

<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>6 June 2022</b>
<b>Report of:</b>	<b>Commissioner Henry (PCC)</b>
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<b>Agenda Item:</b>	<b>9</b>

## POLICE AND CRIME COMMISSIONER'S UPDATE REPORT

### 1. PURPOSE OF THE REPORT

- 1.1 This report provides the Police and Crime Panel with an overview of progress made in delivering the 'Make Notts Safe' Plan 2021 to 2025 during the March to May 2022 period. The report also includes details of activity undertaken by the Police and Crime Commissioner (Commissioner) and her office in fulfilling their statutory duties<sup>1</sup>.
- 1.2 Supplementary papers include the latest Performance and Insight report (Appendix A) and a summary of key OPCC and force decisions made over the latest planning period (Appendix B).

### 2. RECOMMENDATIONS

- 2.1 The Police and Crime Panel is invited to scrutinise the contents of these reports and briefings and seek assurance on any specific areas of concern. The Panel is also invited to request further information where required and make relevant observations and recommendations within the scope of their role<sup>2</sup>.
- 2.2 The Police and Crime Panel has a statutory duty<sup>3</sup> to scrutinise performance and delivery against the ambitions of the Police and Crime Plan and of the Commissioner in fulfilling her statutory duties (Section 14 of the Policing Protocol 2011). These reports are designed to assist the Police and Crime Panel in fulfilling these responsibilities.

<sup>1</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>2</sup> [Police and Crime Panels: A Guide to Scrutiny](#), Local Government Association, Updated 2016

<sup>3</sup> Police Reform and Social Responsibility Act 2011

### 3. Preventing Crime and Protecting People From Harm

- 3.1 Nottinghamshire's latest PEEL inspection report assessed the force as GOOD at protecting vulnerable people noting, in particular, strong governance arrangements, a widespread understanding of vulnerability and safeguarding and improvements in the use of protective orders.
- 3.2 HMICFRS assessed Nottinghamshire as GOOD at protecting vulnerable people as part of the Police Efficiency, Effectiveness and Legitimacy (PEEL) inspection<sup>4</sup> report published 28 April 2022. This placed Nottinghamshire among the five strongest performing forces nationally for this thematic strand among the fourteen forces assessed in 2021/22 to date. HMICFRS note Nottinghamshire Police's strong positive contribution to multi-agency safeguarding arrangements and marked improvements in the use of domestic violence protection orders and notices and the domestic violence disclosure scheme.
- 3.3 These improvements have continued beyond the 2020/21 HMICFRS reporting period, with the latest Performance and Insight report (Appendix A) showing further increases in the use of Domestic Violence Protection Orders (+65%, +77) and Notices (+67%, +84) in 2021/22. This ongoing focus on pro-active safeguarding activity is likely to have contributed to sustained reductions in domestic abuse-related harm and repeat victimisation over the last year.
- 3.4 **Safer Streets projects** in Nottingham, Mansfield, Sutton-in-Ashfield and Worksop South concluded in March 2022 following the investment of over £2m Home Office funding in crime prevention activity and advice in hotspot localities. In total, over 6,250 police officer hours were spent on enhanced policing and targeted high visibility patrols, resulting in a wide range of positive outcomes (arrests, summons/FPNs, drug and vehicle seizures, intelligence logs) and contributing to increased feelings of safety across the four project areas.
- 3.5 Evaluation surveys undertaken in the project areas found that between 58% (Mansfield) 75% (Worksop South) of respondents felt that enhanced community engagement had made residents feel safer. In Mansfield in particular, the Community & Voluntary Service (CVS) were successful in establishing 13 additional Neighbourhood Watch schemes against a target of 5, whilst the police helped to secure an additional 324 neighbourhood alert registrations against a target of 100.

*"Thank you for being proactive, in terms of engaging with the residents and visiting our property and then making follow up calls to check on progress and feedback."*

Feedback from Nottingham City resident /beneficiary

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<sup>4</sup> [Nottinghamshire PEEL Inspection Report 2021/22](#), Published 28 April 2022, HMICFRS

- 3.6 All project areas reported reductions in burglary of between 26% (Worksop South) and 46% (Mansfield) in 2021/22, whilst between 61% and 88% of those receiving home security and target hardening interventions stated that this had made them feel safer. Project work in Mansfield was also supported by 1,058 hours of outreach to divert individuals with suspected alcohol and substance misuse issues into treatment (Change Grow Live). 460 individuals were assessed as achieving a successful outcome during the year, with 274 being referred into structured treatment.
- 3.7 In Sutton in Ashfield, 51 hot spot locations were reviewed and assessed which led to 106 streets lights being improved or installed. £15,000 funding was also used to install new lighting on secluded cut through roads used by young people following feedback received from school children as part of the project. 10 ANPR Cameras and a mobile ANPR camera were also installed in key arterial routes during in 2022 which, together with ANPR cameras installed in 2020/21 as part of Safer Streets 1 (Newark), have resulted in more than 27 million vehicle registration plates being processed and 332,889 proactive hits by officers.
- 3.8 These outcomes were delivered despite a number of challenges faced during the financial year, which included the ongoing impact of the Coronavirus pandemic on organisational capacity, project delivery and access to some communities and stakeholders (e.g. school children). The Ashfield project also faced challenges in establish neighbourhood watch schemes on account of the public perception that this was a police-led initiative. Despite this, the force was successful achieving 212 new neighbourhood alert registrations in the Ashfield area against a target of 100.
- 3.9 Nottinghamshire OPCC is working with local partners to secure matched funding as part of two further Safer Streets bidding rounds scheduled over the period of the police and crime plan. This will see a focus on reducing neighbourhood crimes, anti-social behaviour and violence against women and girls<sup>5</sup>.
- 3.10 Positively, self-reported experience of neighbourhood crime continued to fall in the latest quarter, with only 4.8% of respondents to the Police and Crime Survey stating that they had been a victim of burglary, vehicle crime, robbery or theft from person in the last year. By contrast, police recorded crime statistics show increases in vehicle crime, robbery and theft from person over recent months largely concentrated in and around Nottingham's city centre. Despite these increases, police recorded neighbourhood crime rates remain 34% lower than pre-pandemic levels (year to March 2020)

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<sup>5</sup> Government's 'Levelling Up' Paper, 2 February 2022

- 3.11 The City's **Night Time Economy** (NTE) Needs Assessment was completed in March 2022 setting out a range of recommendations designed to maximise outcomes and value for money from the Late Night Levy. These include funding proposals for the Multi-agency Safe Space scheme; supporting NTE volunteering; empowering the NTE Safety Group; taxi marshalling and enhanced enforcement; safety measures and modifications in St James's Street and Talbot Street; enhanced CCTV coverage; Operation Guardian and; communicating the Late Night Levy. The assessment has been shared with key stakeholders and a partnership working group will be convened to progress the recommendations.
- 3.12 Since the **Violence Reduction Unit** presented to the Panel in March 2022, the Commissioner has chaired the Strategic Violence Reduction Board (SVRB), which met to approve the Serious Violence Strategic Needs Assessment and Response Strategy. This sets out ambitions for the current three year funding period. £3.5m has been allocated to support the delivery of systemic change for 2022-25 which will focus on trauma informed approaches across partner organisations and increasing the quality of youth provision delivered by the voluntary sector in across the City and County. The funding will also support a range of targeted interventions, including outreach, youth diversion and therapeutic interventions aimed at supporting children and young people to achieve positive outcomes.
- 3.13 A Trauma Informed Strategy has been produced in collaboration with the wider partnership including health, police, social care and the voluntary sector. It seeks to establish a shared trauma informed framework across the partnership, acknowledging the impact of trauma on individuals, families and communities and their risk of being affected by serious violence. The approach builds on similar best practice demonstrated in other areas of the UK including Lancashire, Wales and the West Midlands.
- 3.14 A cross organisational steering group has been established to oversee the implementation of the strategy. The implementation phase will focus on workforce development and review of organisational policy and practice to ensure partners are well placed to recognise and respond to trauma and do not re-traumatise individuals that they come into contact with. This phase is expected to continue throughout the funding period.
- 3.15 The VRU team and partners in Youth Justice have been successful with progressing to the final stage of a funding round, conducted by the Youth Endowment Fund, to establish a 'focussed deterrence' model in Nottingham. If successful, a further £1m will be invested in supporting children and young people involved in urban street groups to access alternative pathways alongside work to disrupt exploitation by Organised Crime Groups. A decision is anticipated at the end of May.

- 3.16 In terms of performance outcomes, levels of police recorded violent knife crime increased markedly in March 2022, reaching one of the highest levels recorded in six years. This was largely due to rises in and around the City Centre with occurrences inflated by multiple victims. Ongoing proactive enforcement activity has resulted in an 18% (+175) rise in recorded possession of weapons offences over the last year. The number of first time entrants into the youth justice system has increased marginally in both the City (+7%, +8) and County (+6%, +6), but at 235, remains lower than the pre-pandemic baseline (263) and annual milestone ambition of <256.
- 3.17 The 2021/22 HMIC PEEL inspection assessed Nottinghamshire as ADEQUATE at preventing crime and ASB, identifying two main areas for improvement: consulting and engaging with diverse communities and ensuring problem solving activity is audited and evaluated and better integrated with the work of other agencies. The Commissioner will be supporting and scrutinising the response to these areas for improvement via the new accountability framework.
- 3.18 Areas for improvement identified this quarter via the internal and external assessments and the Commissioner's new accountability framework include:-
- Rises in robbery, vehicle crime, violence with injury and violent knife crime in and around Nottingham City Centre during the latest quarter
  - Improving consultation and engagement processes with diverse communities
  - Ensuring problem solving activity is audited and evaluated and better integrated with the work of other agencies.

#### **4. Responding Efficiently and Effectively to Community Needs**

- 4.1 Public confidence in the police has been in decline since March 2021, with indications that this forms part of a broader national trend. HMICFRS has assessed the force as ADEQUATE at responding to the public, identifying opportunities for improvement in call handling advice and information.
- 4.2 Nottinghamshire's 2021/22 PEEL inspection highlighted strong call answering times for the 999 emergency service which regularly achieve or exceed the national target. New national data published in May 2022 found Nottinghamshire police to have one of the strongest levels of 999 call answering performance in the country, with 88.7% of calls being answered in under 10 seconds in the year to April 2022. Despite this, however, HMICFRS's inspection also identified opportunities for improvement in the identification of repeat and vulnerable victims and in the provision of crime prevention advice or preservation of evidence.

- 4.3 The force continues to increase the range of channels available to residents to report crime and incidents and obtain advice. This has included the launch of a new online chat service in 2022, which offers the public a convenient way of interacting with the contact centre through the force's website for non-emergency matters. Specialist contact handlers have been trained to efficiently hold multiple conversations at once, reducing demand on the 101 non-emergency phone line and make use of a pre-built database of frequently asked questions to accelerate response times. The service is currently available between 9am and 9pm and can be accessed via the [force website](#).
- 4.4 The proportion of respondents to the Police and Crime Survey stating that they have confidence (57.2%) in the police has deteriorated by 3.5% points over the last year, with findings from the YouGov survey<sup>6</sup> indicating that this is likely to reflect national trends. Despite this, levels of public confidence in Nottinghamshire Police remain higher than in the March 2020 baseline year (55.4%) and in line with the annual milestone ambition (57.4%).
- 4.5 Levels of reported online fraud have continued to increase since March 2020, with a 33% (+1,002) increase recorded by police in the latest year. The proportion of respondents to the Police and Crime Survey that report having experienced fraud or attempted fraud (20.0%), however, fell marginally in the latest quarter, whilst the number proportion of respondents experiencing fraud which resulted in financial loss (4.8%) has remained stable. The Commissioner is exploring opportunities to promote a range of crime prevention tools and materials to help residents and businesses better protect themselves from fraud and will be working with the police and partner agencies to ensure a clear and consistent approach to victim support.
- 4.6 A range of measures to improve the police and partnership response to rural crime delivered in 2021/22 as part of the Commissioner's 2021/22 Police and Crime Delivery Plan. This included additional training for police to improve understanding and responses to the issues affecting rural communities (Continual Professional Development); training for 5 Single Points of Contact within the control room to improve service response to rural crime; establishing a regular regional intelligence meeting to improve the sharing of cross-border information relating to rural crime and; introducing a bespoke Rural Neighbourhood Alert program to improve community engagement. The Commissioner also attended the inaugural rural community showcase on 16 April and 14 May at the Nottinghamshire County Show, listening to the issues and concerns of local residents as part of the response to rural crime.

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<sup>6</sup> [YouGov](#) routinely asks the British public about their confidence in the police to deal with crime in their local area. The proportion of respondents stating that they had confidence in the police fell from 53% in March 2020 to 43% in October 2021. The Crime Survey for England and Wales provides the most robust national indicator of trust and confidence in the police, however these questions were temporarily suspended in March 2020 when the Telephone Based Crime Survey was introduced to address Coronavirus-related fieldwork challenges.

- 4.7 Positive outcome rates for victim based crime fell throughout 2021, but have stabilised in the latest quarter at 10.1%. Positive outcomes for sexual offences, however remain strong and improving, both in terms of the positive outcome rate (+2.3% pts) and absolute number of positive outcomes (+137).

## **5. Supporting Victims, Survivors, Witnesses and Communities**

- 5.1 The OPCC continues to drive improvements in services and outcomes for victims of crime in Nottinghamshire, with specific work is underway to review and recommission the Victim CARE service, improve the identification of 'hidden harm' and strengthen the response to hate crime.
- 5.2 The OPCC commissioned an independent strategic needs assessment for victim support and restorative justice which will be used to help shape the commissioning of future victim support services across Nottinghamshire. The assessment also identifies a number of areas for improvement which include:-
- Greater flexibility to scale support up and down to meet changing need, including tailored support for specific crime types such as fraud;
  - A need for greater cultural responsiveness within services and better support for victims from minority ethnic communities. This included a need for a greater understanding of the different cultural experiences of victims and more consultation with victims from different communities
  - Increased awareness of Victim CARE among victims and stakeholders
  - Improvements in referral routes, including better digital options to access support - although many victims also stated that they had not needed support
  - Consideration of an opt-out referral model to reduce the risk of victims in need of support 'slipping through the net' and address issues of timing among those that do not require help immediately.
  - Reconsidering and potentially changing the Community Point model from "broad and shallow" to "narrow and deep"
  - Greater consistency in the quality of support provided by the police, where positive and negative experiences were relatively evenly distributed. Negative perceptions were predominantly related to poor communication, a perceived lack of support and frustration that no action had been taken
  - Opportunities to improve information sharing between key support services or improve access to police systems
  - Exploring opportunities to broaden the Restorative Justice offer through co-commissioning, improved partnership working and education
- 5.3 The Independent Victim Needs Assessment will be published in June 2022 and will directly inform the shape of the new Victim CARE contract to be tendered in autumn 2022.

- 5.4 Cope and recover outcomes across OPCC commissioned services have been affected by the Coronavirus pandemic, with some providers reporting increased levels of anxiety and complexity among presenting service users. Support in this area has been bolstered by the provision of additional Ministry of Justice funding for domestic and sexual abuse services over the last year in wake of the COVID pandemic.
- 5.5 The Performance and Insight report highlights sustained improvements in compliance with the Victims' Code of Practice over the last year (up from 93.9% to 95.8%), providing assurance that the care needs of victims are being routinely considered and that victims are being offered support and referral to available victim service providers.
- 5.6 Overall victim satisfaction (55.4%), as monitored via the PCC's Police and Crime Survey, saw a marginal deterioration in the latest quarter, but continues to exceed the 2019/20 pre-COVID baseline of 52.2% and the annual milestone improvement ambition of at least 53.9% for 2021/22. Outcomes from the PCC's commissioned victim services are reported to the Ministry of Justice on a bi-annual basis and will be available week commencing 30 May.
- 5.7 Findings from the Police and Crime Survey indicate a decline in the proportion of victims being offered crime prevention information and advice over the last year (13.9%), when compared to levels in 2020/21 (16.6%) and 2018/19 (20.1%). Furthermore, the proportion of crime victims stating that they would have liked to have received crime prevention information or advice has increased from 20.5% to 24.1% over the last year. Work will be undertaken over the coming months to address this growing disparity and respond to crime prevention recommendations outlined in the 2021/22 PEEL inspection report (see paragraph 4.2)
- 5.8 The force is also undertaking targeted work to drive improvements in crime recording practices following findings from the 2021/22 PEEL inspection which indicate that improvements are required, particularly in the accuracy of recording violence against the person offences (83.6%). HMICFRS highlight the potential risks that this can present in terms of safeguarding and missed opportunities for supporting victims and bringing offenders to justice.

## **6. Organisational Developments**

- 6.1 The OPCC continues to undergo a comprehensive recruitment process in line with recommendations from an independent review undertaken in 2021. This aims to bring staffing levels in line with other comparable OPCCs and sufficiently resource the organisation's growing commissioning and statutory responsibilities. New appointments include Head of Communications, Community Engagement



Officer, Commissioning Officers, Policy and Scrutiny Officers and Partnership Analysts and a Programme Manager and Project Manager within the Violence Reduction Unit. This additional capacity will provide the resource required to deliver OPCC and VRU programmes to time, budget and a quality standard.

- 6.2 The Commissioner has encouraged Nottinghamshire Police in delivering beyond their uplift target of 357 additional police officers one year ahead of schedule. The Force's progress has been impressive, and they finished the 2021/22 year six officers above target. To further increase local capacity and resilience, the force is now developing plans to recruit at least 50 additional uplift officers while embedding the Degree Holder Entry Programme (DHEP) and (Digital Policing Programme (DPP). The 2021/22 HMICFRS PEEL inspection report highlighted Nottinghamshire as having the best record in the country for recruitment from BAME communities.
- 6.3 The OPCC formally relocated to the new Nottinghamshire Police and Nottinghamshire Fire and Rescue Services' joint headquarters on 10 May 2022 as part of move that will drive efficiencies and improve ways of working.
- 6.4 The OPCC has developed a dashboard to track progress in delivering the annual 'Make Notts Safe' delivery plan. The dashboard will be routinely reported to the Commissioner's Accountability Board and to the Police and Crime Panel to enable effective oversight and scrutiny. The Commissioner's Annual Report for 2021/22 is also in preparation and will be reported ahead of the Police and Crime Panel meeting in September.

## **7. National Developments**

- 7.1 The [Police, Crime Sentencing and Courts Act](#) received royal assent 28 April 2022 bringing forward a wide range of measures, including provisions to:-
- Better protect and enhance the wellbeing of the police and police staff by enshrining the Police Covenant in law and increasing the maximum penalty for assaulting an emergency worker;
  - Introduce a serious violence duty on specified authorities to work together to prevent and reduce serious violence, including domestic and sexual abuse;
  - Place a duty on chief officers of police and key partners to undertake offensive weapons homicide reviews to learn the lessons from such deaths;
  - Strengthen the law that governs digital information extraction as part of criminal investigations through a statutory power and a code of practice;
  - Reform pre-charge bail to better protect vulnerable victims and witnesses and
  - Extend time limit for prosecution in domestic abuse common assault cases;
  - Extend the scope of a range of sexual offences and introduce a new offence to tackle breastfeeding voyeurism;

- Strengthen the powers and penalties available to enable law enforcement agencies to tackle hare coursing.
- Strengthen police powers to tackle non-violent protests and unauthorised encampments which cause distress to local communities and businesses;
- Strengthen community sentencing and alternatives to custody for children which promote rehabilitation;
- Introduce new Serious Violence Reduction Orders, giving the police stop and search powers to target adults convicted of knife/offensive weapon offences;
- Modernise the delivery of criminal justice and encourage greater use of technology, where appropriate.

7.2 The Justice Committee published their report on [Court Capacity](#) in 27 April 2022, calling on the government to do more to tackle delays in the courts – particularly in the Crown Court where delays are ‘causing significant injustice’. The committee also make recommendations for the establishment of a courts’ inspectorate to improve transparency in the administration of the courts.

7.3 The Home Affairs Committee published their report on the [Investigation and Prosecution of Rape](#) on 29 March 2022, calling on the Government to go much further, much faster and drive change in how rape and sexual offences are handled in policing, the Crown Prosecution Service and Courts in order to significantly increase the volume of prosecutions and convictions.

## 8. Decisions

8.1 The Commissioner has the sole legal authority to make a decision as the result of a discussion or based on information provided to her 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>7</sup>

8.2 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 shown at **Appendix B**.

## 9. Human Resources Implications

9.1 None - this is an information report.

<sup>7</sup> <http://www.nottinghamshire.pcc.police.uk/Public-Information/Decisions/Decisions.aspx>

## **10. Equality Implications**

- 10.1 The Commissioner's decisions and strategic direction are fully compliant with the Equality Act 2020

## **11. Risk Management**

- 11.1 There are no significant risks within this report that would need to be drawn to the attention of the Police and Crime Panel.

## **12. Policy Implications and links to the Police and Crime Plan Priorities**

- 12.1 This report provides Members with an update on performance in respect of the Make Notts Safe Plan, and provides information on emerging policy and legislative developments.

## **13. Changes in Legislation or other Legal Considerations**

- 13.1 The Commissioner undertakes routine horizon scanning of 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.
- 13.2 Changes to the Specified Information Order came into force on 31 May 2021 requiring Police and Crime Commissioners to publish on their websites:
- A statement on how their force is performing in relation to key national priorities for policing;
  - Copies of HMICFRS PEEL inspection reports, and a summary assessment of the force's performance; and
  - Copies of IOPC data on force complaints, and a statement on how the PCC (or Mayor's Office) is exercising its complaints-handling functions under the Police Reform Act 2002.
- 13.3 The Commissioner has taken steps to ensure compliance with the amended legislation and will be publishing a statement on how the force is performing in relation to the national police outcomes framework when publishing her statutory Police and Crime Plan.

#### **14. Details of outcome of consultation**

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

#### **15. Appendices**

- A. Nottinghamshire Performance and Insight report to March 2022
- B. Forward Plan of Key Decisions for the OPCC and the Force to April 2022

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

Make Notts Safe Plan 2021 - 2025

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