



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



QUARTER 1: PERFORMANCE TO SEPTEMBER 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 13.8% 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.
- Fraud offences have continued to increase, with a 26% over the past 12 months.
- 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 but an overall decrease over the past 12 months.
- VCOP compliance has seen continued improvements again this quarter.
- Child sexual offences have seen increases this quarter alongside an increase of over 11% in the past 12 months.

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


- Victim based crime continues to see reductions over the 12 month period.
- Knife crime has seen continuing reductions.
- Alcohol ASB continues to see a downward trend over the past 12 months.
- Hate occurrences have seen no significant changes in the last 12 months.
- ASB incidents have seen a downward trend over the past 6 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 27 days in the past 12 months.
- Calls for Service: 999 and 101 have seen increases this quarter.

Theme 1: Protecting Vulnerable People from Harm

Theme 1A: More Vulnerable People Safeguarded and Protected

		Aim	12 months to Sep 2020	12 months to Dec 2020	12 months to Mar 2021	12 months to Jun 2021	12 months to Sep 2021	Change over last year	
								%	Actual
1A.1	Adult and Child Safeguarding Referrals	Increase	7,733	7,888	8,105	8,572	 8,804	+13.8%	+1,071
1A.2	Missing persons	Monitor	2,541	2,473	2,288	2,543	2,685	+5.7%	+144
1A.3	Missing: No apparent risk	Monitor	2,817	2,732	2,590	2,699	2,719	-3.5%	-98
1A.4	Mental health-related incidents	Monitor	18,775	17,853	16,923	16,572	16,451	-12.4%	-2,324

Safeguarding Referrals

Safeguarding referrals continued to increase in Nottinghamshire during 2021, having risen by 13.8% 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 to 224 in the 12 months to September 21.

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 3.5% in the previous 12 months. As expected, the relaxation of COVID restrictions have impacted upon demand in both MISNAR¹ and Missing Reports.



Mental Health-Related Incidents

The last 12 months have seen a monthly average of 1,371 police recorded mental health reports compared to an average of 1,565 the previous 12 months. Incidents have continued to fall in the latest quarter.

¹ Missing No Apparent Risk

Theme 1: Protecting Vulnerable People from Harm

Theme 1B: Improved Response to Serious and Emerging Threats

		Aim	12 months to Sep 2020	12 months to Dec 2020	12 months to Mar 2021	12 months to Jun 2021	12 months to Sep 2021	Change over last year	
								%	Actual
1B.1	i) Fraud Offences	Monitor	2,854	2,928	3,033	3,376	 3,604	+26.3%	+750
	ii) Action Fraud		N/A	N/A	N/A	7,412		n/a	n/a
1B.2	Online Crime	Monitor	4,132	4,137	4,240	4,324	4,268	+3.3%	+136
1B.3	Drug Trafficking and Supply Offences	Monitor	932	928	981	964	937	+0.5%	+5
1B.4	Police recorded Child Sexual Exploitation	Monitor	426	431	469	491	 494	+16.0%	+68
1B.5	Police recorded Modern Slavery offences	Increase	140	129	152	144	127	-9.3%	-13

Fraud offences & Action Fraud

NFIB Portal is currently inoperative and is only extracting data from July 2020 onwards. Police recorded fraud offences have increased by 26.3% over the last year impacted, in part, by the volume of reports created by the Fraud triage assistants including NICL 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.

Online crime

Online crimes represent a significant challenge to the force and a growing demand on resources. Recorded offences have increased by a further 3.3% 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 have returned to levels comparable to the previous year. 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 9.3% in the year to September 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 Sep 2020	12 months to Dec 2020	12 months to Mar 2021	12 months to Jun 2021	12 months to Sep 2021	Change over last year	
								%	Actual
2A.1	Police recorded domestic abuse crimes	Monitor	14,977	14,237	13,930	13,925	14,273	-4.7%	-704
2A.2	Domestic abuse repeat victimisation rate	Monitor	33.4%	33.6%	34.1%	33.6%	33.4%	0% pts	n/a
2A.3	Domestic abuse: Positive Outcome Rate	Monitor	13.3%	13.4%	12.9%	12.2%	12.0%	-1.3% pts	n/a
2A.4	% Domestic abuse victims satisfied (overall)	Monitor	88.5%	88.9%	87.9%	88.8%	88.0%	-0.5% pts	n/a
2A.5	Serious sexual offences: Adult	Monitor	1,312	1,229	1,174	1,204	1,270	-3.2%	-42
2A.6	Serious sexual offences: Child	Monitor	1,140	1,080	1,000	1,193	1,266	+11.1%	+126
2A.7	Sexual Offences: Positive Outcome Rate	Monitor	8.6%	8.4%	8.0%	7.4%	8.2%	-0.4% pts	n/a

Domestic Abuse

Police recorded domestic abuse crimes have fallen by 4.7% over the last year. The proportion of victims that are repeats has remained stable during the year while positive outcome rates have fallen to 12.0%. 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 for September 2021 is based on surveys undertaken in June 2021.


Sexual Abuse

Adult Serious Sexual Offences have continued to decrease over the last year, however Child Serious Sexual Offences increased by 11% (+126) in the year ending September 2021. This follows marked reductions during Covid restrictions and lockdowns.

The positive outcome rate for serious sexual offences remains comparable to the levels recorded in September 2020, following reductions in the last quarter.

Theme 2: Helping and Supporting Victims

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

		Aim	12 months to Sep 2020	12 months to Dec 2020	12 months to Mar 2021	12 months to Jun 2021	12 months to Sep 2021	Change over last year	
								%	Actual
2B.1	Victims Code of Practice Compliance	Monitor	91.8%	92.9%	93.9%	94.2%	 95.1%	+3.4% pts	n/a
	Victim Services: New Referrals	Monitor	10,126	10,126	11,920	Pending	Pending		
2B.2	Victim Services: Closed Cases	Monitor	3,113	3,113	3,534	Pending	Pending		
2B.3	% Improved ability to cope and recover	Monitor	72.2%	72.7%	67.8%	Pending	Pending		
2B.4	% crimes resolved via community resolution	Monitor	8.9%	9.3%	9.8%	11.0%	13.0%	+4.1%	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 (+3.4% 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 September 2021 will be available in early November. 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 Sep 2020	12 months to Dec 2020	12 months to Mar 2021	12 months to Jun 2021	12 months to Sep 2021	Change over last year	
								%	Actual
3A.1	Victim-based crime: Total	Monitor	80,438	74,716	69,656	73,427	73,881	-8.2%	-6,557
3A.2	Victim-based crime: Rural areas	Monitor	10,458	9,769	9,489	9,702	9,530	-8.9%	-928
3A.3	Victim-based crime: Urban areas	Monitor	69,315	64,848	61,132	63,309	63,819	-7.9%	-5,496
3A.4	Average Crime Severity: Force-wide	Monitor	162.07	156.71	155.69	153.41	159.96	-1.3%	-2.11
3A.6	Residents reporting experience of crime	Monitor	16.9%	16.1%	16.4%	16.6%	16.7%	-0.9% pts	n/a
3A.7	% residents feeling safe in area by day	Monitor	90.1%	89.7%	89.5%	89.5%	89.5%	-0.6% pts	n/a
3A.8	% residents feeling safe in area after dark	Monitor	64.0%	63.1%	62.5%	61.0%	59.1%	-4.9% pts	n/a
3A.9	% reporting drug use / dealing as an issue	Reduce	32.1%	32.0%	30.5%	30.6%	 29.4%	-2.7% pts	n/a

Police recorded crime

Police recorded crime, decreased by 6,557 offences in the year to September 2021, impacted by decreases post June 2020 coinciding with the stringent Coronavirus restriction measures in place. Notable reductions were seen in Robbery (-22.4%), Vehicle Offences (-25.0%) Burglary (-27.4%) and Theft from Person (-48.9%). 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) has seen no significant change over the last 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 seen no significant change over the last year.

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 Sep 2020	12 months to Dec 2020	12 months to Mar 2021	12 months to Jun 2021	12 months to Sep 2021	Change over last year	
								%	Actual
3B.1	Violent knife crime	Monitor	765	720	706	718	 694	-9.3%	-71
3B.2	Violent knife crime: Positive outcomes	Monitor	25.8%	27.0%	28.1%	27.6%	25.4%	-0.4% pts	n/a
3B.3	Gun crime	Monitor	165	151	161	168	 170	+3.0%	+5
3B.4	Possession of weapons offences	Monitor	1,075	1,007	995	1,052	1,080	+0.5%	+5
3B.5	Stop and Searches	Monitor	5,103	4,952	5,109	4,942	4,902	-3.9%	-201
3B.6	Stop and Search: Positive outcomes	Monitor	39.6%	39.3%	39.0%	38.9%	37.8%	-1.8% pts	n/a
3B.7	Alcohol-related violence	Monitor	15.6%	14.7%	13.9%	13.9%	14.0%	-1.6% pts	n/a
3B.8	Alcohol-related ASB	Monitor	7.6%	6.5%	5.8%	6.0%	5.8%	-1.7% pts	n/a

Violent Knife Crime

The number of police recorded violent Knife Crimes has fallen by 9.3% over the previous year, continuing the downward trend seen since 2018. The proportion of offences resulting in a positive outcome has seen no significant change.

Gun Crime

Recorded gun crime has increased by 3.0% over the last year.

The number of discharges has increased, relating to BB guns and air weapons, predominantly by youths associated with ASB. There is a higher rate on the County compared to the City with discharges increasing over the summer. BB guns and air weapons are included in the counting rules to the Home Office.

Stop Searches

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

Positive Outcomes from stop and search have seen a sustained marginal reduction over the last year after peaking in 2019. 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 have seen no significant change over the last year.

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.

Theme 3: Tackling Crime and Anti-Social Behaviour

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

		Aim	12 months to Sep 2020	12 months to Dec 2020	12 months to Mar 2021	12 months to Jun 2021	12 months to Sep 2021	Change over last year	
								%	Actual
3B.9	IOM: Offenders subject to monitoring	Monitor	269	258	285	304	282	+4.8%	+13
3B.10	IOM: Offenders successfully removed	Monitor	93	70	80	96	70	-24.7%	-23
3B.11	IOM: Reduction in average re-offending risk	Monitor	-56.3%	-71.0%	-71.0%	-75.9%	 -69.5%	+13.2% pts	-
3B.12	Youth Justice First Time Entrants: City	Monitor	105	114	113	135	126	+20.0%	+21
3B.13	Youth Justice First Time Entrants: County	Monitor	117 (116 Aug 20)	103	108	106	100 (Aug 21)	-13.8%	-16
3B.14	Crimes with an identified suspect (average)	Monitor	38.6% (3,103)	39.9% (3,012)	39.3% (2,786)	36.6% (2,717)	36.1% (2,697)	-2.5% pts	-406
3B.15	Positive outcomes: All crime	Monitor	15.2%	15.7%	15.6%	14.7%	14.3%	-0.9% pts	n/a
3B.16	Positive outcomes: Victim-based crime	Monitor	11.7%	12.2%	11.8%	10.8%	10.4%	-1.3% 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 20% increase in FTE in the year to September 2021 when compared to the previous year. The County shows a reduction in FTE of 16 people (Aug20/21 comparison data only).

Identified Suspects

The number of Niche crime outcomes with a named suspect saw a marginal (2.5%) decrease in the latest 12 months.

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 Sep 2020	12 months to Dec 2020	12 months to Mar 2021	12 months to Jun 2021	12 months to Sep 2021	Change over last year	
								%	Actual
3C.1	Police recorded hate occurrences	Monitor	2,404	2,340	2,248	2,381	2,411	+0.3%	+7
3C.2	Hate crime repeat victimisation rate	Monitor	15.4%	17.3%	17.8%	17.3%	16.7%	+1.3% pts	n/a
3C.3	% Hate crime victims satisfied (overall)	Monitor	82.6%	85.9%	82.1%	81.0%	80.7%	-1.9%pts	n/a
3C.4	% feeling there is a sense of community	Monitor	59.6%	61.3%	62.4%	63.2%	63.0%	+3.4% pts	n/a
3C.5	% feeling different backgrounds get on well	Monitor	61.4%	63.3%	64.8%	64.4%	63.0%	+1.6% pts	n/a
3C.6	Anti-social Behaviour Incidents	Monitor	41,957	45,064	48,209	43,987	41,888	-0.17%	-69
3C.7	Anti-social Behaviour Incidents: % Repeats	Monitor	27.6%	28.3%	29.5%	32.2%	32.8%	+5.2% pts	n/a
3C.8	% Residents experiencing ASB in the last year	Monitor	65.1%	64.0%	64.4%	65.3%	64.2%	-0.9% pts	n/a

Hate Crime

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 over the past 12 months.

Victim Satisfaction rates for hate crime have seen a 1.9% point reduction over the last year, largely driven by a decline in satisfaction with Actions Taken and being Kept Informed.

NB: Hate Crime survey data to September 2021 reflects data from June 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

The proportion of ASB reports involving repeat victims has seen an upward trend over the past few quarters. An overall increase of 5.2% 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 Sep 2020	12 months to Dec 2020	12 months to Mar 2021	12 months to Jun 2021	12 months to Sep 2021	Change over last year	
								%	Actual
4A.1	Police are dealing with the issues that matter	Monitor	44.0%	44.6%	45.5%	46.0%	 45.3%	+1.3% pts	n/a
4A.2	Residents feeling the Police do a good job	Monitor	53.4%	54.0%	54.9%	55.2%	54.5%	+1.1% pts	n/a
4A.3	Residents reporting confidence in the police	Monitor	59.3%	59.8%	60.7%	60.3%	59.9%	+0.6% pts	n/a
4A.4	% residents satisfied with the police	Monitor	58.7%	60.1%	60.8%	62.8%	63.0%	+4.3% pts	n/a
4A.5	PSD Recorded Complaints	Monitor	894	1,015	1,095	1,160	1,146	+28.2%	+252
4A.6	PSD Recorded Complaints: Timeliness (days)	Monitor	97.9	83.4	78.5	73.2	 70.9	-27.5%	-27

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, of which 575 were reporting a crime/incident.

The proportion of respondents having had contact with the police over the last year that reported being very or fairly satisfied with the service they received has increased in the past year (63.0%).

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 90 days to 70 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 Sep 2020	12 months to Dec 2020	12 months to Mar 2021	12 months to Jun 2021	12 months to Sep 2021	Change over last year	
							%	Actual
4B.4	Staffing vs Establishment: Officers	Monitor 101.80% 2,124.48/2,087	101.23% 2,112.62/2,087	92.70% 2,129.28/2,297	92.70% 2,129.28/2,297	*96.64% 2,219.72/2,297	-5.16% pts	+95.24
4B.5	Staffing vs Establishment: Staff	Monitor 103.34% 1,181.86/1,143.67	103.22% 1,212.53/1,174.69	102.20% 1,181.24/1,155.87	102.20% 1,181.24/1,155.87	*98.32% 1,185.85/1,206.15	-5.02% pts	+3.99
4B.6	Staffing vs Establishment: PCSOs	Monitor 78.46% 156.91/200	103.57% 155.36/150	100.66% 150.99/150	100.66% 150.99/150	*97.32% 145.98/150	+18.86% pts	-10.93
4B.7	% Contracted days lost to Sickness: Officers	Monitor 3.84% 15,980	3.55% 15,239	3.53% 15,230	3.53% 15,230	3.74% 16,350	-0.1% pts	+370
4B.8	% Contracted days lost to Sickness: Staff & PCSOs	Monitor 4.38% 12,947	4.16% 12,314	4.16% 12,234	4.16% 12,234	4.28% 12,858	-0.10% pts	-89

Budget vs Spend: Revenue/Capital

Pending approval of Q2 reports.

Final position at Quarter 1 shown below:

In terms of budget vs actual spend for the first quarter (Apr-Jun) 2021/22, the outturn position was £233,102k versus a budget of £233,299k, representing an underspend of £197k.

The outturn position for capital spend in the first quarter (Apr-Jun) 2021/22 was £23,299k versus a full year budget of £26,171k which is a difference of £2,872k. This is split as slippage of £801k and an underspend of £2,072k.

Staffing: Officers / Staff / PCSOs

*Staffing data is to end of August 2021.

Officer establishment levels were showing an increase of 95 officers when compared to the 12m to Sep 2020. The number of Police Staff has increased by 4 while PCSOs have decreased by 11.

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. However, the latest quarter figures have seen increases in both Officer and Staff sickness when compared to the previous quarter.

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. Greater flexibility with home working, and restrictions on social activities alongside the arrival of new officers has led 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 Sep 2021	Change over last year	
								%	Actual
4C.1	Calls for Service: 999	Monitor	183,886	182,019	179,744	190,329	195,408	+6.3%	+11,522
4C.2	Abandoned Call rate: 999	Monitor	0.93%	1.10%	0.90%	0.60%	0.33%	-0.6% pts	n/a
4C.3	Calls for Service: 101	Monitor	672,849	642,679	507,748	601,377	604,338	-10.2%	-68,511
4C.4	Abandoned Call rate: 101	Monitor	5.3%	6.7%	5.9%	4.6%	2.8%	-2.5% pts	n/a
4C.5	Response times: Grade 1 Urban	Monitor	76.9%	76.0%	77.3%	77.5%	77.8%	+0.9% pts	n/a
4C.6	Response times: Grade 1 Rural	Monitor	71.3%	71.0%	72.0%	73.3%	74.2%	+2.9% pts	n/a
4C.7	Response times: Grade 2	Monitor	53.1%	54.7%	57.7%	57.3%	57.3%	+4.2% pts	n/a
4C.8	Compliance with NCRS	Monitor	97.2%	97.4%	97.6%	97.0%	97.0%	-0.2% 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 12,000 in the latest 12 months. Abandoned call rates for 999 remain extremely low.

Calls to the 101 non-emergency service have fallen during the year (-10.2%). Abandoned call rates for the 101 service, have been decreasing steadily over the rolling quarters.

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

Compliance remains strong. Some improvement is required in relation to behavioural crime, malicious communications and non-injury common assaults.