B1: Visible and Responsive Neighbourhood Policing

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| **Visible and Responsive Neighbourhood Policing** |
| **Responsive Neighbourhood Policing**  Local Policing Priorities  Neighbourhood Inspectors identify three policing priorities each quarter. These are identified and set through a Local Policing Priority Setting Meeting (LPPSM). This is a consistent forcewide process which ensures that local priorities are set by working in partnership with local authorities. The LPPS meeting seeks to ensure that the views of our communities, key stakeholders such as elected members and wider partners are included in identifying policing priorities. This ensures that Neighbourhood Policing teams are truly responding to their concerns of local communities. The policing priorities are published on the force website and the Neighbourhood Inspectors provide monthly updates to stakeholders and the public through a bespoke newsletter. This ensures that a culture of you said, we did is embedded across Neighbourhood Policing in Nottinghamshire. A monthly Chief Inspector checklist is completed with Inspectors across Neighbourhood Policing in order to ensure delivery. The identified policing priorities are at the heart of Neighbourhood Policing and drive the response to concerns in the local community.  Problem Solving & Demand Reduction  Problem solving and prevention is a priority for every neighbourhood policing team and underpins our approach to reported Crime and Anti-social behaviour.  Locally identified priorities often require a problem-solving approach in order to reduce demand and concern in the Community. This is key to understanding the root cause of Crime and Anti-social behaviour. The ‘Neighbourhood Policing Hub’ and analysts within local Partnerships assist in ensuring that problems are fully understood in order for a policing response to be implemented. The introduction of ‘Power BI’ later this year as an additional analytical tool will enable Neighbourhood Policing officers to better understand Crime & ASB patterns and trends in the community which will drive policing activity. This will help identify hotspots which require a policing response.  The introduction of Power BI will increase the use of evidence-based policing and inform the overall problem-solving approach by helping Neighbourhood Officers and Staff to fully understand reported Crime & ASB in their area.  The Force ‘What Works’ board has been continually developed in order to ensure that best practice and proven problem-solving methodology is captured and shared across the organisation. Problem Solving activity is assessed by a quarterly panel and shared on a central portal accessible to all officers and staff across the organisation.  Problem Solving activity is undertaken by working in partnership, with local authorities and wider partners. Neighbourhood Policing officers and the local Inspectors attend a number of partnership driven meetings in order to ensure that there is a collaborative approach to problem solving. In the City area a monthly strategic ‘ASB Tasking’ meeting is co-chaired by a Chief Inspector and colleagues from Nottingham City Council. This drives a collaborative response to repeat ASB concerns in the community and allows for each organisation to contribute positively. While this is often focused on visibility the meeting is also attended by Nottingham City Homes, ASB prevention officers and environmental health. This helps reduce demand by working in partnership and ensures that there is an appropriate lead agency. This also ensures a more strategic approach to longer term problems such as noise in Student areas of the City.  Incidents reported to the control room are appropriately THRIVE assessed and those requiring a longer-term problem-solving approach or having an impact on the Community are identified and tagged for the attention of Neighbourhood Policing officers. This ensures the most appropriate response from across the organisation and often this will ensure that the early problem-solving activity can be undertaken in order to reduce demand and increase victim satisfaction.  This approach is embedded across all Neighbourhood Policing areas.  Proactive Policing  The introduction of Operation Reacher across the organisation has provided an opportunity for increased problem-solving activity towards local priorities. In several Neighbourhood Policing drug supply, serious violence and knife crime are of concern to the local community. Operation Reacher work closely with the Neighbourhood Policing team and locally embedded intelligence officers in order to target those who cause most harm in the Community. Proactive activity such as Warrants, or days of action are communicated to key stakeholders and the community through the Neighbourhood Policing newsletters. A local Comms officer is as assigned to each policing area driving our presence on social media and the You said, we did approach.  Across the City Neighbourhood policing areas, the Operation Reacher teams have now carried out 358 Warrants, made 712 drug seizures and have seized suspected criminal money to the value of £576k. This has had a significant impact on Criminality and supports local policing priorities.  The Operation Reacher teams will increase in size due to the ongoing recruitment through ‘Operation Uplift’. This provides a further opportunity to target those causing most harm in our communities.  Operation Reacher are supported by two dedicated ‘Knife Crime’ teams who support Neighbourhood Policing to reduce incidents of Knife Crime and Serious Violence in our Communities. These are often priorities identified through the LPPSM process.  Visibility  Neighbourhood Policing teams work collaboratively with a host of local and regional partners to ensure that Nottinghamshire is a safe place to live and visit. Locally, officers and staff have regular informal and formal contact with communities via numerous channels, they include   * The force website - publishes formal engagement events * IAG (Independent Advisory Groups) * Regular multi-agency patch walks across NPA’s * Regular meetings with local Councillors, Parish Councils. * Online presence – including stakeholder updates, VLOGs, Q&A sessions, and contact opportunities.   In addition to this Neighbourhood officers carry out patrols in Crime & ASB hotspot areas. This is supported by a tasking system to ensure that the wider colleagues such as Response and Operational Support contribute.  Nottinghamshire Police have recently purchased a number of electric cycles which have been distributed across Neighbourhood Policing teams in the City and County. This is following positive feedback after their initial introduction in Gedling. The electric bikes increase engagement opportunities and allow for increased patrols in public spaces such as parks and alleyways which are often not accessible by car. The bikes also contribute to longer term wider objectives to reduce Carbon Emissions created by patrols in police vehicles.  Neighbourhood Policing officers often map their patrols using GPS technology which can be published in newsletters or online. This ultimately provides reassurance to the Community and increases the visibility of our officer and staff.  Nottinghamshire Police continues to utilise Home Office GRIP funding which has provided an opportunity or increased police visibility in identified hotspot areas to tackle serious violence and knife crime. This has seen positive results and a bid for increased funding has been submitted for the year 2022/2023.  Safer Streets  Nottinghamshire Police has successfully worked with partners to deliver Safer Streets across the several areas of the orgnisation. Recently bids have been submitted for funding under Safer Streets 4. Safer Streets provides a significant addition to visibility and long-term problem solving in our communities. Bids have underpinned community concerns such as ‘feelings of Safety’ or ongoing Crime and ASB in a locality. The funding has enabled several bespoke interventions to be put in place in our communities, including improvements to street lighting, installation of ANPR, provision of target hardening equipment for residential areas and re-deployable CCTV equipment. The results of the Safer Streets 4 bids are expected to be known in the next month.  Governance  Chief Inspectors hold fortnightly Local Operations Meetings (LOMs), where other key internal stakeholders are present and engaged such as IOM officers and Intelligence Officers. These precede the force monthly Operational Performance Review (OPR) and Tasking meetings. The LOM is designed to focus short term activity and performance across the individual areas with particular emphasis on identifying and mitigating risk and vulnerability amongst our communities. This also ensures appropriate activity towards local policing priorities and identifies threats such as an increase in a crime type or anti-social behaviour. This meeting ensures that all teams are held to account.  On a monthly basis inspectors inspect their team’s performance against centrally created team pack data. This data includes details on team workload and outcomes. The LOM and team pack performance data feeds directly into the County and City performance SLT meetings which in turn feeds into the force OPR meeting. Shorter-term performance is managed via the Daily Management Meetings (DMMs) and a weekly review of the Daily Performance Review (DPR) data. This ensures focus on important activity such as VCOP compliance and the progress made against outstanding suspects which can have a significant impact on levels of Crime & Anti-social behaviour in a policing area.  The monthly Chief Inspector checklists are completed with each Inspector. This seeks to ensure that local policing priorities are identified and that key strategic areas of Neighbourhood Policing are being fulfilled such as Engaging Communities and Problem-Solving activity. It is these strategic areas of Neighbourhood Policing that underpin our approach to being visible and responsive in our communities. |

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| **Tackling ASB** |
| Tackling Anti-social behaviour is a key area of focus for Nottinghamshire Police and partner agencies. Anti-social behaviour has a significant impact on our communities and vulnerable victims who are often targeted repeatedly.  Response  All reports of anti-social behaviour are appropriately assessed by the Force Control Room to identify any vulnerability and the most appropriate response. Nottinghamshire Police utilise both telephone and digital solutions for contact with the force. Every contact with the force is recorded through Saab SAFE records, which offers innovative technology to immediately identify repeat callers and locations, as well as vulnerable victim identification through manual THRIVE & intelligence assessments.  All calls for service will result in a Contact Record and/or Incident being recorded on the Safe Command and Control platform. All incidents created must have a THRIVE assessment attached and any change in grading will require a further THRIVE Assessment. There are proformas available to assist in the completion of certain incident records, for example, ASB, Hate, Firearms, Domestic Abuse.  The introduction of ‘Single Online Home’ planned for the year 2022/2023 will make further improvements to the reporting mechanisms available. The product includes an ‘online chat’ facility which is currently live and an online reporting tool for victims of Crime and ASB. The tool has a built-in risk assessment process but also allows for sign posting where appropriate. This will ensure that victims reach the most appropriate agency. Single online home also provides the opportunity to request a ‘Community Trigger’ which is a key support mechanism for victims of anti-social behaviour. Work has been undertaken to ensure that the Community Trigger process is clear and consistent across the Nottinghamshire Police force area.  Where appropriate reports of ASB are directed to the Neighbourhood Policing team. This ensures that victims have a point of contact, any vulnerability and safeguarding is identified, and a partnership driven problem-solving approach can be taken where appropriate.  Partnerships  Neighbourhood Policing teams work in partnerships across the organisation to safeguard vulnerable victims and to problem solve ongoing cases of anti-social behaviour. A monthly ‘ASB Tasking’ meeting is embedded in the City Division to ensure a partnership approach to ongoing cases a similar approach is are taken across wider Community Safety Partnerships in the County.  This enables a joint approach to resolving issues such as noise or environmental matters where the most appropriate lead agency may be the local authority.  In addition to this the Neighbourhood Policing teams have worked closely with local authorities to secure 3-month closure orders where premises have been linked to ASB or criminality in the community.  In the last 12 months three City properties have been closed by Magistrates following a joint application to the Court.  Shared powers under the Anti-social behaviour Crime and Policing Act enable the joint use of ‘Community Protection Notices’ and ‘Criminal Behaviour Orders’ to problem solve ongoing cases of ASB in the Community.  The ongoing partnership approach allows for planning around seasonal ASB. This year Neighbourhood Policing teams in the City have worked together with Nottingham City Council to produce a plan to reduce anti-social behaviour in open spaces such as local parks. Traditionally there is an increase linked to the Student Population at both local universities and warmer weather. Alongside this there is a standing partnership meeting with local universities which further builds on the partnership response to anti-social behaviour in the Community.  Alongside this regular ASB operations are taking place to reduce offences on Public Transport across the City and there is a continued focus on Begging and Street Drinking in Nottingham City Centre which underpins concerns raised by local businesses and the Community. ‘Operation Compass’ seeks to work in partnership to reduce anti-social behaviour by signposting individuals to relevant support networks. Enforcement action is taken as a last resort.  Between 1st January to 31st March 2022 the team has had 278 interactions with individuals in the Community:  The results to date include;  130 stop and search procedures conducted of which 72% resulted in drugs, weapons or other items being seized.  84 arrests for numerous offences including 45 individuals circulated as wanted by the courts or probation services.  73 offences of begging were dealt with either out of court or reported for summons and individuals were offered support or referrals to partnership agencies.  56 individuals were reported for summons for various offences to appear at court at a later date.  35 out of court dispersals were issued in the form of Police cautions, community resolutions and cannabis warnings.  20 suspects were identified by the team from CCTV still images.  The approach taken has seen Anti-social behaviour in the City fall by 22% for the period 1st April 2021- 30th April 2022 (Compared by the same period in 2020/2021).  If successful Safer Streets 4 will provide an opportunity to further design out Crime and Anti-social behaviour in identified hotspots.  Governance  Repeat ASB Victims, Offenders and Locations are identified in the LOM (Local Operations Meeting) chaired fortnightly by the area Chief Inspector.  This is underpinned by repeat victim data available to Neighbourhood Policing Inspectors.  This ensures that repeat victims are fully supported by the Neighbourhood Policing teams, working in partnership with the local authority or wider partners if required.  Complex/Vulnerable person panels take place across the organisation enabling bespoke levels of support to be put in place for victims.  The force OPR and Tasking process enables Inspectors to request additional support in response to a sustained increase in Crime or Anti-social behaviour. |

**B2: Policing the Digital Beat**

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| **Tackling Online Harm** |
| We recognise that prevention of ‘online harm’ is significantly more effective and desirable than helping communities recover from its impact. While we need to be effective in both aspects, we have built effective prevent and protect capabilities around both Fraud and Cyber which are the predominant areas of online harm. Last year, Action Fraud estimated that 80% of Fraud was cyber enabled and key enablers were exploitation of weak passwords and ‘phishing’ emails. Current conservative estimates suggest 40% of all crime is Fraud.  Acquiring and maintaining the technical knowledge required to provide an effective response can be a blocker to success. We have made College of Policing product ‘Operation Modify’ (and Modify 2) mandatory training for officers and staff which bolsters their baseline of knowledge in this arena. We continue to support their knowledge gaps and effective police responses, providing the ‘CyberDigiTools’ application on all force issued handheld devices.  Our digital specialists continue to support all tiers of the organisation providing subject matter expert support to continued professional development training across the organisation. In the future we will continue to support these products and future iterations. Our specialist teams will continue to be accessible to the wider organisation and support growing their knowledge and skills.  We have created and will shortly recruit for an ‘Improving Digital Investigations Officer’. The role will provide additional support to force ‘generalists’ and surge demand to help maintain effective specialist investigative responses.  Centrally co-ordinated messaging by organisations such as City of London Police (Lead force for Fraud) is adopted, localised for Nottinghamshire, developed, and messaged to a range of diverse audiences. We have attended several ‘in-person’ events at a community and business level, most recently the Newark County Show. Almost 2000 direct contacts were made through these routes last year. In the future we will continue these engagements, looking for new avenues to exploit and aim to always increase the number of public contacts we make year on year.  Our new interactive website [Nottinghamshire | EM Cyber Secure (eastmidlandscybersecure.co.uk)](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.eastmidlandscybersecure.co.uk%2Fnottinghamshire&data=05|01|bethany.lock%40notts.police.uk|315c2236d6b545bd5bf908da3e617467|50b6682be9dd4d2cb984100e69b077a4|0|0|637890885518330677|Unknown|TWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D|3000|||&sdata=NROlyZIF5OCYrnreJizhDwIAQ2zn4OCzMiCSckus7W0%3D&reserved=0) is live. It is regularly updated with webinars and content reflecting current crime trends to help the public keep themselves safe against current threats. In the future we will continue to market this service, ensure it remains current and monitor uptake and ‘click-thru’ to ensure it is being seen and remains effective. We will develop this offer as a primary point of diversion in the early stages for potentially risky people.  To mature our understanding and support the ongoing development of a range of effective responses, we have worked with our intelligence analysts to produce a problem profile which encapsulates ‘online’ crime types. Developing our geo-spatial and demographic knowledge is key to tackling harm. In the future we will use the information revealed in our problem profiles to inform where, when and to whom we will focus our effort and attention to maximise the impact of our resources. Furthermore, the analysts completing the report have made several operational recommendations from their analysis, upon which we will act. |

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| **Cyber and Fraud** |
| Following the 2019 ‘Fraud: Time to Choose’ HMICFRS our response utilising the ADA process (pages 8-18 of the SOC submission) brought us into compliance with those requirements. The subsequent 2021 follow-up spotlight report made specific, simple, requirements around compliance with NPCC guidance with which we are aligned.  Measurement and commentary upon Fraud and Cyber is complicated by several factors including significant under-reporting, Action Fraud as a national, imperfect mechanism for the collation of reporting data on Fraud and Cybercrime and calls for service also coming directly to forces and other prosecuting agencies to name a few. Our collated figures show however 3799 recorded instances of Fraud and Cybercrime in 2021 with 3333 victims.  Our Fraud investigation team remains relatively stable in both numbers and capability. We are now increasing our Cyber teams closer to the FTE numbers and their technical investigation capability is under review to ensure that they are suitably skilled and equipped for purpose. They do currently remain under FTE levels. In the future we will have a fully staffed and suitably trained and equipped Cyber team which will increase our capability to deliver technical investigations in Cyber. They will also provide technical support to mainstream Fraud and Financial Investigators upskilling them and supporting technical elements of their investigations which we anticipate will be increasingly required in the future.  Our Fraud team is supported by a triage unit which is nationally recognised as an excellent model for assessing and prioritising Fraud in a backdrop of excessive demand. Importantly the unit identifies and highlights vulnerability with victims (Op Signature) and regardless of any investigative lines of enquiry ensures that victims most at risk of harm or further harm are contacted and safeguarded. The Fraud Protect team had 1080 such contacts with high-risk victims in 2021. In the future we will maintain our triage approach, ensuring 100% high-risk victim contact. We will review our triage methodology to ensure it continues to be valid in this rapidly changing landscape.  Fraud as a crime type is known for its long investigation timelines and protracted nature. Following the appointment of a new management team within the unit the investigation methodology is being reviewed and focus being drawn towards early suspect interventions and use of the more invasive PACE powers to secure earlier evidence and swifter prosecutions.  The force Money Laundering Team (MLT) is established and continues to close in on its FTE numbers. Recruitment of staff is complete and once backfilling arrangements are made, they can be released from their current posts. In the future we will have a fully staffed MLT which works alongside Cyber and Fraud providing a proactive element to their capabilities and will better support the wider force in pursuing Proceeds of Crime Act offences which are often affiliated to Cyber and Fraud. We will proactively identify and pursue criminal finances often hidden by fraud and which are increasingly shrouded in the growing cyber-based crypto economy.  We have extended an invitation to City of London as National Lead Force for Fraud to attend and assess our Pursue and Protect capability in June 2022 as part of the ongoing drive to support capable and effective policing. We are hopeful of identifying and reviewing best practice and self-assessing our performance to facilitate continuous improvement. In the future, following the visit, we will consider any feedback and continue to support the lead force activities in pursuit of improved service and performance in this area for Nottinghamshire and other agencies. |
| **B2 Policing Digital Beat – ANPR** |
| A significant investment has been made to improve the static ANPR camera network across the city and county in the past 12-18 months, with further significant investment taking place in 2022/23, enabled through the Safer Streets fund.    The location of fixed sites is completed in consultation with law enforcement partners, local neighbourhood teams, and Roads Policing / Road Crime teams. This is supported by crime pattern analysis to identify the sites that will provide best coverage and minimise the risk to local communities from the criminal use of the Nottinghamshire road network. A replacement plan has already seen 16 older cameras being relaced, and many new proposed sites are currently undergoing feasibility surveys.  In addition to the fixed sites, ANPR kits are fitted to all Roads Policing, Operation Reacher and Knife Crime team cars, allowing for the tactic to be agilely deployed to areas of threat, harm and risk.  Our approach to widening the network, deploying the tactic in areas of greatest threat, harm and risk, along with investing in additional resources to analyse and respond to the ANPR hits, including additional Real-Time Intelligence Officers, ensure that our objectives of having an effective:   * Operational response – real time response to ANPR matches relating to vehicles of interest, * Intelligence development – using the value of ANPR data in predictive and preventive work, * Investigations – using ANPR data to support investigations   Is achieved, with our ambition remains to have significantly improved the ANPR camera network by the end of 2022 – 2023 financial year. |