Nottinghamshire Police

Performance & Insight Report
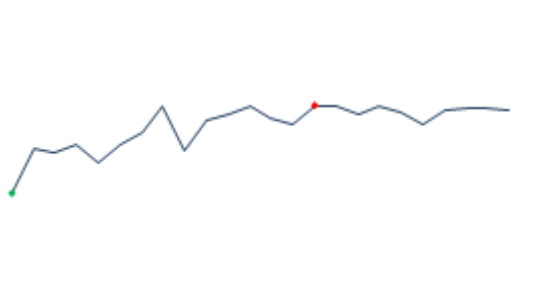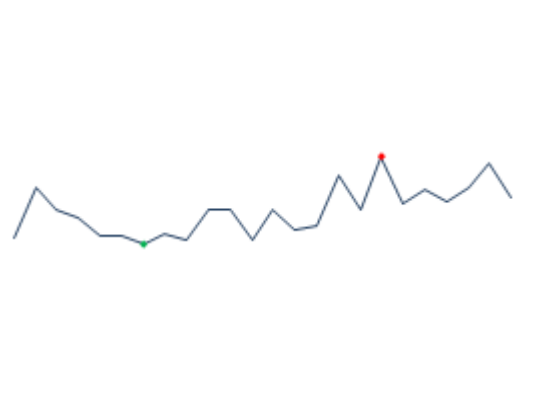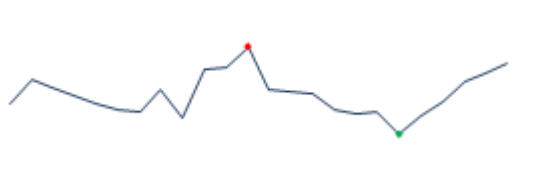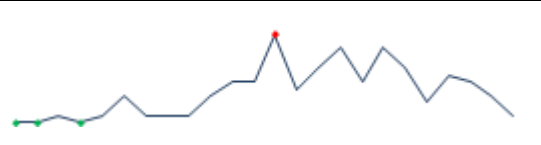
Performance to July 2018

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, in relation to performance exceptions only. A full report with narrative for each measure is produced once a quarter.

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

Strategic Priority Theme One: Protecting People From Harm

T1A: More vulnerable people are protected and safeguarded

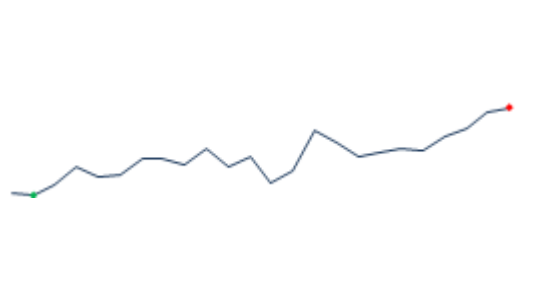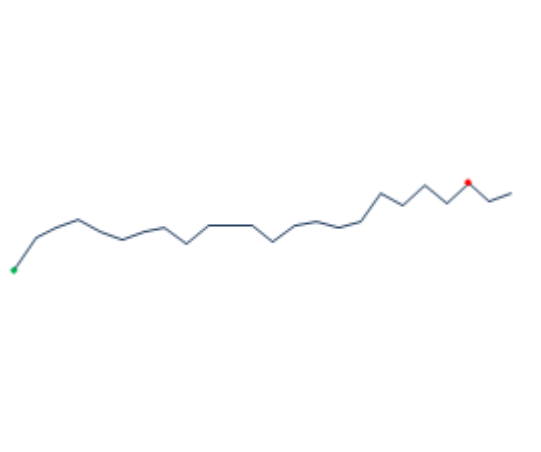|	Measure	Performance	Trend	Insight
T1A.1	Adult and Child Safeguarding Referrals	+25.8%		There is a clear upward trend in recording, allowing confidence that the force and partner agencies are improving the identification and recording of safeguarding concerns, in order to ensure that appropriate safeguarding actions are put in place to minimise the risk of harm. The 25.8% increase recorded this year equates to 1,044 additional referrals (on average about 90 more each month).
T1A.2	Child Sexual Exploitation (CSE)	+52.8%		As with safeguarding referrals, there is an upward trend in the recording of CSE crimes and non-crimes. 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. CSE is a relatively low volume offence type with on average of just above 50 offences recorded a month. The 52.8% increase represents an additional 220 offences over the year.
T1A.3	Missing and Absent Persons	-4.9%		The trend for missing and absent persons reports is relatively stable over the last two years with a monthly average of 560 missing and absent persons.
T1A.4	Modern Slavery	+232.0%		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

Strategic Priority Theme One: Protecting People From Harm			
T1A: More vulnerable people are protected and safeguarded			
Measure	**Performance**	**Trend**	**Insight**
			focussed activity on this offence type.
			In volume terms this is a low volume offence type, and the 232.0% increase in the 12 months to July 2018 translates in to an increase of 58 offences.
			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

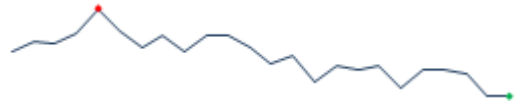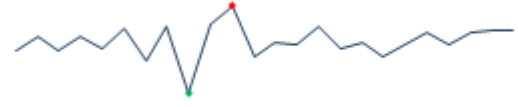|	Measure	Performance	Trend	Insight
T1B.1	Fraud Offences	+28.6%		There is a clear upward trend in the recording of fraud offences, with an increase of 28.6% (572 offences) this year. Fraud offences represent a significant challenge to the police and in particular place a genuine demand on police resources, 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	+42.4%		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. There is a clear upward trend in the recording of online crime, with an increase of 42.4% or 884 offences this year compared to last. 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	-1.0%		The trend for mental health related incidents is relatively stable following a peak in July 2017, with around 1,400 incidents recorded each month. The reduction of 1.0% recorded in the 12 months to July equates to 163 fewer incidents when compared to the previous year.
T1C.2	Alcohol-Related Violence	+3.0pp		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. 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, although the trend chart provides reassurance that this is the case currently. At present the trend in the short term is relatively stable, with a rate of 16.9% of all violence recorded as alcohol-related compared to 13.9% last year.

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	-2.7pp		The trend chart reveals a clear downward trend in the proportion of ASB with an alcohol marker. The rate in the 12 months to July 2018 is 10.4% compared to 13.2% in the previous 12 months.
T1C.4	Drug Trafficking and Supply Offences	+3.1%		Drug trafficking and supply offences show a stable trend in the long term. The force records on average about 58 offences each month and this average has not changed over the last two years.
T1C.5	Perception of drug dealing and drug abuse			**Measure updated quarterly – next update due in the October report.** Across waves 1 – 4 of the OPCC commissioned 'Police and Crime Survey', 45% of respondents stated that they would like to see the police and other agencies do more to tackle 'drug use and drug dealing' in their local area. This percentage remains relatively stable across the four quarterly waves of the survey (range of between 41% of respondents and 49%).[1]

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[1] *Source: Nottinghamshire OPCC Police and Crime Survey. This measure is updated quarterly.*

Strategic Priority Theme Two: Helping and Supporting Victims

T2D. Victims receive high quality effective support

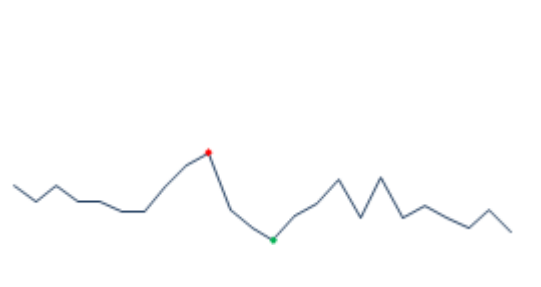|	Measure	Performance	Trend	Insight
T1D.1	ECINs use			**Latest position statement – July 2018** ECINS is a national cloud based secure (ISO 27001 compliant) multi-agency case management system funded by the Office of the Police and Crime Commissioner in Nottingham for the purpose of improving joint working between partners (statutory, non-statutory) across Nottinghamshire. ECINS enables the secure targeted sharing of data between agencies, data is submitted in the form of cases and documents contained therein, access to cases and individual documents is controlled by the owner of the data and as such information can be put on the system but remain secure and only accessible by individuals selected by the owner of the data. Presently ECINS is in use or being developed for use to support a number of partnership based business areas including Integrated Offender Management, MARAC, Complex/Vulnerable Persons Panels, ASB and Hate Crime repeat victimisation across all local authorities in Nottinghamshire, Nottinghamshire Police and Nottinghamshire Fire and Rescue service as well as being used by third sector agencies such as Victim care, Framework and Women's Aid as well as other key local partners such as Universities and housing trusts. At present however, there is no performance framework in place. Currently over 25 organisations use ECINS to share information and there are over 1500 person profiles on ECINS with the system being accessed daily by over 900 users across Nottinghamshire.

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	+13.9%		The force is recording a clear upward trend in domestic abuse crime over the last two years. The current increase of 13.9% equates to 1,383 additional crimes in the current 12 months when compared to the previous year. Recorded domestic abuse crimes increased in June and have increased further in July 2018.
				The force welcomes an increase in reporting as it is believed that such offences are still under reported, and increasing survivor confidence to come forward and seek support from the force and partner agencies is a key priority for the force.
				The increase over the last three months has been subject to further detailed analysis. Although it should be noted that changes to the recording practice for stalking and harassment will have had some impact on this increase, there is also a general increase across all crime types within domestic abuse. There is also a corresponding increase in calls for service classed as 'domestic' in the same period, which suggests that demand is increasing.
T2A.2	Proportion of Victim-Based Crime: a. Child Victim b. Adult Victim c. Organisation	a. +0.5pp b. -0.5pp c. -0.6pp		In the majority of victim-based crimes the victim is an adult, with almost 70% of victim-based crime in the 12 months to July 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

Strategic Priority Theme Two: Helping and Supporting Victims

T2D. Victims receive high quality effective support

	Measure	Performance	Trend	Insight
				groups; therefore the proportions will not add up to 100%.
T2A.3	Serious Sexual Offences: a. Adult	+21.1%		There is a clear upward trend for serious sexual offences against adults. Offences against adults have increased by 21.1% (250 offences) in the 12 months to July 2018. The trend for offences against children appears more stable with a reduction of 3.6% (54 fewer offences). As with the recording of domestic abuse, the force welcomes the increase in reports of serious sexual offences.
	b. Child	-3.6%		
T2A.4	Positive Outcome Rate for Serious Sexual Offences	-1.6 pp		There is a slight downward trend apparent in the positive outcome rate for serious sexual offences. The current rate is 10.1% compared to 11.8% last year. In terms of the volume of positive outcomes recorded, performance is relatively stable, meaning that the rate has been affected by the increase in recorded crime. It is believed that this is as a result of an increase in third party reports from partner agencies and also reports where the victim wishes to report the offence but does not support further police action. With offences of this type it is not possible to achieve a police positive outcome and therefore this increase serves to

Strategic Priority Theme Two: Helping and Supporting Victims

T2D. Victims receive high quality effective support

Measure		Performance	Trend	Insight
				effectively dilute the outcome rate.
T2A.5	Domestic Abuse Repeat Victims	+0.6pp		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. On average in the 12 months to July 2018, 32.6% of domestic abuse victims were a repeat victim. This compares to an average proportion of 32.0% in previous year. The trend chart shows a slight upward trend in the proportion of repeat victims of domestic abuse.
T2A.6	Hate Crime Repeat Victims	+3.6pp		In the 12 months to July 2018, 15.7% of hate crime victims were a repeat victim. There is a slight upward trend apparent in the proportion of repeat victims of hate crime.

Strategic Priority Theme Two: Helping and Supporting Victims

T2D. Victims receive high quality effective support

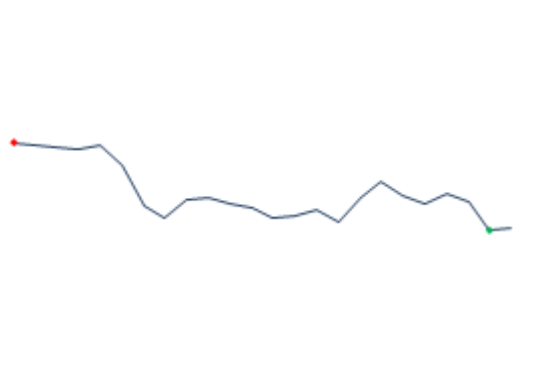|	Measure	Performance	Trend	Insight
T2A.7	ASB Repeat Victims	+0.3pp		Of a total of 27,810 Anti-Social Behaviour callers in the 12 months to July 2018, 7,791 had reported a previous ASB incident or incidents in the 12 months prior. This equates to a repeat victimisation rate of 28.0%. Performance is stable with no real change between this rate and the rate of 27.7% in the previous 12 months.
T2A.8	Levels of reported crime to the police			**Measure updated quarterly – next update due in the October report.** Across waves 1 – 4 of the OPCC commissioned 'Police and Crime Survey', 24% of respondents reported that they had personally been a victim of crime in the last 12 months. Of the respondents that stated that they had been a victim of crime, 59% had experienced one crime, 22% had experienced two crimes and 19% had experienced three or more crimes. The majority of respondents who stated that they had been a victim of crime also stated that they have not reported their crime to the police. Only 27% of the crimes experienced were reported, according to the survey findings.

Strategic Priority Theme Two: Helping and Supporting Victims

T2D. Victims receive high quality effective support

Measure	Performance	Trend	Insight

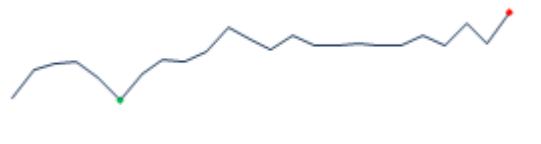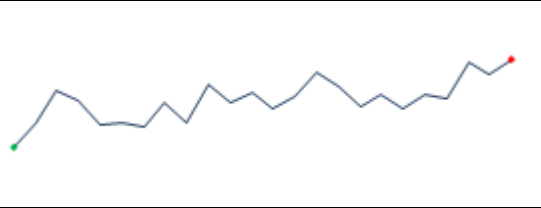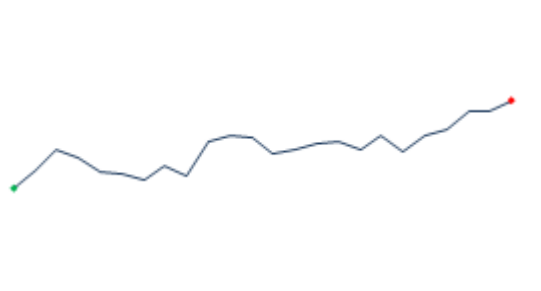| Strategic Priority Theme Two: Helping and Supporting Victims				
T2D. Victims receive high quality effective support				
Measure		**Performance**	**Trend**	**Insight**
T2D.1	Victim's Code Of Practice (VCOP) Compliance	-1.6pp		Victim's Code Of Practice (VCOP) requires that a VCOP assessment be made 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. There is a slight downward trend apparent for this measure, with a compliance rate in the 12 months to July of 92.6% compared to 95.2% in the previous 12 months.

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

T3A. Communities and people are safer and feel safer

	Measure	Performance	Trend	Insight
T3A.1	Victim-Based Crime	+12.5%		The force continues to show a clear upward trend in recorded crime. In the 12 months to July 2018 the increase is 12.5% which equates to 9,977 crimes more than the previous 12 months. The month of July saw a peak in recorded crime which was primarily driven by Violence Against the Person offences and Public Order offences (Public Order is not counted within Victim-Based Crime). It is believed that the world cup and the good weather throughout the month may have in part contributed to the increase in these offence types.

The upward trend in recorded crime in the long term is the result of a combination of four factors:

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

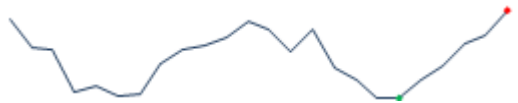## Strategic Priority Theme Three: Tackling Crime and Anti-Social Behaviour

T3A. Communities and people are safer and feel safer

	Measure	Performance	Trend	Insight
				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 continue to show an upward trend.
T3A.2	Victim-Based Crime: a. Rural Areas b. Urban Areas	+11.8%		Victim-based crime in rural areas and in urban areas follows a similar upward trend to the overall force recorded crime picture.
		+11.6%		In volume terms, the 11.8% increase in crime in rural areas translates to 1,147 additional recorded crimes. In urban areas the increase is 11.6% which equates to 8,072 crimes.[2]
T3A.3	Severity Score	+16.1%		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

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

Strategic Priority Theme Three: Tackling Crime and Anti-Social Behaviour			
T3A. Communities and people are safer and feel safer			
Measure	Performance	Trend	Insight
			new and credible approach to better understand the profile of crime in Nottinghamshire.
			The force is recording a clear upward trend in the total severity score for recorded crimes. This trend is similar to the trend for All Crime, although the percentage increase in severity score is larger.
T3A.4	Severity Score in Local Priority Areas			*Measure currently under development.*
T3A.5	ASB Incidents	+0.4%		Following a number of low volume months last summer, recorded ASB incidents appear relatively stable, and the force is beginning to record an anticipated increase in incidents as we move in to the summer months, with a clear peak in incidents recorded in July. In the 12 months to July 2018, the force recorded a 0.4% increase in ASB incidents which equates to 143 additional incidents.
T3A.6	Police are dealing with local priorities			**Measure updated quarterly – next update due in the October report.** Across waves 1 – 4 of the OPCC commissioned 'Police and Crime Survey', respondents were asked how much they agree or disagree that police in their local area are 'dealing with the crime and anti-social behaviour issues that matter to you'

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

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T3A. Communities and people are safer and feel safer

	Measure	Performance	Trend	Insight
				20% of respondents across waves 1-4 (1 in 5 of those surveyed) disagreed with this statement.
T3A.7	Percentage of people who feel safe			**Measure updated quarterly – next update due in the October report.** Across waves 1 – 4 of the OPCC commissioned 'Police and Crime Survey', respondents were asked how safe or unsafe they generally feel across a range of situations. The majority of respondents felt safe or neither safe or unsafe, although the reported levels of feeling safe varied depending on the situation. 89% of respondents felt safe 'outside in their local area during the day', a figures which reduced to 83% feeling safe when 'alone in your home at night'. The lower rated situations were 'banking and making purchases online' – 70% feel safe; 'using online social media' – 66% feel safe and the lowest rating was for 'outside in your local area after dark' where 62% of respondents said that they felt safe, 18% felt neither safe nor unsafe, and 20% or 1 in 5 of those surveyed said that they felt unsafe.

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

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

T3A. Communities and people are safer and feel safer

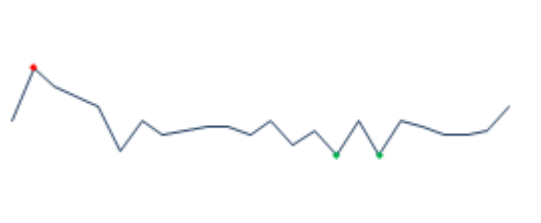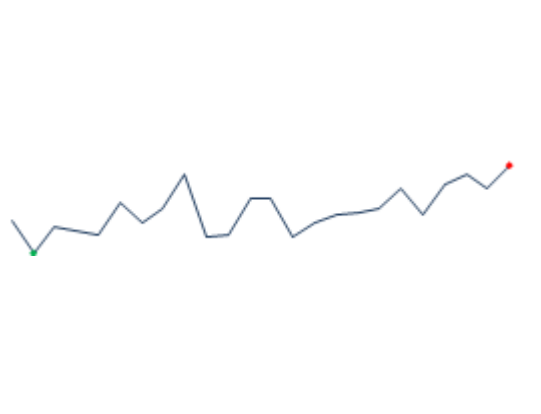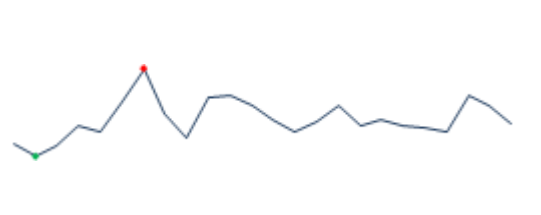|	Measure	Performance	Trend	Insight

T3A.8	Persons killed or seriously injured on the roads
	  a. Adults
	  b. Children
		-40.1%
		
		-65.3%
				Data is for calendar quarter one of 2018. Next update due in October report. Performance is shown as actual percentage reduction against the 2005-2009 baseline.
				
				Data for quarters one of 2018 (January to March 2018) reveals a 40.1% reduction in persons killed or seriously injured (KSIs) against the 2005-2009 baseline. This is in line with the Nottinghamshire agreed target of a 40% reduction against baseline by the year 2020, and represents 66 fewer persons killed or seriously injured on Nottinghamshire's roads.
				
				Reductions are seen across all user groups with the exception of pedal cyclists, where an increase of 64.1% is recorded.
				
				KSIs in the 0-15 age group have reduced by 65.3% (9 persons) compared to the 2005-2009 baseline.

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)	-78.4%		**This measure is reported quarterly. Data shown is up to the end of July 2018. Next update due in the October report.** Data from the Integrated Offender Management (IOM) Team Tracking Tool reveals that 368 nominals have entered the system since January 2016. Of these, 145 (37.8%) have since exited the programme. The average entry score for all nominals who have entered the programme since January 2016 is 354.3, while the average exit score is 76.7. This reveals a reduction in risk score of -278.0 (-78.4% lower than the entry score), for those that have exited the programme. In October 2017, the force commenced with a domestic abuse cohort. To date 82 nominals have been entered in to this cohort with an average entry score of 231, and an average PPIT score of 11.0. Since October, 18 of these nominals have exited the domestic abuse cohort and are now being managed under the general IOM programme. The average PPIT entry score for these nominals was 8.7 and the average PPIT score on exiting the domestic abuse cohort was 5.7.
T3B.2	Possession of Weapons Offences	+12.3%		There is a clear upward trend in the recording of possession of weapons offences. The force has recorded a 12.3% or 101 offences increase in the 12 months to July 2018. This is in line with a national increase reported by the Office for National Statistics last month. Every possession of weapons offence dealt with by the police is potentially preventing the future use of a weapon in a violent

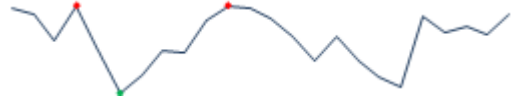| Strategic Priority Theme Three: Tackling Crime and Anti-Social Behaviour				
T3B. Fewer people commit crime and offenders are supported to rehabilitate				
Measure		**Performance**	**Trend**	**Insight**
				offence, and therefore the upward trend in the recording of these offences is viewed as a positive indication of the force's proactivity in dealing with offenders who choose to carry weapons in Nottinghamshire.
T3B.3	Gun Crime	-26.1%		There is a clear downward trend in recorded gun crime, with 37 fewer offences recorded this year compared to last year. This is particularly positive when considered in the context of national performance, with the latest national figures to March 2018 showing an increase in gun crime nationally.
T3B.4	Violent Knife Crime	+12.6%		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 has seen a recent uplift in recorded violent knife crime, with a peak in volume in May 2018 and a further peak in July. In the 12 months to July 2018 the force recorded 98 more offences than in the previous year, which equates to a 12.6% increase. Current performance appears in line with the national trend however, with published data to March revealing a 16% increase violent knife crime nationally.
T3B.5	Positive Outcomes for Violent Knife Crime	-0.5pp		The trend in respect of the positive outcome rate for violent knife crime is stable, with a rate of 24.8% in the current year compared to 25.3% last year.

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

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

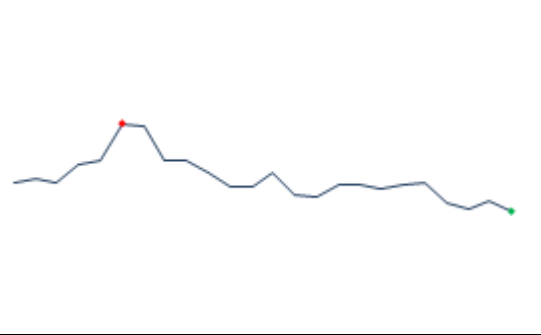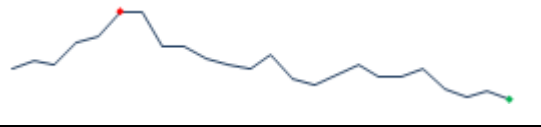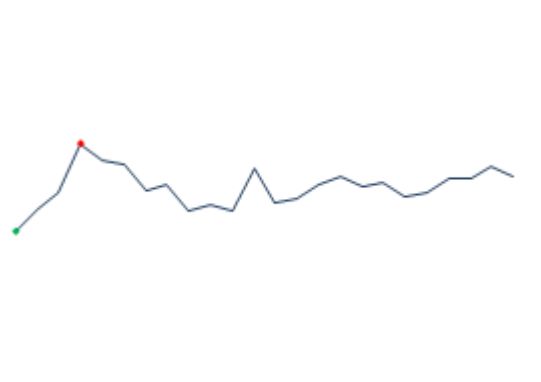|	Measure	Performance	Trend	Insight
T3B.6	First-time entrants to the Criminal Justice System (CJS) a. City b. County	-14.5% +10.3%		**Measure updated quarterly – next update due in the October report.** Figures from the Nottingham City Youth Offending Team (YOT) reveal that in the period April 2017 – March 2018 there were a total of 153 first-time entrants (FTEs) in to the Criminal Justice System (CJS). This represents a reduction of 26 FTEs or 14.5% compared to the previous year. The equivalent information from the County YOT reveals there were a total of 322 FTEs in the 2017/18 year. This compares to 292 in the previous year, which equates to 30 additional FTEs or an increase of 10.3%, however the current performance is in line with the locally agreed target for the County YOT (performance against the national average).

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	-3.8%		The overall trend for hate occurrences (including both hate crime and hate non-crimes) is relatively stable, with an average of around 185 occurrences recorded each month. In the 12 months to July the force recorded a similar volume of hate crimes to the previous 12 months (88 fewer offences or -3.8%). Detailed analysis of recording trends reveals that the reporting of hate crime increases immediately following national hate-related events such as terror attacks.
T3C.2	People from different backgrounds get on well			**Measure updated quarterly – next update due in the October report.** Across waves 1 – 4 of the OPCC commissioned 'Police and Crime Survey', respondents were asked how much they agree or disagree that 'people from different backgrounds get on well and there is a sense of community where they live' 52% of respondents across waves 1-4 agreed with this statement, however a further 26% selected neither agree or disagree and 12% selected don't know. Only 9% of respondents disagreed with this statement. A similar proportion (50%) agreed that there was a sense of community where they live. The percentage of respondents that disagreed with this statement was higher than the previous statement however, at 18%.

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

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

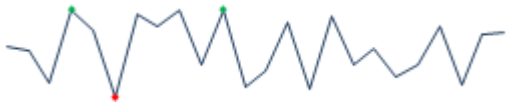|	Measure	Performance	Trend	Insight
T3D.1	Positive Outcome Rate for All Crime	-3.1pp		The positive outcome rate shows the rate of police positive outcomes (such as charges, cautions and community resolutions) per recorded crime. The trend in the long term appears relatively stable. The current rate in the 12 months to July is 15.3%, which compares to 18.4% in the previous year. Overall the volume of positive outcomes has remained relatively stable; however the steep increase in recorded crime has diluted the positive outcome rate.
T3D.2	Positive Outcome Rate for Victim-Based Crime	-3.1pp		The trend in respect of the positive outcome rate for victim-based crime is similar to the trend for all crime (above). The current rate is 12.6% compared to 15.7% in the previous year.
T3D.3	Proportion of All Crime with an Identified Suspect	+0.6pp		The trend for unresolved outcomes with an identified suspect is relatively stable, with the force identifying a suspect in 26.6% of unresolved crime. The equivalent figure for the previous year is 26.0%. Considering the long term trend, there is a clear increase in the volume of crimes filed as unresolved with a named suspect having been identified. This correlates with the increase in crime recording following the NCRS audit and reflects in part an increase in offences where the victim does not support further police action.

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

T3C. Build stronger and more cohesive communities

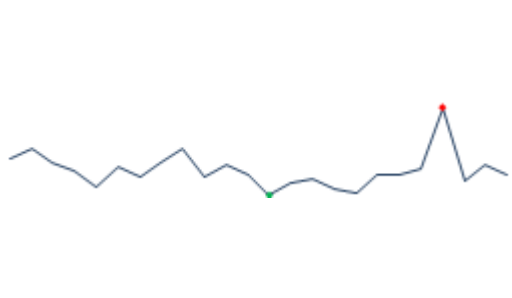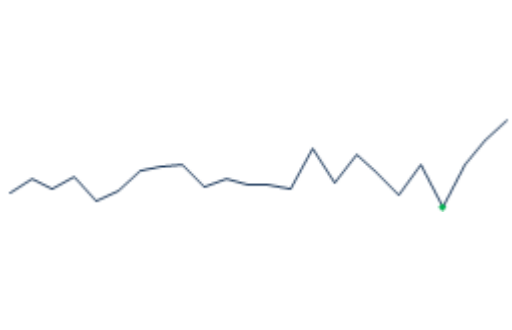| Measure		Performance	Trend	Insight
T3D.4	Crimes Resolved through Community Resolution	-2.6pp		The force is recording a downward trend in the proportion of crimes resolved through community resolution, although considering the 24 months trend line, an initial clear downward trend appears to be followed by a levelling out over the last 12 months. Currently around 10.6% of all positive outcomes recorded are community resolution outcomes, which is a reduction of 2.6 percentage points on the 13.2% recorded in the previous year.

Strategic Priority Theme Four: Transforming Services and Delivering Quality Policing

T4A. Improve community and victim confidence and satisfaction in policing

	Measure	Performance	Trend	Insight
T4A.1	Victim Satisfaction – Domestic Abuse	-0.9pp		Performance for domestic abuse survivor satisfaction is stable with monthly satisfaction rates consistently above 90%. In the 12 months to May 2018 92.4% of domestic abuse survivors were completely, very or fairly satisfied with the service provided by the police.
T4A.2	Victim Satisfaction – Hate Crime	-5.0pp		There is a downward trend in hate crime victim satisfaction, with the current 12 month rate – at 79.7% - five percentage points below the 84.7% recorded in the previous year. Despite this, the trend line suggests that the last three months have seen improved levels of satisfaction, and it is suggested that this trend be monitored over the next few months to see whether this improvement is sustained.
T4A.3	Professional Standards Department Complaints	+26.5%		Nottinghamshire Police Professional Standards Department (PSD) receives an average of just over 77 complaints a month. Despite the increased number (195 additional complaints or an increase of 26.5% this year), 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.

Strategic Priority Theme Four: Transforming Services and Delivering Quality Policing

T4A. Improve community and victim confidence and satisfaction in policing

	Measure	Performance	Trend	Insight
T4A.4	Timeliness of Local Resolution	-11.1%		The force has seen an improvement in the timeliness of local resolutions to complaints, with a reduction in the average number of days taken to resolve. On average in the last 12 months complaints have taken 49.0 days to resolve, compared to the previous average of 55.2 days. With the exception of a peak in the number of days taken to resolve in April 2018, the trend is relatively stable.
T4A.5	Stop and Search	+14.0%		The trend for stop and search is relatively stable in the long term, although recent months have seen an uplift in the number of stop and searches conducted. The force recorded 2,042 stop and searches in the 12 months to July, which represents an increase of 14.0% (251 stop and searches) compared to last year. This is a positive direction of travel, with a particular increase in weapons related searches driven by the force's proactive approach to dealing with knife crime.
T4A.6	Confidence in the police			**Measure updated quarterly – next update due in the October report.** Across waves 1 – 4 of the OPCC commissioned 'Police and Crime Survey', respondents were asked how much they agree or disagree that 'taking everything in to account, I have confidence in the police in this area' 47% of respondents agreed with this statement, however a further 27% selected neither agree or disagree and 13% selected don't know. 13% of respondents disagreed with this statement.

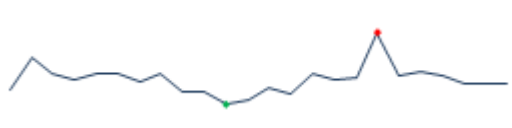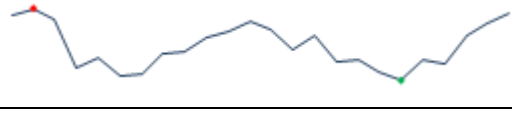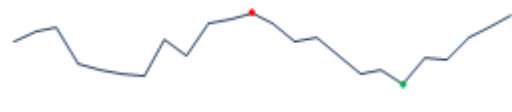|	Strategic Priority Theme Four: Transforming Services and Delivering Quality Policing			
	T4B. Improve service delivery and save money through collaboration and innovation			
	Measure	**Performance**	**Trend**	**Insight**

T4B.1	Budget vs. Spend:
	    a. Capital
	    b. Revenue
				Latest position statement – July 2018.
				
				We are currently predicting a £1.049m overspend on the current outturn revenue position for 2018/19, mainly caused by the delays with Multi Force Shared Services Human Resources moving to a new model (FUSION).
				
				Capital budget for 2018/19 is £18.067m which is currently looking to be outturning at £12.973m for 2018/19 with £2.312m slipping into 2019/20 and the remaining £2.782m being an underspend versus budget. The budget is continually scrutinised and challenged with budget holders which is triggering the underspend as it stands over a variety of projects, this will continue to happen to see if any can be permanently reduced in order to lower the capital spend expected for 2018/19.

T4B.2	Revenue Efficiencies Against Plan			**Latest position statement – July 2018.** The force remains on track to deliver revenue efficiencies as expected at this stage of the year.

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	4.90% 5.36%		The Black and Minority Ethnic (BME) representation of the force currently stands at 4.90% for police officers and 5.36% for police staff. Both of these proportions show an increase against last year. 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 a. Officers b. Staff c. PCSOs	96.9% 92.6% 99.5%		**Measure not updated – position is as reported in the previous month's report.** In terms of police officer establishment, the force currently has 1879.64 FTE (full time equivalent) in post. This compares to a planned FTE of 1940 by the 31st of March 2019, which equates to a percentage of 96.9%. For PCSOs the rate of actual vs budget posts is 92.6%, while for police staff it is 99.5%. It is not possible to report the previous trend for this measure at the current time.

Strategic Priority Theme Four: Transforming Services and Delivering Quality Policing

T4D. Value for money is delivered and waste is minimised

Measure		Performance	Trend	Insight
T4D.1	Days lost to sickness: a. Officers b. Staff	-0.6pp		In the 12 months to July police officer sickness is at 4.6% compared to 5.3% last year, however there is evidence of a recent downward trend, with April and May below 4%, June at 4.1% and July at 4.0%. Staff sickness by contrast remains relatively stable at 4.8% compared to 4.6% last year.
		+0.3pp		
T4D.2	Calls For Service: a. 999 b. 101	-3.3%		The trend for both 999 and 101 calls remains relatively stable in the long term, although the anticipated seasonal increase in calls is apparent in the last two months. 999 calls have reduced by 3.3% (6,064 calls) in the last 12 months, and 101 calls have reduced by 2.1% (9,456 calls) over the same period.
		-2.1%		
T4D.3	Abandoned Call Rates: a. 999 b. 101	-1.1pp		The abandoned call rate shows the number of calls where the caller has hung up before their call has been answered by the force control room. The abandoned call rate for 999 calls has remained low for more than eighteen months, with a rate of 0.17% in the 12 months to July. The abandoned call rate for 101 calls is relatively stable at 9.1%, following a series of high months over summer 2017. 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
		-3.7pp		

Strategic Priority Theme Four: Transforming Services and Delivering Quality Policing

T4D. Value for money is delivered and waste is minimised

	Measure	Performance	Trend	Insight
				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	-0.5pp		The advised times for attending grade 1 (immediate attendance) incidents are 15 minutes for an incident in an urban area and 20 minutes for an incident in a rural area. The trend for the percentage of grade 1 urban and grade 1 rural incidents attended within the advised times remains relatively stable.
		-1.1pp		In the 12 months to July 2018 the force attended 77.8% of incidents in an urban area within 15 minutes, and 74.4% of incidents in a rural area within 20 minutes.
		+23.8%		Grade 2 (urgent attendance) incidents are monitored in respect of the average time to attend the incident. The mean average time to attend grade 2 incidents in the last 12 months is 343 minutes, which equates to 5 hours and 43 minutes. This is a 23.8% increase on the previous 12 months.
T4D.5	Crimes Recorded at First Point of Contact	-9.1pp		On average over the last 12 months, 36.2% of all crime recorded by the force has been recorded by the Contact Resolution Incident Management (CRIM) team based in the force control room. This approach means that crimes can be created as close as possible to the initial call from the public, and also frees up response officers to attend incidents. A downward trend in the proportion recorded by CRIM continues, with the rate in the previous 12 months higher at

	Strategic Priority Theme Four: Transforming Services and Delivering Quality Policing T4D. Value for money is delivered and waste is minimised			
	Measure	**Performance**	**Trend**	**Insight**
				45.2%. Monthly figures since April in particular show a reduction in rate, with May and June both showing a rate of about 33% and a further decline in to July (27.7%).
T4D.6	Compliance with National Crime Recording Standards			**Latest position statement – August 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 July 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 results were presented to the Chief Officer Team at a meeting in July, with the full report due to be published by the HMICFRS in the autumn.