

<b>For Consideration</b>	
<b>Public/Non Public*</b>	<b>Public</b>
<b>Report to:</b>	<b>Police and Crime Panel</b>
<b>Date of Meeting:</b>	<b>23 November 2020</b>
<b>Report of:</b>	<b>Paddy Tipping Police and Crime Commissioner</b>
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<b>Agenda Item:</b>	<b>5</b>

## **POLICE AND CRIME COMMISSIONER'S UPDATE REPORT TO SEPTEMBER 2020**

### **1. PURPOSE OF THE REPORT**

- 1.1 This report provides the Police and Crime Panel (Panel) with an update on progress in delivering the Police and Crime Commissioner's (Commissioner) Police and Crime Plan (2018-21), in compliance with the Commissioner's statutory duties<sup>a</sup>.
- 1.2 The report also provides a summary of performance headlines for quarter 2 of the 2020/21 financial year (Appendix A), the revenue and capital financial outturn position for 2019/20 (Appendices B and C) and a summary of key OPCC and force decisions made over the latest planning period (Appendix D).

### **2. RECOMMENDATIONS**

- 2.1 The Panel is invited scrutinise the contents of this report, seek assurance from the Commissioner on any specific areas of concern, request further information where required and make recommendations within the scope of their role<sup>b</sup>.
- 2.2 The Police and Crime Panel has a statutory duty<sup>c</sup> to provide scrutiny of performance and delivery against the ambitions of the Police and Crime Plan and of the Commissioner in fulfilling his core statutory duties (Section 14 of the Policing Protocol 2011). This update report is designed to assist the Panel in fulfilling these responsibilities.

<sup>a</sup> Section 13 of the Police Reform and Social Responsibility (PR&SR) Act 2011 requires the Commissioner to, subject to certain restrictions, provide the Panel with any information which they may reasonably require in order to carry out their functions, and any other information which the Commissioner considers appropriate

<sup>b</sup> [Police and Crime Panels: A Guide to Scrutiny](#), Local Government Association (Updated 2016)

<sup>c</sup> Police Reform and Social Responsibility Act 2011

### 3. POLICE AND CRIME PLAN PERFORMANCE (2018-21)

- 3.1 The Commissioner's Police and Crime Plan (2018-21) set 57 performance indicators and 12 sub-measures across four strategic themes. These indicators are tracked by the force and OPCC on a quarterly basis as part of the Performance and Insight Report shown at appendix A. Previous versions of the report can be accessed via the Commissioner's website<sup>d</sup>.
- 3.2 **Protecting vulnerable people from harm:** Ongoing improvements in proactivity, training, risk management and effective partnership working are helping to support sustained increases in safeguarding referrals (+22%). The work of a dedicated Missing Persons team and the use of new technology to assist in tracing missing people has also helped to secure a 19% reduction in missing persons reports over the last year. Proactive police and partnership activity in response to modern slavery and county lines has also led to referral rates almost doubling (+93%) over the last year. Levels of police recorded online crime continue to rise (+16%), partly impacted by increases in online activity as a result of the Coronavirus Restriction measures in place.
- 3.3 **Helping and supporting victims:** Force compliance with the Victim's Code of Practice (92%) also remains strong and improving following the introduction of stringent reviews across adult and child public protection since June 2020 and continued robust screening of rape and serious sexual offence compliance. Levels of police recorded domestic abuse are stabilising despite some increases in the latest quarter which may be attributable to the impact of Coronavirus restrictions. The proportion of crimes resolved via community resolution has been falling throughout the year (-1.8% pts), however plans are underway to reinvigorate the force's approach to out of court disposals.
- 3.4 **Tackling crime and Anti-social Behaviour:** Police recorded crime, and most notably theft from person, vehicle crime and burglary, fell markedly between April and June 2020 coinciding with the period of stringent Coronavirus Restrictions. Crime rates have since returned closer to pre-lockdown levels. While violent knife crimes have been in general decline since 2018, positive outcome rates for these offences have also fallen. The roll out of Operation Reacher has led to sustained increases in use of stop and search over the last year (+11%) which is likely to continue over the coming months. Positive stop and search outcomes remain strong (40%) but have deteriorated slightly over recent months at both a local and national level.

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<sup>d</sup> <https://www.nottinghamshire.pcc.police.uk/Public-Information/Performance/>

**3.5 Transforming services and delivering quality policing:** Reflecting national trends, calls to the 999 emergency service began to fall for the first time in two years in April 2020, while calls to the 101 service have also continued to decline. Compliance with National Crime Recording Standards (NCRS) has increased to the highest level recorded on over a year (97.2%). Public trust and confidence (+5.7%) in the police has seen a marked improvement over the last year, largely driven by increases during the post-lockdown period in 2020.

3.6 Key areas for consideration as part of the latest insight report include:-

- Ongoing issues relating to the reporting of resource data following transition to the new 'SAFE' Command and Control system<sup>e</sup> in January 2020. This has impacted upon the ability to accurately report on service response times. Force Information Services have been working to resolve compatibility issues with the Force's principle data extraction tool and are working with the developer to script a potential automated solution. It is anticipated that this work will be completed soon enabling resourcing data to be fully and accurately reported. It should be noted that response times are reviewed on a live time basis by Force Control Room (FCR) managers and on a daily basis by FCR senior leaders. Outstanding demand levels for emergency and non-emergency calls remains low, with anecdotal evidence from FCR managers that response times have improved since the introduction of SAFE and additional resources delivered via the Uplift programme.
- Understanding and responding to the rising level of reported online crime victimisation, including the risks to vulnerable children and young people during the period of coronavirus restrictions. National increases in online phishing and scam emails relating to Covid-19, Test and Trace and HMRC have been observed over recent months.
- Driving improvements in the use of community resolution and other appropriate out of court disposals as part of changes to the force's framework for delivering these outcomes.
- Monitoring increases in 101 abandoned call rates since January 2020, considered, in part to have been affected by the COVID-19 pandemic, turnover of staff and the impact of training new starters in call handling. Performance in this area is expected to improve over the coming months in line with increases in organisational capacity.

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<sup>e</sup> The SAFE' system replaced the Legacy system in March 2020 which was no longer compliant with Home Office requirements. SAFE provides Command and Control, telephony and Airwave radio interfaces into the control room, with all data transactions, including those from the mobile and web clients, being recorded by the system in real time. This provides the foundation for producing near real-time reports.

- 3.7 The force and OPCC will continue to closely monitor and assess the impact that the Coronavirus Pandemic and changes in restrictions may have on levels of crime, ASB and service demand over the coming months.

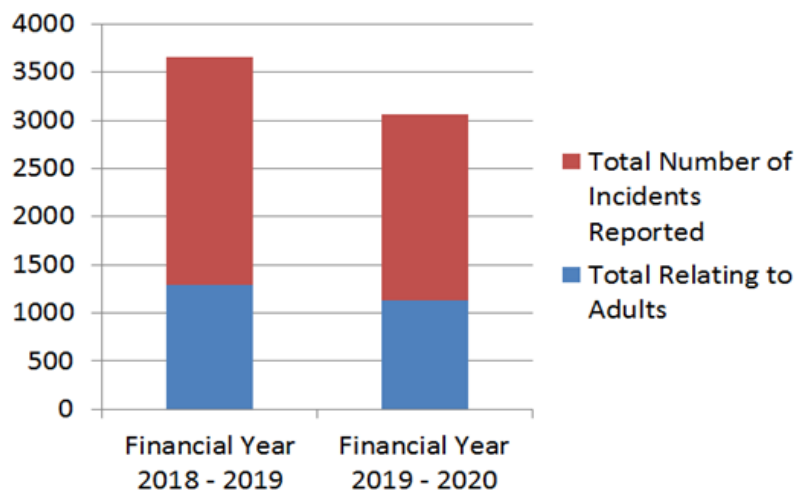
#### **4. Case Study: Missing From Home Teams**

- 4.1 Nottinghamshire's Police and Crime Plan includes a priority focus on protecting vulnerable people, including actions to ensure the effective response and safeguarding of vulnerable people missing from home. An HMICFRS Inspection of Nottinghamshire's Missing From Home (MFH) team in 2015 identified a number of specific areas for improvement, which included the management of data, trigger plans for repeat missing persons and improving the multi-agency response to persistent and repeat missing children. This case study highlights the actions that have been taken to address each of these recommendations and the considerable progress that has been made in this area since 2015.
- 4.2 The force has worked to gather information from forces that have been subject to more recent HMICFRS inspections in this area in order to identify best practice and promote organisational learning. All information is assessed and, where appropriate, translated into an action and recorded in the '4P' action plan – Prevent, Pursue, Protect and Prepare. The plan provides the basis for a monthly performance meetings chaired by the Chief Inspector lead for MFH and reviewed by the Force Strategic Lead (Superintendent) for MFH on a quarterly basis.
- 4.3 The team have embedded a daily multi-agency response at a tactical level through meetings which link vulnerable and repeat missing persons into social care services and other relevant partners. Risks associated with Child Sexual Exploitation (CSE) and County-lines are identified and mitigated by working closely with dedicated teams linked to Modern Slavery, County Lines and Child Abuse – with a view to sharing information and identifying emerging trends.
- 4.4 MFH work together in two teams – the Locate Team responsible for finding people of all risk levels when they are reported missing and the Safeguarding team which focuses on prevention and longer term problem-solving approaches to addressing repeat missing episodes. The teams have shared responsibility for the safeguarding oversight of Missing no Apparent Risk (MISNAR).
- 4.5 Key developments in the last year have included greater proactive use of police protection and Child Abduction Warning Notices (CAWNs) to ensure that high risk and repeat missing persons can be quickly located and robustly safeguarded, and the use of new technology (Terragence) to assist in tracing missing people by processing phone data more effectively. This technology reduces the time spent

searching and the resources required to do so, putting the force at the forefront nationally when searching for missing persons.

- 4.6 Missing no Apparent Risk (MISNAR) incidents are primarily managed within the control room, but can be converted to a “police attend” incident and dealt with by the MFH team at any point and in any case once a maximum 72 hour threshold has been reached<sup>f</sup>. MISNAR demand remains relatively static in Nottinghamshire, with 2,865 incidents recorded in 2018/19 and 2,944 recorded in 2019/20.
- 4.7 The number of Missing from Home episodes of all risk levels, meanwhile, has reduced by 18% among children to 1,933 per year and by 12% among adults to 1,130 per year over to the same period. The improved approach outlined above has been instrumental in achieving these reductions and the positive trajectory seen over recent years.

**Fig 1. Missing From Home Demand 2018/19 to 2019/20 (Low, medium and high risk)**



- 4.8 Reflecting other areas of service MFH reports saw a steep decline during the period of stringent Coronavirus lockdown restrictions, with a gradual return to normality as the restrictions eased. The April to August 2020 period for example saw a 39% reduction in Missing No Apparent risk reports and a 23% reduction in MFH reports. The average length of time that a reported person remained missing, however, reduced from 32 hours to 14.5 hours (-54%).
- 4.9 Comparisons based on the month of September in both 2019 and 2020, however, provide a more accurate reflection of the trajectory in performance. This shows a 21% reduction in overall Missing reports (181), a 32% reduction in under 18 reports (99), a 14% reduction in average time missing (7.98 hours), a 46%

<sup>f</sup> The control room review and risk assess MISNAR incidents at a maximum interval of every 6 hours during this period

reduction in repeat reports (35) and a 60% reduction in 'in care' reports. The Police have also maintained a 100% completion rate for return interviews.

- 4.10 Whilst it is difficult to attach a cost to the work undertaken by the MFH team and the costs associated with this type of demand, national statistics estimate the cost of an average Low to Medium risk investigation to be around £2,500 and the cost of a High risk case to be around £8,500. Much of this cost can be attributed to the investment of police resources and time allocated to locate MFH's.
- 4.11 The developments and improvements in approach to MFH investigations (based on time savings made in medium risk cases) is therefore estimated to have delivered a £1.3 million saving across this area of business over the last 12 months, with a combined reduction of 1.75 million over the last 4 years. While the overall cost of implementing the Terragence system is still pending, the benefits in terms of reduced length of time of a missing and number of staff required is also predicted to demonstrate substantial efficiencies.
- 4.12 Nottinghamshire Police continue to build on this success and embed learning and best practice from other areas. This has included, for example, Actions taken, for example, implementing an "access to support" approach to improve mental health provision for missing people on their return and linking with the Street triage team for further input. This application of best practice and commitment to continuous improvement has been a critical factor in the team's ongoing success over recent years.

## **5. Activities of the Commissioner**

5.1 The Commissioner is represented at key thematic, partnership and force performance boards to obtain assurance that the police and partners are aware of the current performance threats and taking appropriate action to address emerging issues and challenges. This is reported to the Commissioner who holds the Chief Constable to account on a weekly basis. The Commissioner also meets heads of Investigations and Intelligence and Operations on a quarterly basis to gain a deeper understanding of threats, harm and risk to performance. The Commissioner seeks regular assurance that the Chief Constable has identified the key threats to performance and taken swift remedial action as appropriate. Key activities are reported on the Commissioner's website.<sup>9</sup>

5.2 The Commissioner's partnership and community engagement schedule has been significantly affected by the impact of Covid-19 lockdown restrictions since

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<sup>9</sup> <http://www.nottinghamshire.pcc.police.uk/News-and-Events/Latest-News.aspx>

23 March 2020, however the OPCC has maintained business continuity during this exceptional period by adapting to new ways of working. The commissioner continues to engage with partner agencies and communities in accordance with social distancing guidelines, though events such as the launch of the Hucknall Tri-Service station (18 August), West Bridgford co-location station (16 October) and the PCC Partnership Awards (23 October). The Commissioner has also supported the Community Listening Group (28 August 2020) and undertaken a community walkabout in Stanton Hill (5 November TBC).

- 5.3 Nottinghamshire's Deputy PCC has also undertaken a wide range of engagement activities during this period, which have included visits to the Bridewell Custody Suite, Radford Road Police Station and the West Bridgford Co-location Station. Voluntary and Community Sector engagement has included work with 'Jumpers 4 Goalposts (Farnborough Academy) and the African Women Empowerment Forum.
- 5.4 Work continues to deliver improvements in lighting, CCTV and ANPR use and home and bicycle security as part of the £550k Home Office Safer Streets funding which was successfully secured by Nottinghamshire PCC on 28 July 2020. Funding is being used to tackle and reduce acquisitive crime, such as burglary, vehicle crime and bicycle theft in the Chatham and Northgate area of Newark.
- 5.5 On 22 July 2020, the Home Secretary announced a review of the role of Police and Crime Commissioners in line with the government's manifesto commitment to sharpen and expand the role and further improve public accountability. Measures to be considered include: raising the profile of the PCC model to help the public access information about their PCC; ensuring PCCs have sufficient resilience in the event that they cannot undertake their role, considering how to improve the current scrutiny model for PCCs and better share best practice and; the effectiveness of the current PCC and Chief Constable oversight dynamic.
- 5.6 The review will be held in two parts with the first being undertaken during summer 2020 and reporting in the autumn. This will be used to inform the Government's priorities for pre-May 2021 PCC model reform. The second stage of the review will be undertaken following PCC elections in May 2021 and will focus on longer-term reform, including the role PCCs play in tackling re-offending. Further plans to increase the number of mayors with responsibility for policing will be detailed in the Local Recovery and Devolution White Paper, which was due to be published in the autumn 2020, but has been delayed on account of the COVID-19 pandemic.

5.7 Nottinghamshire PCC has been successful in securing government funding to pilot a local perpetrator programme. The funding will support joint working between Freeva, who have been successfully delivering these programmes in Leicester since 2012, and Equation in delivering a series of programmes for domestic abuse perpetrators. In addition to funding the programmes, the PCC will fund a 0.5 FTE post with Juno and Notts WA to work with the partners of the perpetrators on the programmes. The PCC will also commission an independent review of the programmes to help inform the local and national evidence base. This will include an evaluation of the DVA IOM scheme. Consultation on the Commissioner's Domestic Abuse Position Paper closed on 11 November. The paper will be finalised taking account of the feedback received and will inform the development of an action plan in early 2021.

5.8 The Operation Reacher programme continues to be rolled out across Nottinghamshire's priority areas and neighbourhoods with a focus on proactive enforcement, community engagement and partnership working. Between 1 April and 7 November 2020, the combined Bestwood, City North and Gedling Reacher Teams have achieved:-

- 282 arrests including people interviewed under caution
- 180 traffic offence tickets issued
- 158 vehicles recovered/seized from illegal use (e.g. no insurance, disqualified drivers), of which 16 were stolen vehicles
- 77 warrants
- 109 PACE searches (section 32 section 18)
- 182 drug seizures
- 515 stops and stop searches
- 61 offensive weapons recovered
- £341,070 recovered in criminal cash
- 506 pieces of intelligence generated and submitted

## **6. Decisions**

6.1 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.<sup>h</sup>

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



6.2 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 D**.

## 7. Financial Implications and Budget Provision

- 7.1 The Commissioner's Strategic Resources and Performance meetings (SSRP) provide a formal mechanism for holding the Chief Constable to account. At this meeting the Chief Constable submits a number of financial reports for scrutiny.
- 7.2 The forecast financial outturn for 2020/21 was reported to the SSRP meeting held on 4 November 2020. As at 30 September 2020, the review of revenue expenditure shows a forecasted outturn position of £209k overspend for Police and an on budget position within the OPCC.
- 7.3 At the end of Q2 2020/21, the force has incurred additional costs/loss of income of £622k in relation to Covid-19 as well as £300k in relation to orders that have been delayed, the cost of which should have been incurred during 2019/20. These costs along with additional overtime spends would have resulted in a larger overspend position than that being reported, however the considerable savings on vacant staff posts have off-set much of those costs.

Nottinghamshire Police - Forecast Revenue Position as at Q2 2020/21

Expenditure Type	Total Base £'000	Virements £'000	Revised Budget £'000	Q2 Outturn £'000	Variance Over/(Under) £'000
Employee	142,858	1,594	144,452	143,563	(889)
Pension	34,460	366	34,825	35,012	187
Agency & Contract Services	12,763	32	12,794	14,068	1,274
Supplies & Services	9,834	394	10,228	10,971	743
Comms & Computing	8,915	377	9,292	9,825	533
Capital Financing	8,482	1,000	9,482	9,171	(311)
Transport	6,144	2	6,146	6,310	164
Premises	6,118	(1)	6,117	6,495	378
Income	(13,054)	(3,729)	(16,784)	(18,653)	(1,870)
	<b>216,519</b>	<b>35</b>	<b>216,554</b>	<b>216,762</b>	<b>209</b>

Overspends shown as positive numbers, under-spends shown as ( ) numbers.

- 7.4 Agency and Contracted Services costs show a current forecast overspend of £1,272k. Whilst MFSS costs have reduced, the force has received a £1,696k charge from the region for EMSOU collaboration.

- 7.5 Employee costs show a current forecast underspend of £889k as a result of underspend on staff pay (£480k) on account of a high number of vacant posts and an underspend on officer pay (£345k) reflecting an increase in retirees and an adjustment to the start date of IPLDP officers. Overtime is currently predicted to overspend at around £99k, however a 2 hours self-approval process has been removed from the system as at 28th September to ensure greater control. External training course costs shows a forecast underspend of £168k due to courses being cancelled as a result of the pandemic.
- 7.6 Income including grants, partnership funding, fee income and seconded officers' recharges is currently forecast to increase by £1,870k. £733k reflects the income due to off-set the EMSCU charges and £1,684k reflects the income from EMSOU CID for officers in kind contributions. The forecast also includes £179k off-sets costs of regional buildings and £161k additional income generated from investment interest which off-set loss of income from sporting events of £418k as a result of Covid-19.
- 7.7 The total gross Capital expenditure budget approved by the OPCC for 2020/21 was set at £34,589k. This has increased by £87k for CED (Conducted Energy Devices) purchase. A decision was made to reduce the Information Technology budget by £500k and increase the Estates budget by £500k to enable car park extension works (decision record 2020.050) Slippage of £1,169k from 2019/20 has also been added.
- 7.8 The review of capital expenditure shows a forecasted outturn position of £25,678k, which represents an underspend of £1,076k and anticipated slippage of £9,091k. Within the Estates projects are the three new build projects for Nottingham Custody Suite, new Joint HQ Build and the SARC (Sexual Adult Referral Centre). These three areas alone amount to a combined budget of £25,159k and also amount to the majority of the slippage figure currently being forecast of £6,133k.
- 7.9 Within the Assets/Estates projects are the three new build projects for Nottingham Custody Suite, new Joint HQ Build and the SARC (Sexual Adult Referral Centre). These three areas alone amount to a combined budget of £25,169k and also amount to the majority of the slippage figure currently being forecast of (£4,546k).
- 7.10 The multiyear custody project to deliver a new Nottingham Custody Suite at a new location within the City is now ahead of schedule. The in-year budget allocation is therefore at risk of overspending in 2020/21. A request will be made to bring forward budget allocated to 2021/22 into the current financial year.

7.11 The multiyear Joint Force HQ build for Nottinghamshire Police and Nottinghamshire Fire and Rescue is taking place on land currently owned by Nottinghamshire Police. The project is well underway and the build contract has recently been let to Henry Brothers. It is expected that the project will generate a reasonable underspend.

7.12 A new build Sexual Assault Referral Centre (SARC) is being developed close to the existing Centre which was deemed unsuitable, in need of reparation and without scope for extension. It is expected that design and planning fees will be incurred during the current financial year with a view to the build commencing April 2021. The capital budget is therefore slightly out of alignment with the planned works with potential for slippage into 2020/21.

### Capital Projects 2020/21 As at Q12 2020/21

	Revised Budget	Out-turn	Under Spend	Slippage to 2021/22
	£'000	£'000	£'000	£'000
<b>Estates</b>				
Nottingham Custody Suite	12,400	13,003	0	603
New HQ Joint Build	11,959	5,229	(628)	(6,102)
Building Improvement, Renovation & Conversion Works	2,640	906	(66)	(1,668)
SARC New Build	800	166	0	(634)
Estate Improvements	582	186	(319)	(77)
Northern Control Room Conversion & Refurb.	362	2	0	(360)
Custody Improvements	166	101	0	(66)
West Bridgford Relocation	183	183	0	0
Hucknall EMAS	17	17	0	0
Operation Uplift - Estates	500	500	0	0
	<b>29,608</b>	<b>20,292</b>	<b>(1,013)</b>	<b>(8,303)</b>
<b>Information Services</b>				
Technology Services Refresh & Upgrades	2,573	2,573	0	0
Operation Uplift - IS	1,426	1,426	0	0
ESN	800	12	0	(788)
ANPR Camera Project	244	244	0	0
Command & Control	0	(2)	(2)	0
	<b>5,043</b>	<b>4,253</b>	<b>(2)</b>	<b>(788)</b>
<b>Other Projects</b>				
Operation Uplift - Fleet	572	572	0	0
Vehicle & Equipment Replacement	435	374	(61)	0
Operation Uplift - Other	100	100	0	0
Taser	87	87	0	0
	<b>1,194</b>	<b>1,133</b>	<b>(61)</b>	<b>0</b>
<b>Total</b>	<b>35,845</b>	<b>25,678</b>	<b>(1,076)</b>	<b>(9,091)</b>

7.1 ESN is a national programme to replace the current airwave service. The project has experienced a number of setbacks since its inception and the types of devices being deployed are yet to be determined. It is expected that the only costs to improve our firewall capability in preparation for the transition will be

incurred this financial year and that the project will slip further in 2022/23 where £800k is already allocated. The overall budget is likely to increase considerably and discussions at a national level are being held as to how the project will progress.

- 7.2 **Appendices B and C** contain the full finance revenue and capital reports submitted to the Strategic Resources and Performance Board on 4 November 2020 and provide more detail regarding the forecast 2020/21 position as at quarter 2.

## **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.

## **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 briefing on a fortnightly basis which is widely accessed by OPCC, policing and other partner agencies nationally. The briefing captures information from a wide range of sources including emerging legislation, government publications, audits and inspections and significant consultations, statistics and research findings in order to help inform local strategic planning and decision making. The briefings can be accessed via the Commissioner's website<sup>i</sup>.

## **13. Details of outcome of consultation**

- 13.1 The Chief Constable has been sent a copy of this report.

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

## 14. Appendices

- A. Nottinghamshire Performance and Insight Report - Quarter 2 - 2020/21
- B. Finance Revenue Budget Position for Q2 2020/21 as presented to Strategic Resources and Performance Board on 4 November
- C. Finance Capital Budget Position for Q2 2020/21 as presented to Strategic Resources and Performance Board on 4 November
- D. Forward Plan of Key Decisions for the OPCC and the Force to October 2020

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

- [Police and Crime Plan 2018-2021](#)

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