



NOTTINGHAMSHIRE POLICE AND CRIME PLAN PERFORMANCE AND INSIGHT REPORT 2020/21

QUARTER 2: PERFORMANCE TO SEPTEMBER 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. This provides a more stable indication of trends over time. 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 are specified at Appendix A, including details of 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)
6. Face-to-face fieldwork as part of the PCC's Police and Crime Survey was temporarily suspended during summer 2020 due to the Coronavirus Restrictions in place. Two consecutive waves of fieldwork were undertaken in September and October 2020 as the survey programme resumed.

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

- Safeguarding referrals continue to increase, largely attributed to improved training and better Partnership working in relation to CSE, PPNs and Knife crime.
- Missing Persons Reports have continued to reduce, reflective of force investment in dedicated teams, new technology and use of ‘best practice’ to gather information from forces that have been inspected. Social distancing has increased ‘attendance’ at online meeting and improved information sharing.
- Recorded Modern Slavery offences increased markedly over the last year (+93.2%) partly due to the dedicated team & on-going training & awareness raising
- Police recorded Child Sexual Exploitation (CSE) offences continue to reduce, with a 16.4% reduction seen over the latest 12 month period
- Online crime has increased in the latest quarter, reflective of more online activity during COVID restrictions and national increases in phishing / scam emails.

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

- Overall satisfaction among domestic abuse victims surveyed (April – July 2020) has seen a slight reduction.
- Adult Serious Sexual Assaults have seen sustained reductions over the last year, with Child Assaults also seeing a reduction the latest quarter. These trends are indicative of the lockdown measures in place.
- The positive outcome rate has increased again this quarter; attributable to the positive measures and more robust identification and charging procedures of the Public Protection unit.
- VCOP compliance has seen further improvement this quarter.

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

- Both the Police and Crime Survey and police recorded crime indicate reductions in levels of crime experienced by local residents over the last year.
- Crime in urban areas has continued to decrease at a more significant rate than that of rural areas of the force.
- Of the 23 Priority Areas, Basford and Arboretum once again recorded the highest severity scores in the 12 months to September 2020.
- Gun Crime saw noticeable decreases between March and May 2020 and then increases from June 2020 with a high rate of 22 offences in August 2020.
- Knife Crime positive outcomes reduced by 3.5% points over the 12 month comparison.
- Both Alcohol related Violence and ASB continued to see reductions in this period compared to the previous two years.

Theme 4: Transforming Services and Delivering Quality Policing – Pages 11 to 14

- PSD timeliness for complaint resolution has increased markedly over the last year as positive steps have been taken to clear historic cases
- Public confidence in the police has increased markedly over the last year, likely to have been impacted in part by the Coronavirus response
- Police Officer establishment continues to increase with a further 132 officers.
- Sickness across all staff has seen reductions this 12 month period when compared to the previous 12 months.
- 101 calls have continued to decrease, while abandoned 101 rates have increased.
- NCRS compliance has improved again this quarter and stands at 97.2%

Theme 1: Protecting Vulnerable People from Harm

Theme 1A: More Vulnerable People Safeguarded and Protected

	Aim	12 months to Sep 2019	12 months to Dec 2019	12 months to Mar 2020	12 months to Jun 2020	12 months to Sep 2020	Change over last year		
							%	Actual	
1A.1	Adult and Child Safeguarding Referrals	Increase	6,401	6,739	7,056	7,450	● 7,804	+21.9%	+1,403
1A.2	Missing persons	Monitor	3,153	2,964	2,895	2,712	● 2,542	-19.4%	-611
1A.3	Missing: No apparent risk	Monitor	3,016	3,008	3,103	2,838	2,817	-6.6%	-199
1A.4	Mental health-related incidents	Monitor	18,456	18,416	18,818	19,249	18,722	+1.4%	+266

Safeguarding Referrals

Overall, safeguarding referrals continue to increase in Nottinghamshire during 2019-2020, and have continued the trend in the latest quarter. Overall, referrals increased by 21.9% 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 falling since May 2018 following investment in a dedicated Missing Team to work collaboratively on safeguarding issues and investment in new technology in 2020 to assist in tracing missing people by processing telephone data more effectively. Saving time and resources in the search process, this represents a cost saving to the force while also increasing in performance.

The latest quarter has seen further reductions with average monthly reports falling from 262 to 211 in the last year. The MFH Team continue to gather information and learning from recently inspected forces, including for example, improving access to mental health support. Social distancing practices have also led to increased 'attendance' at (online) meetings and improved information sharing.

Reports of 'Missing with no apparent risk' increased sharply during February and March 2020 – reaching the highest monthly rate (302) since July 2018. The latest quarter, however, saw a reduction with the monthly average falling to 234.

Mental Health-Related Incidents

The last 12 months have seen a monthly average of 1,560 police recorded mental health reports, which is a slight increase on the previous year monthly average of 1,538. Police recorded mental health incidents had been in decline since Summer 2019, but saw a marked increase during the previous two quarters; most likely attributable to the emotional and mental impact of Covid-19 and lockdown measures. The latest quarter has seen a downturn in incidents, however, the yearly total to September 2020 1.4% higher than the previous 12 month period.

Theme 1: Protecting Vulnerable People from Harm

Theme 1B: Improved Response to Serious and Emerging Threats

	Aim	12 months to Sep 2019	12 months to Dec 2019	12 months to Mar 2020	12 months to Jun 2020	12 months to Sep 2020	Change over last year	
							%	Actual
1B.1	Fraud Offences	3,049	3,006	3,013	2,877	2,834	-7.1%	-215
1B.2	Online Crime	3,504	3,556	3,641	3,813	4,053	+15.7%	+549
1B.3	Drug Trafficking and Supply Offences	890	947	908	959	946	+6.3%	+56
1B.4	Police recorded Child Sexual Exploitation	573	560	525	520	479	-16.4%	-94
1B.5	Police recorded Modern Slavery offences	73	102	116	132	141	+93.2%	+68

Drug Trafficking and Supply Offences

Recorded drug trafficking and supply offences have maintained an upward trend over the last year (+6.3%). Since July 2020, the Operation Reacher team has undertaken 17 individual drug seizures, conducted 9 warrants, made 27 arrests and seized over £200k of illegal money. Warrants executed in Calverton and Mapperley Plains yielded nearly 500 cannabis plants. October saw further Reacher teams launched across Nottinghamshire, with social media and TV exposure sending the clear message 'We're coming for you'.

Online crime

Online crime continues to represent a significant challenge to the force and a growing demand on resources. Recorded offences have increased by 15.7% over the last year, impacted in part by increased online activity during the period of Coronavirus Restrictions. There has also been a national increase in the number of Online phishing and scam emails relating to Covid-19, Track and Trace and HMRC etc.

Child Sexual Exploitation

The latest quarter has seen a further reduction in police recorded CSE, with a 16.4% decrease over the last year. There are no definitive factors that can be evidenced to explain this reduction, however, it should be noted that:-

- Increased public education and awareness raising of the risks relating to CSE is likely to have reduced opportunity and propensity to offend
- There has been a shift in priority focus from CSE to Child Criminal Exploitation (CCE) over recent months
- There remain opportunities to drive further increases in the identification of CSE via training and experience gained by our new recruits and further proactivity in the identification of hidden harm

Fraud offences

Recorded fraud offences saw a further reduction this quarter with a 7.1% reduction over the last 12 months.

Modern Slavery

The last financial year saw significant increases in recorded modern slavery offences. This has continued during the latest quarter, with reports showing a 93.2% increase on the previous year. 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 and continues to take a proactive approach to identifying and tackling modern slavery. This involves seeking out offences, ensuring survivors are protected and that offenders are brought to justice.

Theme 2: Helping and Supporting Victims

Theme 2A: Improved Reporting and Response to Domestic and Sexual Violence and Abuse

	Aim	12 months to Sep 2019	12 months to Dec 2019	12 months to Mar 2020	12 months to Jun 2020	12 months to Sep 2020	Change over last year		
							%	Actual	
2A.1	Police recorded domestic abuse crimes	Monitor	14,871	15,124	15,119	15,176	15,150	+2.1%	+305
2A.2	Domestic abuse repeat victimisation rate	Monitor	34.4%	34.5%	34.1%	33.8%	33.4%	-1.0% pts	n/a
2A.3	Domestic abuse: Positive Outcome Rate	Monitor	13.8%	13.4%	13.7%	13.2%	13.3%	-0.5% pts	n/a
2A.4	% Domestic abuse victims satisfied (overall)	Monitor	90.0%	88.0%	88.8%	87.5%*	87.5%*	-2.5% pts	n/a
2A.5	Serious sexual offences: Adult	Monitor	1,439	1,466	1,431	1,340	● 1,310	-9.0%	-129
2A.6	Serious sexual offences: Child	Monitor	1,404	1,387	1,408	1,233	1,144	-18.5%	-260
2A.7	Sexual Offences: Positive Outcome Rate	Monitor	7.2%	7.3%	7.8%	8.2%	● 8.4%	+1.2% pts	n/a

Domestic Abuse

The area has seen an increasing trend in reporting 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 2.1% in the year ending September 2020. Levels in the latest quarter remain higher than average and could be attributable to the social and economic impact of Coronavirus restrictions. The proportion of victims that are repeats has reduced marginally during the year while positive outcome rates remain consistent at around 13%.

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.

*** NB: Due to Covid-19 restrictions, survey data is only current up to July 2020 based on April surveys. There have been 3 new starters on the survey team who are in the process of being inducted, it is hoped that survey data will catch up in the coming month.**

Sexual Abuse

Both Adult and Child Serious Sexual Offences saw decreases of 9.0% and 18.5% respectively in the year ending September 2020 when compared to the previous 12 months.

Both Adult and Child offences recorded by police dropped markedly between March and May 2020, potentially attributable to the Covid-19 lockdown / restriction measures.

The positive outcome rate has continued to increase this quarter reaching 8.4%. This is in part attributable to the positive measures in place in the Public Protection unit and more robust identification and charging of suspects.

Theme 2: Helping and Supporting Victims

Theme 2B: Victims Receive High Quality and Effective Support Services

	Aim	12 months to Sep 2019	12 months to Dec 2019	12 months to Mar 2020	12 months to Jun 2020	12 months to Sep 2020	Change over last year	
							%	Actual
2B.1	Victims Code of Practice Compliance	Monitor	90.0%	90.4%	91.4%	● 91.7%	+1.7% pts	n/a
2B.2	Victim Services: Closed Cases	Monitor	3,526	3,545	3,565	n/a	n/a	n/a
2B.3	Improved cope and recover outcomes (all)	Monitor	80.6%	79.5%	78.4%	n/a	n/a	n/a
2B.4	% crimes resolved via community resolution	Monitor	10.7%	10.4%	10.0%	● 8.9%	-1.8% pts	n/a

Victims Code of Practice

The Victims Code Of Practice (VCOP) requires that a VCOP assessment is made and recorded for every victim of a crime, and that victim services are offered to victims as part of this assessment. In order to be VCOP compliant, every victim-based crime should have a completed VCOP recorded and the officer should record that victim services have been offered.

Improvements in compliance have been made over the past year (+1.7% points), which are likely to have been affected by continued robust screening of rape and serious sexual offence (RASSO) offences and VCOP compliance. For Adult and Child public protection compliance, stringent reviews have been put in place since June 2020. Overall, compliance in these two areas has improved as more teams have been included in the mandatory review process while maintaining high compliance.

Victim Services

Ministry of Justice data return is currently in preparation. Results will be available in early November 2020.

Community Resolution

The proportion of crimes resulting in community resolution has seen a steady downward trend in the past 12 months, with a further 1.8% point reduction in the 12 months to September 2020.

Theme 3: Tackling Crime and Anti-social Behaviour

Theme 3A: People and communities are safer and feel safer

	Aim	12 months to Sep 2019	12 months to Dec 2019	12 months to Mar 2020	12 months to Jun 2020	12 months to Sep 2020	Change over last year		
							%	Actual	
3A.1	Victim-based crime: Total	Monitor	92,350	92,076	90,797	83,899	80,796	-12.5%	-11,554
3A.2	Victim-based crime: Rural areas	Monitor	10,983	11,388	11,406	10,718	10,458	-4.8%	-525
3A.3	Victim-based crime: Urban areas	Monitor	80,463	79,532	78,351	72,279	69,315	-13.9%	-11,148
3A.4	Average Crime Severity: Force-wide	Monitor	163.34	163.01	159.06	158.23	162.07	-0.8%	-1.27
3A.5	Average Crime Severity: Priority areas	Monitor	165.87	164.22	164.99	164.52	165.69	-0.11%	-0.18
3A.6	Residents reporting experience of crime	Monitor	18.1%	18.9%	18.0%	17.5%	16.9%	-1.2% pts	n/a
3A.7	% residents feeling safe in area by day	Monitor	89.2%	88.7%	89.2%	89.9%	90.1%	+0.9% pts	n/a
3A.8	% residents feeling safe in area after dark	Monitor	61.1%	61.0%	61.5%	62.7%	64.0%	+2.9% pts	n/a
3A.9	% reporting drug use / dealing as an issue	Reduce	48.9%	43.3%	42.8%	37.5%	32.1%	-16.8% pts	n/a

Police recorded crime

Police recorded crime, decreased by 11,554 offences in the year September 2020, largely impacted by decreases between April and June 2020 coinciding with the stringent Coronavirus restriction measures in place. Notable reductions were seen in robbery (-20.5%) and theft offences (-23.3%) during this period. Reductions in police recorded crime have been more pronounced in the urban areas of the force.

Self-reported experience of crime, as captured by the Nottinghamshire Police and Crime Survey, has fallen markedly since April 2020. This mirrors trends in police recorded crime over this period and is likely to reflect the reduced opportunity for offending.

Crime Severity

The average crime severity score of offences recorded by police (based on weightings via the ONS Crime Harm Index) has increased in the latest quarter. This is likely to have been impacted by reductions in the volume of lower level offending recorded during the period of Coronavirus restrictions. Trends in crime severity will be closely monitored over the coming months as rates of recorded crime return to their new norm.

The 23 Priority Areas have seen a slight decrease in overall crime severity over the last year, following a reducing trend seen throughout 2019. Arboretum and Basford continue to record the highest severity scores this quarter (220.21/200.96).

Resident concerns regarding drug use and dealing

The proportion of residents reporting concerns relating to drug use and dealing in their area has declined significantly over the last year to the extent that this no longer represents the leading crime and community safety concern among local residents. These reductions coincide with extensive targeted enforcement activity linked to Operation Reacher.

Feelings of safety

The proportion of residents reporting that they feel very or fairly safe in their area after dark has been increasing April 2020. This may have been impacted by the Coronavirus restrictions in place during this period and increased levels of trust and confidence in the police (see page 11).

Theme 3: Tackling Crime and Anti-social Behaviour

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

	Aim	12 months to Sep 2019	12 months to Dec 2019	12 months to Mar 2020	12 months to Jun 2020	12 months to Sep 2020	Change over last year	
							%	Actual
3B.1	Violent knife crime	Monitor 803	812	762	739	768	-4.4%	-35
3B.2	Violent knife crime: Positive outcomes	Monitor 29.8%	29.6%	27.3%	26.9%	● 26.3%	-3.5% pts	n/a
3B.3	Gun crime	Monitor 153	175	163	149	165	+7.8%	+12
3B.4	Possession of weapons offences	Monitor 1,214	1,263	1,205	1,112	1,084	-10.7%	-130
3B.5	Stop and Searches	Monitor 4,608	5,405	5,487	5,377	5,103	+10.7%	+495
3B.6	Stop and Search: Positive outcomes	Monitor 42.4%	42.5%	40.4%	39.8%	39.6%	-2.8% pts	n/a
3B.7	Alcohol-related violence	Monitor 16.9%	16.4%	16.0%	15.4%	15.6%	-1.5% pts	n/a
3B.8	Alcohol-related ASB	Monitor 9.5%	9.4%	8.9%	7.8%	● 7.5%	-2.0% pts	n/a

Violent Knife Crime

There has been a steady reduction in the number of violent Knife Crimes recorded since 2018, with a further 4.4% reduction recorded in the last 12 months compared to the previous 12 months. However, levels in July and August 2020 were considerably higher than previous months (80 and 77 respectively). The proportion of offences resulting in a positive outcome, however, has also reduced by 3.5% pts over the last year – although a lag in the finalisation of unresolved crimes should be taken into consideration.

Gun Crime (see Appendix A for further detail)

Police recorded gun crime has decreased by more than 7% over the last year, with large monthly decreases being observed between January and May 2020. It should be noted, however, that August 2020 saw a marked increase (22 offences).

Stop Searches

There has been a significant increase in the number of stop searches conducted since January 2018, largely attributable to Operation Reacher. Levels have remained high throughout the year, with the trend likely to continue on account of new community teams being rolled out in September 2020.

Positive Outcomes improved steadily in 2019, although, small reductions have been seen in 2020. The consistent level 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 decreased by 10.7% to September 2020 compared to the previous year; this reflects the continued positive proactive work of Op Reacher and the neighbourhood community teams in taking more weapons taken off the streets. For example, the City South Team recovered 12 weapons in a two-week period.

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 continuing to see steady reductions over the previous two years. Alcohol-related ASB has also seen a steady downward trend over the previous two years.

Theme 3: Tackling Crime and Anti-social Behaviour

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

	Aim	12 months to Sep 2019	12 months to Dec 2019	12 months to Mar 2020	12 months to Jun 2020	12 months to Sep 2020	Change over last year		
							%	Actual	
3B.9	IOM: Offenders subject to monitoring	Monitor	281	302	317	385	269	-4.3%	-12
3B.10	IOM: Offenders successfully removed	Monitor	108	96	78	61	93	-13.9%	-15
3B.11	IOM: Reduction in average re-offending risk	Monitor	-44.9%	-45.1%	-45.3%	-46%	-56.3%	+11.4% pts	n/a
3B.12	Youth Justice First Time Entrants: City	Monitor	154	146	140	109	105	-31.8%	-49
3B.13	Youth Justice First Time Entrants: County	Monitor	141	129	123	116	115	-18.4%	-26
3B.14	Crimes with an identified suspect (average)	Monitor	2,829	2,882	3,039	3,095	3,120	+10.3%	+291
3B.15	Positive outcomes: All crime	Monitor	15.5%	15.4%	15.4%	15.6%	15.2%	-0.3% pts	n/a
3B.16	Positive outcomes: Victim-based crime	Monitor	11.9%	11.8%	11.7%	11.9%	11.8%	-0.1% pts	n/a

Integrated Offender Management (IOM)

The IOM scheme monitored reoffending risk among 93 offenders removed from the scheme during the previous year. Of these, the average reoffending risk scores (RRS) per offender fell 11.4% points giving a reduction rate of 56.3%.

A further 362 offenders have been actively engaging with the scheme over the last year.

DVIOM Scheme

A total of 152 offenders have been accepted onto the DVIOM programme since October 2017. They were identified using the Priority Perpetrator Identification Tool (PPIT) which requires key professionals to score each offender based on an assessment criteria. The highest risk score each offender can attain is 20.

Of the 93 offenders have been accepted onto DVIOM with a combined PPIT score of 1123, and were removed with a combined PPIT score of 570 equating to a 49.4% reduction. The Risk Re-offending Score of those offenders also reduced by 37.5% (from 15587 to 9909) following reductions in the frequency and severity of offending. IOM are further developing the IOM performance tool using Power BI to enable more interactive interrogation and extraction of data at individual cohort level.

Youth Justice – First Time Entrants

The latest City FTE figure sees further reductions on the previous quarter and a 31.8% reduction on the previous 12 month period.

The latest County FTE figure sees continuing reductions on previous quarters and an 18.4% reduction on the previous 12 months.

Identified Suspects

The number of Niche crime outcomes with a named suspect has been increasing steadily since April 2018, with a further 10.3% increase in the past year to September 2020.

Positive Outcomes: All Crime & Victim Based Crime

Positive outcome rates for both All Crime and Victim Based Crime remain relatively stable.

Theme 3: Tackling Crime and Anti-social Behaviour

Theme 3C: Build Stronger and More Cohesive Communities

	Aim	12 months to Sep 2019	12 months to Dec 2019	12 months to Mar 2020	12 months to Jun 2020	12 months to Sep 2020	Change over last year		
							%	Actual	
3C.1	Police recorded hate occurrences	Monitor	2,357	2,320	2,351	2,379	2,395	+1.6%	+38
3C.2	Hate crime repeat victimisation rate	Monitor	15.3%	14.7%	14.4%	14.3%	15.4%	+0.1% pts	n/a
3C.3	% Hate crime victims satisfied (overall)	Monitor	84.2%	85.4%	84.0%	84.7%	83.8%*	-	-
3C.4	% feeling there is a sense of community	Monitor	51.1%	52.6%	54.0%	57.3%	59.6%	+8.5% pts	-
3C.5	% feeling different backgrounds get on well	Monitor	53.1%	53.4%	54.7%	58.1%	61.4%	+8.3% pts	-
3C.6	Anti-social Behaviour Incidents	Monitor	31,647	31,455	32,137	39,019	41,947	+32.6%	+10,300
3C.7	Anti-social Behaviour Incidents: % Repeats	Monitor	28.4%	28.4%	28.4%	26.9%	27.6%	-0.8% pts	n/a
3C.8	Alcohol-related ASB	Monitor	9.5%	9.4%	8.9%	7.8%	7.5%	-2.0% pts	n/a

Hate Crime

Recorded Hate Crime has remained relatively stable over the previous two years. The proportion of hate crime victims that are repeat victims has increased during the latest quarter following reductions earlier in the year. Despite this, repeat victimisation rates remain comparable to levels seen in 2019. Victim Satisfaction rates have remained relatively stable (84%).

NB: Hate Crime survey results are 2-3 months behind real time. The latest data shown is up to May 2020 occurrences, reflected in August surveys.

There have been 3 new starters on the survey team who are in the process of being inducted, it is hoped that survey data will catch up in the coming month.

Community Cohesion

The proportion of residents feeling that their area 'has a sense of community' and that 'people from different backgrounds get on well' has increased markedly over the last year. While an increasing trend was evident prior to the emergence of the COVID-19 pandemic, the collective experience of Coronavirus restrictions since April 2020 is likely to have contributed to an acceleration of this trend.

Anti-social Behaviour

ASB saw large increases from April to September 2020, marking a 32.6% increase on levels recorded during the previous year. This was largely impacted by concerns reported in the wake of Coronavirus restriction measures. The proportion of reports involving repeat victims remains broadly stable. Reports of alcohol related ASB have decreased over the previous year (-2%) mirroring trends in alcohol-related violence.

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, once Covid-19 restrictions have been lifted.

Theme 4: Transforming Services and Delivering High Quality Policing

Theme 4A: Further Improve Public Confidence in Policing

	Aim	12 months to Sep 2019	12 months to Dec 2019	12 months to Mar 2020	12 months to Jun 2020	12 months to Sep 2020	Change over last year		
							%	Actual	
4A.1	Police are dealing with the issues that matter	Monitor	40.9%	42.0%	41.7%	42.5%	44.0%	+3.1% pts	n/a
4A.2	Residents feeling the Police do a good job	Monitor	47.9%	49.3%	50.0%	51.7%	53.4%	+5.5% pts	n/a
4A.3	Residence reporting confidence in the police	Monitor	53.6%	54.9%	55.4%	57.8%	59.3%	+5.7% pts	n/a
4A.4	% residents satisfied with the police	Monitor	60.4%	59.2%	58.4%	57.9%	56.9%	-3.5% pts	n/a
4A.5	PSD Recorded Complaints	Monitor	994	989	896	904	893	-10.2%	-101
4A.6	PSD Recorded Complaints: Timeliness (days)	Monitor	83.9	90.9	94.5	96.9	95.5	+13.8%	+11.6

Public Confidence in the Police

Marked increases have been recorded across all measures of public confidence in the police in Nottinghamshire over the last year. While an increasing trend was evident prior to the emergence of the COVID-19 pandemic, it is likely that the emergence of and response to the pandemic have contributed to an acceleration of these trends since April 2020.

Satisfaction with police

Around 24% of respondents to the Nottinghamshire Police and Crime Survey reported having had contact with the police over the last year, which marks a small reduction on levels recorded during the previous year (26%).

The proportion of those respondents reporting that they were very or fairly satisfied with the service they received has fallen by 3.5% points over the last year, largely due to an increase in the proportion stating that they were neither satisfied nor dissatisfied (up from 14.7% to 17.6%). The proportion reporting dissatisfaction with the police meanwhile has fallen marginally from 25.2% to 23.5%.

PSD Recorded Complaints: Timeliness

The average timeliness for the resolution of PSD complaints has risen from 83.9 days to 95.5 days in the past 12-month period. The year-end columns by quarter have altered and increased since the last iteration of this report, due to revised practices in PSD, a sustained overhaul of the Centurion system and historical complaints now being finalised. The benefits of the overhaul saw a reduction this latest quarter of 1.4 days when compared to timeliness up to June 2020.

See Appendix A for further detail.

Theme 4: Transforming Services and Delivering High Quality Policing

Theme 4B: Achieving Value for Money – Budget and Workforce

	Aim	12 months to Sep 2019	12 months to Dec 2019	12 months to Dec 2019	12 months to Jun 2020	12 months to Sep 2020	Change over last year	
							%	Actual
4B.4	Staffing vs Establishment: Officers	98.9% 1,939/1,960	98.2% 1,935/1,970	98.2% 1,935/1,970	98.66% 2,059.01/2,087	*99.32% 2,071.81/2,087	+0.42% pts	+132.81
4B.5	Staffing vs Establishment: Staff	96.9% 1,157/1,123	97.0% 1,166/1,131	97.0% 1,166/1,131	99.84% 1,198.89/1,138.67	103.83% 1,186.41/1,142.67	+6.93% pts	+29
4B.6	Staffing vs Establishment: PCSOs	87.7% 175/200	84.6% 169/200	84.6% 169/200	83.42% 166.83/200	80.85% 161.7/200	-6.85% pts	-13.3
4B.7	% Contracted days lost to Sickness: Officers	5.33% 20,311	5.29% 20,733	5.24% 20,718	4.83% 19,628	4.21% 20,718	-1.12% pts	+407
4B.8	% Contracted days lost to Sickness: Staff & PCSOs	5.11% 14,521	5.10% 14,225	5.13% 14,426	4.80% 13,741	4.50% 14,426	-0.61% pts	+95

Budget vs Spend: Revenue/Capital

In terms of budget vs actual spend for the first quarter (Apr-Jun) 2020/21, the Force was predicting a £143k overspend for the full year outturn ending 2020/21 for our revenue budget. The total outturn expected was £221,802k versus a budget of £221,659k.

For capital spend for the first quarter 2020/21 we spent a total of £3,305k and the full year outturn position was £28,241k versus a full year budget of £35,845k which is a difference of £7,604k which is split as slippage of £7,068k and an underspend of £536k.

Staffing: Officers / Staff / PCSOs

As of 30 August 2020, officer establishment levels were showing an increase of 132 officers when compared to the previous year. The number of Police Staff has also increased over the same period (+29), while the number of PCSOs has reduced by 13.

Sickness: Officers / Staff & PCSOs

Overall officers and staff sickness rates have been reducing over the previous two years. The Force has followed government guidelines in response to the pandemic and implemented self-isolation, shielding and in some cases, authorised absences through the Personal Assessment process. These cases are recorded outside of the standard sickness absence process. Nevertheless, absence levels do not appear to have been adversely affected by the pandemic. This may be a result of: greater flexibility and processes encouraging people to stay at home; gyms and sporting activities being restricted – leading to fewer injuries; the arrival new officers increasing overall staffing numbers; changing work practices and workloads reducing leading to reductions in pressure/stress; an increased motivation and sense of duty during a time of crisis.

Theme 4: Transforming Services and Delivering High Quality Policing

Theme 4C: Achieving Value for Money – Demand Management

	Aim	12 months to Sep 2019	12 months to Dec 2019	12 months to Mar 2020	12 months to Jun 2020	12 months to Sep 2020	Change over last year		
							%	Actual	
4C.1	Calls for Service: 999	Monitor	189,325	190,968	195,050	188,570	184,039	-2.8%	-5,286
4C.2	Abandoned Call rate: 999	Monitor	0.057%	0.111%	0.515%	0.70%	0.86%	+0.8% pts	n/a
4C.3	Calls for Service: 101	Monitor	406,989	400,047	388,671	372,991	358,777	-11.9%	-48,212
4C.4	Abandoned Call rate: 101	Monitor	2.0%	2.1%	5.1%	7.4%	10.9%	+8.9% pts	n/a
4C.5	Response times: Grade 1 Urban	Monitor	78.7%	79.3%	-	-	-	-	-
4C.6	Response times: Grade 1 Rural	Monitor	74.6%	74.2%	-	-	-	-	-
4C.7	Response times: Grade 2	Monitor	52.1%	52.5%	-	-	-	-	-
4C.8	Compliance with NCRS	Monitor	94.0%	94.0%	94%-96%*	96.1%	97.2%	+3.2% pts	-

Calls for Service: 999 and 101

999 calls saw successive increases over the last two years, however, the latest year to September 2020 has seen a reduction of over 5,000 calls compared to the previous 12 months. Abandoned call rates for 999 remain extremely low.

Calls to the 101 non-emergency service have also fallen markedly during the year (-12%) and appear to have been unaffected by removal of the nominal call charge. Abandoned call rates for the 101 service, however, have been increasing steadily, following marked decreases since 2018. The recent rise in abandoned call rates is largely attributable to the COVID-19 pandemic, turnover of staff and the impact of training new starters.

Response Times within Target

Response times for the latest full year to June 2020 continue to be affected by the introduction of SAFE and are not available at this time.

Compliance with NCRS

Force NCRS compliance remains strong at 97.2% overall. Priority incident types of Burglary, Robbery, Sexual Offences including Rape, Violence, Knife, Stalking/Harassment and Vehicle, have compliance in excess of 95%.

APPENDIX A

Gun Crime

A Force problem profile for Gun Crime was completed in July 2020; covering the date parameters of 1st January 2018 to 30th March 2020.

Key Insight and Inferences:-

- Recent gun crime increases in Nottinghamshire are attributed to non-lethal weapons and possession offences, assault with injury and criminal damage to dwellings.
- The increase in August 2020 primarily involved the use of air weapons/BB guns by under 18's in open spaces and has been flagged in the Firearms Control Strategy.
- The increase in possession offences is linked to improved proactive policing and intelligence.
- While lethal barrel discharges, namely shotguns, have increased over the past 3 years, organised crime group activity is linked to the majority of them, with a quarter of discharges on 2019/20 being linked to one series.
- While Ashfield saw the highest number of gun crime offences, the City had a greater ratio of serious offences.
- Nottinghamshire nominals appear to primarily source firearms from contacts in larger UK cities.
- There is a growing trend of using vulnerable people to store firearms.

PSD Timeliness

After the implementation of the new Schedule 3 complaints process in February 2020, it was decided that as the new reporting process was being imbedded it would be an opportunity to look at the outstanding complaints still on the Centurion system.

In June 2020 there were 14 complaint cases that were recorded prior to January 2019. By the end of September 2020, only 1 case remains recorded before January 2020. The knock on effect of these cases being cleared, is that the average number of days to complete a complaint case has been inflated significantly (for example in July 2020 a complaint was finalised that was recorded in December 2018 (completed after 411 working days). However, as most of these cases have now been cleared and a robust system to follow up outstanding complaint cases has been implemented, the average number of days to finalise a complaint case should now be stabilised and an improvement in the average number of days to complete is anticipated.

Further developments within PSD in the 6 months to September 2020 compared to the same 6 month period last year, saw significant improvement in the average number of working days to complete a conduct case; reducing from 214 days to 122 days.

The restructure also saw two local resolution Sergeants moved from the City and County into the PSD umbrella, meaning stronger supervision and more stringent scrutiny of historical complaints. As a result, local investigations have shown a large improvement in turnaround time from 199 days to 153 days in the 6 months to September 2020 when compared to the 6 months to September 2019.