Nottinghamshire Police

Performance & Insight Report

Performance to April 2018

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, particularly in relation to performance exceptions.

5. Where data has been supplied by a source outside of the Nottinghamshire Police Management Information team, this will be stated.

Strategic Priority Theme One: Protecting People From Harm

T1A: More vulnerable people are protected and safeguarded

	Measure	Performance	Trend	Insight
T1A.1	Adult and Child Safeguarding Referrals	+46.8%		The force recorded a total of 5,043 adult and child safeguarding referrals in the 12 months to April 2018. This represents an increase of 1,608 referrals when compared to the previous year. The majority of referrals are child safeguarding referrals (75%) and these have increased by 33% in the last year. Over the same period adult safeguarding referrals have more than doubled, with an increase of 118%. There is a clear upward trend in recording, allowing confidence that the force and partner agencies are improving the identification and recording of safeguarding concerns, in order to ensure that appropriate safeguarding actions are put in place to minimise the risk of harm.
T1A.2	Child Sexual Exploitation (CSE)	+53.6%		Child Sexual Exploitation (CSE) crime and non-crime increased by 53.6% in the 12 months to April 2018 compared to the previous year. As with safeguarding referrals, there is an upward trend in the recording of CSE. It is suggested that this is reflective of an increased awareness and understanding of CSE both within the police force and partner agencies but also among the public. The force welcomes this increase as it means that the appropriate, support, safeguarding and offender resolution can be put in place.

Strategic Priority Theme One: Protecting People From Harm

T1A: More vulnerable people are protected and safeguarded

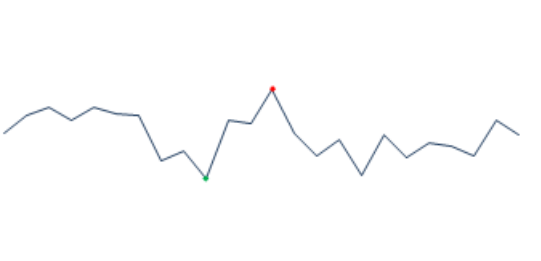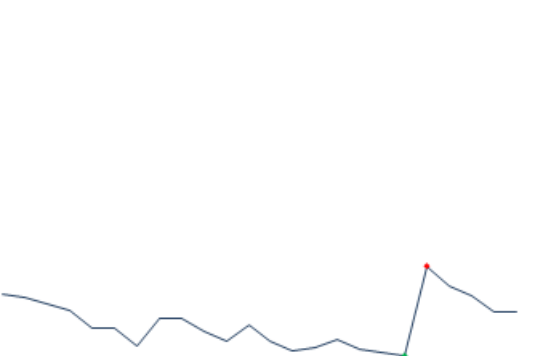|	Measure	Performance	Trend	Insight
T1A.3	Missing and Absent Persons	+0.3%		The force recorded 6,796 missing and absent persons reports in the 12 months to March 2018. This is similar to the number recorded in the previous year. The trend for missing and absent persons reports is relatively stable, with a slight reduction in missing reports (-3.1%) and slight increase in absent person reports (+4.0%).
T1A.4	Modern Slavery	+780%		Modern slavery is a relatively new offence which came in to effect in early 2016. As a result there is a clear upward trend in recording, particularly over the last year, as the force has focussed activity on this offence type. The force has recorded a total of 88 modern slavery offences in the last 12 months, and this represents a significant 780% increase on the year before when 10 offences were recorded. 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.

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	+24.4%		There is a clear upward trend in the recording of fraud offences. The force recorded a 24.4% increase in offences in the 12 months to April 2018, which equates to 463 additional offences. 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. Analysis has revealed that around three quarters of fraud offences recorded in Nottinghamshire are filed with no suspect identified.
T1B.2	Online Crime	+52.9%		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. Nottinghamshire police has recorded a 52.9% increase in online crime in the 12 months to April 2018. This equates to 920 additional offences compared to the previous year. 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.

Strategic Priority Theme One: Protecting People From Harm

T1C: Maintain focus on action to address the key drivers of crime and demand

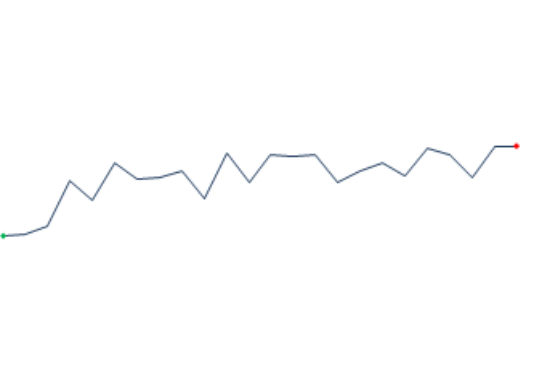|	Measure	Performance	Trend	Insight
T1C.1	Mental Health Related Incidents	-3.9%		The force recorded 16,443 incidents where mental health was a factor in the 12 months to April 2018. This represents a slight reduction of 3.9% or 664 fewer incidents. The trend for mental health related incidents is relatively stable following a peak in May 2017, with around 1,350 incidents recorded each month.
T1C.2	Alcohol-Related Violence	-0.7pp		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. According to this marker, 15.3% of recorded violence in the 12 months to April is alcohol-related. Figures from the Crime Survey for England and Wales suggest that the reality is higher than this and could be closer to 50%, based on a question which asked victims whether they believed the offender in their violent offence was under the influence of alcohol. 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 from 9.7% in November 2017 up to 26.6% in December 2017. This will be monitored over the coming months to ensure that this enhanced level of recording is maintained.

Strategic Priority Theme One: Protecting People From Harm

T1C: Maintain focus on action to address the key drivers of crime and demand

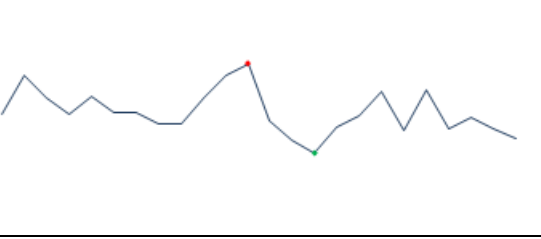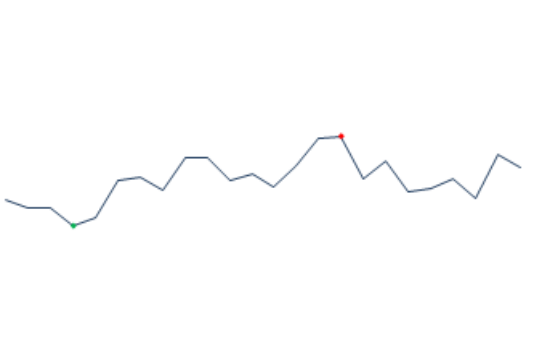|	Measure	Performance	Trend	Insight
T1C.3	Alcohol-Related ASB	-3.0pp		The proportion of ASB incidents with an alcohol marker is 11.4% in the 12 months to April 2018. This represents a three percentage point reduction on the previous 12 months, when the equivalent figure was 14.4%. The trend chart reveals a clear downward trend in the proportion of ASB with an alcohol marker.
T1C.4	Drug Trafficking and Supply Offences	+6.2%		Drug trafficking and supply offences show a stable trend in the long term. The number of offences recorded in Nottinghamshire has increased by 6.2% in the 12 months to April 2018, which equates to 41 additional offences compared to the previous year.

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	+15.5%		The force is recording a clear upward trend in domestic abuse crime over the last two years.
				In the 12 months to April 2018 an increase of 15.5%was recorded, which equates to 1,414 additional crimes compared to the previous year.
				The force welcomes this increase 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.
T2A.2	Proportion of Victim-Based Crime: a. Child Victim b. Adult Victim c. Organisation	a. +0.1pp b. -0.1pp c. -0.7pp		In the majority of victim-based crimes the victim is an adult, with almost 70% of victim-based crime in the 12 months to April 2018 committed against an adult.
				Organisations then account for around 20% of all victim-based crime, with crimes against children a minority at 8.3%.
				Each of these proportions remains stable over the last two years.
				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%.
T2A.3	Serious Sexual Offences: a. Adult	+37.9%		Serious sexual offences against adults have seen a 37.9% increase in the latest 12 months when compared to the previous year. This equates to a volume increase of 384 offences.

	Measure	Performance	Trend	Insight
	b. Child	+15.7%		Over the same period, serious sexual offences with a child victim have increased by 15.7%, which equates to 201 additional offences compared to the previous year. As with the recording of domestic abuse, the force welcomes the increase in reports of serious sexual offences.
T2A.4	Positive Outcome Rate for Serious Sexual Offences	-4.2 pp		The force is recording a positive outcome rate of 9.9% in the 12 months to April. This is compared to 14.1% in the same 12 months of last year.
T2A.5	Domestic Abuse Repeat Victims	+2.1pp		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 the previous 12 months. This is based on the national definition. In April 2018, 33.4% of domestic abuse victims were repeat victims. The average proportion in the last months is 33.1% and this compares to 30.1% in the same 12 months of last year. The trend chart shows a slight upward trend in the proportion of repeat victims of domestic abuse.

Strategic Priority Theme Two: Helping and Supporting Victims

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

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

	Measure	Performance	Trend	Insight
T2A.6	Hate Crime Repeat Victims	+3.5pp		In April 2018 there were 83 victims of hate crime, of which 13 were identified as repeat victims. This equates to a repeat victims proportion of 15.7%. On average over the last 12 months the proportion is 15.4%, which is higher that the proportion recorded in the previous year. There is an upward trend apparent in the proportion of repeat victims of hate crime.
T2A.7	ASB Repeat Victims			*Measure currently under development.*

Strategic Priority Theme Two: Helping and Supporting Victims

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	-0.5pp		Victim's 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. On average over the last 12 months, the force is recording a VCOP compliance rate of 93.0%. This is similar to the compliance rate recorded in the previous year. The trend for VCOP compliance is relatively stable, with a higher period of compliance following two low months in May and June of 2016 – it is suggested that the low months reflect the move on to the new crime recording system and officers getting used to recording VCOP on Niche.

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

T3A. Communities and people are safer and feel safer

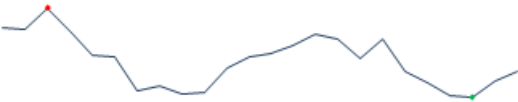|	Measure	Performance	Trend	Insight
T3A.1	Victim-Based Crime	+17.7%		The force recorded a 17.7% increase in victim-based crime in the 12 months to April 2018. This equates to 13,108 offences more than in the previous year.
				The increase is the result of a combination of four factors as follows:
				The first is the force's proactive approach to ensuring compliance with the National Crime Recording Standards (NCRS). This has resulted in a continued increase in the recording of offences such as Violence Against the Person (VAP) offences and public order offences.
				The second factor is improved awareness and public confidence in relation to high harm offence types such as domestic abuse and sexual offences. It is believed that an increase in the recording of these offence types, something which is also evident nationally, reflects increased confidence among survivors to come forward to the police to report these offences.
				The third factor is 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.
				The final factor is a genuine increase in the incidence of some crimes, which is corroborated by examining the calls for service in relation to these offence types. Of particular note are vehicle crime and theft offences, both of which are showing a clear

Strategic Priority Theme Three: Tackling Crime and Anti-Social Behaviour			
T3A. Communities and people are safer and feel safer			
Measure	Performance	Trend	Insight
			upward trend.
			Crime performance forms part of the agenda at the monthly Operational Performance Review meeting and the Force Performance Board meeting, where exceptions are discussed and mitigating action – where appropriate – is agreed and put in place.
T3A.2	Victim-Based Crime: a. Rural Areas b. Urban Areas	+20.5% +18.9% *This measure is currently under development to allow visual representation of trend*	There were a total of 888 crimes recorded in rural areas in the month of April 2018. This equates to a rate of 4.16 offences per 1,000 population and shows an increase of 20.5% on April last year. The main increases were in volume terms were recorded in violence, vehicle crime and theft; however burglary offences in rural areas recorded a 24.0% increase (24 offences more than last April). Considering performance on urban areas, there were a total of 6,206 offences in April, which equates to 7.07 offences per 1,000 population. The increase against last April is similar to that seen on rural areas, at 18.9%. Urban areas saw a similar pattern of increase to rural areas, with violence, vehicle crime and theft accounting for the majority of the volume. Burglary did not increase as much on urban areas however, with a percentage increase of 6% compared to the rural increase of 24.0%.

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

T3A. Communities and people are safer and feel safer

	Measure	Performance	Trend	Insight
T3A.3	Severity Score	+23.5%		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 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. In the 12 months to April 2018, the force has recorded a 23.5% increase in total severity compared to the previous year. Viewed against the context of an 18.1% increase in all recorded crime this suggests a shift in the recorded crime profile in Nottinghamshire, with severity increasing at a greater rate than volume.
T3A.4	Severity Score in Local Priority Areas			*Measure currently under development.*

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

T3A. Communities and people are safer and feel safer

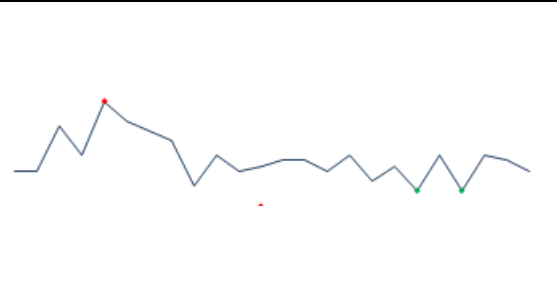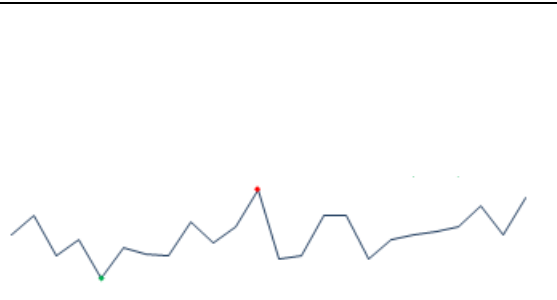|	Measure	Performance	Trend	Insight
T3A.5	ASB Incidents	-4.0%		The force recorded a total of 33,041 ASB incidents in the 12 months to April 2018. This represents a 1,385 incident reduction on the previous year. Following a number of low volume months last summer, recorded ASB incidents appear relatively stable.

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)	-77.3%		*This measure is reported quarterly. Data shown is Quarter 4 January to March 2018. Next update due in the July report.* Data from the Integrated Offender Management (IOM) Team Tracking Tool reveals that 315 nominals have entered the system since January 2016. Of these, 83 (25.2%) have since exited the programme. The average entry score for all nominals who have entered the programme since January 2016 is 363.4, while the average exit score is 82.5. This reveals a reduction in risk score of -281.0 (-77.3% lower than the entry score). 59 nominals have exited with a risk score of less than fifty and 11 of these have exited with a risk score of zero. In October 2017, the force commenced with a domestic abuse cohort. To date 71 nominals have been entered in to this cohort with an average entry score of 239, and an average PPIT score of 10.6. Since October, 22 of these nominals have exited the domestic abuse cohort. The average PPIT entry score for these nominals was 9 and the average PPIT score on exiting the domestic abuse cohort was 5.2, which equates to a reduction of 42%.
T3B.2	Possession of Weapons Offences	+18.6%		The force is recording an 18.6% (146 offences) increase in possession of weapons in the 12 months to April 2018 compared to the previous year. Every possession of weapons offence dealt with by the police is potentially preventing the future use of a weapon in a violent

	Measure	Performance	Trend	Insight
				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.
T3B.3	Gun Crime	-30.6%		The force has recorded a 30.6% reduction in gun crime this year. This equates to 45 fewer offences when compared to the previous year, with the trend chart showing a clear downward trend in gun crime. This is particularly positive when considered in the context of national performance, with the latest national figures to September 2017 showing an increase in gun crime nationally.
T3B.4	Violent Knife Crime	+4.1%		Violent knife crime includes the offences of Violence Against the Person, Robbery and Sexual Offences where a knife or bladed article us used to cause injury or as a threat. The force recorded a 4.1% increase in violent knife crime in the 12 months to April 2018 compared to last year. The trend for violent knife crime is relatively stable over the last two years, with monthly volumes of around 60 offences per month on average. Current performance appears in line with the national trend, with published data to September 2017 revealing a national increase in violent knife crime.

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

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

	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.5	Positive Outcomes for Violent Knife Crime	-8.8pp		Of a total of 819 violent knife crimes in the current year, the force has filed 584 crimes as resolved. Of these 584, 130 were filed with a positive outcome. This equates to a rate of 22.3%, meaning that an offender has been dealt with by way of a criminal justice outcome in just over a fifth of the offences that have been investigated in the last year.

This figure represents an 8.8 percentage point reduction compared to the previous year, when the equivalent rate was 31.0%. It should be considered however that 235 offences from the current year remain under investigation, and therefore this rate has the potential to increase on conclusion of these investigations. |

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

T3C. Build stronger and more cohesive communities

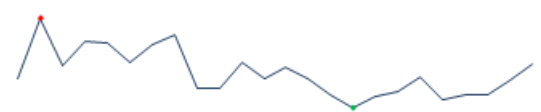|	Measure	Performance	Trend	Insight
T3C.1	Hate Crime	+5.3%		The force recorded a 5.3% increase in hate crime and non-crime occurrences in the 12 months to April 2018. This equates to 112 additional hate occurrences. Hate crime over the same period increased by 14.9% (206 crimes), while hate non-crime reduced by 12.6% (94 non-crimes). Hate crime and non-crime is divided into strands, which allow an understanding of the nature of the occurrences. All strands have increased this year with the exception of misogyny, which has reduced by 28.0%. The majority of hate occurrences are race hate, which accounts for almost 70% of all hate occurrences. This group has seen a 6.8% increase this year. The largest percentage increases are seen in the alternative subculture and transgender strands, which have increased by 63.6% (7 occurrences) and 37.8% (14 occurrences) respectively. The overall trend for hate occurrences is relatively stable, with an average of around 190 occurrences recorded each month. Detailed analysis of recording trends reveals that the reporting of hate crime increases immediately following national hate-related events such as terror attacks.

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	-3.9pp		The force is currently recording a positive outcome rate of 16.1% in the 12 months to April 2018. This is 3.9 percentage points below the rate recorded in the equivalent 12 months of last year.
				The reduction in rate is impacted by the increase in recorded crime, which has served to dilute the rate. In terms of the volume of positive outcomes recorded, the difference last year to this year is 861 positive outcomes, which equates to a reduction of 5.1%. When set against a crime increase of 18.1% over the same period this has a clear impact on the positive outcome rate.
				The trend in the long term appears relatively stable following a peak in performance which was the result of an initial dip in the recording of positive outcomes when the force moved to the Niche crime recording system.
				In terms of performance by outcome type, the use of charges remains at a similar level to last year and the number of youth cautions issued has increased. All other outcome types have reduced.
T3D.2	Positive Outcome Rate for Victim-Based Crime	-3.7pp		The force is recording a positive outcome rate for victim-based crime of 13.4%, which is a reduction of 3.7 percentage points when compared to last year.
				Within this, reductions in rate are apparent for violence against the person, sexual offences and the theft group of offences. Robbery, vehicle crime and criminal damage offences show more stable performance with positive outcome rates remaining at a similar level to last year. The largest change in rate in the victim-

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**
			based crime group is shoplifting, where the rate has reduced by 9.1 percentage points from 41.9% last year to 32.9% this year, with this driven by a reduction in the use of charges (-4.9%) and community resolution (-13.3%).
T3D.3	Proportion of All Crime with an Identified Suspect	+1.6pp	In the 12 months to April 2018, the force recorded an identified suspect in 40.5% of crimes. This breaks down further to 16.1% of crime with an identified suspect where a positive outcome was achieved (see T3D.1 above) and 24.4% of crime where a suspect was identified but the crime was subsequently filed as unresolved. The main reasons for crimes with an identified suspect being filed as unresolved are 'victim does not support or withdraws support' (56.5% of unresolved identified suspect outcomes) and 'evidential difficulties' (35.7%). The trend for unresolved outcomes with an identified suspect is relatively stable. The rate has increased by 1.6 percentage points compared to the previous year.
T3D.4	Crimes Resolved through Community Resolution	-3.6pp	Community resolution outcomes accounted for 10.7% of all positive outcomes recorded in the 12 months to April 2018. This represents a reduction in proportion of 3.6 percentage points when compared to last year. In terms of the volume of community resolutions recorded, the force has recorded a reduction of 702 community resolutions compared to last year, which translates to a percentage reduction of 29.2%.

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

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

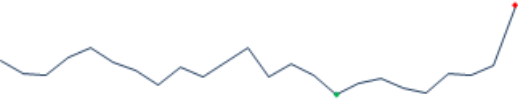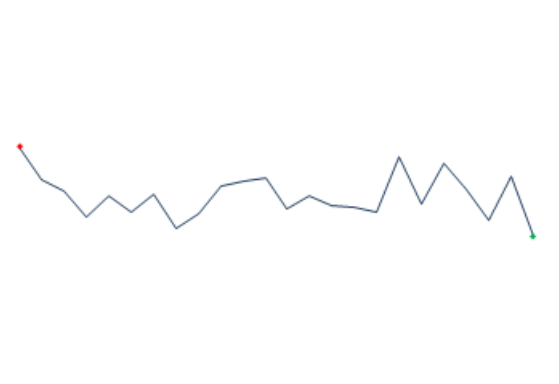|	Measure	Performance	Trend	Insight
T3D.5	Rate of Recidivism for Community Resolution			*Measure currently under development.*

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	Victim Satisfaction – Domestic Abuse	-0.7pp		Surveys for the 12 months to February 2018 reveal that 92.4% of domestic abuse survivors were completely, very or fairly satisfied with the overall service provided by the police.
				Performance for domestic abuse satisfaction is stable with monthly satisfaction rates consistently above 90%.
				In terms of the aspects of satisfaction, ease of contact, actions taken and treatment show high levels of satisfaction, with rates of 98.0%, 91.5% and 96.7% respectively.
				The kept informed aspect is historically the lowest rated aspect of service. In the 12 months to February this aspect is at 79.4%, which actually represents an uplift compared to previous performance (78.9% in February 2017 and 75.9% in March 2016).
T4A.2	Victim Satisfaction – Hate Crime	-4.9pp		Surveys for the 12 months to February 2018 reveal that 79.4% of hate crime victims were completely, very or fairly satisfied with the overall service provided by the police.
				This represents a 4.9 percentage point reduction on performance in the same period of last year, when the satisfaction rate was 84.3%.
				In terms of the aspects of satisfaction, ease of contact and treatment show high levels of satisfaction, with rates of 93.4%, and 91.8% respectively.
				Actions taken and kept informed are lower, at 80.6% and 70.0%.
				There is a clear downward trend in hate crime victim satisfaction,

	Strategic Priority Theme Four: Transforming Services and Delivering Quality Policing			
	T4A. Improve community and victim confidence and satisfaction in policing			
	Measure	**Performance**	**Trend**	**Insight**
				particularly in the last six months. Further analysis to understand this trend found that victims reported dissatisfaction with being kept informed on their case as well as with the perceived quality of investigation. There was also evidence of a perception that their report hasn't been taken seriously. Activity to address these issues is being managed through the Force Performance Board.
T4A.3	Professional Standards Department Complaints	+28.4%		Nottinghamshire Police Professional Standards Department (PSD) receives an average of around 70 complaints a month. In the 12 months to April 2018 the force recorded 873 complaints, which represents an increase of 28.4% on the previous year. Despite the increased number, complaints are recorded in a timely manner, with the force performing well against the national standard of recording complaints within ten working days (an average of 94% compliance). Analysis of complaint allegations by type are regularly monitored to ensure that general 'lessons learned' can be communicated to officers and staff.
T4A.4	Timeliness of Local Resolution	-11.4%		The force has seen an improvement in the timeliness of local resolutions to complaints, with the average number of days to resolve reducing from 55.7 last year to 49.4 this year. This represents an 11.4% reduction in the time taken to locally resolve complaints.

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.5	Stop and Search	-3.2%		The force has recorded a 3.2% reduction in stop and search in the 12 months to April 2018, which equates to 60 fewer stop and searches. The effectiveness of stop and search appears to be improving however, with a positive outcome rate (including arrest) of 39.7% this year, compared to 34.7% in the previous year. Also apparent is an Increase in the use of weapons searches – now around a fifth of all searches are for weapons. This activity is reflective of the force's violent crime strategy.

Strategic Priority Theme Four: Transforming Services and Delivering Quality Policing

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

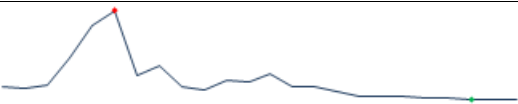|	Measure	Performance	Trend	Insight

T4B.1	Budget vs. Spend:
	  a. Capital
	  b. Revenue
				Information currently unavailable due to end of year accounting processes.

T4B.2	Revenue Efficiencies Against Plan			*Information currently unavailable due to end of year accounting processes.*

Strategic Priority Theme Four: Transforming Services and Delivering Quality Policing

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

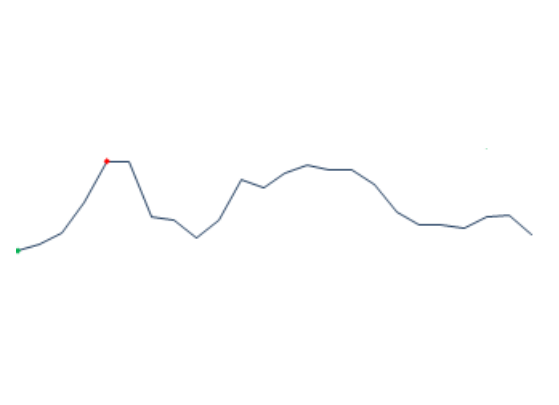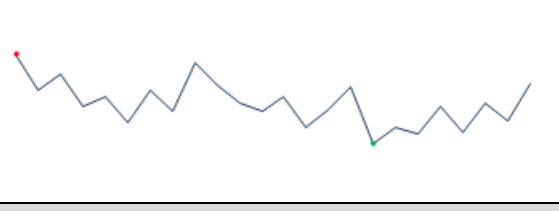|	Measure	Performance	Trend	Insight
T4C.1	BME Representation: a. Officers b. Staff	4.65% 5.18%		The Black and Minority Ethnic (BME) representation of the force currently stands at 4.65% for police officers and 5.18% for police staff. Both officer and staff BME representation has increased since last year, when the equivalent figures were 4.46% and 4.55% respectively. This compares to the overall BME resident population of Nottinghamshire which is at 11.2% according to the 2011 census.
T4C.2	Staffing Levels – Actual vs. Budget			*Measure currently under development.*

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T4D. Value for money is delivered and waste is minimised

	Measure	Performance	Trend	Insight
T4D.1	Days lost to sickness: a. Officers b. Staff	-0.6pp		The 12 month rolling sickness data for police officers reveals a sickness rate of 4.9%, which equates to 10.9 days lost to sickness. The rate is lower than the 5.5% recorded a year ago. Police officer sickness appears to show a slight downward trend. Police staff sickness rates appear more stable, with a rate of 4.7% in the 12 months to April 2018, compared to 4.8% in the same period of last year. 4.7% equates to 10.3 days lost to sickness. The main reason for sickness across the force is 'psychological disorder' which accounts for 30% of all sickness. Further work is being carried out to assess the long term trends in reasons for sickness.
		-0.1pp		
T4D.2	Calls For Service: a. 999 b. 101	-2.7%		The force is recording a 2.7% reduction in 999 calls in the 12 months to April 2018. The force control room receives an average of around 490 999 calls every day and performance in terms of the time taken to answer the calls is consistently positive, with the majority of calls answered within the national advised standard of ten seconds. In terms of 101 calls, the force has recorded a 2.5% increase this year. This equates to 10,844 additional calls over the year. The trend for both 999 and 101 calls is relatively stable at the current time.
		+2.5%		
T4D.3	Abandoned Call Rates: a. 999 b. 101	-0.9pp		The abandoned call rate shows the number of calls where the caller has hung up before their call has been answered by the

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T4D. Value for money is delivered and waste is minimised

	Measure	Performance	Trend	Insight
		+1.5pp		force control room. The abandoned call rate for 999 calls is low at 0.29%. This represents a 0.9 percentage point reduction on last year, when the rate was 1.23%. The abandoned call rate for 101 calls is 10.9% in the 12 months to April, which is a slight increase (1.5 percentage points) on last year. It should be recognised however that the force has put action in place to reduce the abandoned call rate for 101 calls, with the trend showing generally lower monthly abandonment rates in the last six months.
T4D.4	Response Times: a. Grade 1 Urban b. Grade 1 Rural c. Grade 2	-1.2pp		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. In the 12 months to April 2018, the force attended 78.5% of grade 1 incidents in urban areas within the advised timescale. This represents a 1.2 percentage point reduction on last year. Over the same period, for grade 1 incidents in rural areas, the force attended 75.0% of incidents within the advised timescale. This rate is 2.1 percentage points lower than last year. In terms of the time taken to attend grade 1 incidents, the average time over the last year is 13.8 minutes, which is within the advised timescales. This average time has remained relatively stable over the last two years.
		-2.1pp		
			Grade 2 performance information is currently unavailable due to a process review. It is anticipated that this will be resolved for the next report.	

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	Measure	Performance	Trend	Insight
T4D.5	Crimes Recorded at First Point of Contact	-2.6pp		On average over the last 12 months, 39.8% 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. The rate appears relatively stable with a 2.6 percentage point reduction compared to last year, however a dip in rate in April (to 35.4%) should be monitored over the coming months.
T4D.6	Compliance with National Crime Recording Standards			***Latest position statement – May 2018*** The HMICFRS are currently conducting an inspection of the force in relation to our Crime Data Integrity (compliance with NCRS). The audit part of the inspection has now been completed – approx. 2,100 incidents have been scrutinised from an incident to crime conversion perspective, which included listening to all call recordings. The force is now in the process of reconciling the draft results before the field work part of the inspection begins on 29th May 2018. Preparing for the inspection has been the priority; extremely time consuming and onerous; and as a result the force has not had the capacity to conduct any compliance audits. The HMICFRS inspection is extremely probing and thorough, the results of which should be known on Friday 8th June 2018 when the HMICFRS will present their findings to the Chief Officer Team

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T4D. Value for money is delivered and waste is minimised

Measure	Performance	Trend	Insight
			– the OPCC will be represented at that meeting.