**Thematic Reports: PREVENT: A1. Making our streets, villages, towns and city safer**

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| **1.5 The force carries out a proportionate, thorough and timely investigation into reported crimes, with senior level governance providing robust scrutiny**. |
| The force has well developed scrutiny arrangements in relation to the quality of criminal investigations which includes monthly performance data provided to local leaders to monitor performance on individual teams and whole departments. This detail informs local performance meetings chaired by district commanders and heads of department which feed into the Operational Performance Review meeting chaired by the ACC for Crime and Operations.  This performance framework, recognising its quantitative focus, is complemented by qualitative thematic audits to ensure that effective investigative practice is being undertaken to the standard expressed in our local procedures. These audits, undertaken by experienced inspectors inform two boards with complimentary but discreet focus in the form of the Improving Investigations Group and the Victim and Witness Assurance Group; both chaired by the Detective Chief Superintendent Head of Crime and Ops and feeds into the Criminal Justice Board chaired by ACC Crime and Operations. The recent HMICFRS inspection reflected that these recently implemented arrangements were a positive step and, whilst work continues to embed them culturally, the recent PEEL assessment of the forces approach to crim investigation was graded as Good.  Having laid these foundations in terms of the quality of investigations we now focus on improving timeliness, not just in terms of the time taken by investigators to gather the evidence required for a prosecution but in partnership with the CPS and other CJ partners through the JOIM we focus on the end-to-end provision of victim focussed outcomes. This breadth of work in this endeavour is significant including the recent amendments to disclosure arrangements and file standards expectations and the force has invested in a new role for an experienced Detective Chief Inspector to lead in this area of increased national scrutiny, through CJ Scorecards, to ensure that we optimise the overall effort that the many contributing functions within policing alongside our CJ partners to increase the timeliness and outcomes in criminal investigations. This work is closely monitored by the ACC Crime and Operations through the CJ Board. |

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| 2.1 The force provides an appropriate response, taking into consideration risk and victim vulnerability, including information obtained subsequent to the initial call (i.e. from the public / officers / systems checks). |
| 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.  In the year to date, the force answers 999 emergency calls within the service level agreement of 10 seconds on 94% time, with an average call handling time of 1 second. Similarly, 101 non-emergency calls are answered within 21 seconds, with an SLC achievement of 88%.  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.  In March 2022, the new force contact centre was opened, which has strategically positioned force commanders together with real time intelligence officers, call handlers, despatchers and the vulnerability hub, consisting of mental health officers and nurses as well as specially trained missing from home staff. The positioning of the vulnerability hub enables quicker support for vulnerable victims on receipt of information by the force. This has resulted in Nottinghamshire locating missing persons more quickly in comparison with MSF’s, as well as vastly reduced 136 detentions.  Vulnerability assessments form part of daily supervisory tasks, and the connectivity between response and the force control room in identifying priority incidents is pleasing.  Nottinghamshire have a robust incident attendance policy, requiring immediate incidents to be attended within 15 or 20 minutes depending on urban or rural locations, and priority offences to be attended within the hour. Response times and call handling are scrutinised at the monthly force performance board. |

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| 3.1 The force prioritises the prevention of crime, anti-social behaviour, and vulnerability.  And    3.2 The force uses problem solving and works in partnership to prevent crime, anti-social behaviour and vulnerability. |
| In line with the emerging National Crime and Policing Measures and the Home Office’s wider crime reduction ambitions, we have and continue to prioritise the prevention and deterrence of all crime. It is our overriding intention to stem demand at source and minimise the consequences and impact on victims. We strive to deliver this across all aspects of our policing by making crime prevention and problem solving the responsibility of every officer and staff member.  Problem solving and demand reduction  Problem solving and prevention is a priority for every neighbourhood police team. To assist staff with this the force has adopted a single problem-solving methodology. The SARA approach has enabled us to improve our working practices with our partners to address long-term issues affecting our communities. Our approach to prevention and problem solving is captured in our Crime Prevention Strategy which is reviewed annually.  In relation to governance and audit, we have undertaken some key activity including further investment in ECINS training to upskill all neighbourhood practitioners in making more effective use of the system as a partnership tool. A wholesale review of the quality and quantity of current and previously deployed Problem-Solving Plans has been undertaken to ensure that those which are published are evidenced based and assessed.  Locally, Neighbourhood Inspectors identify three policing priorities each quarter. These priorities are published on the force website and monthly updates are provided to stakeholders and the public. Many of the priorities require a bespoke problem-solving plan, and all plans are reviewed in the Neighbourhood Policing Hub, ensuring that best practice is shared throughout the force via a What Works Board.  The What Works Board was established to test and share working practices and guidance. The Board comprises of officers and partners and gives a clear governance and evaluation processes for reviewing local problem-solving plans and other demand reduction work. The board meets on a quarterly basis to review submissions and determine which should be considered for wider dissemination as best practice. Successful problem-solving initiatives include   * Operation Prolate – ASB and drug use in Mansfield Town Centre * Operation Taffy – multi agency approach to youth related violence in the Conurbation * Operation Lessened – partnership operation identifying victims of Modern-Day Slavery in Newark * Operation Tyrosin – partnership Operation targeting “throw overs” at HMP Nottingham   Wider Partnership Engagement  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.   Performance governance  Overall strategic governance for our Neighbourhood Policing performance is provided through quarterly meetings chaired by the force lead. This meeting is attended by all Neighbourhood Policing senior managers and importantly colleagues from our Corporate Communications Department. Actions are created, completed, and tracked through this group to ensure accountability and continued focus upon our strategic aims and objectives.  We have a robust performance framework that is consistent across all neighbourhood areas. On a monthly basis the four area Chief Inspectors complete a checklist with their Inspectors to ensure that all neighbourhood policing profiles, engagement and problem-solving plans are all up to date and circulated on the internal and external websites. The Inspectors provide updates to all key stakeholders in a monthly newsletter and the content is circulated to communities on social media and at Local Policing Priority Settings Meetings (LPPSMs).  The Inspectors also hold fortnightly Local Operations Meetings (LOMs), where other key internal stakeholders are present and engaged. These precede the force monthly Operational Performance Review (OPR) and Tasking meetings. The LOM is designed to focus short term activity on performance across the individual areas with particular emphasis on identifying and mitigating risk and vulnerability amongst our communities.  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.  Safer Streets  In conjunction with the OPCC the force successfully secured funding from the Safer Streets government funded project to enhance our policing capabilities, initially in the Newark area. The funding 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 project was sufficiently successful to receive national and political recognition and gave us the perfect template for further bids. This project is now in its fourth iteration and continues to grow and offer the force greater capabilities across the whole force area |