

NOTTINGHAMSHIRE POLICE AND CRIME PANEL

Monday, 18 April 2016 at 14:00

**County Hall, County Hall, West Bridgford, Nottingham, NG2
7QP**

**There will be a pre-meeting for Panel Members only
in The Civic Suite at 1.15pm**

AGENDA

- | | | |
|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|
| 1 | Apologies for Absence | |
| 2 | Declarations of Interests by Members and Officers:- (see note below)
(a) Disclosable Pecuniary Interests
(b) Private Interests (pecuniary and non-pecuniary) | |
| 3 | Minutes of last meeting held on 1 February 2016 | 5 - 12 |
| 4 | Work Programme | 13 - 16 |
| 5 | Police and Crime Commissioner's Update Report | 17 - 46 |
| 6 | Update on Strategic Priority Theme 3 - Priority Crime Types and those local areas that are most affected by Crime and Anti-Social Behaviour | 47 - 62 |
| 7 | Complaints Update | 63 - 70 |

Notes

- (a) Members of the public are welcome to attend to observe meetings of the Police and Crime Panel. Please note that there is no opportunity for the public to speak at these meetings.
- (b) Declarations of Interests – Persons making a declaration of interest should have regard to their own Council's Code of Conduct and the Panel's Procedural Rules.

Members or Officers requiring clarification on whether to make a declaration of interest are invited to contact Keith Ford (Tel. 0115 9772590) or a colleague in Democratic Services at Nottinghamshire County Council prior to the meeting.

- (c) Members of the public wishing to inspect 'Background Papers' referred to in the reports on the agenda or Schedule 12A of the Local Government Act should contact:-

Customer Services Centre 0300 500 80 80

- (d) Membership:-

Mrs Christine Goldstraw OBE – Independent Member – Chair
Councillor Debbie Mason – Rushcliffe Borough Council – Vice-Chair

Mayor Kate Allsop – Mansfield District Council
Mr Rizwan Araf – Independent Member
Councillor Andrew Brown – Nottinghamshire County Council
Councillor Cheryl Butler – Ashfield District Council
Councillor Eunice Campbell – Nottingham City Council
Councillor David Challinor – Bassetlaw District Council
Councillor David Ellis – Gedling Borough Council
Councillor Glynn Gilfoyle – Nottinghamshire County Council
Councillor John Handley – Nottinghamshire County Council
Mrs Suma Harding – Independent Member
Councillor Nicola Heaton – Nottingham City Council
Councillor Neghat Khan – Nottingham City Council
Councillor Tony Harper – Broxtowe Borough Council
Councillor Keith Longdon – Nottinghamshire County Council
Councillor Tony Roberts – Newark and Sherwood District Council
Mr Bob Vaughan-Newton – Independent Member
Councillor Linda Woodings – Nottingham City Council

NOTTINGHAMSHIRE POLICE AND CRIME PANEL

1

MINUTES OF THE MEETING HELD ON MONDAY 1st FEBRUARY 2016 AT 2.00 PM AT COUNTY HALL

MEMBERS PRESENT

(A denotes absent)

Chairman - Christine Goldstraw OBE – Independent Member
Vice-Chairman Councillor Debbie Mason – Rushcliffe Borough Council

Executive Mayor Kate Allsop – Mansfield District Council - **A**
Rizwan Araf – Independent Member
Deputy Mayor Mick Barton – Mansfield District Council
Councillor Andrew Brown – Nottinghamshire County Council
Councillor Cheryl Butler – Ashfield District Council
Councillor Eunice Campbell – Nottingham City Council
Councillor David Challinor – Bassetlaw District Council - **A**
Councillor David Ellis – Gedling Borough Council
Councillor Glynn Gilfoyle – Nottinghamshire County Council
Councillor John Handley – Nottinghamshire County Council
Suma Harding – Independent Member
Councillor Tony Harper – Broxtowe Borough Council
Councillor Nicola Heaton – Nottingham City Council - **A**
Councillor Neghat Khan – Nottingham City Council
Councillor Keith Longdon – Nottinghamshire County Council
Councillor Tony Roberts – Newark and Sherwood District Council - **A**
Bob Vaughan-Newton – Independent Member
Councillor Maddy Richardson – Bassetlaw District Council
Councillor Linda Woodings – Nottingham City Council

OFFICERS PRESENT

Keith Ford – Team Manager, Democratic Services) Nottinghamshire
Pete Barker – Democratic Services Officer) County Council
Nigel Stevenson – Service Director) (Host Authority)

OTHERS PRESENT

Paddy Tipping – Police and Crime Commissioner (PCC)
Chris Cutland – Deputy Police and Crime Commissioner (DPCC)
Kevin Dennis – Chief Executive, Office of PCC (OPCC)
Chris Eyre – Chief Constable, Nottinghamshire Police
Charlotte Radford – Chief Finance Officer (OPCC)

The Chair opened the meeting and apologised for the problems experienced with the public address system during the previous meeting which affected the ability of those in the public gallery to hear proceedings clearly.

ORDER OF AGENDA

The Committee agreed to take the item on the Work Programme as the last item on the agenda to allow members sufficient time to ask questions about the budget directly of the The Commissioner.

1. MINUTES OF LAST MEETING

The minutes of the meeting held on 7 December 2015, having been previously circulated, were agreed as a true and correct record and were confirmed and signed by the Chair of the meeting.

2. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor Allsop, Councillor Challinor, Councillor Heaton and Councillor Roberts.

3. DECLARATIONS OF INTERESTS

Councillor Ellis declared a private and non-pecuniary interest as his daughter works for the Nottinghamshire Police Force. This did not preclude him from speaking or voting on any of the agenda items.

4. THE NOTTINGHAMSHIRE POLICE AND CRIME PLAN PRIORITIES AND BUDGET CONSULTATION 2015-16

The Commissioner introduced the report, which he confirmed summarised the consultation process which had seen 3,500 people spoken to directly. The Force was facing the same problem as most public bodies in that it was asking to provide more services with a reduced budget. The Commissioner confirmed that priorities would need to result from engagement with the public, who demanded value for money and it was important that the Force was able to demonstrate this. In terms of engagement the Commissioner explained that there had been difficulties in reaching younger people, as a result he had commissioned a youth convention. The Commissioner had spoken to 450 young people and aimed to increase this number to 1,000. An event had been organised for the 21st March and the Commissioner invited any Panel members who wished to attend.

During discussions the Panel raised the following points:

- The Commissioner was asked whether the process had engaged hard to reach groups. The Commissioner replied that he was confident that it had. He attended a monthly steering group and there was a forthcoming event on the subject arranged for the 19th March which members of the panel were welcome to attend. The Commissioner was asked whether there were figures available that detailed the make-up of the groups involved. The Commissioner replied that there would be a breakdown available but he did not have it to hand. The Commissioner confirmed those from the Black and Minority Ethnic (BME) community, women and those with disabilities had all been consulted. The Commissioner informed the panel that the Force was in the top 100 of employers according to Stonewall which was testament to the quality of the work undertaken by the Deputy Police Constable, Sue Fish.

- The Commissioner was questioned further about the nature of the groups consulted and was asked if those from emerging communities had been involved, for example those from Poland and Romania. The Commissioner replied that he had met twice with representatives of the Polish community in Bassetlaw since Christmas and that two officers from Romania were on secondment to the Force. He was aware of the Sudanese community, which was relatively small, and regularly saw Muslims from East Africa through meetings with imams at Mosques. The Commissioner felt that both the City and County Forces had a long history of engaging with people positively but welcomed suggestions as to how this could be improved further.
- The report stated that City residents were less likely to vote for a rise in the precept as they felt they were already paying enough for policing. The report also stated that those City residents who were willing to pay for an increase requested more transparency as to how the money was spent and proof that value for money was being obtained. The Panel asked the Commissioner what would happen if those City residents could not afford the increase in the precept and also what was being done to increase the transparency of expenditure and demonstrate value for money. The Commissioner replied that the population base in the City was not as affluent as other areas of the County but that the problem of collection was one for the City Council. In terms of transparency the Commissioner had published a leaflet for the first time which explained the expenditure and informed the Panel that some Forces had ceased to issue such leaflets which in his opinion was not the right thing to do. The Commissioner also pointed to the number of reports submitted to the Panel which showed how many meetings he and the Chief Constable attended and highlighted the work undertaken and expenditure incurred. HMIC have completed a series of reports on value for money and the Commissioner sits on the board. The Commissioner informed the Panel that internal auditors have been asked to produce comparisons with other Forces and also that the Alliance does help to compare costs and procedures across three Forces with lessons learnt to be implemented in the 2016/17 budget.

RESOLVED 2016/01

That the contents of the report be noted.

5. REFRESHED POLICE AND CRIME PLAN (2016-18)

The Commissioner introduced the report, the Foreword of which contained a snapshot of the current important issues, these included work on the Strategic Alliance, the fact that overall crime levels in the County continued to decrease significantly, that crime in the City was also going down whereas it was increasing in all of the other core cities. The Commissioner informed the Panel that figures for Hate Crime continued to increase but this was viewed as a success as the reporting of such crimes was being encouraged by the Force. In terms of mental health the Commissioner informed the Panel that since 1st April 2015 no youngster with such problems had been held in a cell and that only one adult had been, but that was because of violent behaviour. The Commissioner explained that a psychiatric mental health nurse was now working in the control room alongside the Force's staff and also that the Street Triage project was to be extended beyond its original two year period. The Commissioner stated that the devolution proposals included the provision of an elected Mayor who would have responsibility for policing in the area. The

Chief Constable and the Commissioner were supportive and had been involved in discussions but progress had been slow. The Commissioner told the Panel that the election for the Mayor was due to take place in 2017 but he felt this would be difficult to achieve unless the process speeded up. The Commissioner confirmed that elections for the Derbyshire PCC and the Nottinghamshire PCC would still go ahead in May 2016 with the Home Office expecting both PCCs to serve full terms. The Commissioners would need to discuss with the new Mayor how to proceed.

During discussions the Panel raised the following points:

- The Panel expressed its concern at the 72% increase in sexual offences and the 131% increase in child sexual abuse (CSE), invited the Commissioner to comment on the figures and asked him how these problems were being addressed. The Commissioner emphasised that he was keen to drive crime levels down but in certain areas wanted the incidence of reporting to increase, for example, hate crime. The reporting of sexual offences had also gone up and this was viewed positively as it indicated that victims were becoming more confident in reporting such crimes. The Commissioner felt that the setting up of the Goddard inquiry would increase publicity in this area and regarded this as a positive development with these problems not being unique to Nottinghamshire. The Commissioner spoke about the problem of exploitation that took place on-line and that this was a growing concern at a national level. In the short to medium term the Commissioner hoped that resources in this area would be increased and stated that a child was now more likely to be abused on-line in their own bedroom than in the street and that work was being undertaken in schools to educate children of this threat.
- The Panel were concerned that the public perception would be that the police were dealing with the problem of sexual offences and that as a result would expect the levels to reduce. The Commissioner replied that data from the HMIC was being used in this area to examine the performance of the Force and it had been found that the ratio of complaints to prosecutions was low. The publicity around historical sexual abuse had increased the number of complaints but the Commissioner said that though all complaints were taken seriously it was very difficult in such cases to secure convictions.
- The Panel questioned the Commissioner about domestic abuse and the recent HMIC report which examined the Force's performance in dealing with vulnerable victims and queried the number of high risk domestic abuse cases that were being referred to the Multi-Agency Risk Assessment Conferences (MARACS). The Commissioner confirmed he had read the report and discussed the findings with the Chief Constable who informed him that he did not accept a number of the recommendations in the report. The Commissioner informed the Panel that the publication of a follow up report from the HMIC had been delayed, in part because of the Force's contention that the original report contained inaccuracies. The Commissioner informed the Panel that an action plan would be released once the report had been published. The Deputy Commissioner confirmed the panel's understanding that there was a difference in the criteria by which the City and County decided which cases were referred to MARACs but stated that the current workloads of the MARACs meant that they would be unable to cope with any increase in cases referred. The Deputy Commissioner explained to the Panel that all high risk survivors were referred to Independent Domestic Violence Advocates (IDVAs) immediately with the result that sometimes when cases did reach a

MARAC the survivor was no longer classed as high risk. The Deputy Commissioner said that partners had informed her of how complicated they find it sending representatives to the various meetings. The HMIC and the Force favoured the use of one system but the Deputy Commissioner said unfortunately this was not the view of the local authorities involved.

- The Panel asked the Commissioner about the number of targets in the report which were assessed as 'red' and asked whether these were receiving any special attention. The Commissioner confirmed that such targets were monitored closely and that he met the Chief Constable weekly to discuss. The Commissioner thought it would be prudent to wait until the end of the year before assessing performance and reassured the Panel that in the City crime was falling and was below last year's level. In terms of targets generally, although the Home Secretary questioned the need for them, the Commissioner told the Panel that he was in favour of targets being set and agreed locally and would welcome the opportunity to discuss this further with the Panel.
- The Panel questioned the Commissioner about the proposed reduction in the Force's financial contribution to the City Council's Youth Offending Team. The contribution was set to reduce to zero by the year 2016/17 and the Panel asked the Commissioner whether he thought this was a false economy given the success of the team's work in this area. The Commissioner replied that the majority of the funding was provided by central government and in his opinion the respective teams in the City and the County were the unsung heroes of the youth justice system. The Commissioner informed the panel that funding in this area was being reduced nationally and that the Force's contribution to the City's Youth Offending Team was in terms of staffing rather than a direct financial one. Councillor Khan understood that the Force did make a financial contribution, in addition to providing staffing support, and agreed to arrange the e-mailing of the details to the Commissioner following the meeting.
- The Panel highlighted the difficulty in making comparisons from year to year. Some measures were omitted and some new measures were introduced, those involving rural crime for example. The Panel stated that this did not allow it to gauge whether performance in certain areas was improving or worsening. The Commissioner welcomed the reference to Rural Crime and was keen to reassure those in that community that their problems were being taken seriously by the Force and informed the Panel that it was hoped to recruit 80 more Rural Specials to add to the 288 already employed, the automatic number plate recognition (ANPR) system was about to be installed in Bassetlaw and the texting system, which would provide real time information was due to go live in February. In terms of the ability to make comparisons year by year, the Commissioner explained that plans and priorities do change over time and undertook to task his office with providing a short report that would detail those measures which had been dropped and those which had been introduced.
- The Panel questioned the Commissioner over the low representation in the Force of those from the BME community. He replied that this was a national issue. The Chief Constable had specifically engaged with community groups 18 months ago and as a result the situation had improved significantly but the Commissioner accepted there was room for improvement. The Commissioner explained that it was difficult to improve during a period where no recruitment was taking place but

reassured the Panel that where possible the problem was being addressed, the cadet force for example, comprised 20% of those from the BME community, the representation in the numbers of specials employed had increased and some existing employees had attended advanced courses designed to aid career progression. The Commissioner hoped that in 12 months' time it would be possible to recruit officers again and increase the scope for improving the situation.

RESOLVED 2016/002

That the contents of the draft Police and Crime Plan (2016-18) be noted and the views of the Panel be formally reported to the Commissioner.

6. PRECEPT AND BUDGET REPORTS 2016-17

The Commissioner introduced the report and responded to the questions from the Panel that had been shared in advance, he reminded the Panel that 70% of the funding for the Notts Force was derived from government grant with only 30% of the total raised locally. The Commissioner informed the Panel that nationally this was one of the most extreme examples and it meant that any reduction in the grant affected Nottinghamshire disproportionately. The Commissioner had been involved in the discussions regarding the changes to the funding formula and much work had been undertaken in the last 12 months but the Commissioner informed the Panel that some difficulties had been encountered around the consultation process which meant that the implementation of any changes would be delayed. The Commissioner estimated that under the current system Nottinghamshire was receiving £10m less than was fair and he had pressed the Home Secretary on the matter. The Commissioner's view was that unless progress was accelerated it was unlikely that the revised formula would be in place by April 2017.

The Commissioner confirmed that the November settlement of the Comprehensive Spending Review (CSR) had been better than anticipated, though the Home Secretary had written confirming that the grant had been cut to all Forces for this year and for following years and advised that the precept could be increased annually by 1.99% and the Council Tax base by 0.5% annually over the CSR period as a way of compensating for this shortfall. The Commissioner informed the Panel that he was minded to take the Home Secretary's advice and that for those residents living in a Band A or B house, which was the majority of residents in Nottinghamshire, these increases equated to less than 1p per day.

The Commissioner explained that a £4m deficit would be carried over to the next financial year along with other pressures which amounted to £7m. These pressures included an increase in National Insurance contributions, £3.5m that was needed for a slight pay increase and also an increase to take account of inflation. There was still a need to make savings and £1m of these could be achieved by changing the way the capital programme was funded. The Commissioner felt that the capital programme had been ambitious in the past and that this was true for the coming financial year also. In addition, for the next two financial years, a significant element of the programme would be expenditure on IT, initially collaborating with two Forces with the ultimate aim ideally of all five East Midlands Forces operating the same IT system. The Commissioner spoke of other difficulties encountered in implementing the capital programme including the delay in the building of the new kennels, which would serve the whole of the East Midlands area and the delay in moving into Byron House. The

Commissioner confirmed he was confident that ultimately the capital programme would deliver cost savings.

The Commissioner shared with the Panel his concerns regarding problems with the previous year's budget, firstly the delays to achieving savings owing to the late involvement by the Leicestershire force to co-operate in the project to join up back office functions and secondly the fact that for a lengthy period during the financial year the post of Head of Finance had been vacant. The Commissioner informed the Panel that a permanent appointment was imminent and that with the new systems that were in place he was confident that the budget monitoring process would be improved, though as each year passed the ability to achieve on-going savings became increasingly difficult. The Commissioner explained that next year the bulk of the proposed savings could be achieved by the implementation of the capital programme as previously explained and also by the redesign of the Force, including a recruitment freeze. Finally the Commissioner addressed the subject of the Force's reserves which had been used in the past to reduce the impact of budget reductions and while the level of reserves held is the third lowest in England and Wales more work was needed to reduce them further.

The Commissioner spoke of the challenges that the Force faced in the coming year. The number of officers would continue to decrease as those retiring would not be replaced and this was happening at a time where the nature of crime was changing rapidly. Burglary and theft were reducing but threats were coming from other areas, terrorism for example, which demanded an increased armed response, and the Commissioner informed the Panel that discussions had been taking place with other Forces as to how this could be funded. The Commissioner also identified Child Sexual Abuse (CSE) and on-line cyber-crime as other areas that demanded resources. The Commissioner emphasised that resources would have to be used differently as a result and that the Chief Constable would have to decide from which areas resources could be diverted, there were no extra monies available to allocate to these areas of work.

During discussions the Panel raised the following points:

- The Panel expressed concern at the accuracy of the budget forecasting in the past and asked the Commissioner what lessons had been learned. The Commissioner replied that both he and the Chief Constable had been involved in robust discussions on the subject and that in the past they had both made decisions based on inaccurate information. The Commissioner again reiterated the problems caused by the vacancy of the Head of Finance which had meant no-one sufficiently senior had been in post who was able to drive change forward and reminded the panel of the delay in achieving identified savings owing to the late involvement of the Leicestershire Force, but that he was now confident the situation would improve in the next financial year.
- The Panel asked the Commissioner that if, as a result of the better than expected CSR settlement, could the precept be reduced or more of the planned savings be realised. The Commissioner replied that the budget had been drawn up with the assumption that there would be an increase of 0.5% and also spoke of the difficulty in having to set a budget in advance of all required information being available.

- The Panel asked the Commissioner about the progress being made on arriving at a new funding formula. The Commissioner replied that he had been taking the lead nationally on this subject and thought that the government had understood the importance of getting this in place to allow Forces to plan ahead, but unfortunately the work had been delayed and the Commissioner stated that now he did not think the new formula would be in place before April 2017 at the earliest.
- The Panel queried the Force's ability to achieve the proposed savings and in particular were concerned that a possible consequence of the recruitment freeze, at a time when the workload had not reduced, would be an increase in overtime payments. The Commissioner replied that the overtime budget had been reduced for three years in a row, he had spoken to the Chief Constable and part of the problem was a management issue. Also, the officers saw themselves as crime fighters rather than budget monitors. The Chief Constable replied that much improved systems were now in place and that the proposed savings would result in fewer officers and a reduced overtime budget.

RESOLVED 2016/003

- 1. That the contents of both reports be noted.**
- 2. That the proposed increase of the precept by 1.99% be supported.**

7. WORK PROGRAMME

Keith Ford introduced the report and explained that the intention was to follow the current cycle of meetings of approximately every two months. The Panel expressed its wish for 'Strategic Priority Theme 2: Improve the Efficiency, Accessibility and Effectiveness of the Criminal Justice Process' to be considered at the meeting of the Panel in September. Keith requested that any further requests for amendments to the Work Programme be submitted to him directly. Keith explained that the covering report contained a recommendation for the Panel to approve the subscription to the regional PCP network which, for the sum of £500, was felt to provide value for money. The Panel agreed that the recent training session, provided partly as a result of membership of the network, had proved extremely useful.

RESOLVED 2016/004

- 1. That the contents of the report and attached appendix be noted.**
- 2. That the subscription to the regional PCP network for 2016/17 at a cost of £500 be approved.**
- 3. That the proposed dates for the Panel meetings and budget workshops, as detailed in the report, be approved.**

The meeting closed at 3.40pm

CHAIRMAN

18 APRIL 2016

WORK PROGRAMME

Purpose of the Report

1. To give Members an opportunity to consider the work programme for the Panel and to suggest further topics for inclusion (**see appendix A**).
2. To give Members an opportunity to feedback from recent PCC consultation and engagement events which they have attended.

Information and Advice

3. The work programme is intended to assist with the Panel's agenda management and forward planning. The draft programme will be updated and reviewed regularly in conjunction with the Chairman and Vice-Chairman of the Panel and is subject to detailed discussion with the Police and Crime Commissioner (PCC) and the Chief Constable.
4. The work programme is updated to include specific focus on each of the seven Strategic Priority Themes included in the Police and Crime Plan at each meeting of the Panel (except the February meeting at which the precept and budget is considered).

PCC Consultation and Engagement Events

5. The Panel has previously scrutinised how the PCC engages with the various communities within the City and the County.
6. The Panel were invited to send representatives to the following consultation and engagement events:-
 - Exploring and Improving Black and Minority Ethnic Policing Experiences – 2nd Annual Conference – 19 March 2016;
 - Nottinghamshire Youth Commission 'Big Conversation' Conference – 21 March 2016.
7. Cllr Neghat Khan and Cllr Tony Harper attended both events and will have an opportunity to feedback any views to the Panel.

Other PCC Events attended by Panel Members

8. The Chair and Vice-Chair of the Panel attended a meeting of the Chairs of Strategic Partnerships Meeting at County Hall on 15 March 2016. This

meeting primarily focussed on the issue of modern day slavery and exploitation.

Other Options Considered

9. All Members of the Panel are able to suggest items for possible inclusion in the work programme. The work programme has been updated following discussions around the Commissioner's update report at the last meeting. The regular standing items and statutory requirements have also been scheduled into the proposed meeting timetable.

Reasons for Recommendation/s

10. To enable the work programme to be developed further.
11. To enable the Panel to hear the views of those Panel members who attended recent consultation and engagement events arranged by the PCC.

RECOMMENDATION/S

- 1) That the work programme be updated in line with Members' suggestions as appropriate.
- 2) That the Panel members who attended recent PCC consultation and engagement events feedback any views to the Panel as appropriate.

Background Papers and Published Documents

- 1) Minutes of the previous meeting of the Panel (published).

For any enquiries about this report please contact:-

Keith Ford, Team Manager, Democratic Services, Nottinghamshire County Council
keith.ford@nottscc.gov.uk
Tel: 0115 9772590

Nottinghamshire Police and Crime Panel**Work Programme (as at 8 April 2016)**

<u>Agenda Item</u>	<u>Brief Summary</u>
6 June 2016 – 2.00pm	
Appointment of Chairman and Vice-Chairman	To appoint the Chairman and Vice-Chairman of the Panel for the 2016/17 year.
Review of Balanced Appointment Objective.	<p>The Panel will review its membership to see whether any actions are required in order to meet the requirements for:-</p> <ul style="list-style-type: none">• the membership to represent all parts of the police force area and be politically balanced; and• Members to have the skills, knowledge and experience necessary. <p>The terms of office for Independent Members will also be reviewed where applicable.</p>
Outcomes of Police and Crime Commissioner (PCC) Election – new term of office for the PCC.	An opportunity for the newly elected PCC to outline their priorities for their forthcoming term of office with the Panel.
Strategic Alliance Update	An update on the Strategic Alliance between the Nottinghamshire, Northamptonshire and Leicestershire forces.
Police and Crime Commissioner's update, including Budget and Efficiency Programme update, details of decisions taken and overview of Force Performance).	The Panel will review and scrutinise any decisions and other actions taken by the Commissioner on an ongoing basis. The Panel will also consider the Commissioner's response to the key performance and financial issues within the Force.
Complaints update	Regular update on any complaints received against the Police and Crime Commissioner or Deputy Police and Crime Commissioner.
Specific focus on one of the Police and Crime Plan Strategic Priority Themes.	Panel to focus on a specific Priority Theme - Theme 7- Spending your money wisely.
Consultation Events and Complaints Received / Consultation and Engagement Strategy	Six monthly update on the Commissioner's consultation events and complaints received by the Office of the Police and Crime Commissioner (as agreed at the 5 January 2015 Panel meeting) / consideration of the Commissioner's draft Consultation and Engagement Strategy

<u>Agenda Item</u>	<u>Brief Summary</u>
5 September 2016 – 2.00pm	
Police and Crime Commissioner's update, including Budget and Efficiency Programme update, details of decisions taken and overview of Force Performance).	The Panel will review and scrutinise any decisions and other actions taken by the Commissioner on an ongoing basis. The Panel will also consider the Commissioner's response to the key performance and financial issues within the Force.
Complaints update	Regular update on any complaints received against the Police and Crime Commissioner or Deputy Police and Crime Commissioner.
Specific focus on one of the Police and Crime Plan Strategic Priority Themes.	Panel to focus on a specific Priority Theme - Theme 2- Improve the efficiency, accessibility and effectiveness of the criminal justice process.
7 November 2016 – 2.00pm	
Police and Crime Commissioner's update, including Budget and Efficiency Programme update, details of decisions taken and overview of Force Performance).	The Panel will review and scrutinise any decisions and other actions taken by the Commissioner on an ongoing basis. The Panel will also consider the Commissioner's response to the key performance and financial issues within the Force.
Complaints update	Regular update on any complaints received against the Police and Crime Commissioner or Deputy Police and Crime Commissioner.
Specific focus on one of the Police and Crime Plan Strategic Priority Themes.	Panel to focus on a specific Priority Theme – Theme to be confirmed
19 December 2016 – 2.00pm	
Police and Crime Commissioner's update, including Budget and Efficiency Programme update, details of decisions taken and overview of Force Performance).	The Panel will review and scrutinise any decisions and other actions taken by the Commissioner on an ongoing basis. The Panel will also consider the Commissioner's response to the key performance and financial issues within the Force.
Complaints update	Regular update on any complaints received against the Police and Crime Commissioner or Deputy Police and Crime Commissioner.
Specific focus on one of the Police and Crime Plan Strategic Priority Themes.	Panel to focus on a specific Priority Theme - Theme to be confirmed

For Consideration	
Public/Non Public*	Public
Report to:	Police and Crime Panel
Date of Meeting:	18th April 2016
Report of:	Paddy Tipping Police and Crime Commissioner
Report Author:	Kevin Dennis
E-mail:	kevin.dennis@nottinghamshire.pnn.Police.uk
Other Contacts:	Kevin Dennis
Agenda Item:	5

POLICE AND CRIME COMMISSIONER'S UPDATE REPORT – to January 2016

1. PURPOSE OF THE REPORT

- 1.1 This report presents the Police and Crime Panel (Panel) with the Police and Crime Commissioner's (Commissioner) update report.
- 1.2 In accordance with section 13 of the Police Reform and Social Responsibility (PR&SR) Act 2011 and subject to certain restrictions, the Commissioner must provide the Panel with any information which the Panel may reasonably require in order to carry out its functions. The Commissioner may also provide the Panel with any other information which he thinks appropriate.
- 1.3 This report provides the Panel with an overview of current performance, since the last report in December 2015.
- 1.4 It should be emphasised that the action taken by the Chief Constable may be the result of discussions held with the Commissioner during weekly meetings. The Commissioner is briefed weekly on all exceptional performance by his office staff which is then discussed with the Chief Constable the same week.

2. RECOMMENDATIONS

- 2.1 The Panel to note the contents of this revised update report, consider and discuss the issues and seek assurances from the Commissioner on any issues Members have concerns with.

3. REASONS FOR RECOMMENDATIONS

- 3.1 To provide the Panel with information so that they can review the steps the Commissioner is taking to fulfil his pledges and provide sufficient information to enable the Panel to fulfil its statutory role.

4. Summary of Key Points

HMIC INSPECTION

- 4.1 During 2016 HMIC undertook a number of PEEL inspections under three main pillars Efficiency, Effectiveness and Legitimacy. In February this year HMIC graded Nottinghamshire as **Good** for each pillar and **Good** overall along with 22 other forces. HMIC reported that Nottinghamshire Police has strong leadership and is a well led organisation. The Commissioner has written to the Chief Constable to congratulate him and his command team on this achievement.
- 4.2 No force has been assessed as outstanding. However, Cleveland Police and Dyfed-Powys Police have been assessed as not reaching the minimum standard required in respect of any of the three PEEL pillars, and one force, Humberside Police, has been assessed overall as inadequate in one of the PEEL pillars: efficiency.

POLICING AND CRIME PLAN – (2015-18)

- 4.3 Performance against refreshed targets and measures across all seven themes is contained in the Performance section of the Commissioner's web site to January 2016.^a
- 4.4 So far this year to January 2016, even though more incidents are recorded as crimes through increased compliance with the National Crime Recording Standard (NCRS) the Force is ranked 4th best nationally in terms of % change i.e. +0.6%. Other force performance is estimated to range from -4% to +29%.^b
- 4.5 The Commissioner's report has been simplified to focus on reporting by exception. In this respect, this section of the report relates exclusively to some performance currently rated red i.e. significantly worse than the target (>5% difference) or blue, significantly better than the target (>5% difference).
- 4.6 In addition, following a recent meeting with Panel Members, further amendments to the format of the Commissioner's update report have been made to provide more detail where performance is graded red or blue to explain to Panel Members what has driven the change and if red what action the Force is taking to address the issue. In addition, Panel Members have requested trend information.
- 4.7 The table below shows a breakdown of the RAGB status the Force has assigned to the 33 sub-measures reported in its Performance and Insight report to January 2016.
- 4.8 It can be seen that 27 (82%) of these measures are Amber, Green or Blue (higher than the last three Panel reports) indicating that the majority of measures are close, better or significantly better than the target. Only 18% (6) of measures reported are Red and significantly worse than target (this is however, better than

^a <http://www.nottinghamshire.pcc.police.uk/Document-Library/Public-Information/Performance/2016/Performance-and-Insight-Report-to-January-2016.pdf>

^b The data in this report relates to 1st April 2015 to 31st January 2016. Although subject to validation, as of 23rd March 2016 Total Crime was 0%.

the previous Panel report when it was 24%). All measures are now graded due to the availability of data following the move to the Multi Force Shared Services (MFSS) Oracle system. As such, two new measures relating to sickness absence are reported as red.

KEY to Performance Comparators							
Performance Against Target		Aug-15	% of Total	Sep-15	% of Total	Jan-16	% of Total
1	Significantly better than Target >5% difference	5	15%	6	18%	4	12%
1	Better than Target	13	39%	11	33%	13	39%
1	Close to achieving Target (within 5%)	4	12%	5	15%	10	30%
1	Significantly worse than Target >5% difference	8	24%	8	24%	6	18%
1	Data Issues prevent grading	3	9%	3	9%	0	0%
Total		33	100%	33	100%	33	100%

- 4.9 The table below provides an overview of the measures currently graded blue 1 and details the change from previous Panel reports to show the trend as requested.

Objective / Target – RAGB Status Blue 1	Jul-15	Aug-15	Sept-15	Jan-16
A reduction in the number of non-crime related mental health patients detained in custody suites	-86.5%	-76.7%	-76.7	-79%
Now Green: An increase in the Early Guilty Plea rate compared to 2014-15 – Magistrates Court	+8.0%	+7.9%	+6.8%	+3.4%
Now Blue: An increase in the Early Guilty Plea rate compared to 2014-15 – Crown Court	+1.9%	+0.7%	+1.5%	+7.5%
Now Green: A 10% increase in the number of POCA orders compared to 2014-15	-1.2%	+65.6%	+48.4%	+5.6%
Now Green: To monitor the number of production and supply drug offences	+33.5%	+20.3%	+9.7%	-2.5%
To be better than the national average for Early Guilty Plea rate for the Crown and Magistrates' Courts – Crown Court	+4.9%	+0.7%	+6.0%	+8.9%
Reduce percentage of ineffective trials due to prosecution team reasons compared to 2014-15 – Crown Court	-8.2%	-6.8%	+7.2%	+7.7%

- 4.10 As can be seen in the table above, there are now only 4 measures graded blue. 2 are now graded green. There is a new entry to the blue table due to exceptional performance in the Early Guilty Plea rate compared to 2014-15 in respect of Crown Court which was previously graded green.

- 4.11 The table below provides an overview of the measures currently graded red 1 and details the change from previous Panel reports to show the trend as requested.

Objective / Target RAGB Status Red 1	July-15	Aug-15	Sept-15	JAN-16
--------------------------------------	---------	--------	---------	--------

Now Green: A reduction in the number of repeat victims of domestic violence compared to 2014-15	+10.1%	+11.5%	+5.4%	-4.0%
A reduction in the number of repeat victims of hate crime compared to 2014-15	+110.0%	+50.0%	+38.5%	+10.8%
To monitor the percentage of Grade 1 and 2 incidents attended within the prescribed timescale	Grade 2 65.5%	Grade 2 65.1%	Grade 2 65.0%	Grade 2 65.5%
Now Amber: A reduction in All Crime compared to 2014-15	+6.4%	+5.8%	+4.1%	+0.6%
Now Amber: A reduction in Victim-Based Crime compared to 2014-15	+9.4%	+6.7%	+4.9%	+0.6%
Now Amber: To monitor the detection rate for All Crime	-5.8%	-5.3%	-4.1%	-3.5%
To make £11.0m saving by March 2016	-£0.7m	-£0.8m	-£1.2m	-£2.5m
Overall spend v budget	-£1.2m	-£2.8m	-£2.7m	-£6.1m
2015/16 budget - £191.2m	-1.7%	-3.3%	-2.8%	
Total number of days lost to sickness - Officers	Not Available	Not Available	Not Available	+19.1%
Total number of days lost to sickness - Staff	Not Available	Not Available	Not Available	+38.0%

4.12 In summary, four of the original eight measures graded red in July 2015, have improved one is now graded green and three graded amber indicating an improved position. As already stated, the availability of data following the move to the Multi Force Shared Services (MFSS) Oracle system has identified that two measures relating to sickness absence for Police officers and Police Staff are reported as red.

4.13 At a previous Panel meeting Members requested that the Commissioner's update report should:

1. Explain the reasons for improved performance and lessons learned for blue graded measures and
2. Reasons/drivers for poor performance and an explanation as to what action is being taken to address underperformance in respect of red graded measures.

4.14 The Force has provided the following responses to these questions.

5. Blue Rated Measures (1 significantly better than Target >5% difference)

A reduction in the number of non-crime related mental health patients detained in custody suites - Improved Performance and Reason/Lessons Learned

- 5.1 There were 94 (-79%) less people with mental health related illnesses presented to custody as a first place of safety year-to-date to November 2015. Overall, there was a 26.8% reduction in the number of mental health patient detainees in custody and s136 suites.

- 5.2 As previously reported, this significant improvement in performance is a direct result of the introduction of the Street Triage Team which has previously been reported on. In addition the Force has carried out a review and revision of processes in accordance with national guidance, and has a joint protocol with partners which includes a Service Level Agreement with the East Midlands Ambulance Service, and a coordinated approach with the two nominated places of safety (Highbury Hospital and Millbrook).

1. An increase in the Early Guilty Plea rate compared to 2014-15 – Crown Court - Improved Performance and Reason/Lessons Learned

2. To be better than the national average – Crown Court

3. To be better than the national average for Early Guilty Plea rate for the Crown and Magistrates' Courts – Improved Performance and Reason/Lessons Learned (Crown Court)

- 5.3 These measures are clustered together because the improvements are brought about by the same intervention. Please note some measures are reported quarterly.
- 5.4 The Early Guilty Plea rate recorded in the Crown Court year-to-date (YTD) to November 2015 was 42.3%, which is an improvement on the same period last year by 7.5%. The rate was also considerably above the national average rate of 33.4%.
- 5.5 The Ineffective Trial Rate in the Crown Court fell from 16.7% last year to 9.0%. There has been a slight improvement in the Effective Trial Rate from 48.4% last year-to-date to 48.7% this year-to-date.
- 5.6 Magistrates Courts' have seen less change in performance, with the Ineffective Trial Rate falling to 21.2%, and the Effective Trial Rate increasing by 2.1% to 41.6%.
- 5.7 As reported previously, the improvement in the above measures can be attributed to the success of Transforming Summary Justice (TSJ).^c The reasons for improved performance were fully explained in the previous Panel report.

6. Red Rated Measures (1 significantly worse than Target >5% difference)

A reduction in the number of repeat victims of hate crime compared to 2014-15 - Reason for Performance and Action being taken

- 6.1 Hate crimes have increased by 11% YTD. There were 78 additional hate crimes recorded YTD, with a relatively even split between Public Order offences (392 offences YTD) and Victim-Based offences (385 offences YTD). Across the two divisions the proportions are; City 409 offences YTD and County 368 offences YTD.

^c https://www.cps.gov.uk/publications/agencies/transforming_summary_justice_may_2015.html
Page 21 of 70

- 6.2 There were 7 additional repeat hate crimes recorded YTD, with the City recording 9 additional victims and the County 2 less. Overall this is a 2.5 % improvement on last month but overall still a 10.8% increase.
- 6.3 12.2% of all Hate Crimes in the City are committed against the same victim i.e. repeats, whilst 10.7% were repeats in the County.
- 6.4 The Commissioner set an objective in his Police and Crime Plan (2015-16) to *“Encourage the increased reporting and identification of Hate Crime”*. Therefore, both Commissioner and Chief Constable consider that the 11% increase in reported hate crime is a very positive achievement, suggesting increased confidence in victims’ propensity to report hate crime.
- 6.5 Whilst there is an objective to increase hate crime reports there is another measure to reduce the level of repeat victimisation hence the measure. The Commissioner accepts that there is a possibility that an increase in confidence may lead to further reports of hate crime, however, the Commissioner’s view is that all possible interventions should be taken to prevent and deter further offences.^d
- 6.6 A (brief) summary of actions currently being taken to respond to this challenge are:
- The Commissioner is to host an ASB and Hate Crime event in April 2016 so that police and partners can learn about best practice in utilisation of the recent enforcement powers contained within the Anti-social Behaviour, Crime and Policing Act (2014). The intention is to improve the effectiveness of both police and partners in a range of enforcement activity. Representatives from the Panel have been invited.
 - The Commissioner has funded a Hate Crime Manager for two years and he is a main contributor in ensuring that the Safer Nottinghamshire Board and City Council Hate Crime Action plans are implemented. He is in close liaison with the City Council’s Hate Crime Project Officer to ensure that activity across the City and County is joined up.
 - The Force Management Information Unit highlights repeat victims to Divisional Commanders and these are referred for review by the Force Hate Crime Manager.
 - In the City, all hate crimes are referred to the City Council’s Community Protection Team for possible use of new antisocial behaviour legislation, particularly in context of repeat victimisation and offending.
 - The risk assessment process is still being reviewed so that risk around repeat victimisation is more accurately defined and leads into targeted activity.
 - Multi-agency processes, such as Vulnerable Person Panels (VPP), are being reviewed to ensure that repeat victimisation is appropriately addressed collectively and ECINS case management system is also being scoped for possible case management of hate crime.

^d

In theory, an effective intervention will prevent or deter further offences being committed. Therefore, any subsequent repeat offences have failed in this respect.

- Community Safety Partnerships (CSPs) are being supported to develop more effective analytical products to support case-working processes that will prioritise repeat victimisation.
- The Safer Nottinghamshire Board's (SNB) analytical product has been developed to include tasking information around repeat victimisation.^e
- A referral process to Remedi is being developed to deliver additional options for addressing offending behaviour and the impact on victims through restorative justice.
- A behaviour management programme is being developed through the SNB and Holocaust Centre to address offending behaviour.
- A hate crime scrutiny proposal has been developed that will specifically address repeat victimisation for organisational learning and accountability.
- In the City a hate crime performance meeting has been instigated to address live cases which will include a focus on repeat victimisation.

To monitor the percentage of Grade 1 and 2 incidents attended within the prescribed timescale^f - Reason for Performance and Action being taken (Grade 2 Incidents)

- 6.7 In terms of Grade 1 incidents, the Force attended 82.5% of Urban areas and 78.7% of Rural areas within the specified times. However, only 65.5% of Grade 2 incidents were attended within 60 minutes a shortfall of 14.5% against a target of 80%.
- 6.8 A review of Grade 2 incidents YTD, reveals that the overall volume of incidents has reduced by 16.2% with response times fairly similar to those recorded last-year.
- 6.9 In terms of performance by Response Hub, the Riverside Hub (in the City) responds to nearly a fifth of all Grade 2 incidents recorded by the Force and is attending just over 70% of calls to rural areas within the 60 minute target time, the highest performance of the 9 Hubs.
- 6.10 The Mansfield Respond Hub responds to a similar volume of Grade 2 incidents but performance YTD is only 59%. Performance on the remaining 7 Hubs is in line with the overall Force performance (i.e. 65.5%).
- 6.11 However, even though the Mansfield Hub has a similar volume of incidents to attend, the distance required to be travelled to rural areas in the County is significantly higher than the City.
- 6.12 Crime reports especially sexual crime and child sexual exploitation (CSE) have placed significantly higher demands on Police time. This means that officers are carrying a much higher workload and on occasions demand for service is higher than available resources. Despite this, it is encouraging that Grade 1 incidents are

^e *Note: This is now raised as a risk due to the recruitment freeze on a replacement Partnership Analyst.*

^f *Historically the targets for attendance to incidents have been as follows: 85% attendance to Grade 1 incidents in Urban areas within 15 minutes and Rural areas within 20 minutes; and, 80% attendance to Grade 2 incidents within 60 minutes.*

still achieving target as these incidents carry a higher threat, harm and risk to people.

- 6.13 With increasingly diminishing resources and more incidents requiring greater intensity and Police time, managing demand is becoming increasingly critical for Police and partners.
- 6.14 The Commissioner has included a strategic activity in his Police and Crime Plan (2015-16) to 'Adopt an integrated partnership approach to preventing demand for public, private and third sector.' There is now an agreed Partnership Prevention Programme Plan. Some prevention principals and enablers have been agreed. The plan will over the next years 2015/16 concentrate on the following themes:
- Locality working in areas of high demand;
 - Business crime and Town Centres;
 - Community Safety and protection;
 - Mental health, children and young people.
- 6.15 The Force's 'Delivering the Future' (DTF) programme is addressing this performance conundrum by dealing with increasingly more incidents at the first point of contact (i.e. over the phone). Also, appropriate resources are targeted to the right crime or incidents which are graded so that attendance only occurs when there is value or necessity in doing so.

To make £11.0m saving by March 2016 - Reason for Performance and Action being taken

- 6.16 The Government's grant has reduced significantly and in order to balance the budget, savings of £11.0m need to be made in 2015-16.
- 6.17 To date (as of January 2016) £4.573m efficiencies have been achieved against a target of £7.063m. Work is currently underway to review the shortfall in the efficiency programme by project and what actions are required to recover the position. It is anticipated that the shortfall will be in the region of £3.500m by the year end.
- 6.18 For clarity, the £7.063m is the year to date target as at January 2016 for the efficiencies as per the original phasing in the £11m programme and does not have anything to do with the £9.3m that is required to meet the difference between the predicted outturn and funding.
- 6.19 The shortfall between the £7.063m target and £4.573m, which is £2,490m forms part of the additional £3.5m required from reserves which in turn is within the £9.3m. The section in the report is to show performance against the efficiency programme only.
- 6.20 In August 2015, a decision was taken in principle for the Force to form a Strategic Alliance with Leicestershire and Northamptonshire. The Force is also working closely with other Forces. Between the three Forces there is around a £0.5billion budget, which offers huge opportunities to protect communities and tackle the challenges ahead. A Chief Superintendent will support the work of Delivering the

Future and the Strategic Alliance, on behalf of Nottinghamshire, with Deputy Chief Constable leading overall as the dedicated Chief Officer.

6.21 The Force's Delivering the Future work has six dedicated streams with lead officers:

- Capability
- Capacity
- Communication and Engagement
- Demand
- Finances
- Force structure

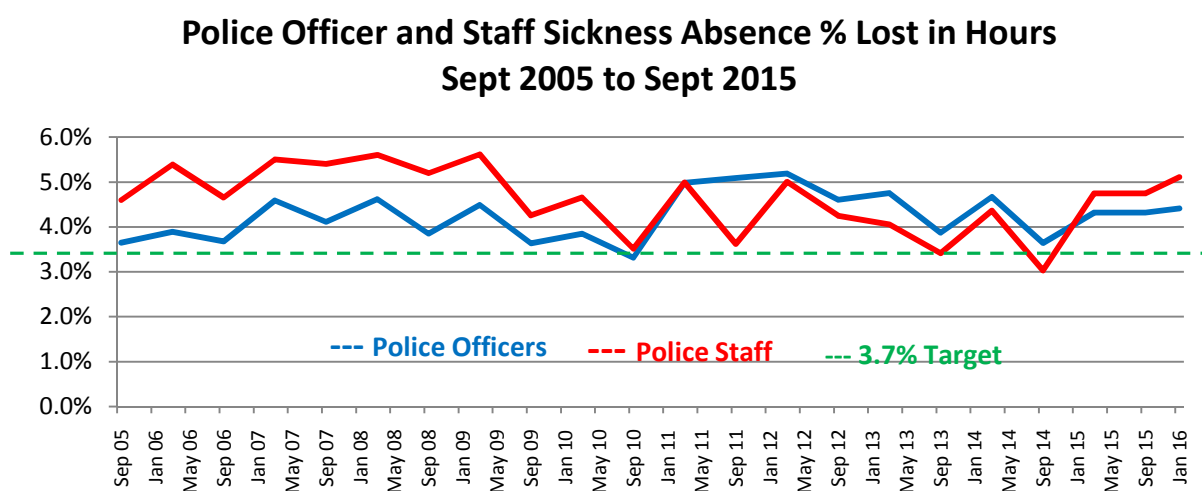
Overall spend v budget 2015/16 budget - Reason for Performance and Action being taken (£191.2m)

6.22 Expenditure to date is £6.109m worse than budget. This is largely due to the shortfall in the efficiency programme which impacts numerous lines of expenditure where work is underway to address the shortfall although expected to be a £3.5m shortfall by the year end.

6.23 The Commissioner has regular meetings with the Chief Constable specifically to review the budget and hold the Chief Constable to account and consider options to improve performance and efficiency.

Total number of days lost to sickness – Officers and Staff

6.24 The latest cumulative (April 2015 to January 2016) sickness data for the Force has shown that officer sickness is 4.41%, which equates to 9.8 days lost due to sickness. Staff sickness is 5.11%, or 11.3 days. As such, the target (8.2 days) for Police officers is +19.1% and Police staff +38.0%. The chart below shows the 10 year trend since September 2005 to September 2015 (source: Iquanta).



6.25 As can be seen, Police staff sickness absence was at an all-time low in September 2014, but this has risen sharply since September 2014. Police Officer sickness absence has only increased slightly.

- 6.26 As previously stated, data has only recently become available following the move to the Multi Force Shared Services (MFSS) Oracle system so it was not clear to managers that this measure was off target by so much.
- 6.27 HR is now exploring now exploring the reasons for this increase and working closely with line managers to reduce this sickness absence. It is unclear, at this stage what the reasons are for the recent increases. The last time Officer sickness was at this level was in

7. Monitor the Proportion of Rural Crime Compared to 2014-15

- 7.1 This measure has not been RAGB graded. There were 7,394 offences defined as Rural Crimes⁹ recorded year-to-date to January which equates to 12.1% of All Crime, nearly 1% more than last year. Volume wise, there has been a 6.9% (or 475 additional offences) increase year-to-date.
- 7.2 In line with the overall Force trend, Violence Against the Person (VAP) accounts for the main bulk of the increase recorded in rural areas with 302 additional offences, an increase of 19.4%. The increase is just over 8 % higher than performance in urban areas, meaning that nearly a quarter of all offences in rural areas are VAP offences, in line with current performance in urban areas.
- 7.3 Comparing offending in rural areas to urban, most crime types are following similar trends with the exception of Burglary Non Dwelling.
- 7.4 Burglary Non Dwelling is currently recording a 9.7% increase (or 69 additional offences) in rural areas, compared to a -8.4% reduction (264 less offences) in urban areas. The most noticeable increase is in Newark & Sherwood (+46.5% or 80 additional offences) compared to Bassetlaw with a reduction (-5.0% or 16 less offences).
- 7.5 Newark & Sherwood features as a rural area experiencing higher levels of offences year-to-date compared to the previous performance year with a 13.1% increase, or 277 additional offences. Gedling is also experiencing a notable percentage increase year-to-date, with 77 additional offences, an increase of 14.8%, and although the percentage increase is much smaller compared to Gedling, in terms of volume they have recorded 106 additional offences year-to-date.

Holding the Chief Constable to Account

- 7.6 The Commissioner's staff is represented at the key Divisional, Partnership and Force Local Performance board meetings in order to obtain assurance that the Force and Partners are aware of the current performance threats, and are taking appropriate action to address the emerging challenges. Should there be any issues of concern these are relayed to the Commissioner who holds the Chief Constable to account on a weekly basis.

⁹ *Rural Crime Force Definition: Rural crimes include all crimes occurring in rural areas in addition to those offences defined as rural (i.e. theft of livestock).*

- 7.7 In addition, from time to time the Commissioner meets with both Divisional Commanders to gain a deeper understanding of threats, harm and risk to performance. The next meeting is due to be held on 21st March 2016.
- 7.8 At a previous Panel meeting Members asked if the Commissioner would include a specific example of where he had held the Chief Constable to account on an issue. The Commissioner would emphasise that he has a regular weekly agenda meetings with the Chief Constable. Furthermore, Force performance is always discussed. Frequently the budget and investigations on historic child sex offending are on the agenda.
- 7.9 Panel Members have asked if a case study could be prepared for each meeting. Previous case studies relating to Shoplifting and the Victims Code were prepared. For this meeting, a case study has been prepared in respect of improving BME Policing Experiences (see **Appendix A**).

Activities of the Commissioner and Deputy Commissioner

- 7.10 The Commissioner and Deputy Commissioner continue to take steps to obtain assurances that the Chief Constable has not only identified the key threats to performance but more importantly that swift remedial and appropriate action is being taken to tackle the problems especially in the Priority Plus Areas in the County and High Impact Wards in the City. Key activities are reported on the Commissioner's web site.^h

DECISIONS

- 7.11 The Commissioner has the sole legal authority to make a decision as the result of a discussion or based on information provided to him by the public, partner organisations, Members of staff from the Nottinghamshire Office of the Police and Crime Commissioner (NOPCC) or Chief Constable. The Commissioner's web site provides details of all significant public interest decisions.ⁱ
- 7.12 Panel Members have previously requested that the Commissioner provide a list of all forthcoming decisions (Forward Plan) rather than those already made. The first Forward Plan was prepared for the previous Panel meeting. This Forward Plan of Key Decisions for the OPCC and the Force has been updated and is contained in **Appendix B**.

8. Financial Implications and Budget Provision

- 8.1 The financial reports previously appended to this report have been streamlined and are no longer available in the previous format. **Appendix C** contains the revised Force Financial Performance and Insight report for January 2016. It details performance in respect of the Commissioner's measures under Theme 7 of his Police and Crime Plan.

^h <http://www.nottinghamshire.pcc.police.uk/News-and-Events/Latest-News.aspx>

ⁱ <http://www.nottinghamshire.pcc.police.uk/Public-Information/Decisions/Decisions.aspx>

9. Human Resources Implications

9.1 None - this is an information report.

10. Equality Implications

10.1 None – although it should be noted that high levels of crime occur predominately in areas of high social deprivation. The Case Study contained in **Appendix A** details action taken to improve equalities for BME communities.

11. Risk Management

11.1 Risks to performance are identified in the main body of the report together with information on how risks are being mitigated.

12. Policy Implications and links to the Police and Crime Plan Priorities

12.1 This report provides Members with an update on performance in respect of the Police and Crime Plan.

13. Changes in Legislation or other Legal Considerations

13.1 None that directly relates to this report.

14. Details of outcome of consultation

14.1 The Deputy Chief Constable has been sent a copy of this report.

15. Appendices

- A. Case Study – Improving BME Policing Experiences
- B. Forward Plan of Key Decisions for the OPCC and the Force
- C. Finance Performance and Insight Report – January 2016

16. Background Papers (relevant for Police and Crime Panel Only)

- [Police and Crime Plan 2015-2018 \(published\)](#)

For any enquiries about this report please contact:

Kevin Dennis, Chief Executive of the Nottinghamshire Office of the Police and Crime Commissioner

Kevin.dennis@nottinghamshire.pnn.police.uk

Tel: 0115 8445998

Philip Gilbert, Head of Strategy and Assurance of the Nottinghamshire Office of the Police and Crime Commissioner

philip.gilbert11028@nottinghamshire.pnn.police.uk

Tel: 0115 8445998

Appendix A

Case Study – Improving BME Policing Experiences

Police and Crime Plan (2013-18)

- 1.1 In the Commissioner's first Police and Crime Plan (2013-18)¹ he set an objective to improve BME experience of policing through better engagement and be more responsive to needs. Furthermore, he set the Chief Constable an objective to improve the recruitment, retention and progression of BME and other officers and staff to reflect the local community.
- 1.2 In support of this objective, he set the Chief Constable a target to reduce the gap in current BME representation within the Force and local BME community. This target has been retained in all three refreshed Police and Crime Plans.
- 1.3 Currently, BME representation within the Force is now 4.3% overall compared to 11.2% representation throughout Nottinghamshire. In 2012 representation was 3.7% overall so there has been an improvement of 0.5% (+13.5%). This excludes volunteers.

Research

- 1.4 Shortly after the Commissioner took office in January 2013 he commissioned research to better understand how BME Policing experiences could be improved. Professor Cecile Wright oversaw the research and published a report in July 2013 which made 30 recommendations intended to improve BME experiences of policing relating to leadership, perception of crime, BME representation in the Police, Stop and Search issues and Community Engagement. A copy of the report is located on the Commissioner's website.²

BME Steering Group and Working Group

- 1.5 The Commissioner accepted all of the recommendations and asked the BME Steering Group to stay on to oversee the implementation of the recommendations. A further internal BME Working Group was established to implement the recommendations jointly chaired by the Commissioner and Deputy Chief Constable with representation from the BME Steering Group. This community engagement has continued for over 3 years and a range of BME issues have been discussed and changes made.
- 1.6 Both groups met monthly initially and then bimonthly.

Achievements

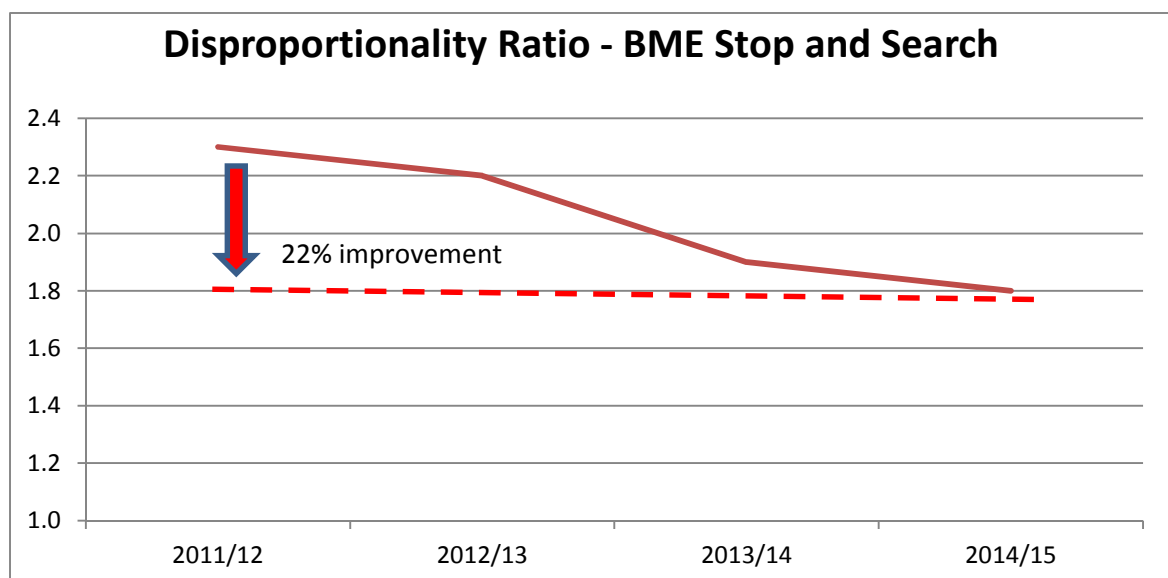
1. The latest HMIC PEEL inspection for legitimacy (Feb, 2016) identified that Nottinghamshire Police has the best rate for the number of stop and searches where reasonable grounds recorded i.e. 97% were accurate and appropriate. This provides assurance that the encounters were legitimate.
2. Nottinghamshire Police has the 4th lowest rate for use of Taser per 10,000 population. In other words the use of this kind of force is rarely used compared to other forces.
3. HMIC in the same report rated Nottinghamshire Police Good for legitimacy which includes stop and search. The Force has been driving forward improvements in stop

¹ <http://www.nottinghamshire.pcc.police.uk/Document-Library/Public-Information/Police-and-Crime-Plan/Police-and-Crime-Plan---Web-Version-Final.pdf>

² <http://www.nottinghamshire.pcc.police.uk/Document-Library/Public-Information/Scrutiny-Findings/BME-Final-Report-for-Website.pdf>

and search for a number of years and most of the activities contained within its Action Plan have been achieved.

4. The Force continues to comply with the national 'Best Use of Stop and Search Scheme' and it's Scrutiny Board, made up of community members, and meets on a regular basis to provide critique and other feedback.
5. Consequently, Nottinghamshire Police has the 3rd lowest rate for stop and searches per 1000 population and has one of the highest positive outcome rates. The force was the first to establish and pioneer a dedicated stop and search database which allows supervisors and managers at all levels to scrutinise with greater intensity and searchability all stop and search encounters by individuals and team. For example, an officer who has undertaken the most stop and searches for black males could be open to scrutiny to ensure that the grounds for the stop and searches were reasonable and in accordance with codes of practice.
6. Stop and Searches are now much more proportionate for BME communities as shown in the chart below. Since the Commissioner took office in 2011-12, disproportionality has reduced by 22%.



7. As a result of positive activity in terms of BME mentoring by the force, the number of BME Police Officer applications increased by 60% in 2014.
8. BME recruitment increased from 4.69% in 2013 to 15.62% in 2014. Unfortunately, this activity has been temporarily postponed due to a freeze on recruitment arising from austerity and budget pressures.
9. However, where recruitment has been possible, for instance with volunteers, BME representation has increased: from 3.9% to 7.5% for Special Constables, and Police Cadets BME representation is 26%.
10. More victims are reporting hate crime (+11%) as of 31st January 2016 compared to previous year.
11. In 2015-16, the Commissioner provided an additional £30k funding for diversity training to be delivered to 800 frontline officers by an accredited BME training provider to address unconscious bias in relation to stop and search and other BME encounters. Feedback to-date from attendees is every positive.

12. Nottinghamshire police is now a Stonewall top 100 employer.

13. Positive action is being taken by the force to develop and advance BME staff.

Conclusion

- 1.7 BME representation within Nottinghamshire has increased from 3.7% in 2012 to 4.3% in 2015. The recruitment freeze has hampered further advancements but BME representation with volunteers has improved from 3.9% to 7.5% for Special Constables and the recent introduction of Police Cadets has seen 26% from BME communities. Significant improvements have been made in stop and search as evidenced in HMIC PEEL inspection rating of Good and national statistics show Nottinghamshire Police to have one of the lowest stop and search rates, highest positive outcomes rate and low use of Taser rate.
- 1.8 Whilst the view of the BME Steering Group has positively changed over the years, as they have witnessed and in fact influenced change, further work is still required to ensure that the wider BME communities get to hear of these local achievements. In this respect, the BME Steering Group has organised a conference to be held on Saturday 19th March 2016 at the ACNA centre in Nottingham. Keith Vaz MP has agreed to attend to speak on Race Relations over the past 50 years.

APPENDIX B

Decisions of Significant Public Interest: Forward Plan

1st March 2016 – 31st June 2016

Business cases						
Ref	Date	Subject	Summary of Decision	Cost (£) <i>Where available.</i>	Contact Officer	Report of OPCC / Force

Contracts (above £250k)						
Ref	Date	Subject	Summary of Decision	Cost (£) <i>Where available.</i>	Contact Officer	Report of OPCC / Force
	March 2016	Temporary Staff – Long term and Specialist	Procurement for the long term provision of temporary agency staff to Nottinghamshire Police for a period of two years with the option to extend for a further two years.	£2.6 million	Ronnie Adams, EMSCU	Force
	March 2016	Victim Services	Temporary contract extension for Victim Support Services to December 2016.	£400k	Ronnie Adams, EMSCU	Force
	April 2016	Various contracted work at Oxclose Lane and Carlton	Part of the Estates Rationalisation Programme.	£850,000 Carlton £300,000 Oxclose	Ronnie Adams, EMSCU	Force
	May 2016	Covert Vehicle Hire Services	Regional including Derbyshire, Leicestershire, Lincolnshire, Northamptonshire and Nottinghamshire	£1,044,000 (£261,000 pa)	Ronnie Adams, EMSCU	Force

	May/June 2016	Victim Support Services	Procurement of a 3 year victim support service	£2m tbc	Ronnie Adams, EMSCU	
	TBC	Refurbishment of 1 st Floor, West Bridgford	Part of the Estates Rationalisation Programme.	£300,000	Ronnie Adams, EMSCU	Force
	TBC	Commoditised software	Value to be confirmed for potential contract extension.	TBC >£250,000	Ronnie Adams, EMSCU	Force
	TBC	Holmes House & Mansfield Police Station	Consultants and Contractors	£850,000	Tim Wendels, Assets	Force
	TBC	Forensic Medical Examination	Medical Services for Custody and SARC	>£250,000		Force
	TBC	Vehicle Recovery		>£250,000		Force
	TBC	Uniform	Extension to Uniform Managed Service	>£250,000		Force
	TBC	Waste Management	All waste services including general, recycled and WEEE	>£250,000		Force

Significant decisions						
Ref	Date	Subject	Summary of Decision	Cost (£) <i>Where available.</i>	Contact Officer	Report of OPCC / Force
	March 2016	Restorative Justice	Temporary contract extension for Remedi to provide victim-initiated restorative justice	<£113k	Nicola Wade NOPCC	
	March 2016	Community Safety Fund	Award of small grants of up to £25k each to third sector organisations to achieve Police and Crime Plan objectives	£250k in total	Nicola Wade NOPCC	
	March/April 2016	Crime and Drugs Partnership (CDP) and Safer Nottinghamshire Board (SNB)	Award of community safety grant to CDP and SNB to achieve Police and Crime Plan objectives	£2m TBC	Nicola Wade NOPCC	

	March/April 2016	Sexual Assault Referral Centre (SARC)	Award of grant to contribute to the provision of Nottinghamshire SARC	£74k	Nicola Wade NOPCC	
	March/April	Sexual Violence Support Services	Award of grants to ISAS and Nottingham Rape Crisis to provide interim support to sexual violence survivors in the county	<£86k	Nicola Wade NOPCC	
	April/May	Review of support to survivors of child sexual abuse	Multi-agency review of provision for survivors of child sexual abuse which occurred in residential care	TBC	Kevin Dennis NOPCC	

Estates, ICT and Asset Strategic Planning						
Ref	Date	Subject	Summary of Decision	Cost (£) Where available.	Contact Officer	Report of OPCC / Force
	March / April 2016	Mansfield Partnership Hub	Lease for new Partnership Hub at Mansfield Civic Centre and sale of Mansfield Woodhouse Police Station	Approx. £80,000 capital spend £18,100 annual running costs	Tim Wendels, Assets	Force
	March / April 2016	Netherfield Front Counter	Lease of premises for new Front Counter at St George's Centre, Victoria Road, Netherfield	£20,750 capital spend £5,000 annual rental	Tim Wendels, Assets	Force

Financial reporting (Including forecast budget and virement requests and Medium Term Financial Plan)						
Ref	Date	Subject	Summary of Decision	Cost (£) <i>Where available.</i>	Contact Officer	Report of OPCC / Force
	May 2016	Capital Outturn Report	Outturn of 2015/16 expenditure. This may include virements and requests a decision on the slippage to be carried forward into the next years capital programme.	NA	Pam Taylor	Force
	June 2016	Revised Budget	Revised budget to incorporate Strategic Alliance budget once the final business case has been created.		Charlotte Radford	

Workforce Plan and Recruitment Strategies						
Ref	Date	Subject	Summary of Decision	Cost (£) <i>Where available.</i>	Contact Officer	Report of OPCC / Force
<i>No decisions regarding workforce planning or recruitment strategies for decision, dependent on outcome of business cases.</i>						

APPENDIX C

Performance & Insight Report



Themes 1 - 7

Performance to January 2016

Strategic Priority Theme 7: Spending your money wisely						
Measure		Target Profile	Current Performance – Year Ending January 2016 ¹			
			Performance / Difference	Short-term Trend	Long-term Trend	Summary
1	Make efficiency savings	Save £11.0m by March 2016	-£2.5m	●	●	<p>The Government's grant has reduced significantly and in order to balance the budget, savings of £11.0m need to be made in 2015-16.</p> <p>To date £4.573m efficiencies have been achieved against a target of £7.063m. Work is currently underway to review the shortfall in the efficiency programme by project and what actions are required to recover the position. It is anticipated that the shortfall will be in the region of £3.500m by the year end.</p>
2	Ensure balanced budget	Overall spend v budget 2015/16 budget - £191.2m	-£6.1m -3.8%	●	●	<p>Expenditure to date was £6.109m worse than budget. This was largely due to the shortfall in the efficiency programme which impacts numerous lines of expenditure (as above) where work is underway to address the shortfall although expected to be a £3.500m shortfall by the year end; police officer overtime due to various operations such as speed awareness, although some relates to mutual aid or externally and has been offset by income; staff pay although the trend has improved over recent months; comms & computing due to a charge for systems provided by the Central government; the charge for the MFSS which was omitted from the original budget; the timing of income recognition for externally funded projects which will reverse by the year end especially for the camera/speed awareness projects; and a redundant stock charge for uniforms. A review of the expected outturn is currently being collated.</p>

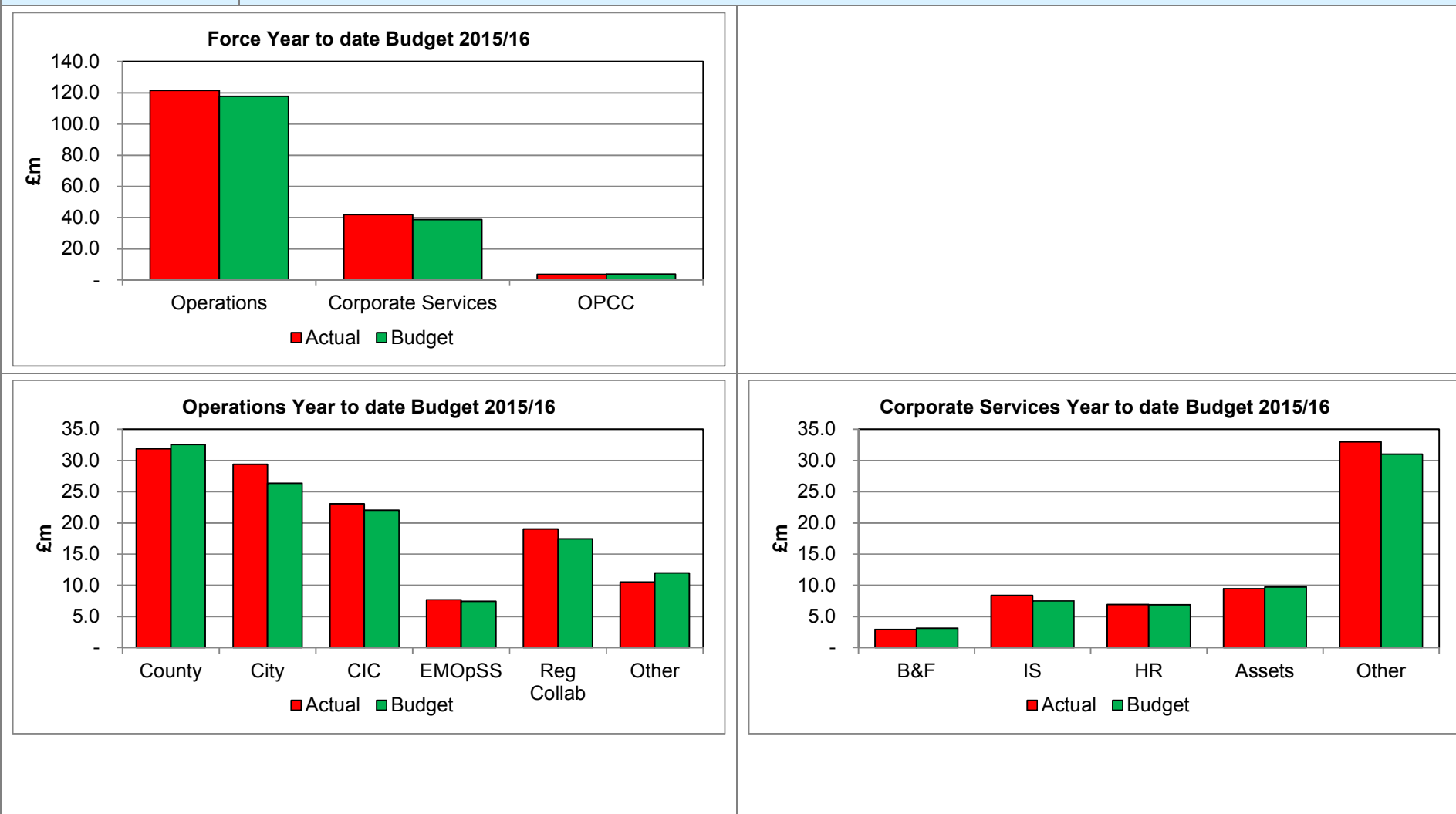
¹ Unless otherwise stated. Where different date parameters apply, this will be detailed in the Summary for the measure

Strategic Priority Theme 7: Spending your money wisely						
Measure		Target Profile	Current Performance – Year Ending January 2016 ¹			
			Performance / Difference	Short-term Trend	Long-term Trend	Summary
3	Total number of days lost to sickness (Officers and Staff 3.7% (8.2 days))	§ Officers	+19.1%	●	●	<p>The latest cumulative (April 2015 to January 2016) sickness data for the Force has shown that officer sickness is 4.41%. This equates to 9.8 days lost to sickness versus the target of 8.2 days.</p> <p>HR continues to work closely with line managers to reduce the number of officers on long term sick.</p> <p>Due to changing our HR and Duty Management System we are not in a position to supply rolling 12 month sickness data.</p>
		§ Staff	+38.0%	●	●	<p>The latest cumulative (April 2015 to January 2016) sickness data for the Force has shown that staff sickness is 5.11%. This equates to 11.3 days lost to sickness versus the target of 8.2 days.</p> <p>HR continues to work closely with line managers to reduce the level of sickness.</p> <p>Due to changing our HR and Duty Management System we are not in a position to supply rolling 12 month sickness data.</p>
4	BME representation	BME representation within the Force to reflect the BME community	+0.3%	●	●	<p>Current BME representation in Force stands at 4.3%. This shows little change from the proportion recorded in March 2012.</p> <p>The 4.3% figure is lower than the BME population of Nottinghamshire, which stands at 11.2% (Source: 2011 Census Data).</p>

Strategic Priority Theme 7: Spending your money wisely						
Measure		Target Profile	Current Performance – Year Ending January 2016 ¹			
			Performance / Difference	Short-term Trend	Long-term Trend	Summary
5	Overtime Budget	Maintain overtime spend below budget 2015/16 budget - £3.9m	-£1.1m -32.8%			<p>The Force's overtime expenditure to date was £4.389m, which is an over spend of £1.083m against a budget of £3.306m. This has mainly resulted from mutual aid and a number of operations the main ones being:</p> <p>Op Drosometer c£0.284m which is externally funded and matched by income; mutual aid and special services c£0.162m (including Op Tiffany for Lincolnshire) and has been more than offset within income; and Op Melic being the missing persons search.</p> <p>Work continues with the force to review the level of overtime.</p>
6	Establishment (FTE's)	<p>§ Officer establishment 1,921.0 FTE by March 2016</p> <p>§ Staff establishment TBC</p>	<p>N/A</p> <p>N/A</p>			<p>Following the move to the Multi Force Shared Services (MFSS) Oracle system, HR is still undertaking a data validation exercise. Until this has been completed the data will be unavailable.</p>

Appendix A

Strategic Priority	<i>Theme 7 – Spending Your Money Wisely</i>
Measure	<i>Comparison of projected spend against actual spend by Force and Portfolio areas</i>
Forecast	£191.200m



Month to date performance:	Actual spend of £17.284m against a budget of £15.734m
Year to date performance:	Actual spend of £166.359m against a budget of £160.250m
Target performance:	Full year budget of £191.200m

Insight

The full year net revenue budget for 2015-16 was £191.200m. This was split Office of the Police and Crime Commissioner (OPCC) £4.725m and the Force Budget £186.475m.

Actual net expenditure to date was £166.359m against a budget of £160.250m. The resulting position against the budget was an over spend of £6.109m. This represented a small under spend of £0.093m in OPCC and over spend £6.201m in the Force. The Force overspend has been impacted by the £2.491m shortfall in the efficiencies programme which impacts numerous lines of expenditure.

The Force:

Police pay and allowances expenditure to date was £87.617m. This represented a £0.479m under spend against the budget. This is savings across basic salaries, pensions and allowances, in part driven by officer leavers being higher than budgeted.

Police officer overtime expenditure to date was £3.683m. This represented a £0.906m over spend against the budget due to various operations mainly on speed awareness c£0.261m which is externally funded and offset within income, in total expenditure on externally funded is £0.316m; and c£0.157m of a mutual aid operations the main one being for Lincolnshire and special services (ie events and football) which both have been offset within income. Therefore underlying the over spend is c£0.432m, with work is underway within Force to review. We are currently accruing to budget for Bank Holiday overtime over Christmas and New Year, as the actual cost will not be known until it is paid in February.

Police staff pay and allowances expenditure to date was £41.226m. This represented a £0.922m over spend against the budget. This over spend is due to the agency staff, not achieving the vacancy rate efficiency challenge within the budget and the delay in some projects. The trend has started to improve over recent months as the force has been scrutinising every vacancy.

Police staff overtime expenditure to date was £0.705m. This represented a £0.176m over spend against the budget and is largely in the custody area.

Other employee expenses to date were £1.280m. This represented a £0.644m over spend against the budget is largely due to redundancy and pension strain costs.

Premises costs to date were £5.628m. This represented a £0.390m over spend against the budget due to phasing of repair costs where only essential work is being undertaken; waste disposal costs; rents and rates; and not achieving some efficiency challenges within the budget. This

has been partly offset by utilities due a to release of an accrual for the Central police station where the actual charge for 2014/15 from the City Council was lower than forecasted.

Transport costs to date were £5.514m. This represented a £0.618m over spend against the budget due to additional insurance costs; vehicle repairs and accident damage; and an efficiency challenge the main item being the fleet review and Artemis which has now been delayed. This has been partly offset by savings on fuel due to the cost per litre being lower than the budgeted rate.

Comms & computing expenditure to date was £5.817m. This represented a £0.884m over spend against the budget due in part to a phasing issue of on prepayments which is being reviewed; costs related to externally funded projects which was not budgeted but offset by income; the efficiency challenge included within the budget; and IT costs from the Home Office which were omitted as it was assumed these costs had been top sliced from the main government grant.

Clothing, uniform and laundry expenditure to date was £0.266m. This represented a £0.081m under spend against the budget. This was largely due to a lower intake of Specials, partly offset by a redundant uniform stock charge. Work is on-going with the provider to critically review the ordering process to reduce stock levels and potential redundant stock; and look at ways to recycle stock.

Collaboration contributions to date was £7.195m. This represented a £1.801m over spend against the budget which was mainly due to the charge for the Multi Force Shared Service (MFSS) being omitted from the original budget which will be addressed in the forecast.

The Minimum Revenue Provision (MRP) is £1.489m lower than budget due to the 2014/15 capital programme being lower than forecasted and a review of asset lives.

OPCC:

The OPCC expenditure to date was £3.554m. This represents £0.093m under spend against the budget. This is largely due to savings on salaries; phasing of training and audit fees; and phasing of Home Office grants and payments to partners such as the community safety grant. This saving is expected to reverse by the year end.

For Consideration	
Public/Non Public*	Public
Report to:	Police and Crime Panel
Date of Meeting:	18th April 2016
Report of:	Paddy Tipping Police and Crime Commissioner
Report Author:	Kevin Dennis
E-mail:	kevin.dennis@nottinghamshire.pnn.Police.uk
Other Contacts:	Kevin Dennis
Agenda Item:	6

POLICE AND CRIME PLAN (2015-16) - THEME 3 PROGRESS TO DATE

TO FOCUS ON PRIORITY CRIME TYPES AND THOSE LOCAL AREAS THAT ARE MOST AFFECTED BY CRIME AND ANTI-SOCIAL BEHAVIOUR

1. PURPOSE OF THE REPORT

- 1.1 This report presents the Police and Crime Panel (Panel) with an update (as requested) on strategic activity being undertaken in respect of Theme 3 of the Police and Crime Commissioner's (Commissioner) Police and Crime Plan (2015-16).
- 1.2 In accordance with section 13 of the Police Reform and Social Responsibility (PR&SR) Act 2011 and subject to certain restrictions, the Commissioner must provide the Panel with any information which the Panel may reasonably require in order to carry out its functions. The Commissioner may also provide the Panel with any other information which he thinks appropriate.

2. RECOMMENDATIONS

- 2.1 The Panel to note the contents of this report, consider and discuss the issues and seek assurances from the Commissioner on any issues Members have concerns with.

3. REASONS FOR RECOMMENDATIONS

- 3.1 To provide the Panel with information so that they can review the steps the Commissioner is taking to fulfil his pledges and provide sufficient information to enable the Panel to fulfil its statutory role.

4. Summary of Key Points

POLICING AND CRIME PLAN – (2015-18) - THEME 3

PERFORMANCE TO JANUARY 2016

- 4.1 Performance against refreshed targets and measures across Theme 3 and the other 6 themes together with insight is contained in the Performance section of the Commissioner's web site to January 2016.^a
- 4.2 A summary of performance to January 2016 for Theme 3 is shown in the table below. The Commissioner's Performance Update report is submitted as another agenda item for this Panel meeting and provides insight on all performance issues albeit by exception and to avoid duplication is not restated herein.

STRATEGIC PRIORITY THEME 3: Focus on those priority crime types and local areas that are most affected by crime and anti-social behaviour				
Measure		Objective / Target	Performance April to Jan-16	
1	Reduction in All Crime across the force	a) A reduction in All Crime compared to 2014-15	+0.6%	
		b) A reduction in Victim-Based Crime compared to 2014-15	+0.6%	
		c) A reduction in Victim-Based Crime compared to 2011-12	-3.7%	
		d) To monitor the number of offences in those local areas which experience a high level of crime	City- 5.0%	County +2.0%
		e) To monitor the proportion of rural crime compared to 2014-15	12.1%	
2	Reduction in Anti-Social Behaviour (ASB) incidents across the force	a) Reduction of ASB compared to 2014-15	-4.7%	
		b) Long-term target of 50% reduction by end of 2015-2016 (compared to 2011-12 baseline)	-36.4%	
3	The detection rate (including Positive Outcomes) for Victim-Based Crimes	a) An increase in the detection rate for Victim-Based Crime	-2.7%	
		b) To monitor the proportion of Community Resolution disposals	14.6%	
		c) To monitor the detection rate for All Crime	-3.5%	

THEME 3 STRATEGIC ACTIVITIES

- 4.3 Appendix A of the Commissioner's refreshed Police and Crime Plan (2015-16) provides a detailed overview of the Commissioner's Strategic Framework, outlining the priorities and supporting strategic actions to be delivered. The intention of these activities is to support the achievement of the above measures. The table below provides a list of the strategic activities for Theme 3. These are a direct extract from the Police and Crime Plan (2015-16) previously submitted to the

^a

<http://www.nottinghamshire.pcc.police.uk/Document-Library/Public-Information/Performance/2016/Performance-and-Insight-Report-to-January-2016.pdf>

Panel as part of the consultation process and are included in this report as a reminder of the range of activity being undertaken.

Ref	THEME 3 - STRATEGIC ACTIVITIES – POLICE AND CRIME PLAN (2015-16)
3C1.	Continue to support partnership working in high crime neighbourhoods in the City and County.
3C2.	Commission and produce an ASB leaflet to improve public and partners understanding of new ASB powers and tools
3C3.	Implement a 'target hardening scheme with County Council.
3C4.	Work with Partners and Force to better understand and respond to wildlife crime in rural areas (see also 3F2).
3C5.	Better understand 'fear of crime' and how it can be reduced.
3F1.	Implement operational control strategies for priority crime types.
3F2.	Work with partners to protect local environments and Wildlife Crime 'through' cross border working.
3F3.	Develop a mechanism for defining and monitoring rural crime by postcode if possible.
3F4.	Roll out a case management system to improve the sharing of information between partners (e.g. ECINS).
3F5.	Consider extending Operation Graduate in the City to cover holiday periods and extend to the County.
3F6.	Further develop a Control Plan for Other Violence so incidents are fully understood/responded to.
3F7.	Monitor 'Other Crimes Against Society', 'Other Sexual Offences' and 'Sexual Offences', 'Vehicle Interference' and 'Public Order Offences'.
3P1.	Design and implement a new 'Neighbourhood Locality Working Model' in the County and align with City wide tasking model.
3P2.	Develop a better understanding of agencies roles, responsibilities and powers to improve local tasking arrangements and locality working.
3P3.	Develop stronger links between Nottinghamshire Road Safety Partnership and District community safety partnerships to improve road safety.

- 4.4 These activities are refreshed each year in support of the Plan and lead officers assigned to take responsibility for the delivery and implementation. A written update is provided to the Panel twice a year at six months and twelve months. The Commissioner's Annual Report provides a 12 month overview against targets and actions within the Police and Crime Plan.
- 4.5 **Appendix A** of this report contains an extract of the written responses provided to the Panel on [2nd November 2015](#) for Theme 3. This particular theme has been especially updated for the Panel. A 12 month written update report is currently being prepared for the Panel to show progress on all activity to 31st March 2016. This will be submitted to the Panel meeting on 6th June 2016.
- 4.6 However, a more detailed Case Study report of one specific strategic activity has been prepared for the Panel and is contained in **Appendix B** of this report. This Case Study relates to **3P1** above i.e. *'Design and implement a new 'Neighbourhood Locality Working Model' in the County and align with City wide tasking model.'*
- 4.7 In this respect, following the review of Police Priority Areas (PPAs) in Nottinghamshire in September 2014 work led by the Deputy Chief Fire Officer was completed with workshops and stakeholders to improve standards, delivery, performance, community engagement and a self-assessment framework. The

outcome of this work was reported to the October 2015 meeting of the Safer Nottinghamshire Board (SNB).

- 4.8 The Commissioner has provided funding to support locality working and will do so in 2016-17 to continue to support this work.
- 4.9 The Case Study provides an example of how the principles of the new 'Local Working Model' has been developed and implemented in New Cross a complex located within Ashfield District Council.
- 4.10 It will be seen that crime levels in the New Cross project area are much better than other Partnership Plus areas and Ashfield overall especially in respect of antisocial behaviour, serious acquisitive crime, criminal damage and violent crime. A survey of individuals supported by the project indicates that their lives have improved in a number of areas including health, community, housing, money and work.

5. Financial Implications and Budget Provision

- 5.1 Financial issues relevant to this report are contained in other reports submitted to the Panel.

6. Human Resources Implications

- 6.1 None - this is an information report.

7. Equality Implications

- 7.1 None that relate to this specific report.

8. Risk Management

- 8.1 Risks to performance are identified in the main body of the report together with information on how risks are being mitigated.

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

- 9.1 The Commissioner included a strategic activity in his current Police and Crime Plan to: "Design and implement a new 'Neighbourhood Locality Working Model' in the County and align with City wide tasking model." The Case Study contained in **Appendix B** prepared by Ashfield District Council's Service Director for Environment, provides an example of a new locality working model implemented in New Cross in Ashfield.

10. Changes in Legislation or other Legal Considerations

10.1 None that directly relates to this report.

11. Details of outcome of consultation

11.1 The Case Study contained within **Appendix B** has been prepared by officers of Ashfield Borough Council.

12. Appendices

- A. Extract of the 6 month written responses provided to the Panel on 2nd November 2015 re Theme 3 of the Police and Crime Delivery Plan (2015-16) - Updated for the Panel.
- B. Case Study - A locality working model piloted in Ashfield (New Cross)

13. Background Papers (relevant for Police and Crime Panel Only)

- [Police and Crime Plan 2015-2018 \(published\)](#)

For any enquiries about this report please contact:

Kevin Dennis, Chief Executive of the Nottinghamshire Office of the Police and Crime Commissioner

Kevin.dennis@nottinghamshire.pnn.Police.uk
Tel: 0115 8445998

APPENDIX A – THEME 3 STRATEGIC ACTIVITIES OF POLICE AND CRIME PLAN (2015-16)

3C1.	Continue to support partnership working in high crime neighbourhoods in the City and County.	
NW	<ul style="list-style-type: none"> The Commissioner has agreed a funding plan with Nottingham Crime and Drugs Partnership (CDP) and Safer Nottinghamshire Board (SNB). The CDP's plan includes funding staff to support partnership working in high crime neighbourhoods in the city. The SNB plan includes funding for neighbourhood working which will be overseen by the district based community safety partnerships. In 2015/15 the PCC allocated £300,000 to support neighbourhood working in the county. 	G
3C2.	Commission and produce an ASB leaflet to improve public and partners understanding of new ASB powers and tools	
PG	<ul style="list-style-type: none"> The Commissioner's office has been working closely with the City Council's Community Protection ASB Team to develop a draft ASB leaflet and an ASB Practitioner's Advice Booklet to provide guidance on the new ASB Tools and Powers and case studies of how these powers can be used to good effect. These will be made available in paper form and online as PDF downloads. In addition, a Best Practice ASB and Hate Crime event is planned for 25th April 2016 facilitated by the Commissioner and to be attended by both Police and Partners. Practitioners and Police lead for Neighbourhood Policing. Over ten cases studies have been prepared by all Partnerships to answers the following: <ul style="list-style-type: none"> describe the problem and the impact on victim(s) partnership working if any the powers utilised and the outcome together with any barriers identified and overcome It is envisaged that this Best Practice event to be attended by over 60 practitioners will help build capability in the use of the ASB powers. Representatives, of the Panel will also be attending this event. 	G
3C3.	Implement a 'target hardening scheme with County Council.	
PG	<p>SAFE Scheme</p> <ul style="list-style-type: none"> £50k was funded by the Commissioner toward the Safe Project which ran for 12 months from July 2014. 14 burglary hot spot streets across the county were targeted although the project only committed to 7 in the initial bid. Over 1,500 premises were identified and more than 900 benefited from a home security review where required, or target hardening 	A

	<p>measures installed. Some businesses were also assisted. Approximately 8% of householders refused the service.</p> <ul style="list-style-type: none"> • In addition, over 240 Domestic Violence victims and vulnerable elderly victims were supported with home security checks and target hardening where appropriated. • Feedback received was very positive. Initial results show a reduction in burglary on the targeted streets compared with previous 12 months. <p>New Scheme</p> <ul style="list-style-type: none"> • The Force is tried without success to establish a working relationship with local housing providers across the county including local authority housing, whether they be separate from the councils and the main community housing associations again county wide to further develop the scheme. • The Force sought to establish a Memorandum of Understanding (MOU) with these housing providers so that an agreed target hardening project plan for supporting vulnerable persons in Nottinghamshire could be implemented. • Therefore, others options have been considered and a new Target Hardening Scheme will now form part of the new Victims Model to go live in 2017. 	
3C4.	Work with Partners and Force to better understand and respond to wildlife crime in rural areas (see also 3F2).	
PG	<ul style="list-style-type: none"> • The Commissioner has actively promoted the national 'Rural Crime' Survey by 'National Rural Crime Network'. Over 17,000 people living and working in the rural areas responded to this survey. A rural and wildlife crime strategy is being developed supported by dedicated website which will be completed by the end of October. This strategy will set out the Commissioner and Chief Constable's commitment to policing and promoting community safety in rural neighbourhoods. The force has a dedicated web site for rural crime and the partner web site is currently being finalised. 	G
3C5.	Better understand 'fear of crime' and how it can be reduced.	
PG	<ul style="list-style-type: none"> • A better understanding of fear of crime is reviewed as part of the production of the annual strategic Police and Crime Needs Assessment. For example, feelings of safety during the day and dark and locality form part of the annual surveys undertaken in Nottingham and Nottinghamshire. These were considered as part of the most recent assessment. 	G
3F1.	Implement operational control strategies for priority crime types.	
AB	<ul style="list-style-type: none"> • The Strategic Intelligence Assessment is complete. The setting of the Control Strategy for the next 12 months will occur in September. Progressing as planned. • Control Strategy complete and being implemented with identified priority crime types identified through Threat/Harm and Risk. 	G
3F2.	Work with partners to protect local environments and Wildlife Crime 'through' cross border working.	

PG/AR	<ul style="list-style-type: none"> Nottinghamshire Police currently chair the Regional Wildlife Group on behalf of the National Wildlife unit which involves regional forces and partners. Specific designated officers and Special Constables are working with numerous partnerships e.g. Environment Agency, Angling Society, Wildlife Trust and many more to help protect wildlife from crime. The Force has extended its agreement with Neighbourhood Alert. A review was undertaken to consider how the Force can more effectively target communities with alerts which will include rural communities and their various sub-sections (farm watch, plant owners, horse watch, etc.) who will be one of our key stakeholder groups. Following this review a new rural crime alert scheme funded by the Commissioner commenced in March this year.¹ People living and working in three rural areas of Nottinghamshire can now receive news, information and appeals from their local police team straight to their mobile phone, thanks to a new text messaging pilot launched in March-16. Anyone living in the Bassetlaw, Newark and Sherwood areas can register to receive free text message alerts from officers about issues affecting their area, including information about recent incidents and advice to help them avoid becoming victims of crime. The Commissioner's office has developed a specific website² for rural matters which should assist in this objective in terms of gaining access to information to protect local environments and wildlife. In addition, a rural crime news leaflet has been developed and was sent in hard copy to all 200 Parish Councils across the County and is available for download from the Commissioner's web site.³ In respect of cross border working, the Force has signed up to Operation Traverse which looks to tackle angling issues. The Force has previously undertaken some joint rural crime training with Leicestershire and Lincolnshire. NICHE provides excellent opportunities to share data re offending and intelligence picture. 	G
3F3.	Develop a mechanism for defining and monitoring rural crime by postcode if possible.	
AB	<ul style="list-style-type: none"> The rural crime definition, including crime categories has been agreed and is reported on through the monthly Performance and Insight reports. 	G
3F4.	Roll out a case management system to improve the sharing of information between partners (i.e. ECINS).	
AB	<ul style="list-style-type: none"> The funding for the system has now been agreed for a two year period and the system has been procured and the whole County now has access. The County Divisional Superintendent for Partnerships chairs a Countywide working group which has representation from all District areas and the City and also specialists such as Data Protection and IT. There are now agreed terms of reference for the group, a PID and a delivery plan for the rollout of the system. An implementation manager funded by the PCC has been in post since 1st August 2015 who will assist in driving the delivery plan forward. The initial time line is to have partnership resources trained and live on the system by December 2015. Good progress has been made with the roll out of E-CINS across district Council, Vulnerable Person Panels, and Integrated Offender Management and the management of key individual networks. Consideration is being given to the management of hate crime incidents through E-CINs to be piloted in the Broxtowe district area. 	G

¹ <http://www.nottinghamshire.pcc.police.uk/News-and-Events/Archived-News/2016/PR-458.aspx>

² <http://www.nottsruralwatch.co.uk/>

³ <http://www.nottinghamshire.pcc.police.uk/Document-Library/Public-Information/Newsletters-and-Publications/Rural-Crime-Leaflet.pdf>

3F5.	Consider extending Operation Graduate in the City to cover holiday periods and extend to the County.	
AB	<ul style="list-style-type: none"> Over the past two years the patrol element of Operation Graduate has centred on identified high-risk weekends across high risk micro beats, taking into account previous year's offences and attendance times. The engagement/prevention element has continued as a phased process throughout the academic year. The Force is currently in the process of completing a review that will drive the activity for the academic year 2015/2016. It is anticipated that the Force will continue with the identified periods being those subject to patrols in the micro beats. The operation is focussed around Serious Acquisitive Crime crimes in the areas of student accommodation and tackles student victimisation. During the summer holidays the students do not stay in Nottingham and remove all their property. As part of the review the Force will assess any needs for patrols through the Christmas or Easter holidays in line with the identified high risk periods. Graduate tackles student victimisation in areas of student accommodation. However the tactics can be used to address other crime types, and is therefore potentially valid elsewhere in the county. Tactics for Graduate are highly specialised to the specific crime problem seen in heavily populated student areas and are not a sensible option for many other crime areas The "scorpion" tactic of patrolling used in Graduate was discussed in detail on the County after Graduate's inception to identify any suitable areas for County deployment, but none were found due to the difference in criminal activity and victims The graduate approach was modified and has evolved over time on the County into the approach used in OP PERMUTE, which involves in-depth intelligence gathering from the local community and has been used very effectively in Hucknall. The areas that tend to see a larger amount of Chinese students living in them (primarily around Beeston) have been examined for graduate tactics but the crime rate is much lower and spread over a wider area (with a smaller population density) so this tactic would not be effective. Essentially any crime problems attached to areas more frequented by Chinese students tend to be completely different problems to those seen by the Lenton based students and are more suitable to regular burglary reduction tactics. The Commissioner funded a project undertaken by the research team at the University of Nottingham and supported by Nottingham Trent University entitled, 'International students' perceptions and experiences of crime and safety in Nottingham: A pilot study of Chinese students' which reported its findings in August 2015. The overall aim of this project was to improve the understanding of the perceptions and experiences of crime and safety issues amongst Chinese students in the City of Nottingham in order to provide better mechanisms to minimise the risks and tackle issues identified in the study. By actively bringing together Chinese students and various stakeholders from the Police and relevant departments in the two Universities, the project was aimed secondly at helping to build better integrated local communities with diverse cultures, and thirdly at informing future research, policies, and initiatives on how to develop safe and friendly communities for international students. The findings are to be presented by the researchers to the SNB Hate Crime Steering Group in November 2015 so that the recommendations can be considered and subsequently implemented. 	A
3F6.	Further develop a Control Plan for Other Violence so incidents are fully understood/responded to.	
AB	<ul style="list-style-type: none"> Violence is identified in the Force Strategic Assessment and daily monitored through Performance Dashboards, and monthly through Force Performance. Through an established Violent Crime Gold Group other violence categories have been explored in depth utilising Force and Partnership analysts. This analysis has resulted in specific resources being deployed at identified hotspots and preventative work engaging a variety of partners. 	A

3F7.	Monitor ‘Other Crimes Against Society’, ‘Other Sexual Offences’ and ‘Sexual Offences’, ‘Vehicle Interference’ and ‘Public Order Offences’.	
AB	<ul style="list-style-type: none"> • Crime types are monitored on a daily basis through various performance Dashboards which are available to all operational officers. Each crime type is reported on in Divisional performance meetings and where exceptions are identified they are proportionately actioned. • The dashboards give current performance data together with seasonal trends and comparisons to previous performance in relation to previous months/years. 	G
3P1.	Design and implement a new ‘Neighbourhood Locality Working Model’ in the County and align with City wide tasking model.	
KD	<ul style="list-style-type: none"> • Following the review of PPAs in Nottinghamshire in September 2014 work has been completed led by Deputy Chief Fire Officer. Workshops have been completed with Stakeholders to improve standards, delivery, performance, community engagement and a self-assessment framework. The outcome of this work will be reported to the October 2015 meeting of SNB. District CSPs are actively developing community safety hubs and different engagement models with local people to bring out a more sustainable approach to neighbourhood problem solving. PCC has made available further funding in 2016/17 to support this work through the Safer Nottinghamshire Partnership Board. • See Appendix C Re Case Study of Locality Working Model employed in Ashfield DC (New Cross) 	G
3P2.	Develop a better understanding of agencies roles, responsibilities and powers to improve local tasking arrangements and locality working.	
PG	<ul style="list-style-type: none"> • See also 3P1 	G
3P3.	Develop stronger links between Nottinghamshire Road Safety Partnership and District community safety partnerships to improve road safety.	
AB	<ul style="list-style-type: none"> • Police leads on all the County district CSP's are now linked into the Road Safety Partnership. CSP's are able to raise issues concerning road safety in their area and can initiate appropriate activity from the responsible agency. All CSPs will be contacted to make them aware of NSRBP responsibility and the support they can provide. • CSP's have always had the ability and opportunity to link into the Road safety partnership but so far any contact has been occasional and by exception concerning a specific local issue. We need to contact all the CSP's and make them aware of the NSRSP ability to help them if they have road safety concerns or issues they want to raise in their areas. 	A

APPENDIX B

PCC Delivery Plan Update Report - The New Cross Support Team

“Design and implement a new ‘Neighbourhood Locality Working Model’ in the County and align with City wide tasking model.”

Background and context

It is widely recognised that public services need to work differently to minimise the impact of reducing central government funding. It is also recognised that there are communities who have multiple social needs and who draw significant public resources into them on a daily basis.

Through this recognition and on the strength of partnership and relationships within Nottinghamshire a coalition of agencies was built, prepared to work differently together, and pilot a new service model in alignment with the PCC’s locality review. We found that with services built around institutions rather than people, residents can experience a bewildering and fragmented journey through services which are designed to support them, but in some cases can leave them feeling more vulnerable, disenfranchised and frustrated. From an organisational point of view, there can be significant duplication, ineffective practices and wasted effort.

Creation of the New Cross Support Team

The New Cross Support Team was created and tasked with working with residents in Sutton in Ashfield in a different way; ensuring residents are supported by services that work for them, rather than for the host organisation.

The purpose of the New Cross Support Team was defined as:

“HELP ME BE SELF SUFFICIENT AND LIVE A BALANCED AND FULFILLED LIFE”

The team drew together officers from a variety of both statutory and non-statutory organisations. All were asked to “bring their skills, but leave their badge”. Officers would retain access to systems and institutional knowledge held by each distinct organisation, and share data through the E-Cins database, yet they would be free from any procedural or criteria based burden from within existing service provision of the organisation. The following agencies are currently operating within the team:

- Ashfield District Council
- Mansfield District Council
- Nottinghamshire County Council

- Nottinghamshire Police
- Nottinghamshire Fire and Rescue Service
- Catch 22
- DWP Jobcentre Plus
- Framework Housing Association

Location based services

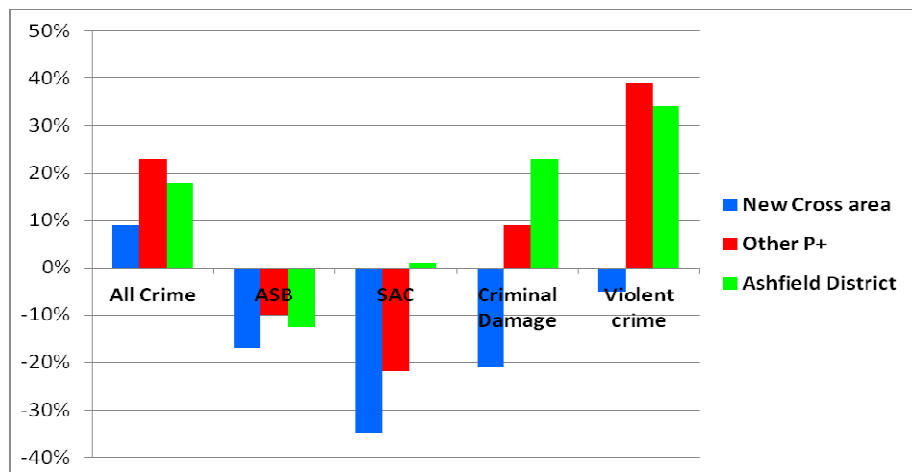
To facilitate greater relationship building with the community, and to distance the team from more institutional ‘standard service delivery’ models, a terraced house was purchased and converted into office space. The office has since become a pseudo ‘hub’ for residents, who present to the property to report issues, for support and guidance, and to feed back on community based issues.

Evaluation

The evaluation has been multi-faceted and has considered impacts on macro data sets, for example crime levels and demand on Council services. It has also then considered perceptions of individuals who received support from the New Cross Team. These perceptions have been gathered through the support of Nottingham Trent University who undertook a series of interviews to provide some independent rigour to the evaluation.

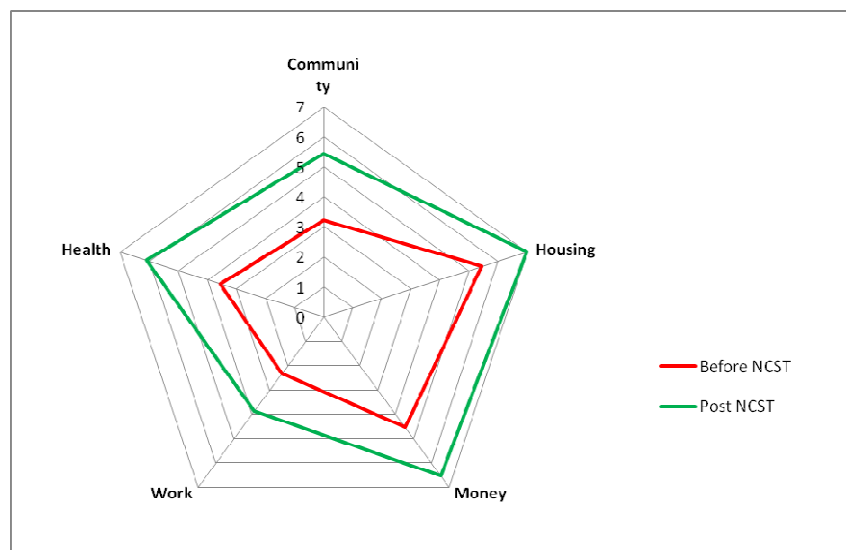
Crime data impacts

The graph below shows the year to date change in recorded crime for the 6 output areas comprising the pilot area for the period April – September 2015, compared to the Ashfield district as a whole and 4 other ‘control’ areas which share similar socio-demographic characteristics and challenges. Given the relatively short time the pilot has been operating there should be a level of caution over these findings and it will be important to continue tracking performance over a long term period but the differences are certainly noteworthy.



Impacts on individuals

Of the 120 cases worked on so far, 16 have been fully costed and evaluated. For each of those, the individuals supported undertook a 'Window on the World discussion' where they considered all aspects of their lives. For each area, e.g. health, money, housing etc, they were asked to score from 0-10 how they saw themselves currently. The average of their collective responses the first time they met the New Cross Support Team is shown in red. The average of their collective responses after they have been supported by the team is shown in green.



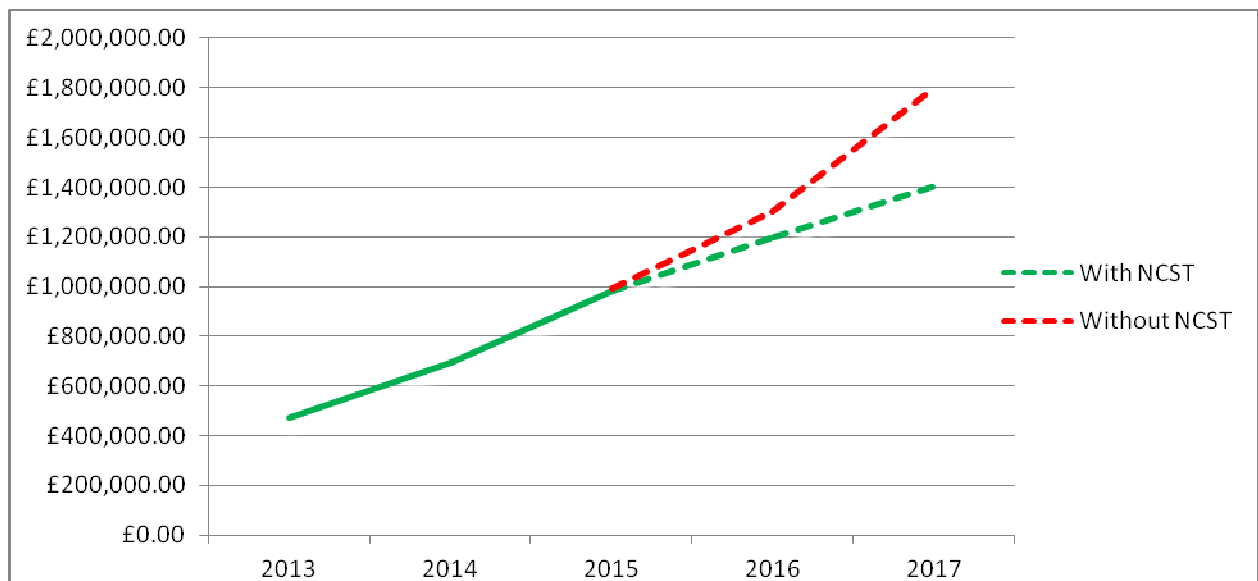
Some of the testimony received through the interviews undertaken by Nottingham Trent University is very powerful, and a few small extracts are provided below:

Before I had this support must have rang ...the police and the ambulance up like 10 times or something. I was in A and E six times. I was running back and I didn't have the support....Now I've not rang the police or A and E for months.

I get up in the morning I'm a different person and I've got no reason to like big these people up but I am because they've saved my life. I don't really think I'd be...I think I'd be dead.

Financial Impact

To ascertain the impact of the New Cross Support Team, the historical costs of the 16 cases fully evaluated were established. This showed the actual financial cost to public services of all the demand generated by those individuals. Once the New Cross Support Team start working with an individual they keep a record of all costs associated with the case, enabling a direct comparison to be drawn between the historical costs and projected future costs. It is then possible to consider what the costs may have been had the New Cross team not intervened.



Based on the above, the total costs saved to the public sector from the 16 cases by 2017 would be £385k. If this was extrapolated across all 115 cases the team have worked with, the public sector saving would be £2.75m.

For every £1 spent, £7 could be saved.

The future

Ashfield District Council is committed to mainstreaming the funding for the Support Team. As such the Council has offered to employ a number of Support Team worker posts, funded by multiple agencies, and to be supplemented by a smaller number of seconded officers to create a hybrid approach within the team.

To date, commitments have been made from the Police and Crime Commissioner, Nottinghamshire Police, Nottinghamshire Fire and Rescue Service and local Clinical Commissioning Groups towards providing funding or seconded personnel to the New Cross Support Team on a permanent basis.

The project will also be rolled out to Ashfield on a wider basis, beginning with a similar area in Broomhill, Hucknall. The evaluation for both will continue to inform service delivery across Ashfield, and Nottinghamshire, supporting the wider locality and Public Sector reform agendas.

COMPLAINTS UPDATE

Purpose of the Report

1. To update the Police and Crime Panel on complaints considered under the Complaints Procedure.

Information and Advice

2. The Police and Crime Panel (the Panel) is required to make suitable arrangements for handling complaints against the Police and Crime Commissioner and his Deputy. Criminal complaints must be referred to the Independent Police Complaints Commission, while local arrangements are required for dealing with other complaints. The Panel has adopted a complaints procedure which is attached for reference as an **Appendix** to this report.
3. Since the last report to Panel in September 2015 four complaints have been addressed to the Police and Crime Panel.
4. The first complaint related to how Nottinghamshire Police had conducted an investigation, and asked for the case to be re-opened. Complaints regarding operational matters do not fall within the remit of the Panel; there are separate procedures for dealing with complaints of this nature. The complainant was advised to forward the complaint to Nottinghamshire Police.
5. The second complaint related to the conduct of the Deputy Police and Crime Commissioner (DPCC). The complaint related to the content of a letter written by the DPCC that was published in the Nottingham Evening Post. The complaint was resolved when the DPCC offered a written apology, and confirmed to send a copy to the Nottingham Evening Post for publication.
6. The third complaint related to South Yorkshire Police Force and therefore did not fall within the remit of the Panel; the Police and Crime Panel for South Yorkshire was notified of the complaint.
7. The fourth complaint related to the conduct of a Nottinghamshire Police Officer. Again, there are separate procedures for dealing with complaints of this nature; the complainant was advised to forward the complaint to Nottinghamshire Police.

Other Options Considered

8. The report is for noting only.

Reasons for Recommendation/s

9. The report is for noting only.

RECOMMENDATION/S

That the Police and Crime Panel note details of the complaints received in respect of the Police and Crime Commissioner and his Deputy since September 2015.

Background Papers and Published Documents

None

For any enquiries about this report please contact:-

Sue Bearman, Senior Solicitor
susan.bearman@nottsccl.gov.uk
0115 9773378

NOTTINGHAMSHIRE POLICE AND CRIME PANEL COMPLAINTS PROCEDURE

BACKGROUND

1. This procedure has been adopted to ensure compliance with the Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012 which are issued under the Police Reform and Social Responsibility Act 2011.
2. There are separate procedures for complaints against the Commissioner's office and staff, and complaints regarding operational policing, the Chief Constable and other police officers. Details are available on the Commissioner's website and on the PCP website.

AIMS/OBJECTIVES

3. To set out the way complaints against the Police and Crime Commissioner (the Commissioner) and the Deputy Police and Crime Commissioner (the Deputy Commissioner) will be handled by the Police and Crime Panel (PCP).
4. To reassure the public that complaints against the Commissioner and the Deputy Commissioner are dealt with fairly and appropriately.
5. To reassure the public that any complaint relating to a criminal offence will be referred by the PCP to the Independent Police Complaints Commission.

INITIAL HANDLING OF COMPLAINTS

Meaning of 'Complaint'

6. This Procedure relates to complaints about the conduct of the Commissioner and the Deputy Commissioner. 'Conduct' means the way things are done or not done, statements are made and decisions taken. It does not cover complaints about the merits of a decision, for example where somebody disagrees with a policy the Commissioner has introduced. The PCP can consider whether a decision was taken properly and in accordance with procedures, but it cannot substitute another view for that of the Commissioner.

Submitting a complaint

7. The PCP has delegated authority for the initial handling of complaints, together with other aspects of the process, to the Host Authority's Monitoring Officer (Nottinghamshire County Council's Monitoring Officer) under Section 101(2) of the Local Government Act 1972.

Complaints should be sent to:

**The Monitoring Officer
Nottinghamshire County Council
County Hall**

**West Bridgford
Nottingham
NG2 7QP**

Or emailed to Jayne.Francis-Ward@nottscc.gov.uk

8. When submitting a complaint it is helpful to provide as much information as possible, to be specific regarding what was allegedly said or done, the date it happened, and whether there were any witnesses. A form is available on the website.

Timescales

9. Wherever possible complaints will be acknowledged within 5 working days, and concluded within 40 working days if dealt with through informal resolution (see paragraph 29 below).

Duty to preserve evidence

10. Where a complaint is made, the first task is to ensure that all appropriate steps are taken to obtain and preserve evidence relating to the complaint. This duty is ongoing until or unless arrangements are made for the complaint to be dealt with through informal resolution (see paragraph 29 below). This is the exception because informal resolution does not involve the investigation of the complaint (i.e. obtaining evidence about it).

Notification and recording of complaints

11. If the complaint relates to another police force area, the police and crime panel for that area must be notified.
12. If the complaint relates to the PCP's police force area it will be recorded.
13. If the complaint is recorded, the complainant and the person complained against will be provided with a copy of the record of complaint. However:
 - The record may be altered to protect the identity of the complainant or any other person.
 - In some cases the Monitoring Officer may decide not to provide a copy of the record, if doing so might prejudice any criminal investigation or pending proceedings or would in some other way not be in the public interest. Any decision not to provide the record will be kept under regular review.
 - This duty to provide a copy of the record does not apply where the complaint has been, or is already being, dealt with by criminal proceedings, or where the complaint is withdrawn.
 - If a decision is taken not to notify or record a complaint, the complainant must be advised and given the reason.

Notification and recording of conduct matters

14. If an issue arises because of a media report or legal proceedings for example, and it appears that the Commissioner or Deputy Commissioner may have committed a criminal offence, this is referred to as a conduct matter.
15. A conduct matter is therefore where no formal complaint has been received, but the matter should be treated in the same way as if there was a complaint.
16. Such matters will be recorded in the same way as a complaint unless it has already been recorded as a complaint or is the subject of criminal proceedings.

Reference to the Independent Police Complaints Commissioner (IPCC)

17. The PCP is not responsible for investigating or determining whether a crime has been committed. The PCP has delegated authority to the Host Authority's Monitoring Officer for filtering complaints and deciding which complaints may amount to criminal conduct and should be referred to the IPCC. The Monitoring Officer may take advice from the IPCC before making a referral.
18. Any conduct matter (see paragraphs 14-16 above) and any serious complaint (a complaint about conduct that constitutes or involves, or appears to, the commission of a criminal offence) must be reported to the IPCC as soon as possible.
19. Any other complaint must be referred if the IPCC requires it.
20. Referrals should be made as soon as possible and no later than the close of business the day after the PCP becomes aware that the matter should be referred.
21. The complainant and the person complained about should be notified, unless doing so might prejudice a future investigation.
22. It is possible for the IPCC to refer any complaint back to the PCP for resolution.

Circumstances when the PCP does not need to deal with a complaint

23. The Monitoring Officer can decide not to refer the complaint for resolution, or to take no action at all, in the following circumstances: -
 - A complaint by a member of the Commissioner's staff, arising from their work
 - A complaint that is more than 12 months old where there is no good reason for the delay or the delay would be likely to cause injustice
 - A complaint about conduct that is already the subject of another complaint

- An anonymous complaint
 - A complaint which is vexatious, oppressive or otherwise an abuse of process for dealing with complaints
 - A repetitious complaint
24. The complainant will be notified if the decision is taken not to deal with a complaint.

Withdrawn complaints

25. A complainant can withdraw or discontinue their complaint at any time, by notifying the PCP in writing (addressed to the Monitoring Officer) and signing the notification. This must be recorded, and if the complaint has been referred to the IPCC they must be updated too.
26. The PCP may decide not to treat the complaint as withdrawn, but to treat it as a conduct matter and refer it to the IPCC in accordance with the procedure set out above. This decision will be made by the Monitoring Officer in consultation with the Chairman of the PCP.
27. The person who is the subject of the complaint will be kept informed, unless to do so might prejudice a criminal investigation or pending proceedings, or would in some other way not be in the public interest.

Conduct occurring outside England and Wales

28. The Commissioner and Deputy Commissioner are under a duty to notify the PCP via the Monitoring Officer, of any allegation, investigation or proceedings relating to their conduct outside England and Wales. The PCP can take whatever action it thinks fit in these circumstances. This decision will be made by the Monitoring Officer in consultation with the Chairman of the PCP.

Informal Resolution of Complaints

29. If a complaint is not referred to the IPCC or rejected it must be dealt with by informal resolution. This is a way of dealing with a complaint by solving, explaining, clearing up or settling the matter directly with the complainant, without an investigation or formal proceedings. It is a flexible process that may be adapted to the needs of the complainant and the individual complaint.
30. If a complaint has already been satisfactorily dealt with by the time it comes to the PCP's attention, the complaint may be considered resolved and no further action taken. The Monitoring Officer can take this decision following consultation with the Chairman of the PCP.
31. If action is to be taken the Monitoring Officer will make arrangements following consultation with the Chairman of the PCP.

32. The handling of the process can be delegated to : -

- A sub-committee or a single member of the PCP
- Another person, such as the PCC's Chief Executive or the Host Authority's Monitoring Officer
- But the Commissioner and Deputy Commissioner cannot be appointed to consider complaints against each other.

33. If a sub-committee or a person is appointed the PCP can take back responsibility for informal resolution at any time.

34. Informal resolution will be discontinued if the IPCC notifies the PCP that they require the complaint to be referred to them, or if the Monitoring Officer in consultation with the Chairman of the PCP decides the complaint should be referred to the IPCC.

Requirements for informal resolution

35. The intention is for the procedure to be flexible so it can be adapted to individual circumstances.

36. However, there are some formal requirements which are set out below:

No investigation can take place. The PCP has power to require the person complained against to provide information and documents to the PCP and to attend to answer questions. This does not amount to an investigation.
The complainant and the person complained against must be given the opportunity to comment on the complaint as soon as is practicable.
Any failure by the person complained against to comment on the complaint when invited to do so will be noted in the written record.
No apology can be tendered on behalf of the person complained against unless the person has admitted the alleged conduct and agreed to the apology.

The outcome of informal resolution

37. There will be no formal sanctions with informal resolution; ultimately the Commissioner and Deputy Commissioner are held accountable by the ballot box. However the PCP may publish a report or recommendation.

38. The aim is to resolve the complaint to the satisfaction of the parties involved. For example, the person complained against may agree that an apology

would be appropriate, an explanation might resolve the concern, or an agreement on how to move forward may be reached following mediation.

Publishing the outcome of informal resolution

39. A record of the outcome of the informal resolution must be made as soon as practicable after the process is completed. Copies must be provided to the complainant and the person complained against.
40. The record of the outcome of informal resolution can be published if it is considered to be in the public interest. This decision rests with the Monitoring Officer in consultation with the Chairman of the PCP. Before doing so the complainant and the person complained against will be invited to comment, and their views will be considered.

Keeping records

41. A record of all complaints received will be kept until 12 months after the Commissioner and/or Deputy Commissioner leaves office. The record will include the name of the complainant, details of the complaint and how the matter has been dealt with.
42. Summary reports regarding complaints dealt with under this procedure will be submitted to the PCP on a regular basis.

Appeals

43. There is no right of appeal to informal resolution.
44. However a complaint can be made about the way a matter was handled, for example if it was delayed or if there was a failure to record a complaint. In the first instance the complaint should be addressed to the Chairman of the PCP:

The Chairman of the Police and Crime Panel
Nottinghamshire County Council
County Hall
West Bridgford
Nottingham
NG2 7QP

45. If a satisfactory response is not received the complainant can refer the matter to the Local Government Ombudsman:

The Local Government Ombudsman
PO Box 4771
Coventry
CV4 0EH