

For Consideration	
Public/Non Public*	Public
Report to:	Police and Crime Panel
Date of Meeting:	29th June 2017
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:	10

POLICE AND CRIME COMMISSIONER'S UPDATE REPORT – TO MARCH 2017

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 end of year performance for 2016-17 where data is available.

2. RECOMMENDATIONS

- 2.1 The Panel to note the contents of this 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

POLICING AND CRIME PLAN – (2016-18)

Performance Summary

- 4.1 Performance against refreshed targets and measures across all seven themes is contained in the Performance section of the Commissioner's web site to January 2017.^a This report details performance from 1st April to 31st March 2017 where data is available.

Reporting by Exception

- 4.2 The Commissioner's report focuses 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).
- 4.3 The table below shows a breakdown of the RAGB status the Force has assigned to the 22 targets reported in its Performance and Insight report to March 2017. In previous reports there were 33 measures reported on but this year only measures with specific targets will be assigned a RAGB status.^{bc}
- 4.4 It can be seen that only 13 (59%) of these measures are Amber, Green or Blue indicating that the majority of measures are close, better or significantly better than the target. Currently 36% (8) of targets reported are Red and significantly worse than target.

KEY to Performance Comparators											
Performance Against Target		Jun-16	%Total	Aug-16	%Total	Sep-16	%Total	Jan-17	%Total	Mar-17	%Total
<input checked="" type="checkbox"/>	Significantly better than Target >5% difference	7	32%	3	14%	1	5%	1	5%	1	5%
◆	Better than Target	4	18%	4	18%	5	23%	3	14%	4	18%
±	Close to achieving Target (within 5%)	8	36%	9	41%	8	36%	9	41%	8	36%
<input checked="" type="checkbox"/>	Significantly worse than Target >5% difference	3	14%	5	23%	7	32%	8	36%	8	36%
<input type="checkbox"/>	No Longer Measured	0	0%	1	5%	1	5%	1	5%	1	5%
	Total	22	100%	22	100%	22	100%	22	100%	22	100%

- 4.5 One measure i.e. the 'Percentage of victims and witnesses satisfied with the services provided in Court', taken from the Witness and Victim Experience Survey (WAVES) is no longer active and therefore it is not possible to report on this measure.
- 4.6 The table below provides an overview of one target (5%) graded blue.

^a <http://www.nottinghamshire.pcc.police.uk/Document-Library/Public-Information/Performance/2017/Performance-and-Insight-Report-to-March-2017.pdf>

^b A number of performance measures are monitor only and it has been agreed that it is not appropriate to assign a RAGB to such measures unless the measure is + or – 10%.

^c New RAGB symbols have been used for this report in case readers are limited to black and white print.

<input checked="" type="checkbox"/>	Objective / Target – RAGB Status Blue	Jun-16	Aug-16	Sep-16	Jan-17
	1. A reduction in the number of non-crime related mental health patients detained in custody suites	80.00%	94.10%	94.10%	54.50%

- 4.7 The table below provides an overview of the 8 targets (36%) graded red, one more than the previous Panel report of which most relate to volume crime and have increased largely due to the back record conversion of crimes in order to comply with the National Crime Recording System (NCRS). This is explained more fully later in the report (see [section 6.23](#)).

<input checked="" type="checkbox"/>	Objective / Target RAGB Status Red ●	Jun-16	Aug-16	Sep-16	Jan-17	Mar-17
	1. 90% of victims of crime are completely, very or fairly satisfied with the service they have received from the police	83.7%	83.0%	82.8%	81.8%	82.3%
	2. A 10% increase in the number of POCA orders compared to 2016-16	-3.7%	-16.8%	-21.0%	-16.8%	-12.2%
	3. Increase BME representation within the Force to reflect the BME community (11.2%)	4.5%	4.5%	4.5%	4.5%	4.5%
	4. NEW: Early Guilty Plea rate for the Crown and Magistrates' Courts - to be better than national average	8.9%	-9.9%	-2.0%	-1.4%	-8.7%
	5. NEW: A reduction in the number of repeat victims of hate crime compared to 2015-16	N.avail	-5	-4	-6	4
	6. A reduction in All Crime compared to 2015-16	-9.5%	-6.6%	-1.8%	10.1%	13.7%
	7. A reduction in Victim-Based Crime compared to 2015-16	-8.9%	-6.7%	-2.3%	8.1%	11.7%
	8. To reduce the levels of rural crime compared to 2015-16 and report on: 1.1. Rural and 1.2. Urban	-6.7%	-1.0%	2.2%	9.3%	12.1%

- 4.8 Panel Members require the Commissioner's update report to:
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.
- 4.9 The Force has provided the following responses to these questions in sections 5 and 6 below.

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

BL1. A reduction in the number of non-crime related mental health patients detained in custody suites - Improved Performance and Reason/Lessons Learned

- 5.1 As of 31st March 2017, 11 people have been presented to custody as a first place of safety during the year. This compares to a total of 50 last year and an improvement of 78%. On average this year, less than 3% of mental health patients have been taken to custody, with the vast majority taken to the mental health suite.
- 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. However, the scheme has been in operation now for a number of years and it will become more challenging to maintain the level of reductions seen thus far.

- 5.3 In January 2016 Nottinghamshire Police Control Room collaborated with the mental health trust to place a mental health nurse in the control room 09:00-16:00 Mon-Fri to supplement the Triage Car.
- 5.4 The benefits of this pilot are that control room staff and frontline officers can be passed information to provide the correct response based on the persons mental health status. The Control Room Nurse can coordinate with mental health services to unlock better help for the member of public. Post incident they can refer the person to services or update their current care team of the incident. This then allows them to act to de-escalate the person's mental health issue.
- 5.5 The Triage Team continue to work with beat teams and health on repeat callers to assist with information sharing and appropriate decision making based on the whole picture of the subject. There has been a significant reduction in the use of police time attending repeat callers and where appropriate a number of prosecutions have been successful to those who having every opportunity to engage with services continue to offend / repeat call.

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

R1. 90% of victims of crime are completely, very or fairly satisfied with the service they have received from the police

<input checked="" type="checkbox"/>	Objective / Target RAGB Status Red ●	Jun-16	Aug-16	Sep-16	Jan-17	Mar-17
	1. 90% of victims of crime are completely, very or fairly satisfied with the service they have received from the police	83.7%	83.0%	82.8%	81.8%	82.3%

- 6.1 Satisfaction for incidents reported in the 12 months to March 2017 has remained at similar levels (currently 82.3%). Performance remains below the 84.6% level achieved for the same period of last year.
- 6.2 In terms of the aspects of satisfaction, ease of contact and treatment remain high in the mid-nineties (96.6% and 94.9% respectively) for all user groups, and these positions remain unchanged from the figures reported for the last three months. There has been a month on month deterioration in satisfaction levels for keeping people informed and in January this reduced slightly to 68.2%.
- 6.3 The Force has commissioned colleagues at Nottingham Trent University to carry out a bespoke piece of analysis on victim satisfaction service delivery, exploring what the Force are doing well and where we can improve – with a focus on keeping victims updated. The university plan to run focus groups this month, with a view to the findings being reported in June 2017.

R2. A 10% increase in the number of POCA orders compared to 2015-16

<input checked="" type="checkbox"/>	Objective / Target RAGB Status Red ●	Jun-16	Aug-16	Sep-16	Jan-17	Mar-17
	2. A 10% increase in the number of POCA orders compared to 2016-16	-3.7%	-16.8%	-21.0%	-16.8%	-12.2%

- 6.4 The Force recorded 5 fewer Confiscation and Forfeiture Orders this year compared to last year; this equates to a reduction of 2.2%, placing the Force more than 12% below the 10% increase target. It should be noted that any decision to apply for an order is made by the Crown Prosecution Service and not the Police. A decision to grant an order is one for the Court alone.
- 6.5 An order is not granted until sentencing and in many cases there can be a gap of many months between point of arrest and an order being granted.
- 6.6 The Force ended the year recording 23 offences of profiting from or concealing knowledge of the proceeds of crime. POCA orders will be generated from a number of other offences types however, not just from these.
- 6.7 Performance information for the value of orders is currently unavailable.

R3. Increase BME representation within the Force to reflect the BME community (11.2%)

- 6.8 There has been no deterioration in this measure, but is rated red because the 11.2% representation as defined by the 2011 Census has not been achieved. BME headcount is 4.53% for Police Officers and 4.43% for Police Staff and overall its 4.5%. Furthermore, Police Cadets (26%) and Special Constables (8%).
- 6.9 When the Commissioner took office in 2012 representation was 3.7% so there has been an improvement overall. Austerity and the 2 year recruitment freeze did hamper progress. However, the Chief Constable has opened up recruitment for both PCSOs and Police Officers. The recruitment process in January 2017 attracted 660 applicants of which 66 applicants were from BME communities as shown in the table below representing 10%.
- 6.10 The Commissioner has been working closely with the BME Steering Group since 2013 and established a BME Working Group to advance BME recruitment and selection, BME advancement and retention as well as other issues which may adversely affect attraction of BME candidates, i.e. stop and search and diversity training of officers. Members were provided with a case study on this work listed at [Appendix A](#) of the 18th April 2016 Panel meeting.
- 6.11 To achieve an 11.2% BME representation an additional 144 BME police officers would need to be recruited. The Commissioner has worked closely with the Chief Constable during the recruitment of Police officers in January and May 2017. Prior to this a range of positive activities were undertaken to attract applicants from BME communities under Operation Voice which included talent spotting, buddying, awareness events, marketing publications. Of the 660 applications received for Police Officers 66 (10%) was from BME communities; of the 131 applications for PCSO posts, 12.98% were from BME communities.
- 6.12 A further recruitment process has opened up for Police officers with a closing date of 24th March 2017 and to encourage applicants from BME communities an awareness event was held on 11th March 2017 at the Afro-Caribbean National Artistic (ACNA) Centre in Nottingham. There will be further recruitment ongoing throughout the year, including more events encouraging a diversity of applications.

- 6.13 More recently the second Police officer recruitment process (closing date 26th May 2017) has resulted in 627 applicants of which 81 (13%) are from BME communities.

R4. NEW: Early Guilty Plea rate for the Crown and Magistrates' Courts - to be better than national average (Crown Court)

<input checked="" type="checkbox"/> Objective / Target RAGB Status Red ●	Jun-16	Aug-16	Sep-16	Jan-17	Mar-17
4. NEW: Early Guilty Plea rate for the Crown and Magistrates' Courts - to be better than national average	8.9%	-9.9%	-2.0%	-1.4%	-8.7%

- 6.14 Data for this measure is released quarterly. The measure relates to quarter 3 data covering October to December 2016 (Qtr 3). Rates for both Courts remain below the national average but for Crown Court in quarter 3 was performance was 40.2%, (8.7% below the national average). The trend as seen in the table above swings + or – 8% or 9% during the year. Quarter 4 data has just been released and reveals an improvement in Crown Court to 41.3% a shortfall of 2.7% from the national average.
- 6.15 The East Midlands region continues to work with the Efficiency and Effectiveness Board to look at these issues in the round. They may relate to file quality, to Non electronic IDPC^d, defence practitioner's understanding around Transforming Summary Justice (TSJ), lawyer reviews being timely, or robust court management. All of these issues feature in the Court Observations Action plan (managed via the East Midlands Criminal Justice Board [EMCJB]) borne out of a series of observations we led earlier in the year which have proved very useful in understanding key system wide issues.
- 6.16 In Nottinghamshire the Force has launched a performance model that will see files checked against an agreed set of questions, staff allocated to 'fix' issues before submission and immediate feedback to officers upon review. Alongside that a whole series of officer in the case (OIC)/Sgt based data will become available to operational supervisor to manage not just staff but the particular issues that reflect file quality. This was scheduled to go live mid-October in Nottinghamshire. The Force is also now feeding back to operational teams weekly reviews by the Crown Prosecution Service as part of the National Case Quality Assessment. As previously stated file quality is but one issue and the Action Plan contains actions for each agency so that the whole system improves going forward.
- 6.17 The guilty plea at first hearing has also been made the number one priority for this performance year by the Regional Criminal Justice Board (RCJB) and the Effectiveness and Efficiency Board chaired by DCC Knighton.

R5. NEW: A reduction in the number of repeat victims of hate crime compared to 2015-16

<input checked="" type="checkbox"/> Objective / Target RAGB Status Red ●	Jun-16	Aug-16	Sep-16	Jan-17	Mar-17
5. NEW: A reduction in the number of repeat victims of hate crime compared to 2015-16	N.avail	-5	-4	-6	4

^d IDPC is colloquially known as information and evidence in the case.

- 6.18 The Force definition of a repeat victim is based on the national definition. A hate crime repeat victim is a victim of a hate crime or incident in the current month who has also been a victim of one or more hate crimes or incidents at any point in the previous twelve months.
- 6.19 Of a total of 118 hate crime victims in the month of March 2017, 17 had been a victim of one or more previous hate crimes in the 12 months prior (April 2016 – March 2017). This compares to a baseline monthly average for the 2015/16 year of 13 repeat victims per month, which represents 4 more repeat hate crime victim in March compared to the baseline figure. As a proportion, 14.4% of hate crime victims in March were repeat victims. This figure is higher than the baseline monthly average for the previous year (10.9%).
- 6.20 However, comparing performance annually, during 2015-16, there were 13 victims of Hate crime on average per month representing 10.9% of all victims. In 2016-17 this monthly average increased to 15.2 (an increase of 2.2, or +16.7%) representing 11.46% of all victims also an increase. So although the Commissioner's target was to reduce repeat victimisation, it has increased mainly due to Brexit which occurred in June 2016.

R6. New: A reduction in All Crime compared to 2015-16

R7. New: A reduction in Victim-Based Crime compared to 2015-16

R8. New: To reduce the levels of rural crime compared to 2015-16

<input checked="" type="checkbox"/> Objective / Target RAGB Status Red ●	Jun-16	Aug-16	Sep-16	Jan-17	Mar-17
6. A reduction in All Crime compared to 2015-16	-9.5%	-6.6%	-1.8%	10.1%	13.7%
7. A reduction in Victim-Based Crime compared to 2015-16	-8.9%	-6.7%	-2.3%	8.1%	11.7%
8. To reduce the levels of rural crime compared to 2015-16 and report on: 1.1. Rural and 1.2. Urban	-6.7%	-1.0%	2.2%	9.3%	12.1%

- 6.21 As previously reported, the above three targets have all been significantly impacted by the back record crime conversion which took place during quarter 3 (2016-17) to ensure compliance with the National Crime Recording Standard (NCRS).
- 6.22 The table above shows the trend i.e. that the Force started the year with a relatively high crime reduction across all three indicators, but since September 2016 this changed in line with the back record crime conversion activity. It can be seen that as of 31st March 2017, Total Crime is 13.7% (+9,931 offences) up compared to the same period last year. Similar increases are seen with victim based crime (+11.7%) and rural crime (+12.1%). A review of Iqanta data identifies that some forces have seen much higher increases of over 30%. Only, 2 forces have experienced crime reductions of around 2%.
- 6.23 Monthly volumes between September and November peaked to the highest levels recorded in the last five years as a result of the proactive National Crime Recording Standards (NCRS) audit programme, with Violence Against the Person, Sexual Offences, Public Order offences and Hate Crimes in particular seeing large increases.

- 6.24 Whilst the NCRS audit is now complete, the Force has put in place new daily processes to maintain compliance with the national standards. This means that recorded crime volume remains at a higher level and this is expected to continue as the accepted new 'normal' level, driven primarily by the offences types listed above.
- 6.25 All Crime volume in March 2017 was 31.7% higher than last March, which equates to 1,902 additional crimes being created in the month.
- 6.26 Victim-Based crime has increased by 11.7% (7,614 offences) this year, while Other Crimes Against Society have increased by 32.4% (2,317 offences). The increase in Other Crimes Against Society is driven by a 92.7% increase in Public Order offences, the majority of which were recorded as a result of the NCRS audit. Public Order offence volumes remain high following the audit, as a result of the daily incident checks now in place in force.
- 6.27 The overall volume of Victim-Based crime increased by 7,614 offences compared to last year. Violence Against the Person (VAP) and Sexual Offences have both been a major cause of the increase. This was due to the increase in offences as a result of, and the subsequent daily checks following the NCRS compliance audit.
- 6.28 VAP has seen a 25.2% increase (+4,483 offences). Performance is driven by an increase in Violence without Injury with a 49.4% increase (+3,782 offences). Sexual Offences have increased by 25.5% this year (+125 Rape and +406 Other sexual offences).
- 6.29 The Force recorded an increase in Burglary Dwelling between October and December but monthly volumes have reduced since then. None-the-less the Force ended the year with a 10.4% increase (+348 offences) in Burglary Dwelling.
- 6.30 Theft ended the year with a 12% increase compared to last year which is 2,262 additional crimes. Within theft there was an 11.6% increase (+891 offences) in shoplifting and a 20.7% increase (+1,700 offences) in Other Theft.
- 6.31 This year the Force has recorded 9,766 rural crimes, an increase of 1,054 offences (12.1%) on last year. Over the same period crime in urban areas has increased by 13.3% (8,436 offences). The rate of offences per 1,000 population in rural areas is 45.790 compared to 81.854 in urban areas.
- 6.32 Crime in rural towns and fringes has increased by 12.8% (648 offences) this year, while crime in rural villages has increased by 14.6% (371 more offences).
- 6.33 Rural areas continue to record an increase in Burglary offences (+120 or +8.8%). Other crime types are showing increases in line with the offences that were part of the NCRS audit (VAP/Sexual/Public Order offences). The position is similar on the Urban areas due to the NCRS increases, but burglary actually reduced on urban areas this year (-12 offences).

HMIC PEEL EFFECTIVENESS INSPECTION 2016 - UPDATE

6.34 At the last Panel meeting the Commissioner provided an update on Her Majesty's Inspectorate of Constabulary (HMIC), PEEL Effectiveness (2016) report published 2nd March 2017 following its inspection of the Force in September last year. He explained that in order to ensure that every critical aspect of the HMIC report including comments, areas for improvement, areas of concern and recommendations are all considered and responded to, that the Chief Constable would provide a written response for each point so he can be fully assured that improvements are being made in every area. Since then, the fully completed template has been sent to Panel members and the Commissioner has provided his written response to HMIC and the Home Office as required.^e

6.35 In his letter to HMIC the Commissioner states:

In addition, to obtaining written assurance on all points of criticism, it is my intention to go further by asking my internal auditors to test some of the new procedures implemented by the Force to ensure that vulnerable victims will never be exposed to the risk identified by HMIC. In this respect, my auditors will:

*a. Review every point of criticism relating the management of **domestic incidents** as identified in the Assurance Framework Template to provide me with assurance that that victims are not exposed to any further risk.*

*b. Review every point of criticism relating to the need to better **understand local communities** identified in the Assurance Framework Template to provide me with assurance that officers do understand the risks they face, together with their vulnerabilities and their priorities.*

Finally, I will seek to obtain further assurance personally through the Chief Constable by undertaking more detailed assurance checks into those areas highlighted as a concern.

Holding the Chief Constable to Account

6.36 The Commissioner is represented at the key Thematic, 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.

6.37 In addition, the Commissioner meets quarterly with the Head of Investigations and Intelligence and Head of Operations to gain a deeper understanding of threats, harm and risk to performance. The last meeting was held on 3rd April 2017 and the next meeting will take place on 19th June 2017.

6.38 Panel Members have asked if a case study could be prepared for each meeting. Previous case studies relating to (1) Shoplifting, (2) the Victims Code, (3)

^e

<http://www.nottinghamshire.pcc.police.uk/Document-Library/Public-Information/HMIC-Reports/Responses-to-HMIC/PCC-Response-PEEL-Police-Effectiveness-2016.pdf>

Improving BME Policing Experiences, (4) Hate Crime and Knife Crime (5), Stop and Search (6) Rural Crime and (7) the new victim services CARE have been prepared. For this meeting, a case study has been prepared in respect of the Evaluation of Community Remedy (see **Appendix A**).

Activities of the Commissioner

- 6.39 The Commissioner continues 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.^f

DECISIONS

- 6.40 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.^g
- 6.41 Panel Members have previously requested that the Commissioner provide a list of all forthcoming decisions (Forward Plan) rather than those already made. This Forward Plan of Key Decisions for the OPCC and the Force has been updated and is contained in **Appendix B**.

7. Financial Implications and Budget Provision

- 7.1 The Force has indicated that finance information will only be provided on a quarterly basis when the outturn is reviewed and this will go into a separate report.

8. Human Resources Implications

- 8.1 None - this is an information report.

9. Equality Implications

- 9.1 None

10. Risk Management

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

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

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

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

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

12. Changes in Legislation or other Legal Considerations

12.1 The Commissioner publishes a horizon scanning document^h every two weeks and can be downloaded from his website. The horizon scanning undertaken involves reviewing information from a range of sources, including emerging legislation, government publications, audits and inspections, consultation opportunities and key statistics and research findings, in order to inform strategic planning and decision making locally.

13. Details of outcome of consultation

13.1 The Chief Constable has been consulted on this report.

14. Appendices

- A. Case Study – Evaluation of Community Remedy
- B. Forward Plan of Key Decisions for the OPCC and the Force

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

- [Police and Crime Plan 2016-2018 \(published\)](#)
- [Peel: Police Effectiveness 2016 - Nottinghamshire Police](#)

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

^h <http://www.nottinghamshire.pcc.police.uk/Public-Information/Horizon-Scanning/Horizon-Scanning.aspx>

