prior to April 2012 have an average finalisation time of 268 days. The figure for allegations received **since April 2012 is 118 days** which is well within the target and illustrates that the Force is on track to achieve to achieve the longer-term target by 2015.

**Effective trial rates:** At both the Crown Court and Magistrate Court are only showing slight signs of improvement month-on-month and both remain some distance away from the 50% target, the long terms trends for both courts suggest that the target will be difficult to achieve this year.

**All Crime:** Following a challenging start to the performance year, the Force's All Crime position is beginning to show real signs of improvement, with month-on-month reductions recorded over the last two months. Although the Force is currently recording an increase in offences year-to-date, examination of historical trends suggests that performance in April in particular has driven this increase, allowing confidence of an improving picture going forwards. The Policing Plan target for this measure is a 10% reduction in All Crime during 2013/14, and based on current performance to date, the Force will require a significant reduction in offences the in order to stand a chance of meeting this target by the end of the year.

**Positive Outcomes:** The overall year-to-date detection rate for Force is considerably lower then the current target of 37.0%, and reviewing year-to-date detection rates month-on-month it appears that rates have been fairly static throughout the year (around 33%) and recent monthly detection rates are seeing reductions suggesting that the Force is going to move further away from its target in coming months. This performance is particularly troubling when combined with the overall increase in offence volume the Force has recorded over the same period. Several volume crime areas have recorded increases in volume which have not been reflected in detection volume, a focus on improving detection performance in these key areas will be required if the Force is come close to achieving its detection target.

**ASB:** Performance in July across Nottinghamshire was such that it has impacted on the current year-to-date picture and this, coupled with the low base-line figure created by last years performance (when the Force recorded unprecedented low monthly totals), has led to a plateau in performance. Compared to July last year, this year was considerably hotter with very little rainfall which appears to have lead the overall increase in ASB volume, coupled with the start of the summer school holidays. The Force usually records a month-on-month increase from the beginning of the year through to August, thereafter the volume of incidents begin to drop off month-on-month towards the Christmas period. However, early indications are that the volume of incidents recorded this year may have already peaked in July, and the Force should expect to record month-on-month reductions through to the end of the current performance year increasing the current year-to-date reduction.

**POCA:** For the months of April to July in 2013 the Force has failed to achieved its target, recording a total of 63 orders compared to the 64 recorded for the same period last year and a target of 70. Despite this, the Force has recorded an increase in total order value to that recorded last year and an increase in average order value. This positive performance (in terms of order value) is expected to continue through 2013/14, particularly in light of the new processes and training being rolled across the Force which will further embed the POCA processes with the investigative cycle.













## Theme 7







**Over Time:** The Force's Officer overtime expenditure during July 2013 was £0.241m, which is an over spend of £0.034m against a budget of £0.207m. Staff overtime expenditure was £0.062m during July 2013, which is an over spend of £0.019m against a budget of £0.043m.

The main drivers for Officer Overtime have been: Increase in regional activities around major crimes by the Major Crime Unit and the Serious & Organised Crime Unit, Covering staff shortages in the custody suites, Op Accelerate – short term projects to speed some key crime fighting initiatives, Op Embolite – policing of Easter event, Op Fabella – planned patrols around burglary hotspots, Op Hobblebush – manslaughter, Op Breadbun – kidnapping, Op Sponsor – support for the Police Service of Northern Ireland in policing the G8 summit (chargeable to the PSNI), Op Solentina – support for the Police Service of Northern Ireland in keeping order since G8 summit (chargeable to the PSNI), Op Hirundo – homicide, Op Enamelled – policing of armed forces day in Nottingham. The main driver for staff overtime has been covering the vacancy gap.









**Officer Sickness:** The latest 12 month rolling sickness data for the Force has shown that officer sickness reduced to 3.89% in July 2013 from 4.53% in March 2013 and 4.67% when the updated Attendance Management policy was implemented. This compares to 4.78% in July 2012. The number of officers on long term sick has reduced. HR is continuing to work closely with line managers. Officer sickness absence in the 12 months to July 2013 amounted to a cost to the Force of £3.972m. This has reduced from £4.825m as at the end of October 2012 when the revised policy was introduced.

**Vehicle Hire:** Year-to-date, Actual spend of **£0.082m** against a budget of **£0.058m**. Part of the overspend was due to hires for the Royal Visit in July, Armed Forces Day in June and a higher than anticipated number of covert vehicles required. The transport department needs to reiterate to budget managers that the Force has vehicles already at their disposal, which should be utilised before hiring new ones. It is envisaged that the Artemis system should help with matching vehicles with users when it goes live.

Strategic Priority Theme 1: Protect, support and respond to victims, witnesses and vulnerable people				
Performance Indicator	Target Profile	Performance Details		
		Year-to-Date Target Performance		Summary
		Current	Last Month	
Percentage of victims of crime satisfied with the service they have received from the Police	90% completely, very or fairly satisfied by 2013-2014			Current Performance: 87.4% (incidents reported in the 12 months to end May 2013). Nottinghamshire is above the national average and in line with the MSG average
Percentage of people who agree that the Police and Council are dealing with local anti-social behaviour and other crime issues	60% agree by 2015-2016			Current Performance: 49.4% (interviews in the 12 months to end Mar 2013). Nottinghamshire is below the national average and below the MSG average
Percentage of victims and witnesses satisfied with the services provided in Court	90% satisfied with service received and 85% feel confident to give evidence in court (Improved satisfaction levels compared to 2012-13)			Current Performance: 95.6% (surveys returned YTD April to Jun 2013)
% reduction of people that have been repeat victims within the previous 12 months: • Domestic Violence • Hate Crime • Anti-social Behaviour	Reduce the number of repeat victims of: by 5% year on year compared to 2012-13			Current Performance: 16.5% reduction (YTD April to July 2013)
Policing Plan Objective - Expect everyone who works for Nottinghamshire Police consistently to demonstrate our PROUD values				
Average time to locally resolve allegations about the conduct of employees arising from public complaints will reduce to 35 days by 2015	Average of 43 days to locally resolve allegations by 2013-2014			Current Performance: 73 days (12 months to end Jun 2013). Nottinghamshire is below the national average and below the MSG average
Average time to locally investigate allegations about the conduct of employees arising from public complaints will reduce to 120 days by 2015	Average of 150 days to locally investigate allegations by 2013-2014			Current Performance: 182 days (12 months to end Jun 2013). Nottinghamshire is below the national average and in line with the MSG average

Strategic Priority Theme 2: Improving the accessibility and effectiveness of the criminal justice process				
Performance Indicator	Target Profile	Performance Details		
		Year-to-Date Target Performance		Summary
		Current	last Month	
% of Court files to be submitted by the Police to the CPS on time and without deficiencies	To improve the current timeliness and quality of files. • To be better than the national average. • To be consistently in line with CPS national averages.			<b>Current Performance: Magistrate Court Quality – 9.9% Error Rate, Timeliness – 22.4% Late Rate, Crown Court Quality – 52.4% Error Rate, Timeliness – 62.7% Late Rate (YTD April-June 13)</b>
Crown Court and Magistrates Conviction rates	To be consistently in line with CPS national averages			<b>Current Performance: Crown Court - 87.0%, Magistrates Court - 84.5% Q1 2013/14)</b> <b>Performance Against Target: Magistrates Court rate is inline national rate, Crown Court rate is well above national rate</b>
% of effective trials in the Magistrates' and Crown Courts (HMCTS Measure).	Achieve Reduce % ineffective trials compared to 2012-13. • Achieve an effective trial rate of: • 50% for Magistrates' Court. • 50% for Crown Court.			<b>YTD Average: Magistrate Court 43.5% (+3.7% on last month)</b> <b>Crown Court 42.6% (-0.9% on last month)</b> <b>Target: 50%</b>

Performance Indicator	Target Profile	Performance Details		
		Year-to-Date Target Performance		Summary
		Current	last Month	
All Crime	10% reduction compared to 2012/13	●	●	YTD: Force +3.2% or 747 offences, City +5.3%, County +1.7% Force YTD position is an improvement on last month
Anti-Social Behaviour Incidents	8% reduction compared to 2012/13	●	●	YTD: Force -15.8%, City -13.5% County -17.4%, month-on-month reductions have been slowing
Detection Rate incl. Positive Outcomes	Achieve a rate of 37%	●	●	YTD : Force 31.5% -4.5% compared to last year, monthly rate is dropping month-on-month
<b>Strategic Priority Theme 4: Reduce the impact of drugs and alcohol on levels of crime and antisocial behaviour</b>				
Performance Indicator	Target Profile	Performance Details		
		Year-to-Date Target Performance		Summary
		Current	last Month	
Number of alcohol-related admissions to hospital.  The number of alcohol-related Crimes (proxy measure).	<ul style="list-style-type: none"> <li>• A reduction in the number of alcohol-related admissions to hospital compared to 2012-13.</li> <li>• Monitor the number of crimes which appear alcohol related.</li> </ul>	●	●	<b>Alcohol-related hospital admissions:</b> <b>Nottingham City +6.8%, Nottingham County +1.9%, Bassetlaw -2.7% (2012/13 Q3 compared to 2011/12 Q3)</b>  <b>Alcohol Related Crime: Force 15.5% of All Crime is Alcohol Related compared to 18.2% in 2012 (City - 17.1%, County - 14.1% Apr-July 2013)</b>
% of Successful completions of OCU & Non OCU (Opiate and Cocaine Users).	1% Increase compared to 2012-13.			Awaiting clarity from Partners/PCC around target

Strategic Priority Theme 5: Reduce the threat from organised crime				
Performance Indicator	Target Profile	Performance Details		
		Year-to-Date Target Performance		Summary
		Current	last Month	
The number of Proceeds of Crime Act (POCA) confiscation and forfeiture orders.	10% increase (year on year) in the numbers of confiscation and forfeiture orders compared to 2012-13.			YTD: £2357,538.70 recorded via 63 orders (Apr-July 2013) Performance Against Target: 63 orders against a target of 70
Force threat, harm and risk (THR) assessment level.	To reduce THR to below the 2012-13 level.			Current Performance: THR Level year-to-date is at a slightly lower level to that recorded at the end of last year
The number of people Killed or Seriously Injured (KSIs) on Nottinghamshire's roads.	<ul style="list-style-type: none"> <li>• 40% reduction in all Killed and Seriously Injured RTCs by 2020 (from 2005-09 average).</li> <li>• Monitor KSIs for 0-15 year olds.</li> </ul>			Current Performance: Reduction of 28.9% or 37 less people Killed or Seriously Injured (Jan-Mar 2013 compared to 2012) Performance Against Target: Target of 9.0% has been surpassed
Strategic Priority Theme 6: Prevention, early intervention and reduction in reoffending				
Performance Indicator	Target Profile	Performance Details		
		Year-to-Date Target Performance		Summary
		Current	last Month	
First Time Entrants (FTEs) into the Youth Justice System.	10% reduction (year on year) compared to 2012-13.			Current Performance: 160 FTEs, a reduction of 27.3% (Apr-June 2013 compared to 2012) Performance Against Target: 10% reduction target has been surpassed



Strategic Priority Theme 6: Prevention, early intervention and reduction in reoffending				
Performance Indicator	Target Profile	Performance Details		
		Year-to-Date Target Performance		Summary
		Current	last Month	
<b>National</b> Reduce the offending of offenders managed and supervised by IOM (Integrated Offender Management) that cause significant harm. <b>Local</b> - Acquisitive Crime Cohort. - High Risk of Harm Offenders. - Young Adult offenders (18yrs to 21yrs).	Reduce (proven) reoffending to be below the national average, less than 32.4 per cent. • Monitor • Monitor • Monitor	●	●	<b>Current Performance: Proven Re-offending Rate of 36.9% (12 months of data ending July 2011)</b> <b>Performance Against Target: Nottinghamshire is currently 3.3% above national average of 33.9%</b>

Indicators highlighted in tan in the above table are the 2013-2018 Police and Crime Plan and Policing Plan targets and those highlighted in blue are from the 2013-2018 Policing Plan





## Strategic Priority Theme – 7

Performance Indicator	Target Profile	Performance Details		
		Year-to-Date Target		Summary
		Current	last Month	
Comparison of projected spend against actual by force and departments	Budget of £196.998m	●	●	Year-to-date performance: Actual spend of £65.152m against a budget of £65.841m.
Overtime budget	Reduce spend on overtime to be below MSG average	●	●	Year-to-date performance: Actual spend of £1.784m against a budget of £1.351m.
Total no of days lost through sickness (Officer)	3.7% or 8.2 days per Officer	●	●	Rolling year performance: 3.89% (8.6 days per Officer) against a target of 3.70% (8.2 days)
Total no of days lost through sickness (Staff)	3.7% or 8.2 days per person	●	●	Rolling year performance: 3.68% (8.2 days per person) against a target of 3.70% (8.2 days)
Fleet Costs	Budget of £4.697m	●	●	Year-to-date performance: Actual spend of £1.536m against a budget of £1.551m.
Vehicle Hire	Budget of £0.174m	●	●	Year-to-date performance: Actual spend of £0.082m against a budget of £0.058m.
Ratio of Constable to Sergeants and above	Be better than MSG average	●	●	Year-to-date performance: 4.05:1 against an MSG average of 3.72:1.
Officer Establishment	Available Resources	●	●	2,031 FTE against a target of 2,035
Staff Establishment	Available Resources	●	●	1,413 FTE against a target of 1,635
Finance Department	Performance of department	●	●	
IS Department	Performance of department	●	●	
HR Department	Performance of department	●	●	
Procurement Department	Performance of department	●	●	
Health & Safety	Performance of Health & Safety	●	●	

## Appendix

### Summary Performance Reporting in line with the Police Priorities set for 2013-14

Nottinghamshire Police Performance has been assessed according to the criteria shown in the key below:

KEY to Performance Comparators	
Performance Against Target	
	Significantly above Target >5% difference
	Above Target
	Below Target
	Significantly below Target >5% difference

The rationale for a Performance & Insight Report:

This document sets out a summary of the performance of Nottinghamshire Police in relation to key measures to deliver against the priorities in the Police and Crime Plan 2013-18. The Force has agreed a new Integrated Business Planning process which will support performance reporting based on the development of balanced scorecards, which will be built into each of the service delivery area business plans, with key measures being identified for monitoring through this Performance Scorecard Report. This Report will be presented to the Police and Crime Commissioner for approval, and will form part of the Police and Crime Commissioner's scrutiny as set out in the principles below.

Principles:

- To provide Performance Scorecard reports for the Police and Crime Commissioner
- To ensure performance reporting aligns to Force and Police and Crime Commissioner Governance
- To ensure robust quality and timeliness of performance reporting to the Force and the Police and Crime Commissioner
- To build in best practice for performance reporting for information, decision making and informing the Integrated Business Planning Framework
- To build the Performance Report to demonstrate performance monitoring to deliver the Police and Crime Plan strategic objectives and Policing Plan priorities:
  - To cut crime and keeping you safe
  - To spend your money wisely
  - To earn your trust and confidence

- To implement a Home Office (HO) Assessment method to the system to assess performance against target
- Trends to be assessed using statistical methods used by the Home Office police performance system ProjectFusion
- To demonstrate how the Force is performing against its Most Similar Forces (MSG)
- To design in the what is happening (patterns and trends) and why from the information
- To highlight performance risks in relation to each of the three strategic priorities
- To outline control measures that will be introduced to improve performance

#### Commonly used acronyms

ASB – Anti-social Behaviour

ACPO – Association of Chief Police Officers

BCU – Basic Command Unit

BME – Black or Minority Ethnic

CSEW – Crime Survey for England and Wales

HMIC – Her Majesty's Inspectorate of Constabulary

MSG – Most Similar Group of Forces; or Most Similar Group of BCU's

PCC – Police and Crime Commissioner

PSD – Professional Standards Directorate

RTC – Road Traffic Accident

#### Data Sources:

Satisfaction data has been taken from the Force's internal user satisfaction surveys

Confidence data has been taken from the Crime Survey for England and Wales (formerly the British Crime Survey)

Repeat victim data has been collated from CRMS Crime Recording & Management system, and Vision Command & Control system.

MSG and National comparisons are based on data taken from the external iQuanta systems

Victim Support Witness Service Quality of Service Forms collected from all Nottinghamshire Courts including Crown Court.

Contact Management data has been taken from the internal Vision, SICCS and Symposium systems

PSD data has been extracted from the internal Centurion system

MSG and National comparisons for complaints are based on data provided by the IPCC Police Complaints Information bulletins.

Crime and Detections data has been taken from the internal CRMS system. Please note that detailed analysis of crime and detections data is based on data from CRMS for the period 1st April 2012 – 31<sup>st</sup> July 2013. As CRMS is a live system this data may be subject to change.

MSG and National comparisons are based on data taken from the external ProjectFusion system – the most similar group for the force consists of Nottinghamshire, Lancashire, Leicestershire, Northumbria, Northamptonshire, Staffordshire, South Wales and South Yorkshire.

Further data definitions for the Protection from Serious Harm indicators can be viewed in Appendix B.

Data Time Period:

Satisfaction data, excluding MSG and National comparisons, covers incidents reported up to May 2013 (interviews up to July 2013).

Data for MSG and National forces is for 12 months of interviews up to March 2012 for Satisfaction data (incidents reported up to January 2013).

Data for MSG and National forces is for 12 months of interviews up to March 2013 for Confidence data.

Satisfaction data for victims and witnesses with the services provided by Court is for October 2012 to May 2013.

Data for repeat victims of domestic violence, hate crime and anti-social behaviour is for 3 months between April 2013 and June 2013.

Data for Public Complaints indicators covers public complaints and allegations up to June 2013.

Data for MSG and National forces is for 12 months to March 2013 for public complaints data.

Unless otherwise stated, data for Crime and Detections Trend and Target position is up to July 2013

MSG and National Comparisons for Crime and Detections is based on the 12 months to March 2013 unless otherwise stated

A number of indicators in use different date periods due to the availability of data. For more detailed information on these date periods please contact the report author (details shown below).

**For more information on the statistical techniques employed in the report please contact the performance and insight team:**

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