

This matter is being dealt with by:

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W www.nottinghamshire.gov.uk/thecouncil/democracy/partnerships/police-and-crime-panel

Nottinghamshire Police and Crime Panel

Mr Paddy Tipping
Police and Crime Commissioner
Arnot Hill House
Arnold, Nottingham
NG5 6LU

cc Kevin Dennis, Chief Executive

26 November 2019

Dear Mr Tipping,

OUTCOME OF PANEL'S CONSIDERATION OF POLICE AND CRIME COMMISSIONER'S ANNUAL REPORT 2018-19

I am writing to confirm the outcome of the Police and Crime Panel's consideration of your latest Annual Report which you presented to the Panel meeting of 23 September 2019.

As you are aware from attending the meeting, Panel Members raised concerns about the following issues (further details of which are contained in the attached minute extract from the meeting):-

- the speed of response to both '999' and '101' calls;
- the critical HMICFRS report regarding police custody facilities;
- the problem of rural crime;
- the level of satisfaction of Nottinghamshire residents with the Police's performance;
- the increase in complaints made against the Police;
- staff morale;
- the increase in crime overall;
- modern slavery;
- the increase in domestic violence.

Members welcomed:-

- the fact that the operating hours of the Triage cars were to be extended;
- the success of the Integrated Offender Management initiative;
- the partnership working between the Force and the Gedling Wardens and endorsed the neighbourhood policing work generally;
- the HMICFRS overall judgement of the Force for 2018-19 as 'good';
- the good figures regarding burglary;
- the impressive figures regarding 'Stop & Search'.

The Panel looks forward to continuing its positive working relationship with you and the Chief Constable and to receiving updates on issues contained within the Police and Crime Plan at future meetings. Members also welcome the opportunity to hear from relevant officers about the various projects and initiatives you are progressing.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Christine Goldstraw', with a large, stylized initial 'C'.

Christine Goldstraw OBE
Chair of the Nottinghamshire Police and Crime Panel

6. POLICE AND CRIME PLAN (2018-19) ANNUAL REPORT

The Police and Crime Commissioner introduced the report and highlighted the following key issues: -

- The Commissioner informed the Panel that the legislation required him to produce an Annual Report in each financial year.
- In this year's report, the Commissioner stated that the major theme throughout was partnerships. The Commissioner informed the Panel that the report contained details of work being undertaken with, among others, local authorities and the NHS. In the latter case the Commissioner informed the Panel that in the 2 Triage cars, community health nurses worked alongside officers with the result that people were admitted into care rather than custody and that funding had been secured to allow this service to operate through the day resulting in people being allocated better places of safety.
- The Commissioner stated that the report also heavily featured the work of Victim Care and informed members that they may want to look at the service's new website. The Commissioner spoke of the debate around who are the Police's customers - victims or offenders? - and spoke of the need to get the balance right.
- The Commissioner informed the Panel that construction of the Tri Force Service Centre in Hucknall was underway and that the report also contained details of the work of volunteers, including that of the Youth Commission, stating that although youths did over offend, they were also more likely to be victims of crime.
- The Commissioner drew the Panel's attention to Appendix C of the report, which contained an infographic showing the demand on Police, and stated that this gave a flavour of the pressure the Police are under.

In response to issues raised by Members, the following points were clarified: -

- The Commissioner confirmed that the increased funding would mean that the operating hours of both Triage cars could be extended and informed the Panel that the NHS had shown great trust in the service.
- The Panel were positive about the success of the Integrated Offender Management (IOM) scheme, commenting that the amount of money saved must be significant given that dealing with just one burglary cost £4k on average (at 2010 prices). The Commissioner stated that the emphasis from the Home Office and the Treasury is now on early intervention and that he was trying to persuade them to invest earlier in the process with priority given to prevention. The Commissioner reminded the Panel that the Chief Constable had set up two burglary teams last year with the result that burglary in Nottinghamshire was going down at a time when it was increasing elsewhere.
- The Commissioner stated that the report does not just contain details of the Force's successes and spoke of the work undertaken around '999' and '101' calls, with the budget for call takers set at 105%. The Commissioner informed the Panel that the number of '999' calls received had reduced slightly but that the Force continued to receive more of such calls than most other Forces. The Commissioner informed the Panel that in the summer, the Force had taken some '999' calls on behalf of other Forces when those other Forces, including the Met, could not cope with the number of calls received. In terms of '101' calls, the Commissioner informed the Panel that

the service had been the subject of much debate and that a positive improvement had been achieved.

- The Panel referred positively to the partnership working between the Force and the Gedling Wardens and endorsed the neighbourhood policing work generally.
- The Panel referred to the critical HMICFRS report that followed an inspection of Nottinghamshire police custody facilities. The Commissioner responded by informing the Panel that a Chief Inspector had been tasked to work through the report's recommendations and invited members to visit the Mansfield Custody Suite where many improvements had been carried out. The Commissioner informed the Panel that planning permission for the Bridewell's replacement had been submitted and reminded members that those in custody needed to be treated with respect. The Commissioner stated that the new facility would be an improvement and reduce revenue costs and that he was confident overall that the Force was on track to make changes in the short term.
- The Panel questioned the Commissioner about rural crime, and he replied that he received a lot of correspondence on the subject, that he is a regular visitor to the relevant Parish Councils and that he was aware that a service needed to be provided to rural communities as well as to the City. The Commissioner informed the Panel that it was clear to him that some focus needed to be put in to some areas, including Harworth where there had been a recent spike in burglaries, and that he hoped to increase resources in the area of rural crime. The Commissioner spoke about the possibility of using Bassetlaw District Council's housing section in a positive way and using civil powers in the future and that he was awaiting a response from the Council about agreeing a way forward.
- The Panel asked the Commissioner about the level of satisfaction of Nottinghamshire residents with the Police's performance and the Commissioner replied that the Force was one of the few that surveyed its residents quarterly which allowed it to see changes over time. The Commissioner informed the Panel that the feedback indicated that residents wanted a visible police presence on the streets with more emphasis on neighbourhood policing and that the HMICFRS had spoken of the erosion of this. The Commissioner confirmed that the Home Office was looking at employing more officers both nationally and locally.
- The Panel asked about the 16.7% increase in complaints against the Police and the Chief Constable replied that in the past one incident was regarded as one complaint whereas now one incident could generate several complaints. The Chief Constable stated that he viewed the increase positively as it provided the opportunity to learn and that he was keen to change the culture to one of learning from complaints. The Chief Constable informed the Panel that the main causes of complaints were around officer conduct including civility, the use of force and the keeping of property. The Chief Constable informed the Panel that the Force also received complaints regarding how often victims were informed about progress with their case and that this needed to be tailored around the individuals concerned.
- In response to a question regarding staff morale, the Commissioner replied that in common with other forces officers were being asked to do more with less. The Commissioner informed the Panel that there was a variety of support available with a good system in place that graded issues according to their severity. The Commissioner stated that the Force was about to undertake a staff survey in liaison

with Durham University and also that meetings were held regularly where officers can come forward with suggestions for improvements.

- The Panel asked the Commissioner about the order of the recorded options when using the '101' service and asked whether the option to report an incident could be moved up the list. The Commissioner replied that the '101' service is commissioned nationally, that the service is due to be revised soon and that he would look into how it could be improved. The Commissioner informed the Panel that staff in the control room took a mixture of '101' and '999' calls, and while targets are exceeded for '999' calls, dealing with '101' calls was more problematical. The Commissioner informed the Panel that on 9th October they would be able to visit the control room, where systems are being modernised, but stated that ultimately better facilities would be available in the new building.
- When questioned about the impact of answering calls for other Forces, the Chief Constable replied that there is a national agreement in place which means this happens when call volumes are high or under certain circumstances, for example during a power outage, and that this would have an effect on the Force's figures. The Chief Constable informed the Panel that he would expect the same service to be provided to the Notts Force if it were in a similar position. The Chief Constable informed the Panel that '999' calls are prioritised, with the result that the Force's figures are one of the best in the country. In terms of the handling of '101' calls, the Chief Constable stated that the figures are the best they have ever been.
- The Commissioner stated that he had been informed that the application for the new Bridewell building would be heard in October and that the decision to grant planning permission would be one for the City Council alone to make.
- The Commissioner was invited to comment on the fact that crime overall had increased by 11.2% in Notts and replied by stating that the figures for Lincolnshire showed an increase of 33% and in Cumbria of 20%, but that no one believed that crime had actually increased by those percentages in reality. The Commissioner informed the Panel that the Force had been inspected by the HMICFRS and its standards assessed and accepted the need for improvements but that it was difficult to assess the extent of the problems faced by using these figures.
- The Panel asked the Commissioner about modern slavery and surprise was expressed that the figures were going down rather than up. The Commissioner replied that the actual numbers involved are very small so that a small change can result in a large fluctuation to the figures. The Commissioner informed the Panel that a more sophisticated approach is being worked on in conjunction with Nottingham University who are the leaders in this field.
- The Commissioner informed the Panel that the increase in Domestic Violence (DV) could partly be explained by changes in recording practices, that the number of repeat offences continues to increase, and more work needed to be done on this, but that the issue was not one solely for the Police.
- The Panel asked the Commissioner to comment on the HMICFRS overall judgement for 2018-19 as 'good' and the Commissioner replied that in the past the Force's performance was assessed as 'requires improvement' but now was rated as 'good' in 2 of the 3 strands leading to the overall rating as 'good'. The Commissioner stated that the Inspectorate's recommendations are being monitored with a view to identifying which areas needed improving, though it had been noted that the Force

was not good at predicting demand. The Commissioner informed the Panel that HMICFRS reports on 14 other Forces were due to be published soon and that it would be interesting to compare those reports.

- The Panel congratulated the Force on the good burglary figures and the Commissioner replied that this was due to an initiative of the Chief Constable's. The Chief Constable informed the Panel that burglary had been targeted after the figures were monitored over time and the consequent setting up of 2 specialist teams meant that travelling and local burglars could be tracked, with the result that burglary was now down by 10%, following on from previous reductions of 4% and 8%. The Chief Constable stated that he wanted to replicate this approach for robbery with the focus on prevention and the use of the IOM initiative.
- The Panel commented on the increase in Stop and Search of 47.4% mentioned in the Foreword of the report and made the observation that though the figures looked impressive it did not seem possible to make a meaningful comparison with the past. The Commissioner replied that he would deal with the issue of knife crime in the next report.

RESOLVED 2019/018

- 1) That the progress made be noted.**
- 2) That the issues raised by the Members in their consideration be collated and fed back to the PCC as the Panel's formal response to the annual report.**