NOTTINGHAMSHIRE POLICE AND CRIME PLAN

PERFORMANCE AND INSIGHT REPORT 2019/20

QUARTER 4: PERFORMANCE TO MARCH 2020

Guidance notes:

1. The following performance indicators are taken from the Police and Crime Commissioner's (PCC) plan 2018-21. The information is structured according to the four strategic priority themes.

2. Wherever possible, performance information is provided for a 12 month rolling period compared to the equivalent 12 months of the previous year, in order to provide an indication of trend. Where information provided is for an alternative period this is stated.

3. Additional insight is included in the report in order to provide context in relation to performance exceptions only.

4. Data sources for each indicator are specified at Appendix 1, including any information supplied outside of the Nottinghamshire Police Management Information team.

5. Amendments and additions have been added to this edition of the P&I report, in line with the revised Police and Crime Plan Strategic Framework (2018-21)

Performance exceptions:

Performance exceptions, both positive and negative, are indicated within the report by the following markers:-

● Positive exception: Significant improvement in latest quarter, or improving trend over three successive quarters

● Negative exception: Significant deterioration in latest quarter, or deteriorating trend over three successive quarters

Summary of Key Performance Headlines and Exceptions

Theme 1: Protecting Vulnerable People from Harm – Pages 3 to 4

- Nottinghamshire Police was assessed by HMICFRS as 'GOOD' at Protecting Vulnerable People as part of the 2019 PEEL inspections.
- Safeguarding referrals continue to show marked increases each quarter, largely due to improved training and better Partnership working.
- Missing Persons Reports have seen progressive reductions each yearly quarter (see Appendix A, points 1A.2 and 1A.3 for further insight).
- Recorded Modern Slavery offences saw a marked increase in 2019/20 (+146.8%) partly due to the dedicated team and on-going training & awareness raising.
- Police recorded Child Sexual Exploitation (CSE) offences have seen steady reductions over the last two years.

Theme 2: Helping and Supporting Victims – Pages 5 to 6

- The proportion of domestic abuse-related crimes that are repeats increased by 1.0% point in 2019/20, while overall cases recorded increased by 6.0%
- There are indications that activity to address a decline in domestic abuse survivor satisfaction rates during 2019/20 is having a positive impact.
- Positive outcomes rates for Serious Sexual Offences (SSO) continue to decline following increases in disclosure and third party reporting.
- The absolute volume of positive outcomes for serious sexual offences, by contrast, remains relatively stable.
- 'Cope and recover' outcomes relating to PCC commissioned victim services will be formally reported to the Ministry of Justice in May 2020.

Theme 3: Tackling Crime and Anti-social Behaviour – Pages 7 to 10

- Victim-based crime has been falling over the last two years, primarily due to reductions urban areas. Victim based crime in rural areas has increased.
- Average crime severity (ONS Crime severity scores) have progressively reduced force wide over the last two years, indicating reductions in crime harm.
- 2019/20 saw a 13.6% reduction in the volume of knife crime recorded by Nottinghamshire Police
- Levels of police recorded alcohol-related violence and ASB have seen progressive reductions over the last two years.
- Offenders successfully removed from the IOM scheme since January 2016 achieved an average reduction in reoffending risk of 73.9%

Theme 4: Transforming Services and Delivering Quality Policing – Pages 11 to 13

- The proportion of residents reporting positive perceptions of the police continued to increase during 2019/20.
- Calls to the 999 emergency service increased steadily during 2019/20 reflecting national trends. Despite this, abandonment rates remain low.
- Professional Standards Department (PSD) has seen deterioration in the timeliness of complaint resolution.
- Police Officer sickness rates increased by 8% in 2019/20, with stress / mental health issues remaining the primary category of sickness.
- Work continues to resolve issues in reporting response & NCRS compliance data following migration to new command & control system in January

Theme 1: Protecting Vulnerable People from Harm

Theme 1A: More Vulnerable People Safeguarded and Protected								

		Aim	12 months to Mar 2019	12 months to Jun 2019	12 months to Sep 2019	12 months to Dec 2019	12 months to Mar 2020	Change over last year
								% / Actual
1A.1	Adult and Child Safeguarding Referrals	Increase	5,533	5,837	6,401	6,739	● 7,056	+27.5% / +1,523
1A.2	Missing persons	Monitor	3,426	3,242	3,153	2,964	● 2,895	-15.5% / -531
1A.3	Missing: No apparent risk	Monitor	3,038	3,094	3,016	3,008	3,103	+2.2% / +65
1A.4	Mental health-related incidents	Monitor	18,718	18,708	18,456	18,416	18,818	+0.5% / +100

Safeguarding Referrals

Overall safeguarding referrals continued to increase in Nottinghamshire in 2019/20, reaching a new peak in January 2020. Overall referrals increased by 27.5% during the year.

This positive trend provides the force and partner agencies with confidence that improvements are being made in the identification and recording of safeguarding concerns, enabling agencies to take appropriate safeguarding actions to minimise the risk of harm. Improved training and better Partnership working in relation to CSE, PPNs and Knife crime are believed to have impacted upon this positive trend.

Missing Person Reports

Missing Person reports have been in decline since May 2018 following force investment in a dedicated Missing Team to work collaboratively on safeguarding issues. These reductions, which totalled 15.5% in 2019/20 have bucked rising trends seen among other police forces and are estimated to have equated to savings of around £1.3 million over the last two years. Monthly missing person reports have fallen from 286 to 241 over the last year and are expected to stabilise over the next four years subject to the impact of social, economic, organisational and environmental factors.

Reports of 'Missing with no apparent risk' (formerly Absent Persons Reports) increased sharply during February and March 2020 – reaching the highest monthly rate (302) since July 2018. Public anxiety linked to the spread of the COVID-19 pandemic is likely to have impacted upon reporting during this period.

Mental Health-Related Incidents

The last 12 months have seen a monthly average of 1,568 police recorded mental health reports, which is comparable to the previous year monthly average of 1,560. Police recorded mental health incidents had been in decline since Summer 2019, but saw a marked increase during the latest quarter. This will be closely monitored over the coming months. The overall number of mental health-related incidents recorded by police increased by a marginal 0.5% during 2019/20.

Theme 1: Protecting Vulnerable People from Harm

		Theme 1B: Improved Response to Serious and Emerging Threats							
		Aim	**12 months to Mar 2019**	**12 months to Jun 2019**	**12 months to Sep 2019**	**12 months to Dec 2019**	**12 months to Mar 2020**	**Change over last year**	
								%	**Actual**
1B.1	**Fraud Offences**	Monitor	**3,076**	3,076	3,049	3,006	**3,013**	**-2.1%**	**-63**
1B.2	**Online Crime**	Monitor	**3,589**	3,551	3,469	3,556	**3,641**	**+1.5%**	**+52**
1B.3	**Drug Trafficking and Supply Offences**	Monitor	**807**	848	897	947	⬤ **908**	**+12.5%**	**+101**
1B.4	**Police recorded Child Sexual Exploitation**	Monitor	**659**	588	575	560	**525**	**-20.3%**	**-134**
1B.5	**Police recorded Modern Slavery offences**	Increase	**47**	53	73	102	⬤ **116**	**+146.8%**	**+69**

Modern Slavery

2019/20 saw a significant increase (+146%) in police recorded modern slavery offences. This positive trend largely reflects on-going training and proactivity among officers and an increased awareness of the nature, risk, legislation and signs of slavery. The force has a dedicated Modern Slavery and County Lines Team who are available to offer advice and assistance to frontline officers. The force continues to take a proactive approach to identifying and tackling modern slavery - seeking out offences, ensuring survivors are protected and that offenders are brought to justice.

Fraud offences and online crime

Fraud offences and online crime continue to represent a significant challenge to the police and represent a growing demand on police resources

Child Sexual Exploitation

There are no definitive factors that can be evidenced to explain the reduction in CSE. However, a number of considerations can be given to provide possible context for the reduction:-

- Previously, CSE was a force priority area and heavily advertised; more recently CCE (Child Criminal Exploitation) has become the priority and some crimes may now be recorded as this.
- Notts has recently seen an uplift in the recruitment of new officers; there may be issues with their training and understanding of crimes linked to CSE and the use of the correct flags.
- There has been increased education and advertisement about CSE in the public domain; this could have had the potential to put some offenders off or, has made them smarter in their offending so that crimes are becoming better hidden.

Drug Trafficking and Supply Offences

The continued increase in drug trafficking and supply offences is largely attributed to on-going operations such as Op Reacher. From January to March 2020, there have been 13 individual drugs seizures and 40 vehicles seized for no insurance/licence. The continued upturn in levels is particularly positive in light of there being only 1 PC and 1 PCSO on the Bestwood Reacher Team for a three week period.

The Op Reacher Teams are reporting that even with COVID-19 related lockdown being implemented in mid-March, the enforcement action in relation to Fail to Stops, Vehicle Seizures, Drugs and Weapons remains significant.

The teams have also helped to maintain good community relationships with the setting up of 'ReacherRoo' and ReacherEats', helping to deliver hot meals and food care packages via the church and to NHS staff at the City Hospital.

Theme 2: Helping and Supporting Victims

		Aim	12 months to Mar 2019	12 months to Jun 2019	12 months to Sep 2019	12 months to Dec 2019	12 months to Mar 2020	Change over last year %	Actual
	Theme 2A: Improved Reporting and Response to Domestic and Sexual Violence and Abuse								
2A.1	**Police recorded domestic abuse crimes**	Monitor	**14,259**	14,552	14,860	15,124	**15,119**	**+6.0%**	**+860**
2A.2	**Domestic abuse repeat victimisation rate**	Monitor	**33.1%**	33.5%	34.4%	34.5%	**34.1%**	**+1.0% pts**	**n/a**
2A.3	**Domestic abuse: Positive Outcome Rate**	Monitor	**14.6%**	14.6%	13.8%	13.4%	**13.7%**	**-0.9% pts**	**n/a**
2A.4	**% Domestic abuse victims satisfied (overall)**	Monitor	**92.2%**	90.9%	90.0%	88.0%	● **88.4%***	**-3.8% pts**	**n/a**
2A.5	**Serious sexual offences: Adult**	Monitor	**1,489**	1,504	1,447	1,466	**1,431**	**-3.9%**	**-58**
2A.6	**Serious sexual offences: Child**	Monitor	**1,401**	1,392	1,406	1,387	**1,408**	**+0.5%**	**+7**
2A.7	**Sexual Offences: Positive Outcome Rate**	Monitor	**9.2%**	9.4%	8.6%	8.6%	**7.8%**	**-1.4% pts**	**n/a**

Domestic Abuse

The area has seen an increasing trend in reported domestic abuse crime over the last two years due, in part, to improvements in recording and a likely increase in survivor confidence to come forward and seek support from the force and partner agencies. Domestic abuse crimes increased by 6% in the year ending March 2020 compared to the year ending March 2019. The proportion of victims that are repeats has increased marginally during the year.

Levels of satisfaction with the police among survivors of domestic abuse began to reduce between April 2018 and December 2019, largely driven by reductions in satisfaction among victims with being kept informed. The Force devised an audit to review numerous crimes for VCOP compliance in keeping victims informed. This deals with non-compliance through a series of emails and later personal interventions from managers. The most recent survey results saw a 0.4% increase in satisfaction.

* NB: 2-3 month lag on domestic abuse survey reporting. Latest data relates to surveys undertaken in October to December 2019

Sexual Abuse

Adult Serious Sexual Offences saw a small decrease in the year ending March 2020 when compared to the previous 12 months. Child offences saw a small increase of 7 during the same period. The positive outcome rate has fallen by 1.4 percentage points. Latest audited VCOP data for Rape and Serious Sexual offences saw marked improvements in compliance largely driven by the new VCOP audits introduced since December 2019.

VCOP compliance rates for Rape & Serious Sexual offences

	OCTOBER	NOVEMEBER	DECEMBER	JANUARY	FEBRUARY	MARCH
NORTH	44%	52%	36%	59%	72%	90%
SOUTH	73%	55%	60%	75%	75%	90%

Theme 2: Helping and Supporting Victims

		Aim	12 months to Mar 2019	12 months to Jun 2019	12 months to Sep 2019	12 months to Dec 2019	12 months to Mar 2020	Change over last year %	Actual
	Theme 2B: Victims Receive High Quality and Effective Support Services								
2B.1	**Victims Code of Practice Compliance**	Monitor	**91.2%**	90.4%	90.0%	90.0%	**90.4%**	**-0.8%**	n/a
2B.2	**Victim Services: Closed Cases**	Monitor	**2,386**	-	3,526	-	TBC May 20	TBC	TBC
2B.3	**Improved cope and recover outcomes (all)**	Monitor	**78.7%**	-	80.6%	-	TBC May 20	TBC	TBC
2B.4	**% crimes resolved via community resolution**	Monitor	**10.7%**	10.5%	10.7%	10.4%	**10.0%**	**-0.7% pts**	n/a

Victims Code of Practice

The Victims Code Of Practice (VCOP) requires that a VCOP assessment be made and recorded for every victim of a crime, and that victim services should be offered as part of this assessment. In order to be VCOP compliant, every victim-based crime should have a completed VCOP recorded on the crime and the officer should record that victim services have been offered. There has been a slight downturn in compliance over the past 12 months when compared to the previous 12 months. This is likely to be associated with additional offences which are now required to be recorded in addition to the primary offence in cases such as harassment and stalking. In these cases, there would not be an expectation for an additional VCOP assessment to be undertaken for these linked offences.

Victim Services

Outcome data relating to PCC commissioned victim services is formally reported to the Ministry of Justice on a six monthly basis.
Closed cases and 'cope and recover' outcomes will be updated in May 2020.

Community Resolution

The proportion of crimes resulting in community resolution has remained relatively stable over the previous year.

Theme 3: Tackling Crime and Anti-social Behaviour

		Aim	12 months to Mar 2019	12 months to Jun 2019	12 months to Sep 2019	12 months to Dec 2019	12 months to Mar 2020	Change over last year %	Actual
	Theme 3A: People and communities are safer and feel safer								
3A.1	**Victim-based crime: Total**	Monitor	**93,262**	92,582	92,432	92,076	● 90,797	-2.6%	-2,465
3A.2	**Victim-based crime: Rural areas**	Monitor	**10,766**	10,768	10,983	11,388	● 11,406	+6.0%	+640
3A.3	**Victim-based crime: Urban areas**	Monitor	**81,321**	80,915	80,463	79,532	● 78,351	-3.7%	-2,970
3A.4	**Average Crime Severity: Force-wide**	Monitor	**170.33**	167.99	163.34	163.01	● 159.06	-6.6%	-11.27
3A.5	**Average Crime Severity: Priority areas**	Monitor	**173.49**	170.03	165.87	164.22	174.67	+0.7%	+1.18
3A.6	**Residents reporting experience of crime**	Monitor	**19.4%**	18.9%	18.1%	18.9%	● 18.0%	-1.4% pts	n/a
3A.7	**% residents feeling safe in area by day**	Monitor	**89.0%**	89.1%	89.2%	88.7%	89.2%	+0.2% pts	n/a
3A.8	**% residents feeling safe in area after dark**	Monitor	**59.6%**	60.5%	61.1%	61.0%	61.5%	+1.9% pts	n/a
3A.9	**% reporting drug use / dealing as an issue**	Reduce	**47.8**	48.1%	48.9%%	43.3%	● 42.8%	-5.0% pts	n/a

Police recorded crime

Police recorded crime decreased by 2,465 (-2.6%) offences in the 12 months up to March 2020 when compared to the 12 months to March 2019. The decrease is attributed to the reduction in crime during March 2020; correlating to the impact of Covid-19 on social interaction and lockdown measures. Self-reported experience of crime as per the Police and Crime Survey also reported a 1.4% point reduction during 2019/20, with crime prevalence in the City, in particular falling by 3.7% points. Reductions were largely observed in experience of criminal damage, burglary and vehicle crime. Police recorded crime in rural areas however, increased by 6% during 2019/20, while prevalence of crime in Bassetlaw Newark and Sherwood (as captured by the Police and Crime Survey), increased from 16.4% to 18.8%

Crime Severity

The average severity score of crimes recorded Force wide (based on weightings via the ONS Crime Harm Index) has reduced. Average severity scores have reduced over the Quarterly twelve month comparisons and from the last 12 months compared to the current 12 month period; this indicates a higher volume of offences being committed that have a lower severity value and likewise, an overall reduction in the more severely coded offences.

The 23 Priority Areas subject to enhanced targeted partnership working saw an increase in overall crime severity during the January to March 2020 period. This follows a reducing trend seen throughout 2019. The area of Bilsthorpe, Lowdham and Villages has recorded the highest severity score (222.81) over the past 12 months.

Resident concerns regarding drug use and dealing

Following long term increases, the proportion of residents stating that they would like to see the police and local authorities do more to tackle drug use and dealing in their area began to fall in October 2019. This follows extensive proactive work in communities to tackle drug dealing and serious organised criminality as part of Operation Reacher - which received positive feedback from communities. Despite these improvements, drug use and dealing remains the most significant crime and community safety related concern among respondents to the Police and Crime Survey.

Theme 3: Tackling Crime and Anti-social Behaviour

		Theme 3B: Fewer People Commit Crime and offenders are supported to rehabilitate					

		Aim	12 months to Mar 2019	12 months to Jun 2019	12 months to Sep 2019	12 months to Dec 2019	12 months to Mar 2020	Change over last year %	Actual
3B.1	Violent knife crime	Monitor	**882**	838	806	812	● **762**	-13.6%	-120
3B.2	Violent knife crime: Positive outcomes	Monitor	**31.0%**	26.6%	24.7%	22.7%	**16.7%**	-14.3% pts	n/a
3B.3	Gun crime	Monitor	**139**	163	153	175	**163**	+17.3%	+24
3B.4	Possession of weapons offences	Monitor	**1,055**	1,162	1,221	1,263	**1,205**	+14.2%	+150
3B.5	Stop and Searches	Monitor	**3,070**	3,933	4,608	5,405	● **5,487**	+78.7%	+2,417
3B.6	Stop and Search: Positive outcomes	Monitor	**41.3%**	41.8%	42.5%	42.5%	**40.4%**	-0.9% pts	n/a
3B.7	Alcohol-related violence	Monitor	**17.7%**	17.4%	16.9%	16.4%	● **16.0%**	-1.7% pts	n/a
3B.8	Alcohol-related ASB	Monitor	**9.9%**	9.5%	9.5%	9.4%	● **8.9%**	-1.0% pts	n/a

Violent Knife Crime

There has been a steady reduction in the number of violent Knife Crimes recorded since 2018, with a 13.6% reduction being recorded in 2019/20. The proportion of offences resulting in a positive outcome, however, decreased by 14.3% pts in 2019/20, largely due to a number of unresolved recent cases.

Gun Crime

Police recorded gun crimes rose by 17% in 2019/20 driven, in part, by a series of incidents and discharges linked to two feuding groups in May/June 2019. The majority of significant discharges were linked to known nominals involved in drugs and/or organised crime. Firearms discharges increased by 5% nationally in 2018/19 to the highest levels since NABIS was formed.

Stop Searches

There has been a significant increase in the number of stop searches conducted since January 2018, largely attributable to Operation Reacher. This trend is likely to continue in view of new community teams that were formed in January 2020.

Positive Outcomes improved steadily in 2019, although, the latest year end to March 2020 has seen a small reduction. The increase in activity and upward trend of positive outcomes is primarily associated with targeted intelligence led operations which derive from local commanders identifying a specific crime issue in a given location that can be addressed through on-street proactive policing activity. The force continues to work with communities in our use of these powers.

Possession of Weapons

Police recorded possession of weapons offences increased by 14.2% to March 2020 compared to year ending March 2019; this reflects the continued positive proactive work of Op Reacher and the newly formed community teams in taking more weapons taken off the streets.

Alcohol-related violence and ASB

The force is working to develop an accurate picture of alcohol-related crime via use of an alcohol marker on the Niche crime recording system. The monthly rate has remained stable with Alcohol related violence seeing a steady reduction over the previous two years and Alcohol related ASB also seeing a steady downward trend over the previous two years.

Theme 3: Tackling Crime and Anti-social Behaviour

		Aim	12 months to Mar 2019	12 months to Jun 2019	12 months to Sep 2019	12 months to Dec 2019	12 months to Mar 2020	Change over last year %	Actual
	Theme 3B: Fewer People Commit Crime and offenders are supported to rehabilitate								
3B.9	**IOM: Offenders subject to monitoring**	Monitor	**282**	286	281	302	**317**	**+12.4%**	**+35**
3B.10	**IOM: Offenders successfully removed**	Monitor	**137**	117	108	96	**78**	**-43.1%**	**-59**
3B.11	**IOM: Reduction in average re-offending risk**	Monitor	**-39.4%**	-44.6%	-44.9%	-45.1%	🟢 **-45.3%**	**+5.9 pts**	**n/a**
3B.12	**Youth Justice First Time Entrants: City**	Monitor	**159**	156	154	146	🟢 **140**	**-12.0%**	**-19**
3B.13	**Youth Justice First Time Entrants: County**	Monitor	**178**	158	137	122	🟢 **123**	**-30.9%**	**55**
3B.14	**Crimes with an identified suspect (average)**	Monitor	**2,703**	2,787	2,836	2,897	🟢 **3,048**	**+12.8%**	**+345**
3B.15	**Positive outcomes: All crime**	Monitor	**14.9%**	15.4%	15.5%	15.4%	**15.4%**	**+0.5%**	**+402**
3B.16	**Positive outcomes: Victim-based crime**	Monitor	**11.8%**	12.0%	12.0%	11.8%	**11.7%**	**-0.1%**	**-356**

Integrated Offender Management (IOM)

Nottinghamshire is the first scheme to have developed a dynamic monitoring tool capable of measuring the long-term impact of IOM at cohort and individual offender level. The scheme has an active managed cohort (in community or on short term sentence) of 317 individuals. Around 78 individuals have been successfully removed from the scheme over the last year, achieving average reductions in (mid-point) reoffending of 45.3%, and of 74% at the point of exiting the scheme. In addition to daily management of the cohort, the scheme scores every offender who receives two years+ in Notts for IOM consideration and every member of the Knife Crime Risk cohort every three months. In response to the changing profile of risk, the scheme has worked with Operation Reacher to identify offenders and utilise IOM tactics within current covert and overt activities.

DVIOM Scheme

This DVIOM scheme was launched in October 2017 with PCC funding for IDVA's, ensuring that the needs of the DV survivor are threaded through the management tactics used with the perpetrator.

The managed offenders within this scheme represent the absolute highest risk and prolific serial DV perpetrators. Performance data from the DVIOM show offenders removed from the cohort displaying a reduction of PPIT risk of 41%. The DV cohort has also seen a 42% drop in Risk of Reoffending Score across the scheme.

Youth Justice – First Time Entrants

For the City, the yearly comparisons (12 months to Mar 19/20) show a 12% reduction in FTE's. The County yearly comparison (12 months to Mar 19/20) saw a 31% reduction in FTE's. The downward trajectory is in line with national trends. The Youth Justice Board highlight these reductions as positive, with more young people being diverted away from the criminal justice system by early intervention and crime prevention projects.

Identified Suspects

The number of Niche crime outcomes with a named suspect has been increasing steadily since April 2018.

Positive Outcomes: All Crime & Victim Based Crime
Positive outcome rates for both All Crime and Victim Based Crime have remained relatively stable.

Theme 3: Tackling Crime and Anti-social Behaviour

		Aim	12 months to Mar 2019	12 months to Jun 2019	12 months to Sep 2019	12 months to Dec 2019	12 months to Mar 2020	Change over last year %	Actual
	Theme 3C: Build Stronger and More Cohesive Communities								
3C.1	**Police recorded hate occurrences**	Monitor	**2,366**	2,352	2,346	2,320	**2,351**	-0.6%	-15
3C.2	**Hate crime repeat victimisation rate**	Monitor	**16.0%**	15.8%	15.3%	14.7%	● **14.4%**	-1.6% pts	n/a
3C.3	**% Hate crime victims satisfied (overall)**	Monitor	**81.5%**	83.0%	84.2%	85.4%	**84.0%***	+2.5% pts	n/a
3C.4	**% feeling there is a sense of community**	Monitor	**50.7%**	50.8%	51.1%	52.6%	**54.0%**	-3.3% pts	n/a
3C.5	**% feeling different backgrounds get in well**	Monitor	**53.7%**	53.8%	53.1%	53.4%	**54.7%**	+1% pts	n/a
3C.6	**Anti-social Behaviour Incidents**	Monitor	**32,078**	31,870	31,647	31,455	**32,137**	+0.2%	+59
3C.7	**Anti-social Behaviour Incidents: % Repeats**	Monitor	**28.3%**	28.4%	28.4%	28.4%	**28.4%**	+0.1% pts	n/a
3C.8	**Alcohol-related ASB**	Monitor	**9.9%**	9.5%	9.5%	9.4%	**8.9%**	+1.0 pts	n/a

Hate Crime

Recorded Hate Crime has remained steady over the previous two years. Repeat victims of Hate Crime have seen a gradual decline over the two year period. Victim Satisfaction has remained at around 84% with being 'kept informed' the main area for improvement.

*NB: Please note that Hate Crime survey results are 2-3 months behind real time.

Community Cohesion

Findings from the Police and Crime Survey indicate that the proportion of residents feeling that there is a sense of community in the area where they live (54%) and that people from different backgrounds get on well (55%) has continued to increase steadily over the previous two years.

Anti-social Behaviour

Performance in relation to ASB remains stable, as does the number of repeat victims. Alcohol related ASB has also seen a slight downward trend over the previous year, reducing by 308 incidents in the 12 months to March 2020, when compared with the 12 months to March 2019.

New questions introduced into the PCC's Police and Crime Survey in 2019 will continue to provide a consistent measure of self-reported experience of ASB and its impact in 2020.

Theme 4: Transforming Services and Delivering High Quality Policing

Theme 4A: Further Improve Public Confidence in Policing								

		Aim	12 months to Mar 2019	12 months to Jun 2019	12 months to Sep 2019	12 months to Dec 2019	12 months to Mar 2020	Change over last year
								% / **Actual**
4A.1	Police are dealing with the issues that matter	Monitor	**40.3%**	40.3%	40.9%	42.0%	**41.7%**	+1.4% pts / n/a
4A.2	Residents feeling the Police do a good job	Monitor	**46.9%**	47.7%	47.9%	49.3%	● **50.0%**	+3.1% pts / n/a
4A.3	Residence reporting confidence in the police	Monitor	**53.5%**	53.4%	53.6%	54.9%	**55.4%**	+1.9% pts / n/a
4A.4	% residents satisfied with the police	Monitor	**60.5%**	59.2%	60.4%	59.2%	**58.4%**	-2.1% pts / n/a
4A.5	PSD Recorded Complaints	Monitor	**1,004**	989	988	989	**896**	-10.5% / -110
4A.6	PSD Recorded Complaints: Timeliness (days)	Monitor	**55**	55	60	68	**73**	+32.7% / +18

Public Confidence in the Police

Indicators of public confidence in the police saw steady improvements during 2019/20, with the proportion of residents feeling that they had confidence in the police rising from 53% to 55% and the proportion feeling that the police were 'doing a good job' rising from 47% to 50%. These trends have been largely driven by improvements in Nottingham City, where around 59% reported having confidence in the police and 56% felt that the police were 'doing a good job'. Furthermore, of the 26% of survey respondents that had contact with the police over the previous year, 58% said that they were very or fairly satisfied with the service they received, compared to 25% that were dissatisfied.

PSD Recorded Complaints: Timeliness

The average timeliness for the resolution of PSD complaints has risen from 55 days in the year to March 2019 to 73 days in the year to March 2020. Several factors have contributed to this increase, which include:-
- Data cleansing of information recorded on Centurion - with outstanding complaints being chased for completion. This has skewed the data.
- Rotation and abstraction of the dedicated staff who deal with complaints by way of local resolution. This has also contributed to deteriorations in timeliness.

Theme 4: Transforming Services and Delivering High Quality Policing

Theme 4B: Achieving Value for Money – Budget and Workforce								
	Aim	**12 months to Mar 2019**	**12 months to Jun 2019**	**12 months to Sep 2019**	**12 months to Dec 2019**	**12 months to Mar 2020**	**Change over last year**	
							%	**Actual**
4B.1	**Spend vs Budget: Revenue**	+/-0	**+£0.8m** overspend	-	-	+£0.5m overspend	**Pending**	-	-
4B.2	**Spend vs Budget: Capital**	+/-0	**-£8.4m** underspend	-	-£0.3m underspend	-£0.2m underspend	**Pending**	-	-
4B.3	**Revenue Efficiencies Against Plan**	£3.3m	**£2.4m**	-	-	£2.2m	**Pending**	-	-
4B.4	**Staffing vs Establishment: Officers**	Monitor	**99.8%** 1,936/1,940	99.7% 1,943/1,950	98.9% 1,939/1,960	98.2% 1,935/1,970	🟢 **101.34%** 1,980/2,006	**+1.5% pts**	n/a
4B.5	**Staffing vs Establishment: Staff**	Monitor	**97.5%** 1,108/1,150	97.0% 1,115/1,151	96.9% 1,157/1,123	97.0% 1,166/1,131	**98.35%** 1,119/1,138	**+0.8% pts**	n/a
4B.6	**Staffing vs Establishment: PCSOs**	Monitor	**91.6%** 183/200	90.3% 181/200	87.7% 175/200	84.6% 169/200	🔴 **75.53%** 151/200	**-16.1% pts**	n/a
4B.7	**Days lost to Sickness: Officers**	Monitor	**19,176**	19,710	20,311	20,733	**20,718**	**+8.0%**	**+1,542**
4B.8	**Days lost to Sickness: Staff & PCSOs**	Monitor	**14,552**	14,384	14,521	14,225	**14,426**	**-0.9%**	**-126**

Budget vs Spend: Revenue/Capital

Quarter 4 figures to end of March 2020 will be available after presentation at Force Executive Board on 4th May 2020.

Staffing: Officers / Staff / PCSOs

Police Officer staffing levels have seen a positive increase against target in the year end to March 2020.
Police staffing levels versus establishment have remained relatively stable this period.
PCSOs staffing levels have continued to fall this period against the establishment target of 200.

Sickness: Officers / Staff & PCSOs

Police Officers have seen a steady increase in the number of sickness days over the past two years, with an 8.0% increase in the 12 months to March 2020 when compared to the previous year. The primary reasons for sickness are 'psychological disorders' which account for between 25%-38% of sickness. Police Staff (incl. PCSOs) have seen a small reduction of 0.9% for the same comparable period.

Theme 4: Transforming Services and Delivering High Quality Policing

		Aim	12 months to Mar 2019	12 months to Jun 2019	12 months to Sep 2019	12 months to Dec 2019	12 months to Mar 2020	Change over last year %	Actual
	Theme 4C: Achieving Value for Money – Demand Management								
4C.1	**Calls for Service: 999**	Monitor	**185,979**	186,229	189,325	190,968	● **195,050**	**+4.9%**	**+9,071**
4C.2	**Abandoned Call rate: 999**	Monitor	**0.109%**	0.076%	0.057%	0.111%	**0.515%**	**+406% pts**	**n/a**
4C.3	**Calls for Service: 101**	Monitor	**432,323**	417,705	406,989	400,047	**388,671**	**-10.1%**	**-43,652**
4C.4	**Abandoned Call rate: 101**	Monitor	**5.1%**	3.5%	2.0%	2.1%	**5.1%**	**0% pts**	**n/a**
4C.5	**Response times: Grade 1 Urban**	Monitor	**77.5%**	77.9%	78.7%	79.3%	**-**	**-**	**-**
4C.6	**Response times: Grade 1 Rural**	Monitor	**74.9%**	74.6%	74.6%	74.2%	**-**	**-**	**-**
4C.7	**Response times: Grade 2**	Monitor	**50.4%**	50.9%	52.1%	52.5%	**-**	**-**	**-**
4C.8	**Compliance with NCRS**	Monitor	**94.0%**	94.0%	94.0%	94.0%	**94%-96%***	**0**	**0**

Calls for Service: 999 and 101

999 calls have seen successive increases over the last two years. While this has been flagged as a negative exception, it has been recognised as a national trend. Abandoned call rates for 999 remain extremely low. 101 calls have seen successive decreases over the last two years, mainly attributable to the cost of using the service and the Public reluctance to incur a charge. However, the last yearly quarter figure to the end of March 2020 has seen an increase in the number of 101 abandoned calls. Of note, the increase in volume of abandoned 999 and 101 calls is predominantly from January to March 2020; this could be reflective of the new SAFE system introduced and Control Room learning and usage.

Response Times within Target

Response times for the latest full year to March 2020 have been affected by the introduction of SAFE and are not available at this time.

Compliance with NCRS

*An estimated compliance range has been given for this period due to on-going issues with the Forces new Command and Control system. This was introduced in January 2020 and is still not fully embedded. Consequently the monitoring of National Crime Recording Compliance and Business Objects reporting processes have been affected. The issues above have been further compounded by the Covid-19 crisis, and it is unsure when reliable NCRS compliance reporting will resume.

APPENDIX A

ECINS Update

A training plan has been created to ensure that there is clear guidance on basic ECINS use as well as how to maintain the knife crime cohort, how to create a problem solving plan and how to make a referral to a Complex Case Panel (or local equivalent). NFRS agreed to provide training to each County NPI as well as two super-users per NPI area. This would be 'train the trainer' delivery to enable them to cascade the training to their teams. The training package addressed the issues identified from the ECINS audit and was scheduled for delivery April to June 2020 – this unfortunately, has had to be cancelled.

The creation of short 'how to' videos has also been implemented, these will be stored on the Neighbourhood portals. Any that are relevant to partners will also be shared with them to bring about corporate usage.

In relation to building confidence in the system among users and potential users, Notts has the most successful year since the start of the project.

The primary driver for this being the city MARAC process moving onto E-CINS, this has necessitated many additional agencies meaningfully interacting with the system successfully for a purpose that already existed and had a need for a system such as E-CINS to host it. This project caused partners, such as those in the health sector, who had previously been reluctant to engage with E-CINS, to adopt the system, see the benefits and then envisage further uses. Work is underway to share that process across the county.

Nottinghamshire County Council is also now making moves to engage which will likely see a significant change in the County as the many processes to which they contribute to that were previously in the queue to transition to ECINs (pending County Council movement) can now start to transfer.

ECINs was recently used to build a case for a recent successful Murder prosecution and a publicity piece for press release is in the pipeline.