



# NOTTINGHAMSHIRE POLICE AND CRIME PLAN PERFORMANCE AND INSIGHT REPORT 2021/22

QUARTER 1: PERFORMANCE TO JUNE 2021

**Guidance notes:**

1. The following performance indicators are aligned to the four strategic priority themes of the Nottinghamshire Police and Crime Plan 2018-21. The framework will be revised and updated to reflect the 2021-24 Police and Crime in September 2021.
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. This report includes findings from the PCC's quarterly Police and Crime Survey. Coronavirus restrictions in place during 2020-21 resulted in minor delays to the fieldwork programme, however the full quota of resident surveys was achieved during the year in compliance with Market Research Society guidelines.

**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 (by 16% in the last 12 months), largely attributed to improved training and better Partnership working in relation to CSE, PPNs and Knife crime.
- Mental Health related incidents have also continued to decrease over the last 12 months, however, this trend is expected to change over the summer.
- Online crime continues to rise again this quarter with on-going issues related to phishing/scam emails.
- Action Fraud data has been included in this report for the first time to give a better understanding alongside recorded Fraud offences; both continue to see increases.
- Police recorded Child Sexual Exploitation (CSE) offences have seen further increases; this is reflected as a positive due to on-going work to improve accuracy and the benefits of the CSE Perpetrator Matrix.

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

- Domestic Abuse recorded offences have seen a small increase this quarter.
- VCOP compliance has seen continued improvements again this quarter.
- Adult and Child sexual offences continue to see reductions against the previous 12 months.

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

- Knife Crime and Possession of Weapons have seen further reductions over the last 12 months.
- Alcohol ASB has seen a downward trend over the past 12 months.
- The IOM re-offending risk has further improved this quarter to 75.9%
- The Police and Crime Survey reflected that Community Cohesion continues to show improvements.
- ASB incidents has seen further increases in the last 12 months.

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

- The Police and Crime Survey has seen public satisfaction improvements in 'dealing with issues that matter' and 'police doing a good job'.
- PSD timeliness for complaint resolution has further improved by over 40 days in the past 12 months.
- Calls for Service: 999 and 101 have seen increases this quarter.
- NCRS compliance has remained stable this quarter.

## Theme 1: Protecting Vulnerable People from Harm

### Theme 1A: More Vulnerable People Safeguarded and Protected

	Aim	12 months to Jun 2020	12 months to Sep 2020	12 months to Dec 2020	12 months to Mar 2021	12 months to Jun 2021	Change over last year		
							%	Actual	
1A.1	<b>Adult and Child Safeguarding Referrals</b>	Increase	<b>7,390</b>	7,752	7,888	8,105	● 8,572	+16.0%	+1,182
1A.2	<b>Missing persons</b>	Monitor	<b>2,713</b>	2,541	2,473	2,288	2,543	-6.3%	-170
1A.3	<b>Missing: No apparent risk</b>	Monitor	<b>2,838</b>	2,817	2,732	2,590	2,699	-4.9%	-139
1A.4	<b>Mental health-related incidents</b>	Monitor	<b>19,330</b>	18,775	17,853	16,923	● 16,572	-14.3%	-2,758

#### Safeguarding Referrals

Safeguarding referrals continued to increase in Nottinghamshire during 2021, having risen by 16.0% over the last 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 increased during the latest quarter, following reductions during the COVID lockdown period. Average monthly reports rose from 191 to 212 during the April to June 2021 period as COVID restrictions were further eased. This compares to an average of 241 per month prior to the Coronavirus lockdown (January to March 2020).

The Team continue to work collaboratively on safeguarding issues and invest in new technology to assist in tracing missing people by processing telephone data more effectively. The MFH Team continue to gather information and learning from recent force inspections. Positively, social distancing practices have also led to increased 'attendance' at (online) meetings and improved information sharing.

Reports of 'Missing with no apparent risk' increased in the latest quarter against an overall reduction of 4.9% in the previous 12 months. As expected, the relaxation of COVID restrictions have impacted upon demand in both MISNAR<sup>1</sup> and Missing Reports.

#### Mental Health-Related Incidents

The last 12 months have seen a monthly average of 1,381 police recorded mental health reports compared to an average of 1,611 the previous 12 months. Incidents have continued to fall in the latest quarter. Despite this downward trend, the Mental Health Team note an seasonal increase in demand during June and July 2021 which is expected to continue with the removal of most COVID restrictions in July.

<sup>1</sup> Missing No Apparent Risk

## Theme 1: Protecting Vulnerable People from Harm

### Theme 1B: Improved Response to Serious and Emerging Threats

	Aim	12 months to Jun 2020	12 months to Sep 2020	12 months to Dec 2020	12 months to Mar 2021	12 months to Jun 2021	Change over last year	
							%	Actual
1B.1	i) Fraud Offences	2,883	2,851	2,925	2,998	● 3,368	+16.8%	+485
	ii) Action Fraud	1,130	2,970	4,942	7,182	● 7,412	+556%	+6,282
1B.2	Online Crime	3,900	4,123	4,137	4,240	● 4,324	+10.9%	+424
1B.3	Drug Trafficking and Supply Offences	945	936	935	993	970	+2.6%	+25
1B.4	Police recorded Child Sexual Exploitation	468	428	434	477	● 492	+5.1%	+24
1B.5	Police recorded Modern Slavery offences	134	140	134	156	150	+11.9%	+16

#### Fraud offences & Action Fraud

Police recorded fraud offences have increased by 16.8% over the last year impacted, in part, by the volume of reports created by the Fraud triage assistants including NICE qualifiers on Niche. The PCC's Police and Crime Survey also highlights a rise in the proportion of residents having experienced online fraud over the last year. Action Fraud referrals have seen a five-fold increase over the last year.

#### Online crime

Online crimes represent a significant challenge to the force and a growing demand on resources. Recorded offences have increased by a further 10.9% over the last year impacted, in part, by a greater transition to 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.

#### Drug Trafficking and Supply Offences

The number of recorded drug trafficking and supply offences increased by 2.6% in the year to June 2021, largely impacted by the Operation Reacher programme. Between Mar-Jun 2021, the programme undertook 219 drug seizures, made 479 arrests, seized over £210k cash and seized 103 weapons. The PCCs Police and Crime survey highlights reductions in public concern about drug use and dealing over the last year alongside reductions in the level and frequency with which residents experience it.

#### Modern Slavery

The number of modern slavery offences recorded by police increased by 11.9% in the year to June 2021 reflecting on-going improvements in proactivity, training and awareness of the issue. The force's dedicated Modern Slavery and County Lines Team continues to take a proactive approach to identifying offences and ensuring survivors are protected and offenders are brought to justice.

#### Child Sexual Exploitation

Police recorded CSE offences have been increasing during 2021, impacted in part by improvements in data quality following production of the 2020 CSE Profile. Searches are now undertaken on a weekly basis to improve data quality (correcting or if necessary removing data qualifiers as required), particularly among offences recorded by officers outside of SEIU. A further CSE Profile will be produced in 2021.

The removal of further Coronavirus restrictions is likely to result in an increase in reports and referrals to the police and MASH as contact between professionals, victims and vulnerable people increases.

## Theme 2: Helping and Supporting Victims

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

	Aim	12 months to Jun 2020	12 months to Sep 2020	12 months to Dec 2020	12 months to Mar 2021	12 months to Jun 2021	Change over last year		
							%	Actual	
2A.1	Police recorded domestic abuse crimes	Monitor	15,096	14,979	14,243	13,988	14,077	-6.8%	-1,019
2A.2	Domestic abuse repeat victimisation rate	Monitor	33.8%	33.4%	33.6%	34.1%	33.6%	-0.2% pts	n/a
2A.3	Domestic abuse: Positive Outcome Rate	Monitor	13.2%	13.3%	13.4%	12.9%	12.2%	-1.0% pts	n/a
2A.4	% Domestic abuse victims satisfied (overall)	Monitor	88.7%	88.6%	89.3%	88.5%	88.2%*	-0.5% pts	n/a
2A.5	Serious sexual offences: Adult	Monitor	1,335	1,313	1,231	1,181	1,216	-8.9%	-119
2A.6	Serious sexual offences: Child	Monitor	1,227	1,142	1,081	1,008	1,195	-2.6%	-32
2A.7	Sexual Offences: Positive Outcome Rate	Monitor	8.3%	8.4%	8.2%	7.9%	7.4%	+0.9% pts	n/a

#### Domestic Abuse

This quarter has seen a small increase against the previous quarter and an overall 6.8% reduction over the preceding 12 months. This trend is likely to have been affected by Coronavirus restrictions in place during 2020/21, with fewer opportunities for victims to come forward to report victimisation and reductions in night-time economy related activity. With restrictions easing, increases are now expected.

The proportion of victims that are repeats has remained stable during the year while positive outcome rates have dropped to 12.2%.

Levels of satisfaction with the police among survivors of domestic abuse have reduced marginally in the latest 12 months; Ease of Contact and Actions taken are the main drivers of reduced satisfaction. Previous issues with Kept Informed satisfaction have improved this quarter after the Force devised an audit to review numerous crimes for VCOP compliance in keeping victims informed.

\* NB: Survey data is current up to June 2021 based on surveys undertaken in March 2021.

#### Sexual Abuse

Both Adult and Child Serious Sexual Offences continued to see decreases of 8.9% and 2.6% respectively in the year ending June 2021. However, both categories saw slight increases against the previous quarter.

Both Adult and Child offences dropped markedly during Covid restrictions and lockdowns. The current quarter increase could be reflective of offences starting to rise now that restrictions are easing.

The positive outcome rate has reduced to 7.4% this quarter, however, the 12-month overview still reflects a small positive increase.

## Theme 2: Helping and Supporting Victims

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

	Aim	12 months to Jun 2020	12 months to Sep 2020	12 months to Dec 2020	12 months to Mar 2021	12 months to Jun 2021	Change over last year		
							%	Actual	
2B.1	<b>Victims Code of Practice Compliance</b>	Monitor	91.4%	91.7%	92.9%	93.9%	● 94.2%	+2.9% pts	n/a
	<b>Victim Services: New Referrals</b>	Monitor	10,135*	10,126	10,126*	11,920	Pending	+17.6%	+1,785
2B.2	<b>Victim Services: Closed Cases</b>	Monitor	3,524*	3,113	3,113*	3,534	Pending	+/- 0%	+10
2B.3	<b>% Improved ability to cope and recover</b>	Monitor	79.0%*	72.2%	72.7%*	67.8%	Pending	-11.2% pts	n/a
2B.4	<b>% crimes resolved via community resolution</b>	Monitor	9.5%	8.9%	9.3%	9.8%	11.0%	+1.5%	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 continued to be made over the past year (+2.9% points), 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 have improved as more teams have been included in the mandatory review process while maintaining high compliance.

#### Victim Services

Victim services data to 30 June 2021 will be available in early August.

PCC Commissioned Victim Services received 11,920 new referrals in 2020/21, of which 619 were supported by new providers receiving additional Ministry of Justice funding for domestic and sexual abuse support in wake of the Coronavirus pandemic.

Of the 3,534 closed cases receiving an outcome assessment in 2020/21, 67.8% reported improvements in their ability to recover and cope with aspects of daily life as a result of the support provided. This marks an 11.2% pt reduction in positive outcome rates since March 2020 which has remained stable throughout the pandemic. This reduction should be viewed in the context of the changing profile of victimisation and service provision, with some providers having reported an increase in levels of anxiety and complexity among presenting service users.

#### Community Resolution

The proportion of crimes resulting in community resolution has been increasing steadily since September 2020 with further increases seen in the latest quarter.

## Theme 3: Tackling Crime and Anti-Social Behaviour

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

	Aim	12 months to Jun 2020	12 months to Sep 2020	12 months to Dec 2020	12 months to Mar 2021	12 months to Jun 2021	Change over last year		
							%	Actual	
3A.1	Victim-based crime: Total	Monitor	83,791	79,894	74,716	69,656	73,427	-12.4%	-10,364
3A.2	Victim-based crime: Rural areas	Monitor	10,718	10,458	9,769	9,489	9,702	-9.5%	-1,016
3A.3	Victim-based crime: Urban areas	Monitor	72,279	69,315	64,848	61,132	63,309	-12.4%	-8,970
3A.4	Average Crime Severity: Force-wide	Monitor	158.23	162.07	156.71	155.69	153.41	-3.1%	-4.82
3A.5	Average Crime Severity: Priority areas	Monitor	164.52	165.69	165.24	165.76	161.84	-1.63%	-2.68
3A.6	Residents reporting experience of crime	Monitor	17.5%	16.9%	16.1%	16.4%	16.6%	-0.9% pts	n/a
3A.7	% residents feeling safe in area by day	Monitor	89.9%	90.1%	89.7%	89.5%	89.5%	-0.4% pts	n/a
3A.8	% residents feeling safe in area after dark	Monitor	62.7%	64.0%	63.1%	62.5%	61.0%	-1.7% pts	n/a
3A.9	% reporting drug use / dealing as an issue	Reduce	37.5%	32.1%	32.0%	30.5%	30.6%	-6.9% pts	n/a

#### Police recorded crime

Police recorded crime, decreased by 10,364 offences in the year to June 2021, impacted by decreases post June 2020 coinciding with the stringent Coronavirus restriction measures in place. Notable reductions were seen in Robbery (-24.7%, -264), Vehicle Offences (-29.2%, -2,317) and Burglary (-31.4%, -2,240). Reductions in police recorded crime continue to be more pronounced in the urban areas of the force.

Latest findings from the Police and Crime Survey indicate that self-reported experience of crime (excl. fraud and cyber) fell from 17.5% to 16.6% during the year. The proportion of residents experiencing serious acquisitive crime and criminal damage has reduced year on year since June 2019.

#### Crime Severity

The average crime severity score of offences recorded by police (based on weightings via the ONS Crime Harm Index) has reduced in the latest quarter and in the 12m comparison by 3.1%. Trends in crime severity will be monitored over the coming months as rates and trends of recorded crime during lockdown restrictions become clearer.

The 23 Priority Areas have seen a slight decrease in overall crime severity over the last year. Bilsthorpe, Lowdham & Villages and Arboretum again recorded the highest severity scores in the 12 months to June 2021 (214.82/205.00).

#### Resident concerns regarding drug use and dealing

The proportion of residents citing drug use and dealing as an issue they would like to see the police and other partners do more to tackle in their area has continued to fall in the last 12 months. This coincides 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 during the day and after dark has decreased marginally over the previous 12 months. This may, in part, have been affected by changes in lifestyles and activity as a result of the Coronavirus restrictions in place.



## Theme 3: Tackling Crime and Anti-Social Behaviour

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

	Aim	12 months to Jun 2020	12 months to Sep 2020	12 months to Dec 2020	12 months to Mar 2021	12 months to Jun 2021	Change over last year		
							%	Actual	
3B.1	Violent knife crime	Monitor	736	768	721	707	719	-2.3%	-17
3B.2	Violent knife crime: Positive outcomes	Monitor	27.2%	26.3%	28.0%	29.1%	28.1%	+0.9% pts	n/a
3B.3	Gun crime	Monitor	149	165	151	161	170	+14.1%	+21
3B.4	Possession of weapons offences	Monitor	1,099	1,084	1,019	1,005	1,063	-3.3%	-36
3B.5	Stop and Searches	Monitor	5,377	5,103	4,952	5,109	4,942	-8.1%	-435
3B.6	Stop and Search: Positive outcomes	Monitor	39.9%	39.6%	39.3%	39.0%	38.9%	-1.0% pts	n/a
3B.7	Alcohol-related violence	Monitor	15.4%	15.6%	14.7%	13.9%	13.9%	-1.6% pts	n/a
3B.8	Alcohol-related ASB	Monitor	7.8%	7.5%	6.5%	5.8%	6.0%	-1.8% pts	n/a

#### Violent Knife Crime

The number of police recorded violent Knife Crimes has fallen by 2.3% over the previous year, continuing the downward trend seen since 2018. The proportion of offences resulting in a positive outcome increased by 0.9% over the same 12 month period.

#### Gun Crime

Recorded gun crime has increased by 14.1% over the last year, following notable reductions seen between January and May 2020. Nationally, there was a downward trend in firearm discharges throughout 2020, with little overall impact to the nature of the firearms market.<sup>2</sup>

#### Stop Searches

There has been a reduction in the number of stop searches conducted in the 12 months to June 2021. This is possibly attributable to the Covid-19 pandemic and fewer people on the roads and fewer stops conducted.

Positive Outcomes improved steadily in 2019, although, small reductions have been seen throughout 2020 and in the 12 months to June 2021. The consistent level of positive outcomes is primarily associated with targeted intelligence led operations that 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 3.3% in the year to June 2021 reflecting the continued positive proactive work of Op Reacher and neighbourhood community teams in taking more weapons off the streets; 104 weapons were seized during the March to June 2021 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. Alcohol-related violence continues to see steady reductions over the past two years. Alcohol-related ASB has also seen a steady downward trend over the previous two years.

<sup>2</sup> NABIS – Annual Strategic Assessment 2020

## Theme 3: Tackling Crime and Anti-Social Behaviour

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

	Aim	12 months to Jun 2020	12 months to Sep 2020	12 months to Dec 2020	12 months to Mar 2021	12 months to Jun 2021	Change over last year		
							%	Actual	
3B.9	IOM: Offenders subject to monitoring	Monitor	385	269	258	285	304	-21.0%	-81
3B.10	IOM: Offenders successfully removed	Monitor	61	93	70	80	96	+57.4%	+35
3B.11	IOM: Reduction in average re-offending risk	Monitor	-46.0%	-56.3%	-71.0%	-71.0%	 -75.9%	-29.9% pts	-
3B.12	Youth Justice First Time Entrants: City	Monitor	109	105	114	113	135	+23.9%	+26
3B.13	Youth Justice First Time Entrants: County	Monitor	116	117	102	108	106	-8.8%	-10
3B.14	Crimes with an identified suspect (average)	Monitor	3,095	3,120	3,023	2,791	2,721	-12.1%	-374
3B.15	Positive outcomes: All crime	Monitor	15.5%	15.2%	15.7%	15.6%	14.7%	-0.8% pts	n/a
3B.16	Positive outcomes: Victim-based crime	Monitor	11.9%	11.8%	12.2%	11.8%	10.8%	-1.1% pts	n/a

#### Integrated Offender Management (IOM)

A successful year for IOM despite the difficulties of the pandemic. All normal activity has continued throughout the crisis, including home visits, statutory appointments and enforcement actions. IOM has additionally managed the emergency prison releases through COVID, and ensured that all such releases were subject at proposal to thorough checks and then monitored throughout the period of their temporary licence.

The National IOM Review and guidance will move the strategic emphasis towards the reduction of re-offending as opposed to harm to help the government meet its target of reducing neighbourhood crime by 20%.

#### DVIOM Scheme

The DIVOM performance figures are mostly the same as previous submissions. The PPIT score is now reflected using Power BI. The average reduction in PPIT for IOM DV offenders between entry and exit from the scheme is 4.92 points; equating to a 31% reduction in PPIT risk. The PPIT is used in addition to the IOM matrix to identify DV perpetrators and is the current academic leading model for this type of cohort selection.

There is scope within the new operational guidance to continue the successful DIVOM programme and some of the successful work done with Nottinghamshire's scheme, but there will be an expectation, as a primary, to move back towards the more traditional SAC type offending. The new guidance has been circulated to Chief Officers.

#### Youth Justice – First Time Entrants (FTE)

The City shows a 24% increase in FTE in the year to June 2021 when compared to the previous year. The County shows a reduction in FTE of 10 people (-9%) in the year to June 2021.

#### Identified Suspects

The number of Niche crime outcomes with a named suspect saw a 12.1% decrease in the 12 months to June 2021.

#### Positive Outcomes: All Crime & Victim Based Crime

Positive outcome rates for both All Crime and Victim Based Crime have marginally decreased over the last 12 months.

## Theme 3: Tackling Crime and Anti-Social Behaviour

### Theme 3C: Build Stronger and More Cohesive Communities

	Aim	12 months to Jun 2020	12 months to Sep 2020	12 months to Dec 2020	12 months to Mar 2021	12 months to Jun 2021	Change over last year		
							%	Actual	
3C.1	Police recorded hate occurrences	Monitor	2,395	2,404	2,343	2,242	2,366	-1.2%	-29
3C.2	Hate crime repeat victimisation rate	Monitor	14.3%	15.4%	17.3%	17.8%	17.3%	+3.0% pts	n/a
3C.3	% Hate crime victims satisfied (overall)	Monitor	83.7%	83.8%	85.9%	82.1%	81.0%*	-2.7%pts	n/a
3C.4	% feeling there is a sense of community	Monitor	57.3%	59.6%	61.3%	62.4%	63.2%	+5.9% pts	n/a
3C.5	% feeling different backgrounds get on well	Monitor	58.1%	61.4%	63.3%	64.8%	64.4%	+6.3% pts	n/a
3C.6	Anti-social Behaviour Incidents	Monitor	39,013	41,957	45,064	48,202	43,971	+12.7%	+4,958
3C.7	Anti-social Behaviour Incidents: % Repeats	Monitor	26.9%	27.6%	28.3%	29.5%	● 32.2%	+5.3% pts	+109
3C.8	% Residents experiencing ASB in the last year	Monitor	n/a	65.1%	64.0%	64.4%	65.3%	n/a	n/a

#### Hate Crime (see Appendix A)

Recorded Hate Crime has remained relatively stable over the previous two years with a marginal decrease in the past 12 months. The proportion of hate crime victims that are repeat victims has continued to increase this quarter.

Victim Satisfaction rates for hate crime have seen a 2.7% point reduction over the last year, largely driven by a decline in satisfaction with Actions Taken.

NB: Hate Crime survey data to June 2021 reflects data from March 2021 surveys.

#### 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 over the last year.

#### Anti-social Behaviour

Police recorded ASB increased markedly over the last year, with a 12.7% increase in the 12 months to June 2021. The increase is primarily driven by the enforcement of COVID restrictions since March 2020. The proportion of reports involving repeat victims has seen an upward trend over the past few quarters. An overall increase of 5.3% pts has been seen in the past 12 months. New questions relating to residents' experience of ASB were included within the Police and Crime Survey in October 2019. The rolling 12 month profile shows no significant change in the proportion of residents experiencing ASB over the last year (64%-65%).

## Theme 4: Transforming Services and Delivering High Quality Policing

### Theme 4A: Further Improve Public Confidence in Policing

	Aim	12 months to Jun 2020	12 months to Sep 2020	12 months to Dec 2020	12 months to Mar 2021	12 months to Jun 2021	Change over last year	
							%	Actual
4A.1	Police are dealing with the issues that matter	Monitor 42.5%	44.0%	44.6%	45.5%	● 46.0%	+3.5 % pts	n/a
4A.2	Residents feeling the Police do a good job	Monitor 51.7%	53.4%	54.0%	54.9%	● 55.2%	+3.5 % pts	n/a
4A.3	Residents reporting confidence in the police	Monitor 57.8%	59.3%	59.8%	60.7%	60.3%	+2.5 % pts	n/a
4A.4	% residents satisfied with the police	Monitor 58.4%	58.7%	60.1%	60.8%	● 62.8%	+4.4 % pts	n/a
4A.5	PSD Recorded Complaints	Monitor 905	894	1,015	1,095	1,160	+28.2%	+255
4A.6	PSD Recorded Complaints: Timeliness (days)	Monitor 113	97.8	83.4	78.5	● 73.2	-35.3%	-40

#### Public Confidence in the Police

The majority of indicators of public confidence in the police are increasing – particularly since March 2020. 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 March 2020.

#### Satisfaction with Police

24.5% of respondents to the Nottinghamshire Police and Crime Survey reported having had contact with the police over the last year, of which 575 were reporting a crime/incident.

The proportion of those respondents reporting that they were very or fairly satisfied with the service they received has increased in the past year (61.6%). The proportion reporting dissatisfaction with the police meanwhile has fallen marginally from 23.0% to 21.2%.

#### PSD Recorded Complaints: Timeliness

Recorded complaints have seen an increase over the last year, largely driven by changes to the Police (Conduct) Regulations in 2020 which saw the complaints system expanded to include elements not previously captured. This includes organisational issues and complaints that are repetitious, relate to historic matters or are vexatious.

The average timeliness for the resolution of PSD complaints has reduced from over 100 days to 73 days over the last year. This is due to the benefits now being seen of revised practices within PSD and a sustained overhaul of the Centurion system and historical complaints now being finalised.

## Theme 4: Transforming Services and Delivering High Quality Policing

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

	Aim	12 months to Jun 2020	12 months to Sep 2020	12 months to Dec 2020	12 months to Mar 2021	12 months to Jun 2021	Change over last year	
							%	Actual
4B.4	Staffing vs Establishment: Officers	98.66% 2,059.01/2,087	99.32% 2,071.81/2,087	101.80 2,124.48/2,087	101.23% 2,112.62/2,087	*92.70% 2,129.28/2,297	+3.3%	+70.27
4B.5	Staffing vs Establishment: Staff	99.84% 1,198.89/1,138.67	103.83% 1,186.41/1,142.67	103.34% 1,181.86/1,143.67	103.22% 1,212.53/1,174.69	*102.20% 1,181.24/1,155.87	-1.47%	-17.65
4B.6	Staffing vs Establishment: PCSOs	83.42% 166.83/200	80.85% 161.7/200	78.46% 156.91/200	103.57% 155.36/150	*100.66% 150.99/150	-9.50%	-15.84
4B.7	% Contracted days lost to Sickness: Officers	4.83% 19,628	4.21% 20,718	3.84% 15,980	3.55% 15,239	3.53% 15,230	-1.3% pts	-4,398
4B.8	% Contracted days lost to Sickness: Staff & PCSOs	4.80% 13,741	4.50% 14,426	4.38% 12,947	4.16% 12,314	4.16% 12,234	-0.64% pts	-1,507

#### Budget vs Spend: Revenue/Capital

Pending approval of Q1 reports.  
Final position at Quarter 4 shown below:

In terms of budget vs actual spend for the fourth quarter (Jan-Mar) 2020/21, the final outturn position was £221,724k versus a budget of £221,659k, representing an overspend of £65k.

The final outturn position for capital spend in 2020/21 was £30,369k versus a full year budget of £42,431k which is a difference of £12,062k. This is split as slippage of £8,636k and an under-spend of £3,426k.

#### Staffing: Officers / Staff / PCSOs

\*Latest data as of 31<sup>st</sup> May 2021, officer establishment levels were showing an increase of 70 officers when compared to the 12m to June 2020. The number of Police Staff has decreased by 17 while PCSOs have decreased by 16.

#### Sickness: Officers / Staff & PCSOs

**NB: percentage figures relate to hours lost as an average of all FTE hours.**

Officer and staff sickness rates have continued to see reductions this period. The Force has followed government guidelines and implemented self-isolation, shielding and authorised absences through the Personal Assessment process. Absence levels have not been adversely affected by the pandemic and have dropped considerably every month since March 2020. This may be due to: greater flexibility with home working; gyms and sporting activities being restricted and the arrival of 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 Jun 2020	12 months to Sep 2020	12 months to Dec 2020	12 months to Mar 2021	12 months to Jun 2021	Change over last year		
							%	Actual	
4C.1	<b>Calls for Service: 999</b>	Monitor	<b>187,415</b>	184,039	177,403	169,685	<b>190,329</b>	+1.6%	-2,914
4C.2	<b>Abandoned Call rate: 999</b>	Monitor	<b>0.64%</b>	0.86%	0.90%	0.48%	<b>0.57%</b>	-0.07% pts	n/a
4C.3	<b>Calls for Service: 101</b>	Monitor	<b>698,577</b>	666,530	631,628	579,874	<b>601,377</b>	-13.9%	-97,200
4C.4	<b>Abandoned Call rate: 101</b>	Monitor	<b>3.5%</b>	10.9%	7.7%	6.0%	<b>4.6%</b>	+1.1% pts	n/a
4C.5	<b>Response times: Grade 1 Urban</b>	Monitor	<b>77.6%</b>	76.0%	75.0%	77.7%	<b>77.5%</b>	-0.1% pts	n/a
4C.6	<b>Response times: Grade 1 Rural</b>	Monitor	<b>71.6%</b>	70.8%	69.4%	72.6%	<b>73.7%</b>	+2.1% pts	n/a
4C.7	<b>Response times: Grade 2</b>	Monitor	<b>53.2%</b>	50.7%	51.6%	58.1%	<b>57.1%</b>	+3.9% pts	n/a
4C.8	<b>Compliance with NCRS</b>	Monitor	<b>96.1%</b>	97.2%	97.4%	97.6%	<b>97.0%</b>	+0.9% pts	-

#### Calls for Service: 999 and 101

999 calls have seen increases over the last two years. Reductions were seen in the 12 months to March 2021, but since the easing of restrictions, calls have increased by around 21,000 in the latest quarter. Abandoned call rates for 999 remain extremely low.

Calls to the 101 non-emergency service have fallen during the year (-13.9%). Abandoned call rates for the 101 service, have been increasing steadily, the latest quarter saw a decrease when compared to the previous quarter but a small increase when compared to the previous 12 months.

#### Response Times within Target

Response times are now available from SAFE and have been updated. Response times for Grade 1 Rural and Grade 2 have seen increases in the current 12 month period when compared to the previous 12 month period, with the majority of calls being responded to within target times. These improvements are partly a reflection of better recording of State 6 on the SAFE system, and more officers being available to respond as a consequence of the officer uplift.

#### Compliance with NCRS

NCRS compliance remains strong due to the robust first contact and crime management processes in place, which has been maintained throughout Covid via agile working. With no noticeable drop in performance compliance is estimated to be in the region of 97%.

## **APPENDIX A**

### **Hate Crime and Repeat Victims**

A recent rise in Covid-related Hate crime towards the South East Asian and Chinese community has been identified over recent months, some of which is believed to have gone unreported to the police based on information received from University partners. As a result of this information, Nottinghamshire Police have taken steps to ensure that all relevant communications are available in multiple languages. The force is also partnering with the University of Nottingham on activity to break down perceived barriers to reporting and to improve engagement opportunities among these communities. The Hate Crime Team has commissioned a survey of the South East Asian and Chinese community to better understand their concerns and identify opportunities to work with together to improve local services.

Although the total number of Hate crimes recorded has remained relatively stable over the past 12 months, there have been significant changes in the type and location of hate crime during the pandemic. The close down of the night-time economy led to reductions in recorded hate crime in the typical in city and town centre ‘hot spot’ locations. Neighbourhood locations, meanwhile, saw an increase in neighbourhood disputes, some of which can escalate over time from relatively minor incidents to more serious reports including Hate related behaviour/language.

The Hate crime team, together with the City council and statutory partners have deployed ‘Operation Fossil’ which seeks to tackle low-risk hate offending on the first occasion where no formal measure is enacted by the police (where no formal prosecution route is taken or is not supported). This involves a written warning to first time offenders to prevent repeat incidents and reduce further harm to victims. This is a staged process which, depending on partner availability and lockdown protocol, will also see victims and offenders receive a multi-agency visit with a view to problem solving the underlying issues that are often present and not represented on crime reports – for example access/egress/parking issues.

The last year has also seen a rise in reported hate crime against healthcare professionals working within Mental Health institutions and among shop staff working to impose Covid regulations, the wearing of masks and appropriate social distancing.