**Accountability Report: Victim Focus and Satisfaction**

|  |
| --- |
| **Current Trust and Confidence Levels in Nottinghamshire Police Force Area** |
| The Research and Insight team completes engagement activity with victims of domestic abuse (mandatory) and hate crime (non-mandatory) on an ongoing basis. Latest performance data is highlighted below, where it can be seen that domestic abuse satisfaction with the actions taken by the police has seen a steady increase in performance during the last quarter, with all other aspects of service delivery remaining stable. Alongside the satisfaction surveys, the Research and Insight team run a further project with domestic abuse victims, namely the Domestic Abuse Safe and Support project. **Domestic Abuse Safe and Support** – Follow-up calls are made to medium risk domestic abuse victims who have either declined to share their details with commissioned services such as Women’s Aid / Equation, or where officers have been unable to obtain a victim’s consent to share details. The objective of the call is to ensure that victims are safe, well and have access to any support they may require. Where we are unable to make contact over the telephone, after unsuccessful attempts, a letter is sent to the victim providing contact details of support services, and information on how to contact the police in the future, whether by 101, 999 or the silent option. To date, contact has been made with over 2,450 victims by telephone or letter and support information has been provided. In terms of support that is offered, and in order of popularity, victims requested the following details: It is evident from the tables above that contacting the police, which is frequently done via 999 or the non-emergency number, is a straightforward and professionally handled part of a report for both victims of DA and hate crime, where victims can speak to someone quickly, and the callhandler is able to take the details of their enquiry. Furthermore, when officers respond to a report, the professional behaviours displayed in person and / or over the phone are to the satisfaction of victims as officers listen, are polite, are fair in the way they deal with victims and treat them with respect. As a result, victims rate satisfaction with the initial contact and how they are treated very highly. Higher levels of satisfaction are then observed with the actions taken by officers, rather than being kept informed due to victims often feeling reassured with how the police initially handle a situation when first responding, though service delivery then deteriorates when victims simply aren’t contacted thereafter to be informed of the outcome of any further actions / investigation. By attending, and informing a victim of the next steps, and not then following through with an update on those actions, or not managing expectations around timeframes, frequently leaves victims feeling that their report wasn’t taken seriously as not hearing anything leads victims to feeling as though nothing happened after the initial attendance, thus not receiving the closure which is often required. A level of despondency is sometimes expressed by victims, questioning the value in future reporting if the police don’t do anything, or if they do take action, not informing a victim of this in a timely manner. The method of contact used by officers can also play a part in victim’s perceptions of whether their report was taken seriously, particularly where it is felt that little or no action has been taken. Unless it has been agreed as the preferred form of contact, if a text message is then sent to say a case has been closed, this can further add to a victim feeling that there’s been a lack of quality communication following a report. Ultimately, the quality and timeliness of officer communication plays a significant part in a victim’s experience. Through quality communication, whereby it is explained what can happen and why, with reassurance and support where required, this can go a long way to positively impact not only the satisfaction level for how well a victim has been kept informed, but all aspects of service delivery. More often than not, and irrespective of the crime type, the repeated ‘ask’ from victims is: ‘Listen to me…. help me…. support me…. and keep me informed’. While there is room for improvement with the actions taken and keeping victims informed, particularly with how the force manages and responds to reports of hate crime, it is evident that victims on the whole, consider each aspect of service delivery and provide a balanced review of their overall satisfaction, hence why the force are not observing significantly lower levels of satisfaction with the whole experience. |

|  |
| --- |
| **High Level Detail in relation to Force’s Approach to Complaints, Vetting and Misconduct**  |
| Vetting The Force Vetting Unit comply with the Vetting Code of Practice and the Vetting Authorised Professional Practice (APP).  The Vetting APP is the minimum standard that all Forces should meet.  A thorough and effective vetting regime is a key component in assessing an individual’s integrity. It helps to reassure the public that appropriate checks are conducted on individuals in positions of trust. The vetting process identifies areas of vulnerability that could damage public confidence in a force or the wider police service.  The Force Vetting Unit has delivered and met the requirements of Operation Uplift inspiring public trust and confidence in the recruitment of Police Officers.  Furthermore, all police personnel and those who work in partnership with Nottinghamshire Police hold a valid vetting clearance as a result of a proactive and effective vetting renewal process which has been embedded.  Those personnel who work within designated posts within the organisation or hold an equivalent level of vetting whilst working in partnership with the organisation, are also subject to an annual security review which provides further assurance as to the integrity of those individuals and helps to identify, assess, and manage any risk.Counter CorruptionNottinghamshire Police is committed to dealing with public complaints and allegations of misconduct relating to any of its employees.  The new Home Office regulations, which came into force on the 1st February 2020, overhauled the previous complaints and discipline system.  The new reforms introduced a system to ensure that complaints and conduct matters are dealt with efficiently and proportionately to improve the internal discipline system and monitor confidence in the integrity of the complaints process.The reforms have increased the role of Police Crime Commissioner giving them greater participation into how public complaints are handled.  The Professional Standards Directorate (PSD) are proud of the work that has been undertaken since the inception of the new Regulations.In 2021 the PSD dealt with 1171 complaints where there was no indication of misconduct.  In 90% of these cases, the complaint was either resolved to the satisfaction of the complainant or it was determined that the service received was acceptable.  Where service was not acceptable, this was highlighted to the complainant and apologies offered.  When a police employee falls short of the standards expected or service delivery is not acceptable, the system is there to establish what went wrong and, where necessary, to hold officers and staff to account.  In total 75 police officers and staff have undertaken the Practice Requiring Improvement (PRI) process which is a formal process in order to address police employees falling short of the standards expected.  This is to ensure learning and development is prioritised and places a strong ethos on improving and ensuring lessons are learned.All forces provide data to the IOPC detailing how complaints have been handled, outcomes and timeliness.  The most recent data provided by the IOPC for 2021 demonstrates that Nottinghamshire Police are performing better than their most similar forces (MSF) and the national average.  A snapshot of these figures demonstrates that Notts PSD log and respond to complaints in an average of 2 days.  The national average stands at 5 days.  Early contact with the complainant is crucial to the successful resolution of complaints.  In terms of PSD misconduct investigations, the PSD finalise 39% of investigations in the first 3 months.  We complete 96% within 9 months where the national average stands at 73%.  This demonstrates that complaints are being dealt with robustly and efficiently which is beneficial to the wider public and the organisation.We continue to monitor our performance indicators to ensure continuous improvement and will prioritise any learning opportunities to enhance the service delivered to the public. |

|  |
| --- |
| **Other Ways in which Nottinghamshire Police seeks to Improve its Trust and Confidence with the Public and Particular Communities of Nottingham and Nottinghamshire, to Reinforce its Legitimacy and support the Principle of Policing by Consent** |
| Nottinghamshire Police seeks to improve trust and confidence through formal governance structures such as the Independent Advisory Group (IAG) and Independent Community Scrutiny Panel (ICSP). **Independent Advisory Group (IAG)**The Nottinghamshire IAG is a strategic group that seeks to improve two-way communication between Nottinghamshire Police and the diverse communities of Nottingham City and the County. As independent advisors and critical friends, the role of the Nottinghamshire IAG is to assist in the building of public confidence in the police and to improve local policing performance and accountability.The membership of the IAG consists of a number of advisors who are volunteers and who are representative of the Nottinghamshire communities. Individually and collectively, the group is passionate about improving local policing performance.Consultation with the police is facilitated in two ways:* The formal arrangements: scheduled meetings with Nottinghamshire Police where discussions are held to help shape strategies and policies
* The urgent discussions: quick time discussions that assist in shaping local policing responses to particular incidents.

To help the IAG to engage effectively with the police at a time of a critical or serious incident, arrangements exist to ensure that conversations can be facilitated in a timely manner, and that they involve both an appropriate sharing of detail with appropriate confidentiality. A primary aspiration of the IAG is to develop principles of consultation that will allow it to better involve the community, the voluntary sector and our partners in decision making.  It is acknowledged that the Nottinghamshire IAG is not the voice of the community, instead a collection of individual community voices. The IAG is only one part of the jigsaw of wide community consultation engagement whose aim should always be to identify ways to add value to policing services for all communities.  Independent Community Scrutiny Panel (ICSP)The new Independent Community Scrutiny Panel (ICSP) has been established to introduce independent professional experienced scrutineers to the PCC’s governance and assurance structures. The scrutineers and (panel elected) chair have been recruited bring their knowledge, perspectives, insights and understanding gathered through both their lived experience and professional training and academic study.The ICSP will:* Enable effective community oversight and transparency
* Allow a two-way dialogue
* Make recommendations for improvement in practice, policy, and procedures
* Produce an annual report on its findings and recommendations
* Determine the methodology and approach to scrutiny
* Consult and feedback to the BAME community on the scope and findings of their scrutiny reviews
* Publish agendas, reports, and minutes to support improvements in transparency

The ICSP meet quarterly to scrutinise varied aspects of policing activity, including the quality of their interaction with the BAME community and victims and compliance with statutory guidance. An annual work plan will be prepared based on escalated concerns raised by the CLG and agreed by the OPCC. Amongst other things, critical areas that this independent group will examine, and review are stop and search, use of force, and discrimination complaints. Members of the panel have been appointed according to legal requirements and the principles of public life. Job descriptions have been created and members of the panel are vetted in order to ensure open and transparent sharing of information between the panel and the police. |