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**MINUTES OF THE NOTTINGHAMSHIRE ACCOUNTABILITY BOARD**

**TUESDAY 12 JULY 2022, 2.00PM**

**OPCC MEETING ROOM**

**Attendees:**

Caroline Henry, Notts Police & Crime Commissioner

Sharon Caddell, Chief Executive & Monitoring Officer, OPCC

Steve Cooper, Deputy Chief Constable, Notts Police

Mark Kimberley, Chief Finance Officer, Notts Police

Dan Howitt, Head of Strategy, OPCC

Katy Lewis (minutes), OPCC

**Apologies:**

Craig Guildford, Chief Constable, Notts Police

1. **Review of previous minutes**

The minutes of the previous meeting were agreed.

1. **Supporting: Improving Outcomes for Victims of Crime and ASB**

**Hate crime**

DCC Cooper explained the two types of categories in relation to hate incidents, these are victims of hate crime and hate incidents.

Hate crime is a traditional crime that is motivated or aggravated by hate and a hate incident could be for example when a person believes they are targeted because of a protected characteristic.

Hate crime can be prosecuted but in cases of hate incidents, Nottinghamshire Police would look for resolution in the first instance.

There are enhanced levels of service for all hate crime calls and they have dedicated resources in Force. This is led by an Inspector in the Control Room. The team will review the crime report, make contact with the victim in 10 days of the incident and then contact them again in 21 days to ensure they are happy with the response. Another team also contact the victim regarding satisfaction of service.

The PCC asked for reassurance on satisfaction rates among victims of hate crime, current 80.8% which has fallen significantly since March 2020 when it was 84.0%. The current figure remains lower than the level recorded in 2020/21 Covid-affected year (81.6%). She asked what factors are understood to have driven this downward trend and what response has the force taken.

DCC Cooper stated that this is an area that they are looking into. One possible explanation could be due to dedicated staff leaving and new staff being trained up. The Community Cohesion Team has also been disbanded and they formed an important source of support for victims of hate crime and could also be a factor linked to the reduction in victim satisfaction seen for hate crime over the last year.

**Action: PCC to approach the CDP to discuss the impact of disbanding the City Community Cohesion Team in March 2022. This formed an important source of support for victims of hate crime and may be a factor linked to the reduction in victim satisfaction seen for hate crime over the last year**

Overall satisfaction is currently at 80 – 85%. This is lower than previous figures however the Force will strive to increase it.

Current figures for hate crime incidents are now higher than pre-covid figures. Hate crime figures are under reported so it is positive that members of the public are now more confident in reporting incidents to the Police.

The number of positive outcomes has increased for hate crime and the Force are looking to use out of court disposals to tackle lower-level hate crime in the future. This will allow officers to try and get to the bottom of the hate issues.

The PCC asked whether the force is confident that officers are offering support to victims of hate crime in a way that enables them to meaningfully take it up? She asked what information is currently provided to victims of hate crime and is this information accurate and up to date?

DCC Cooper stated that he is confident officers are offering support to victims of hate crime. Training is provided for all call handlers and dispatchers in the Control Room. All officers that attend hate crime incidents are fully trained. Community outreach work has also been undertaken.

Dedicated Hate Crime Officers make contact with the victim within 5 days of the incident. All victims of hate crime are offered Victim Support however it is a voluntary decision whether they choose to take it up. First line supervisors scrutinise all hate crime cases therefore the Force are confident that the process is thorough.

For longer serving staff, refresher training is provided. This is offered through NCALT packages. All response and neighbourhood officers are trained. A record of attendees for training is also reviewed so any officers that miss training can be picked up at a later date.

**Action: DCC Cooper to provide OPCC with a copy of the leaflet provided to victims of hate crime.  The PCC would like to be assured that the information provided to victims is accurate and up to date.**

There has been a significant reduction in police recorded misogyny hate crime (37) since the peak in 2018/19 (67). Given the national context and Nottinghamshire’s profile in the response to misogyny, is the force confident that enough is being done to raise awareness and encourage reporting of these crimes?

DCC Cooper reported that numbers tend to be low on misogyny in comparison to other hate crimes. A comparison with other forces who also record misogyny showed that per size of population Nottinghamshire’s figures are average. Around half of forces record misogyny. A possible reason for this is a data recording issue. DCC Cooper stated they are currently working with NICHE to look at this.

It is not possible to give a definitive answer as to why the numbers have dropped, however, DCC Cooper reassured the Commissioner that it is not due to officer training. Communication to staff is still consistent. It is possible to explore opportunities with Corporate Communications to raise the profile of misogyny.

**Action: OPCC and force corporate communications to explore opportunities to raise the profile of misogyny as a hate crime given the marked reduction seen in reporting since 2018/19**

The PCC stated that she is aware of a Campaign on Hate Crime which is being run in Force and led by Ch Insp Styles-Jones. Although Ch Insp Styles-Jones is moving posts the campaign will still go ahead and misogyny will be covered as part of this.

The Commissioner asked what approach is being taken by the Out of Court disposal team in response to hate crime? Are bespoke conditions and interventions in place for those that perpetrate these offences?

DCC Cooper stated he is confident that the way we use out of court disposals is effective.

T/ACC Griffin has recently visited Hampshire Police to have a look at their process on Out of Court Disposals.

**Action: Rob Griffin to share Out of Court Disposal commissioning timelines with the OPCC as part of the transition to the new 2 tier out of court disposals framework.  PCC also requested conformation of the current anticipated date of transition to the new framework**

**Detections and Charge Rates**

The Commissioner asked if the force is on track to transition to the new statutory “two tier” OOCD approach by the end of March 2023? What progress is the OOCD Board? What issues and challenges do the force foresee in making this transition and how will they be mitigated?

DCC Cooper reported that Hampshire’s Force is the true lead in this. Their previous Deputy was the national lead. There is a Board meeting which takes place next week and this will look at how it is streamlined going forward. We are still awaiting the national best practice guidance which will help further.

What are the main areas of concern in relation to charges and detections and what plans are in place to mitigate them?

The DCC reported that the Force is in a good position with detections. They charge around 65% of positive outcomes. This is considerably higher than most forces. Out of Court disposals are relatively low at the moment. Hampshire saw a huge drop off of out of court disposals. Notts are learning from their experience. There are no significant risks or issues, and it is expected to be a positive picture. The new two-tier approach should see an increase.

The Commissioner asked how Nottinghamshire is performing with regard to serious acquisitive crime detection rates and where are the opportunities for improvement?

DCC Cooper reported that burglary and robbery sit well within MSG and nationally. Dedicated resource does help. Burglary should start to see an increase in positive outcomes. This could be due to a number of reasons e.g. Op Reacher, ANPR. Further work will be undertaken on this.

What mechanisms are in place to ensure that the most prolific shoplifting offenders are identified and referred into substance misuse support services where needed? What lessons are being learnt from the Project Zeal pilot and is this model scalable?

There are a couple of areas where we have prolific offender management – IOM, focuses on threat, harm and risk. There are priority crime teams in 2 locations which focus on the lower level. Both custody suites have a drugs service. 17 – 18% positive outcomes.

The Force were asked to what extent new funding opportunities are being exploited to improve outcomes for drug-related offending in Nottinghamshire? (e.g. From Harm to Hope)

T/ Supt James Woolley and C/ Insp Emma Spencer from Custody are doing some work on this. The Force is exploring reinstatement of test on arrest.

Detection rates are much stronger with CDI. There has been an improvement on 2020/21 figures. Improved on rape detections – good comparison nationally.

Good performance on targeting robbery offenders. There was a significant increase in shop lifting when shops reopened after lockdown. Some shops had a do not intervene policy due to covid and also the face coverings caused issues as unable to detect shop lifters on CCTV. A Priority Crime Team has been introduced and they will focus on repeat offenders. They have undertaken work with the Co-op.

The overall outcome is an improving picture since April 2022.

Nottinghamshire Police currently sit second in our MSG. Second to Leicestershire but only by 0.3%

Quality investigations and links into the community satisfaction will help with improving positive outcomes.

A Quality Investigation Board has been established which will look at standards of victim care, number of times files is upgraded, file quality. Starting to see better outcomes because of this.

The footfall in custody increasing.

**3.0 Supporting: Improving Victims’ and Witnesses’ Experience of the CJS**

**Victims Code of Practice**

The Force were asked how they ensure that the offer of victim support services is more than a tick box exercise and that new recruits understand the options available.

DCC Cooper reported that victim support is part of new recruit training. Victim Support is also one of the placements for new recruits. Victims also come in to speak to new recruits as part of the training.

DCC Cooper is confident that staff are offering right service.

There are leaflets that the Force give out to some victims of crime. Some of the information is offered electronically. Control Room staff will email out links immediately to victims. For example, crime prevention information is emailed out to victims of burglary by Control Room staff.

**Action: Force to undertake a basic audit of the leaflets and literature made available to victims of crime in different areas of the force to ensure awareness of the service and support available.  Results to be reported back to PCC as part of a future meeting.**

The PCC asked what are the challenges to achieving the aim of victims being updated and completed within the advised 21-day period and what opportunities are there to drive improvements in this area?

The DCC reported the app is now on officers’ mobile devices and is a red, amber, green system. Supervisors also have access to it. Many more victims are wanting updates by email or text. DCC stated he is seeing an increase in compliance now. 21 days is reasonable.

**Action: Dan Howitt to explore Ministry of Justice benchmarking opportunities on compliance with the Code of practice for victims of crime and report back to the Accountability Board.  The PCC is keen to understand force performance in this area in the context of the national picture.**

The Force were asked what factors have driven the significant increase in people accepting victim care referrals over the last year (from 5% to 20%) and how does this compare to the pre-COVID period?

There has been a rolling training programme which has taken place over the last year which has had an impact.

**Action: James Wooley to provide feedback to the Accountability Board on the barriers and blockers to police compliance with the Victims Code and extent to which external partners are adequately fulfilling their duties under the Code**

**Rape Prosecutions**

The PCC asked for reassurance on what extent is the rise in recorded rape offences considered to reflect a rise in reporting or actual underlying prevalence in Nottinghamshire.

The vast majority of rape offences are between parties that are known to one another. The Force’s RASSO problem profile has been published today and will be shared with the PCC.

**Action: DCC Cooper Force to share the latest Rape and Serious Sexual Offence (RASSO) Problem Profile with OPCC.  PCC would like to better understand the current challenges and emerging risks impacting upon the police and partnership response to this crime category.**

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The charge rate for cases submitted to the CPS has been consistently within the top 10 nationally and at 76% over the last 12 months.

Nottinghamshire’s Rape positive outcome figures have been dependably rising over the past 2 years and figures for the period April – December 2021 show Nottinghamshire at 9%.

In comparison, the National average for the same period is 4% and the region, 5%.

It is encouraging to see a strong and improving positive outcome rate for rape offences given the focus and ambitions of the Police and Crime Plan. How will the force ensure that this improvement trajectory is maintained throughout the remainder of the Police and Crime plan period (i.e., to March 2025)?

DCC Cooper stated that the Force will continue to work hard on rape convictions with more specialist officers in Public Protection, investing in their officers and staff and give consideration into training and the mix of workforce. Timeliness and speed are also being reviewed. Notts Police is now turning around mobile communication in much quicker time.

The PCC asked if the operational benefits of the digital forensic unit is being evaluated and are we promoting and sharing this good practice?

DCC Cooper agreed to look into this and feedback to the PCC at a future Accountability meeting.

**Action: DCC Cooper to confirm whether qualitative outcomes of the digital forensic units are being captured, evaluated and shared**

Nottinghamshire Police have an established action plan for the continued improvement of RASSO investigations. This aligns with the National Police and CPS Joint National Action Plan (JNAP). In addition to this, there are other projects ongoing, which include:

* Improved communication with ISVA/CHISVA services via regular ISVA panel. This is a key part of improving survivor services and allowing survivor voices to influence Police decision making.
* Notts Police have recently launched the provision of two unmarked mobile digital forensic units, equipped with the technology to enable forensic recovery and ‘at scene’ triage examination. This provides a ‘RASSO specific digital forensics service’ with a 24-hour turn-around time for extracting data from victim’s mobile devices, benefiting the investigation and the return of handsets to victims and witnesses.

This provision of the digital forensic units will not only provide a better service to survivors but will also be utilised effectively in line with the recommendations in the Information Commissioner’s Opinion ‘Who’s Under Investigation’ and the revised Attorney General’s Guidance on disclosure.

**Preventing: Violence Against Women and Girls**

It was agreed this item would be deferred to October meeting.

**Action: Force to present Violence Against Women and Girls overview paper to the October Accountability Board.  This item has been deferred pending OPCC clarification of the scope and focus of the report**

**4.0 Q4 – Capital outturn report**

The overall capital budget is 28.3m, spend of 18.8m of which 3.8m is genuine underspend. 5.7m carry forward request.

Slippage (estates) – timing issues, legal, supply chain issues, retentions. The PCC is happy with the level of detail in the report.

There is a delay in the telematics scheme in force vehicles. This should be undertaken in December (4 months behind schedule).

Underspend on Nottingham Custody Suite – approx £700,000 underspend

The joint FHQ new build was planned to be underspent but is now back on target.

Reasonably sustainable budget for the next few years. Hampered with staff vacancies, poor financial systems

The PCC stated it would be useful to have an Efficiency Strategy in the future. Mark Kimberley to work with Gillian Holder on this.

The PCC asked that Quarterly reports are submitted to her prior to any decision records arriving for signature.

**5.0 Q4 Revenue Report**

£1.6m underspend across the group. OPCC has a small overspend. The Force has a significant underspend. 99.4% expenditure achieved. Issues around Brexit, supply chain issues, transferred to new financial systems. The Force’s focus has been on uplift which creates other pressures.

The Force is currently running at around 9% staff vacancies.

The Chief Executive asked about the increase in utility costs in relation to premises – is there any work that can be done to try and minimise this? Mark Kimberley reported that all new builds have solar panelling, there has been boiler replacements in some properties, and they are also looking to move to direct debit payment rather than quarterly billing. The Force is looking at other innovations.

**6.0 Make Notts Safe Delivery Plan**

A copy of the Delivery Plan 2022/23 was circulated at the meeting. The Force are asked to provide feedback on the document, with a particular focus on actions and activity detailed under the ‘Responding’ theme.

**Action: DCC Cooper to provide final feedback on the 2022/23 Police and Crime Delivery Plan, with a particular focus on actions and activity detailed under the ‘Responding’ theme.**

**Action: Dan Howitt to make an electronic version of the plan available to the Force.**

**7.0 Key Business Decisions**

The log of key business decisions was noted. No outstanding issues.

**8.0 Date & Time of Next Meeting**

An extra-ordinary meeting will be held on 9 August 2022.