NOTTINGHAMSHIRE POLICE AND CRIME PLAN

PERFORMANCE AND INSIGHT REPORT 2020/21

QUARTER 4: PERFORMANCE TO MARCH 2021

Guidance notes:

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

2. Wherever possible, performance information is provided for a 12 month rolling period compared to the equivalent 12 months of the previous year. This provides a more stable indication of trends over time. Where information provided is for an alternative period, this is stated.

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

4. Data sources are specified at Appendix A, including details of any information supplied outside of the Nottinghamshire Police Management Information team.

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

6. This report includes findings from the PCC's quarterly Police and Crime Survey. January to March fieldwork for the survey was affected by Coronavirus restrictions in place during this period. The survey programme resumed in April 2021 in full compliance with Market Research Society guidelines. Results are expected by the end of May.

Performance exceptions:

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

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

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

Summary of Key Performance Headlines and Exceptions

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

- Safeguarding referrals continue to increase, largely attributed to improved training and better Partnership working in relation to CSE, PPNs and Knife crime.
- Missing Persons Reports have continued to reduce, reflective of force investment in dedicated teams, new technology and use of 'best practice' to gather information from forces that have been inspected. Social distancing has increased 'attendance' at online meeting and improved information sharing.
- Online crime has seen increases this quarter, reflective of more online activity during COVID restrictions and national increases in phishing / scam emails.
- Police recorded Child Sexual Exploitation (CSE) offences have seen an increase; 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 levels drop to under 14,000 for the first time in over 2 years; possibly driven by under-reporting and lockdown measures.
- VCOP compliance has seen continued improvements again this quarter.
- There have been reductions in positive outcome rates among those exiting Ministry of Justice funded victim services in 2020/21, largely affected by the impact of the COVID-19 pandemic
- Adult and Child sexual offences continue to see reductions this quarter and 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 this quarter.
- Alcohol ASB has seen a downward trend over the past 2 years and continues to see reductions this quarter.
- IOM has maintained the average re-offending risk rate this quarter of 71%.
- The Police and Crime Survey reflected that Community Cohesion continues to show improvements.
- ASB incidents has seen large increases in the yearly comparisons, attributable to the Covid restriction measures.
  Repeat Hate Crime victimisation rates have continued to increase.

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 recorded complaints have increased in the last 12 months while timeliness for complaint resolution has reduced by over 55 days in the past 12 months.
- Staffing levels for Police, Support and PCSOs have seen increases.
- Calls for Service: 999 and 101 have seen large reductions over the 12 month period.
- NCRS compliance has further improved this quarter.

Theme 1: Protecting Vulnerable People from Harm

Theme 1A: More Vulnerable People Safeguarded and Protected

		Aim	12 months to Mar 2020	12 months to Jun 2020	12 months to Sep 2020	12 months to Dec 2020	12 months to Mar 2021	Change over last year %	Change over last year Actual
1A.1	**Adult and Child Safeguarding Referrals**	Increase	**6,981**	7,398	7,752	7,888	**8,105**	**+16.1%**	**+1,124**
1A.2	**Missing persons**	Monitor	**2,895**	2,713	2,541	2,473	**2,288**	**-21.0%**	**-607**
1A.3	**Missing: No apparent risk**	Monitor	**3,103**	2,838	2,817	2,732	**2,590**	**-16.5%**	**-513**
1A.4	**Mental health-related incidents**	Monitor	**18,937**	19,330	18,775	17,853	**16,923**	**-10.6%**	**-2,014**

Safeguarding Referrals

Safeguarding referrals continue to increase in Nottinghamshire during 2019-2021 and have continued the trend in the latest quarter. Overall, referrals increased by 16.1% during the year.
This positive trend provides the force and partner agencies with confidence that improvements are being made in the identification and recording of safeguarding concerns, enabling agencies to take appropriate safeguarding actions to minimise the risk of harm. Improved training and better Partnership working in relation to CSE, PPNs and Knife crime are believed to have impacted upon this positive trend.

Missing Person Reports

Missing Person reports have been falling since May 2018 following investment in a dedicated Missing Team. The Team work collaboratively on safeguarding issues and investment in new technology, to assist in tracing missing people by processing telephone data more effectively.

People are located quicker and with fewer resources, representing a cost saving to the force while also increasing performance.
Quarter 4 has seen further reductions with average monthly reports falling from 206 to 190 in the last year. The MFH Team continue to gather information and learning from recently inspected forces, for example, improving access to mental health support. Social distancing practices have also led to increased 'attendance' at (online) meetings and improved information sharing.

Reports of 'Missing with no apparent risk' increased during Feb and Mar 2020 – reaching the highest monthly rate since July 2018. The latest quarter, has seen continued reductions with the monthly average falling to 216.
COVID restrictions have impacted demand in that both MISNAR and Missing Reports have all declined, this is a direct result of social distancing and the lack of places open which has also enabled people to be located faster. However, as restrictions have begun to ease an increase in demand is expected.

Mental Health-Related Incidents

The last 12 months have seen a monthly average of 1,410 police recorded mental health reports, which is an average decrease on the previous year end quarter of 78 reports a month (Jan to Dec 2020). The year to March 2021 has seen a 10.6% reduction on the previous 12 month period.
It must be noted that Notts has seen an increase in the use of the S.136 Mental Health Act in the current financial year when compared to the previous year with the proportion of persons admitted long-term to hospital from S.136 at its highest ever. This suggests that although incidents tagged as Mental Health have reduced, we have seen an increase in the severity of mental illness.
There have been zero S.136 detentions taken to custody as a place of safety in 2020/21, with all going to a health based place of safety; this is seen as a positive.

Theme 1: Protecting Vulnerable People from Harm

Theme 1B: Improved Response to Serious and Emerging Threats

		Aim	12 months to Mar 2020	12 months to Jun 2020	12 months to Sep 2020	12 months to Dec 2020	12 months to Mar 2021	Change over last year %	Change over last year Actual
1B.1	**Fraud Offences**	Monitor	**3,006**	2,880	2,851	2,925	**2,998**	**-0.3%**	**-8**
1B.2	**Online Crime**	Monitor	**3,728**	3,892	4,123	4,137	**4,240**	**+13.7%**	**+512**
1B.3	**Drug Trafficking and Supply Offences**	Monitor	**890**	946	936	935	**993**	**+11.6%**	**+103**
1B.4	**Police recorded Child Sexual Exploitation**	Monitor	**474**	468	428	434	**477**	**+0.6%**	**+3**
1B.5	**Police recorded Modern Slavery offences**	Increase	**116**	133	140	134	**156**	**+34.5%**	**+40**

Drug Trafficking and Supply Offences

The number of recorded drug trafficking and supply offences recorded by police increased by 11.6% in the year to March 2021. Roll out of Op Reacher continued during 2020 to cover each of the force neighbourhood areas. Between Jan-Mar 2021, the team undertook 217 drug seizures. They also conducted 1,091 stop searches, made 541 arrests, seized over £63k cash and seized 119 weapons, including firearms and machetes.

Modern Slavery

The total number of modern slavery offences recorded by police increased by 34.5% in the 12 months to March 21. This positive trend largely reflects on-going improvements in proactivity, training and awareness of the nature, risk, legislation and signs of slavery. 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

The latest quarter has seen an increase in police recorded CSE, with a 0.6% increase over the last year and a 10% increase on the previous quarter.

The 2020 CSE Profile highlighted that data was still not as accurate as it could be. Further work was undertaken with the SEIU team to improve this, with weekly work by the SEIU Sergeants to add and remove NICL qualifiers to improve data quality. This has likely accounted for increased data volume but will also reflect what is occurring in Nottinghamshire more accurately.

Other factors to consider for the increase are:-

- Changes in schools and Social Care around Covid.
- The CSE Perpetrator Matrix is now up and running which will increase the amount of safeguarding CSE occurrences.

Online crime

Online crimes represent a significant challenge to the force and a growing demand on resources. Recorded offences have further increased by 13.7% over the last year, impacted in part by increased online activity during the period of Coronavirus restrictions. There has also been a national increase in the number of Online phishing and scam emails relating to Covid-19, Track and Trace and HMRC etc.

Fraud offences

Recorded Fraud offences saw a slight reduction of 0.3% in the current 12 month period when compared with the previous 12 months. This continued reduction is due, in some part, to a change in recording practices and the addition of new Niche occurrence types. The pandemic has also affected some of the trends and patterns seen in Nottinghamshire. Reductions could also be attributed to the work of the Fraud Unit in preventing people from becoming a victim of fraud in the first instance. It should be noted that there can often be a lag in reporting fraud offences on account of the time taken for some for people to realise that they have become a victim.

Theme 2: Helping and Supporting Victims

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

		Aim	12 months to Mar 2020	12 months to Jun 2020	12 months to Sep 2020	12 months to Dec 2020	12 months to Mar 2021	Change over last year %	Change over last year Actual
2A.1	**Police recorded domestic abuse crimes**	Monitor	**15,041**	15,097	14,979	14,243	**13,988**	**-7.0%**	**-1,053**
2A.2	**Domestic abuse repeat victimisation rate**	Monitor	**34.1%**	33.8%	33.4%	33.6%	**34.1%**	**-0.0% pts**	**n/a**
2A.3	**Domestic abuse: Positive Outcome Rate**	Monitor	**13.7%**	13.2%	13.3%	13.4%	**12.9%**	**-0.8% pts**	**n/a**
2A.4	**% Domestic abuse victims satisfied (overall)**	Monitor	**89.0%**	87.5%*	87.5%*	87.7%*	**88.3%***	**-0.6% pts**	**n/a**
2A.5	**Serious sexual offences: Adult**	Monitor	**1,420**	1,335	1,313	1,231	**1,181**	**-16.8%**	**-239**
2A.6	**Serious sexual offences: Child**	Monitor	**1,401**	1,227	1,142	1,081	**1,008**	**-28.1%**	**-393**
2A.7	**Sexual Offences: Positive Outcome Rate**	Monitor	**7.8%**	8.2%	8.4%	8.2%	**7.9%**	**+0.1% pts**	**n/a**

Domestic Abuse

This quarter has seen further reductions in reported domestic abuse offences, with the annual volume falling below 14,000 for the first time in 2 years. 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.

The proportion of victims that are repeats has remained stable during the year while positive outcome rates remain consistent at around 13%.

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 March 2021 based on surveys undertaken in November 2020. Training new starters and absences due to the pandemic has had a knock-on impact on the turnaround of work in the team.**

Sexual Abuse

Both Adult and Child Serious Sexual Offences saw decreases of 16.8% and 28.1% respectively in the year ending March 2021 when compared to the previous 12 months.

Both Adult and Child offences recorded by police dropped markedly between March and May 2020 and again in Dec 20 to Feb 21, potentially attributable to the Covid-19 lockdown / restriction measures.

The positive outcome rate has maintained at around 8% this quarter. This is in part attributable to the positive measures in place in the Public Protection unit and more robust identification and charging of suspects.

Theme 2: Helping and Supporting Victims

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

		Aim	12 months to Mar 2020	12 months to Jun 2020	12 months to Sep 2020	12 months to Dec 2020	12 months to Mar 2021	Change over last year %	Change over last year Actual
2B.1	**Victims Code of Practice Compliance**	Monitor	**90.4%**	91.4%	91.7%	92.9%	**93.9%**	**+3.5% pts**	**n/a**
	Victim Services: New Referrals	Monitor	**10,135**	10,135*	10,126	10,126*	**11,920**	**+17.6%**	**+1,785**
2B.2	**Victim Services: Closed Cases**	Monitor	**3,524**	3,524*	3,113	3,113*	**3,534**	**+/- 0%**	**+10**
2B.3	**% Improved ability to cope and recover**	Monitor	**79.0%**	79.0%*	72.2%	72.7%*	**67.8%**	**-11.2% pts**	**n/a**
2B.4	**% crimes resolved via community resolution**	Monitor	**10.0%**	9.5%	8.9%	9.3%	**9.8%**	**-0.2%**	**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 (+3.5% points), which are likely to have been affected by continued robust screening of rape and serious sexual offence (RASSO) offences and VCOP compliance. For Adult and Child public protection compliance, stringent reviews have been put in place since June 2020. Overall, compliance in these two areas have improved as more teams have been included in the mandatory review process while maintaining high compliance.

Victim Services

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.

*MoJ data reported on a 6 monthly basis

Community Resolution

The proportion of crimes resulting in community resolution has been increasing steadily since September 2020 having reached a level comparable to that recorded in March 2020.

Theme 3: Tackling Crime and Anti-Social Behaviour

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

		Aim	12 months to Mar 2020	12 months to Jun 2020	12 months to Sep 2020	12 months to Dec 2020	12 months to Mar 2021	Change over last year %	Change over last year Actual
3A.1	**Victim-based crime: Total**	Monitor	**89,671**	82,997	79,894	74,716	**69,656**	**-22.3%**	**-20,015**
3A.2	**Victim-based crime: Rural areas**	Monitor	**11,406**	10,718	10,458	9,769	**9,489**	**-16.8%**	**-1,917**
3A.3	**Victim-based crime: Urban areas**	Monitor	**78,351**	72,279	69,315	64,848	**61,132**	**-22.0%**	**-17,219**
3A.4	**Average Crime Severity: Force-wide**	Monitor	**160.13**	158.23	162.07	156.71	**155.69**	**-2.8%**	**-4.4**
3A.5	**Average Crime Severity: Priority areas**	Monitor	**164.99**	164.52	165.69	165.24	**165.76**	**+0.5%**	**+0.77**
3A.6	**Residents reporting experience of crime**	Monitor	**18.0%**	17.5%	16.9%	16.1%	Pending	TBC	TBC
3A.7	**% residents feeling safe in area by day**	Monitor	**89.2%**	89.9%	90.1%	89.7%	Pending	TBC	TBC
3A.8	**% residents feeling safe in area after dark**	Monitor	**61.5%**	62.7%	64.0%	63.1%	Pending	TBC	TBC
3A.9	**% reporting drug use / dealing as an issue**	Reduce	**42.8%**	37.5%	32.1%	32.0%	Pending	TBC	TBC

Police recorded crime

Police recorded crime, decreased by 20,015 offences in the year to March 2021, impacted by decreases between April and June 2020 coinciding with the stringent Coronavirus restriction measures in place. Notable reductions were seen in Robbery (-35.9%), Vehicle Offences (-36.2%) and Burglary (-34.4%). Reductions in police recorded crime have been more pronounced in the urban areas of the force with a further 22.0% reduction in the latest 12 month period.

Findings from the Police and Crime Survey to December 2020 indicate that self-reported experience of crime (excl. fraud and cyber) fell from 18.9% to 16.1% during the year with serious acquisitive crime and criminal damage seeing the most marked reductions.

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. 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 increase in overall crime severity over the last year. Arboretum and Bilsthorpe, Lowdham & Villages have recorded the highest severity scores in the 12 months to Mar 2021 (212.78/207.96).

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 continued to fall throughout 2020. This coincides with extensive targeted enforcement activity linked to Operation Reacher. Reckless and dangerous driving is now the most prevalent issue of community concern highlighted as part of the Police and Crime Survey.

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 increased 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 Mar 2020	12 months to Jun 2020	12 months to Sep 2020	12 months to Dec 2020	12 months to Mar 2021	Change over last year %	Change over last year Actual
3B.1	**Violent knife crime**	Monitor	**768**	739	768	721	**707**	**-7.9%**	**-61**
3B.2	**Violent knife crime: Positive outcomes**	Monitor	**26.6%**	26.9%	26.3%	28.0%	**29.1%**	**+2.6% pts**	**n/a**
3B.3	**Gun crime**	Monitor	**163**	149	165	151	**161**	**-1.2%**	**-2**
3B.4	**Possession of weapons offences**	Monitor	**1,199**	1,112	1,084	1,019	**1,005**	**-16.2%**	**-194**
3B.5	**Stop and Searches**	Monitor	**5,487**	5,377	5,103	4,952	**5,109**	**-6.9%**	**-378**
3B.6	**Stop and Search: Positive outcomes**	Monitor	**41.0%**	39.8%	39.6%	39.3%	**39.0%**	**-2.0% pts**	**n/a**
3B.7	**Alcohol-related violence**	Monitor	**16.0%**	15.4%	15.6%	14.7%	**13.9%**	**-2.1% pts**	**n/a**
3B.8	**Alcohol-related ASB**	Monitor	**8.9%**	7.8%	7.5%	6.5%	**5.8%**	**-3.1% pts**	**n/a**

Violent Knife Crime

There has been a reduction in the number of violent Knife Crimes recorded since 2018, with a further 7.9% reduction recorded in the last 12 months.
The proportion of offences resulting in a positive outcome, has increased by 2.6% over the same 12 month period.

Gun Crime

Recorded gun crime has decreased by 1.2% over the last year, with large decreases being observed between January and May 2020 in line with national lockdowns and tighter restrictions. Nationally, there has been a downward trend in firearm discharges through 2020 with little overall impact to the nature of the firearms market.[1]

Stop Searches

There has been a reduction in the number of stop searches conducted in the 12 months to March 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 March 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 16.2% to March 2021 compared to the previous year; this reflects the continued positive proactive work of Op Reacher and the neighbourhood community teams in taking more weapons off the streets; 119 weapons were seized Jan-Mar 2021.

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.

[1] 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 Mar 2020	12 months to Jun 2020	12 months to Sep 2020	12 months to Dec 2020	12 months to Mar 2021	Change over last year %	Change over last year Actual
3B.9	**IOM: Offenders subject to monitoring**	Monitor	**317**	385	269	258	**285**	**-10.1%**	**-32**
3B.10	**IOM: Offenders successfully removed**	Monitor	**78**	61	93	70	**80**	**+2.6%**	**+2**
3B.11	**IOM: Reduction in average re-offending risk**	Monitor	**-45.3%**	-46%	-56.3%	-71.0%	**-71.0%**	**+25.7% pts**	**-**
3B.12	**Youth Justice First Time Entrants: City**	Monitor	**140**	109	105	114	**113**	**-19%**	**-27**
3B.13	**Youth Justice First Time Entrants: County**	Monitor	**123**	116	117	102	**108**	**-12%**	**-15**
3B.14	**Crimes with an identified suspect (average)**	Monitor	**3,039**	3,095	3,120	3,023	**2,791**	**-8.2%**	**-248**
3B.15	**Positive outcomes: All crime**	Monitor	**15.3%**	15.6%	15.2%	15.7%	**15.6%**	**+0.3% pts**	**n/a**
3B.16	**Positive outcomes: Victim-based crime**	Monitor	**11.7%**	11.9%	11.8%	12.2%	**11.8%**	**+0.1% 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 7 points; equating to a 43% 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

The City shows a 199% reduction of FTE during the 12 months to the end of March 2021.
The County shows a 12% reduction of FTE during the 12 months to the end of March 2021.

Identified Suspects

The number of Niche crime outcomes with a named suspect saw an 8.2% decrease in the 12 months to Mar 2021.

Positive Outcomes: All Crime & Victim Based Crime

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

Theme 3: Tackling Crime and Anti-Social Behaviour

Theme 3C: Build Stronger and More Cohesive Communities									
		Aim	12 months to Mar 2020	12 months to Jun 2020	12 months to Sep 2020	12 months to Dec 2020	12 months to Mar 2021	Change over last year %	Change over last year Actual
3C.1	**Police recorded hate occurrences**	Monitor	**2,370**	2,395	2,404	2,343	**2,242**	**-5.4%**	**-128**
3C.2	**Hate crime repeat victimisation rate**	Monitor	**14.4%**	14.3%	15.4%	17.3%	**17.8%**	**+3.5% pts**	**n/a**
3C.3	**% Hate crime victims satisfied (overall)**	Monitor	**84.1%**	84.7%	83.8%*	85.9%	**82.1%**	**-1.9%pts**	**n/a**
3C.4	**% feeling there is a sense of community**	Monitor	**54.0%**	57.3%	59.6%	62.0%	Pending	TBC	**n/a**
3C.5	**% feeling different backgrounds get on well**	Monitor	**54.7%**	58.1%	61.4%	64.0%	Pending	TBC	**n/a**
3C.6	**Anti-social Behaviour Incidents**	Monitor	**32,189**	39,013	41,957	45,064	**48,202**	**+49.8%**	**+16,013**
3C.7	**Anti-social Behaviour Incidents: % Repeats**	Monitor	**28.4%**	26.9%	27.6%	28.3%	**29.5%**	**+1.1% pts**	**n/a**
3C.8	**Alcohol-related ASB**	Monitor	**8.9%**	7.8%	7.5%	6.5%	**5.8%**	**-3.1% pts**	**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 have remained relatively stable over the past 12 months with a decline in satisfaction of Actions Taken resulting in an overall satisfaction reduction of 1.9% pts.

NB: Hate Crime survey data to March 2021 reflects data from November 2020 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 markedly over the last year.

Anti-social Behaviour

Police recorded ASB increased markedly over the last year, with an almost 50% increase in the 12 months to March 2021. The increase is primarily driven by the enforcement of Coronavirus restrictions since March 2020. The proportion of reports involving repeat victims remains broadly stable but has seen an upward trend over the past few quarters.
Reports of alcohol related ASB have decreased over the previous year (-3.1%) mirroring trends in alcohol-related violence.

The PCC's Police and Crime Survey introduced new questions relating to experience of ASB in October 2019. Rolling 12 month data is now available for the latest two reporting periods and will be consistently tracked over time.

Theme 4: Transforming Services and Delivering High Quality Policing

Theme 4A: Further Improve Public Confidence in Policing

		Aim	12 months to Mar 2020	12 months to Jun 2020	12 months to Sep 2020	12 months to Dec 2020	12 months to Mar 2021	Change over last year %	Change over last year Actual
4A.1	**Police are dealing with the issues that matter**	Monitor	**41.7%**	42.5%	44.0%	45.0%	Pending	TBC % pts	n/a
4A.2	**Residents feeling the Police do a good job**	Monitor	**50.0%**	51.7%	53.4%	54.0%	Pending	TBC % pts	n/a
4A.3	**Residents reporting confidence in the police**	Monitor	**55.4%**	57.8%	59.3%	59.0%	Pending	TBC % pts	n/a
4A.4	**% residents satisfied with the police**	Monitor	**58.4%**	57.9%	56.9%	58.0%	Pending	TBC % pts	n/a
4A.5	**PSD Recorded Complaints**	Monitor	**898**	904	894	1,015	**1,095**	**+21.9%**	**+197**
4A.6	**PSD Recorded Complaints: Timeliness (days)**	Monitor	**134.2**	112.9	97.8	83.4	**78.5**	**-41.5%**	**-55.7**

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

25% of respondents to the Nottinghamshire Police and Crime Survey reported having had contact with the police over the last year, which marks a small reduction on levels recorded during the previous year (27%).

The proportion of those respondents reporting that they were very or fairly satisfied with the service they received has remained the same over the last year (58.0%), while there has been a slight increase in the proportion stating that they were neither satisfied nor dissatisfied (up from 15.0% to 18.0%). The proportion reporting dissatisfaction with the police meanwhile has fallen marginally from 25.0% to 23.0%.

PSD Recorded Complaints: Timeliness

Recorded complaints have seen an increase in the 12 months to March 2021, mainly driven by Covid issues and persistent complainers.
The average timeliness for the resolution of PSD complaints has reduced from over 130 days to 78.5 days in the past 12-month period. 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 Mar 2020	12 months to Jun 2020	12 months to Sep 2020	12 months to Dec 2020	12 months to Mar 2021	Change over last year %	Change over last year Actual
4B.4	**Staffing vs Establishment: Officers**	Monitor	**101.34%** **1,980/2,006**	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**	**-0.1% pts**	**+132.62**
4B.5	**Staffing vs Establishment: Staff**	Monitor	**98.35%** **1,119/1,138**	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**	**+4.9% pts**	**+93.53**
4B.6	**Staffing vs Establishment: PCSOs**	Monitor	**75.53%** **151/200**	83.42% 166.83/200	80.85% 161.7/200	78.46% 156.91/200	**103.57** **155.36/150**	**+28.0% pts**	**+5.91**
4B.7	**% Contracted days lost to Sickness: Officers**	Monitor	**5.06%** **20,718**	4.83% 19,628	4.21% 20,718	3.84% 15,980	**3.55%** **15,239**	**-1.51% pts**	**-5,479**
4B.8	**% Contracted days lost to Sickness: Staff & PCSOs**	Monitor	**5.07%** **14,426**	4.80% 13,741	4.50% 14,426	4.38% 12,947	**4.16%** **12,314**	**-0.91% pts**	**-2,112**

Budget vs Spend: Revenue/Capital

The Q4 reports have yet to be approved by the FEB so, the latest data is not yet available.
The latest position as at Quarter 3 is as follows:-
In terms if budge vs actual spend for the third quarter (Oct-Dec) 2020/21, the Force was predicting a £1,094k overspend for the full year outturn ending 2020/21 for our revenue budget. The total outturn expected was £222,735k versus a budget of £221,659k.
For capital spend for the third quarter 2020/21, a total of £17,544k was spent and the full year outturn position was £25,177k versus a full year budget of £35,845k which is a difference of £10,668k which is split as slippage of £8,689k and an under-spend of £1,978k.

Staffing: Officers / Staff / PCSOs

*As of 28th February 2021, officer establishment levels were showing an increase of 132 officers when compared to the previous year. The number of Police Staff has increased by 93 over the same period, while the number of PCSOs has increased by 6 (it must be noted that the actual budgeted posts for PCSOs has reduced from 200 to 150 this quarter).

Sickness: Officers / Staff & PCSOs

NB: percentage figures relate to hours lost as an average of all FTE hours.
Officer and staff sickness rates have been reducing over the previous two years and 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. Nevertheless, 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 Mar 2020	12 months to Jun 2020	12 months to Sep 2020	12 months to Dec 2020	12 months to Mar 2021	Change over last year %	Change over last year Actual
4C.1	**Calls for Service: 999**	Monitor	**195,050**	188,570	184,039	177,403	**169,685**	**-13.0%**	**-25,365**
4C.2	**Abandoned Call rate: 999**	Monitor	**0.54%**	0.70%	0.86%	0.90%	**0.48%**	**+0.1% pts**	**n/a**
4C.3	**Calls for Service: 101**	Monitor	**752,136**	698,972	666,530	631,628	**579,874**	**-22.9%**	**-172,262**
4C.4	**Abandoned Call rate: 101**	Monitor	**3.2%**	7.4%	10.9%	7.7%	**6.0%**	**+2.8% pts**	**n/a**
4C.5	**Response times: Grade 1 Urban**	Monitor	**77.4%**	77.3%	76.0%	75.0%	**77.7%**	**+0.3% pts**	**n/a**
4C.6	**Response times: Grade 1 Rural**	Monitor	**72.2%**	71.1%	70.8%	69.4%	**72.6%**	**+0.4% pts**	**n/a**
4C.7	**Response times: Grade 2**	Monitor	**51.4%**	51.6%	50.7%	51.6%	**58.1%**	**+6.7% pts**	**n/a**
4C.8	**Compliance with NCRS**	Monitor	**94%-96%**	96.1%	97.2%	97.4%	**97.6%**	-	-

Calls for Service: 999 and 101

999 calls have seen increases over the last two years, however, the latest year to March 2021 has seen a reduction of over 25,000 calls compared to the previous 12 months, this correlates to the reduction in crimes and incidents due to the pandemic.
Abandoned call rates for 999 remain extremely low.

Calls to the 101 non-emergency service have also fallen during the year (-22.9%). Abandoned call rates for the 101 service, have been increasing steadily, following marked deceases since 2018 with the latest quarter seeing a decrease when compared to the previous quarter. The recent rise in abandoned call rates is largely attributable to the COVID-19 pandemic, turnover of staff and the impact of training new starters.

Response Times within Target

Response times are now available from SAFE and have been updated. Response times for Grade 1 Urban and Rural and Grade 2 have seen increases in the current 12 month period when compared to the previous 12 month period, with an improved majority of calls being responded to within target times.
Improvements could be attributed to the better recording of State 6 on the SAFE system, and more officers available due to recent uptake in numbers.

Compliance with NCRS

Compliance with the National Crime Recording Standard remains strong at 97.6%. Due to personal absences the last audit was completed in January 2021, however, due to the robust first contact arrangements in place there is no reason to believe that this has deteriorated since then.

APPENDIX A

Hate Crime and Repeat Victims

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 due to the pandemic.

The usual hot spot locations are the City and Town centres resulting from the night-time economy, however, due to the closing of pubs/restaurants and the various lockdown measures, this has moved to neighbourhood locations as people are spending more time at home and neighbourhood disputes have increased as a result. These disputes have a habit of building gradually and usually take the route of occurring repeatedly prior to being reported and can escalate from relatively minor incidents to more serious reports including Hate behaviour/language.

As a result, 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 the IP doesn't support it). This involves a written warning to first time offenders to prevent repeats and reduce further harm to victims. This is a staged process which, pending 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.

In the last year, Nottinghamshire has seen a rise in Hate crime within Mental Health institutions (eg Highbury and Rampton) within which there has been a spike in repeat victims as the victims have been the same Healthcare Professional subject to racial abuse for example.

Similarly, when the pandemic commenced last year, shops were open but hospitality was closed and an increase in Hate Crime towards shop staff (predominantly racist) was seen across the County as staff sought to impose Covid regulations, mask wearing and 2m social distancing.

Finally, a spike has been noted in Covid related Hate crime towards the Chinese community, some of which is believed to have gone unreported based on information from University partners. This has led to Nottinghamshire Police changing their leafleting into a number of different languages to educate our diverse communities about Hate crime reporting.