

<b>For Consideration</b>	
<b>Public/Non Public*</b>	<b>Public</b>
<b>Report to:</b>	<b>Joint Audit and Scrutiny Committee</b>
<b>Date of Meeting:</b>	<b>25 May 2021</b>
<b>Report of:</b>	<b>Office of the Police and Crime Commissioner</b>
<b>Report Author:</b>	<b>Kevin Dennis</b>
<b>E-mail:</b>	<b>Kevin.Dennis@nottinghamshire.pnn.police.uk</b>
<b>Other Contacts:</b>	<b>Kevin Dennis</b>
<b>Agenda Item:</b>	<b>Performance Update Report</b>
	<b>14</b>

## PERFORMANCE UPDATE REPORT

### 1. PURPOSE OF THE REPORT

- 1.1 This report provides the Police and Crime Strategic Resources and Performance meeting and Joint Audit and Scrutiny Panel with an update on progress in delivering the 2018-21 Police and Crime Plan (2018-21), in compliance with the Commissioner's statutory duties<sup>1</sup>.
- 1.2 The report includes an update on key performance indicators to 31 March 2021 as detailed in the latest quarterly Performance and Insight Report (appendix A).

### 2. RECOMMENDATIONS

- 2.1 The Strategic Resources and Performance meeting and Joint Audit and Scrutiny Panel is invited scrutinise the contents of this report and seek assurance on any specific areas of concern, request further information where required and make recommendations within the scope of their role.
- 2.2 This update report is also designed to assist the Police and Crime Panel in scrutinising performance and delivery against the ambitions of the Police and Crime Plan in accordance with their statutory duty<sup>2</sup> and the scope of their role<sup>3</sup>.

<sup>1</sup> Section 13 of the Police Reform and Social Responsibility (PR&SR) Act 2011 requires the Commissioner to, subject to certain restrictions, provide the Panel with any information which they may reasonably require in order to carry out their functions, and any other information which the Commissioner considers appropriate

<sup>2</sup> Police Reform and Social Responsibility Act 2011

<sup>3</sup> [Police and Crime Panels: A Guide to Scrutiny](#), Local Government Association (Updated 2016)

### 3. POLICE AND CRIME PLAN PERFORMANCE (2018-21)

- 3.1 The Performance and Insight report details 57 performance indicators and 12 sub-measures aligned to the 2018-21 Police and Crime Plan. These indicators are tracked by the force and OPCC on a quarterly basis as part of the Performance and Insight report which is routinely published on the OPCC website<sup>4</sup>. This paper provides an update on key performance headlines from the quarter 4 Performance and Insight report 2020/21.
- 3.2 **Protecting vulnerable people from harm:** Nottinghamshire continues to see strong and improving performance in police and partnership activity to protect vulnerable people from harm. Adult and child safeguarding referrals have continued to increase during the year (+16%) as a result of improvements in the identification of risk and earlier intervention to ensure that appropriate safeguarding actions are taken. This has included improvements in training and partnership responses to Child Sexual Exploitation, knife crime and modern slavery.
- 3.3 Missing person reports fell by 16% in 2020/21 affected, in part, by the Coronavirus Restrictions which reduced opportunities for missing person episodes and enabled individuals to be located faster. Mental health related incidents recorded by police also fell in 2020/21 (-11%) despite an increase the complexity of presenting demand and the use of health-based places of safety under s136 of the Mental Health Act. Positively, there were no cases in which custody was used as a place of safety under the Act in 2020/21.
- 3.4 The number of recorded drug trafficking and supply offences recorded by police increased by 12% in 2020/21, partly driven by increases in proactive policing activity as part of the Operation Reacher programme, which has been active across all 12 policing neighbourhoods since 5 October 2020. During the financial year, the combined Reacher Teams helped to secure 1,106 arrests, 492 drug seizures, 233 offensive weapon seizures, the recovery of around £470,000 in criminal cash and the seizure of 353 vehicles. The teams also issued 503 traffic warrants and generated and submitted around 1,195 pieces of intelligence to assist further enforcement and safeguarding. A breakdown of outcomes by local authority is shown below:

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<sup>4</sup> <https://www.nottinghamshire.pcc.police.uk/Public-Information/Performance/>

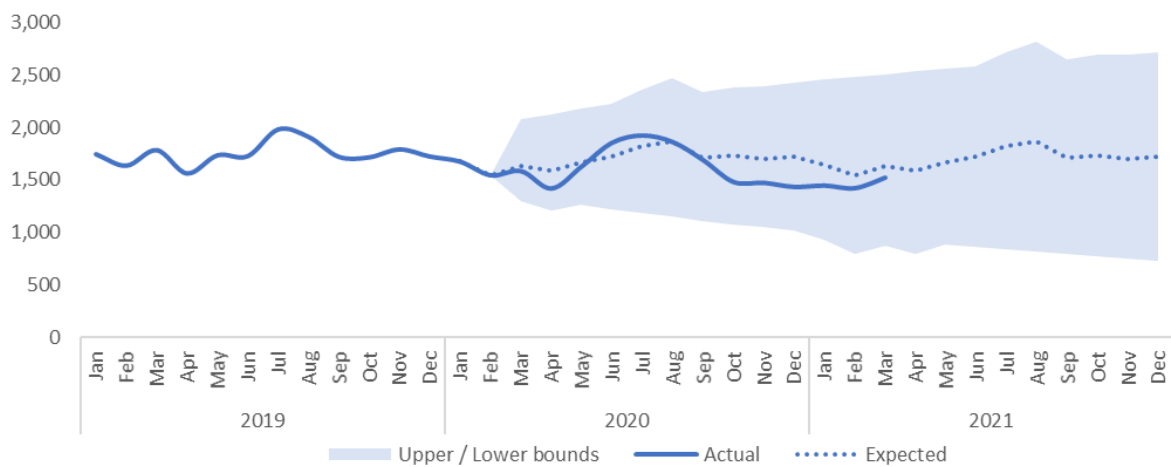
Fig 1. Operation Reacher Outcomes by Policing Neighbourhood – April 2020 to March 2021

	Arrests and VA	Magistrates warrants	Traffic offences	PACE Searches	Stop and searches	Weapons seizures	Drug seizures	Cash Seized	Vehicles seized	Intel generated
Ashfield	120	33	58	29	348	22	56	£10k	48	149
Bassetlaw	95	14	26	13	152	7	11	£9k	28	83
Broxtowe	56	27	10	38	38	7	25	£13k	12	112
Gedling	148	35	110	44	310	47	84	£258k	47	177
Mansfield	141	28	89	31	496	17	56	£4.5k	47	88
Newark & Sher.	54	14	22	19	114	7	23	£6.9k	22	87
Nottingham	443	128	154	154	731	114	217	£155k	130	439
Rushcliffe	49	18	34	40	80	12	20	£14k	19	60
Force wide	1,106	297	503	368	2,269	233	492	£470k	353	1,195

3.5 **Helping and supporting victims:** Levels of reported domestic abuse crimes reduced by 7% reaching the lowest level in two years. This reduction is likely to have been affected by the Coronavirus restrictions in place during 2020/21 resulting in fewer opportunities for domestic abuse to be identified and a significant reduction in night time economy-related activity. The proportion of repeat victims having reported a separate offence during the previous 12 months remained stable at 34%.

3.6

Fig 2. Police recorded domestic abuse in Nottinghamshire by month  
Actual versus expected during period of Coronavirus Restrictions 2020/21



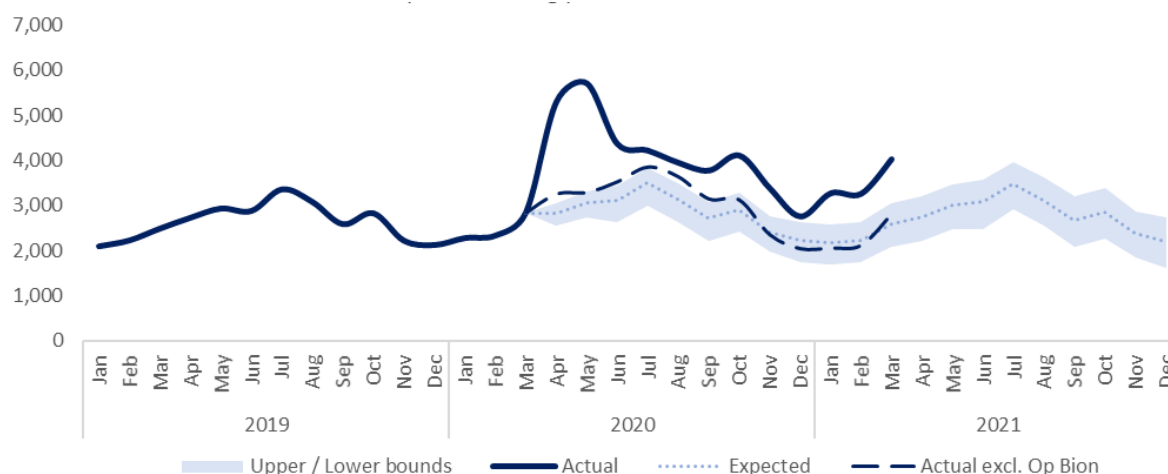
- 3.7 Force compliance with the Victim’s Code of Practice remains strong (93.9%) following the introduction of stringent reviews across adult and child public protection since June 2020 and continued robust screening of rape and serious sexual offence compliance.
- 3.8 Positive ‘cope and recover’ outcomes among victims accessing Ministry of Justice funded support services deteriorated by 11.2% points in 2020/21. The most significant areas of deterioration were seen in positive outcomes among those exiting restorative justice services (-27%, n=53), CSA/CSE services (-18%, n=196) and domestic abuse services (-14%, n=1,663). These reductions should be viewed in the context of the changing profile of victimisation and service provision, with some providers reporting an increase in levels of anxiety and case complexity among service users in the wake of the pandemic.

**Fig 3. Percentage of victims exiting PCC Commissioned services reporting ‘Improved ability to recover and cope with everyday life’**

	Oct 2018 to Sep 2019	Apr 2019 to Mar 2020	Oct 2019 to Sep 2020	Apr 2020 to Mar 2021
<b>Overall Positive Outcome rate</b>	<b>78.1%</b>	<b>79.0%</b>	<b>72.7%</b>	<b>67.8%</b>
<b>Restorative Justice</b>	73.2%	70.5%	54.1%	43.4%
<b>Sexual Violence</b>	72.4%	59.5%	53.7%	51.5%
<b>Domestic Abuse</b>	75.8%	83.0%	73.3%	68.5%
<b>Victim Care</b>	77.5%	76.4%	76.2%	69.7%
<b>Child Sexual Abuse/Exploitation</b>	94.6%	89.2%	86.6%	70.9%
<b>New COVID-19 funded services</b>	n/a	n/a	93.3%	94.7%

- 3.9 Around 11,300 individuals were supported by core OPCC commissioned victim services in 2020/21, with a further 691 receiving support via additional Ministry of Justice funded domestic and sexual abuse services in the wake of the pandemic. Positive service outcomes among those exiting the new COVID-19 funded services remained strong during the year at 95% (n=207).
- 3.10 **Tackling crime and Anti-social Behaviour (ASB):** Police recorded victim-based crime fell markedly in 2020/21 (-22%), largely impacted by Coronavirus Restrictions in place since 23 March 2020. Overall levels of police recorded anti-social behaviour increased by 50% in 2020/21, primarily driven by the enforcement of Coronavirus Restrictions (Op Bion) which accounted for around 12,820 recorded ASB occurrences during the year. When Op Bion incidents are excluded from the profile, the overall volume of ASB incidents saw no significant change in 2020/21 (+0.6%). It should be noted, however, that reductions in night time economy-related ASB which were off-set by more widespread increases in neighbourhood level nuisance during this period.

**Fig 4. Police recorded anti-social behaviour incidents in Nottinghamshire by month  
Actual versus expected during period of Coronavirus Restrictions 2020/21**



3.11 Nottinghamshire continues to see reductions in levels of violent knife crime (-8%) and in the number of possession of weapon offences recorded (-16%), despite maintaining around 5,100 stop and searches across the force area over the last year. The positive outcome rate for stop and search saw a marginal deterioration during 2020/21, failing from 41% to 39%.

3.12 Feelings of safety by day (89%-90%) and after dark (62%-64%) remained strong in Nottinghamshire throughout 2020, however recent national events including the murder of Sarah Everard and rise in reports of dog theft have potential to impact upon this trend. New results from the quarterly Police and Crime Survey are expected in late May following delays to the fieldwork programme on account of the Coronavirus restrictions in place.

3.13 **Transforming services and delivering quality policing:** 2020/21 saw marked reductions in 999 call demand (-13%) following an increasing trend over the previous two years. The service also received around 172,260 fewer 101 non-emergency calls during the year marking a 23% reduction on 2019/20. Compliance with National Crime Recording Standards (97.6%) has continued to increase, reaching the highest level on record.

3.14 Action taken to improve the capture and accuracy of response data as reported via the 'SAFE' Command and Control system<sup>5</sup> has led to a marked improvement in grade 1 urban (+2.7% pts) and rural (+3.2% pts) attendance times over the last quarter. By the end of 2020/21, the proportion of Grade 1 urban (77.7%) and rural (72.6%) incidents attended within the target time stood marginally higher than levels in 2019/20 (77.4% and 72.2% respectively).

<sup>5</sup> The 'SAFE' system replaced the Legacy system in March 2020 which was no longer compliant with Home Office requirements. SAFE provides Command and Control, telephony and Airwave radio interfaces into the control room, with data recorded in real time. Work has been undertaken to ensure attending officers promptly record 'State 6' on arrival to ensure more accurate and reliable attendance data.

#### 4. Case Study: Newark Safer Streets Project

- 4.1 In July 2020, the Home Office awarded the Office of the Police and Crime Commissioner £550k following a submission to the Safer Streets fund to reduce specified acquisitive crimes in the Chatham Court and Northgate areas of Newark and Sherwood.

The area, which had not been previously targeted for intervention, was selected on account of a higher density of residential and non-residential burglaries.

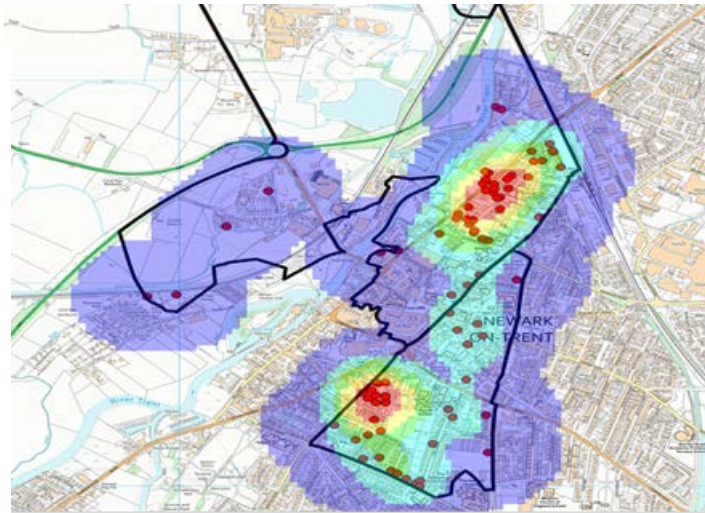


Chart 1 - Hot Spot of Domestic Burglary 1

- 4.2 The Office of the Police and Crime Commissioner, Nottinghamshire Police, Newark and Sherwood District Council and Nottinghamshire County Council set four strategic objectives were set for the project which included:-
- Community engagement to build capacity and resilience
  - Target hardening to prevent and deter crime
  - Police targeting of hotspots to reduce specified crimes
  - Environmental cleansing to make the area look and feel better
- 4.3 11 specific interventions were deployed as part of the project, which included development of a Community Hub, introduction of a parking permit scheme, bicycle property marking and security, installation of 400 upgraded street lights, 400 extra hours of police patrols, free security upgrades on 140 people's homes including new fencing, high-security doors and windows, automatic number plate recognition (ANPR) camera deployment, enforcement activity, re-deployable 4G solar-powered security cameras at over 30 houses and various environmental improvements.
- 4.4 A survey was undertaken in April 2021 designed to capture residents' views on the work undertaken in the area. The survey found that 82.6% of respondents now felt safe or very safe as a result of the work done. Furthermore, 67.1% of respondents said they now felt safer leaving their homes unoccupied and 69.1% said the 'Safer Streets' improvements had made them feel safer or much safer at night. 67.8% said improved CCTV had made them feel safer and 50.3% felt that



their homes were now less likely to be burgled. 63.1% also reported that the improved levels of street lighting had made them feel safer. Overall police recorded crime in Newark fell by 16.9% in 2020/21.

- 4.5 Following the success of the project, partners are now collaborating to deliver further target hardening opportunities in three other local crime hotspots in the Beacon and Castle wards of Newark. The work, costing in the region of £102k, is being part-funded by the OPCC with partners contributing matched funding, and will be supported with high-visibility patrols and environmental clean-up activity. It will also cover the cost of the Burglary Reduction Officer's post for a further year.
- 4.6 Project leaders will also continue to engage with residents in the Chatham Court and Northgate areas to encourage more people to get involved in crime prevention activities including Neighbourhood Watch. The survey showed more than a quarter of residents in these areas were either interested in getting more involved in safety activities or were already playing an active role.

## **5. HMICFRS Inspection Report: Policing the Pandemic**

- 5.1 HMICFRS published the thematic inspection report 'Policing the Pandemic'<sup>6</sup> on 20 April 2021. The report presents findings from a snapshot of policing based on detailed inspections of 19 forces visited between March and November 2020, of which Nottinghamshire was included.
- 5.2 The report found that, despite some inconsistencies nationally, police responded well to the exceptional circumstances of pandemic, showing dedication, commitment and adaptability in minimising the effect of the virus on public service. Custody services in a COVID-19 environment Police leadership relied upon its tried and tested knowledge, structures and processes to address enormous difficulties and quickly develop new solutions where previous measures did not meet the problem.
- 5.3 The inspection notes that government communication about restrictions and regulations was often at short notice and subject to change, which in turn affected the police service's ability to produce guidance and brief staff. This led to errors and inconsistencies in approach across some areas, including in the application of the Four E's approach<sup>7</sup>, which forces have learnt from.
- 5.4 Most forces improved their use of technology during the pandemic, adapting their working practices and exploiting the benefits of remote working, reduced travel

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<sup>6</sup> [Policing in the pandemic - The police response to the coronavirus pandemic during 2020](#), HMICFRS, April 2021

<sup>7</sup> *Four Es approach of engaging, explaining and encouraging before enforcing the legal requirements*

time and greater attendance (by the police and other organisations) at meetings. This has helped to ensure more coherent and robust decision-making in many cases and could offer long-term benefits to police effectiveness and efficiency.

- 5.5 Conversely, other aspects of service were adversely affected in some areas, including a rise in the number of crimes not investigated as they were deemed unlikely to be solved, reduced in-person visits to registered sex offenders and existing backlogs in the criminal justice system being exasperated by pressures caused by the pandemic. The inspectorate notes that policing, other criminal justice bodies and governments need to work together to ensure that the CJS can recover.
- 5.6 In assessing risks in vulnerability, the inspectorates noted steps taken by Nottinghamshire Police to enhance quality assurance processes and reduce the chances of missing elements of risk and vulnerability by including content about vulnerability in its vlogs and updating officers and staff on how to spot and act on concerns. The inspectorate also noted that when demand dropped from other types of vulnerability in Nottinghamshire, officers and staff from other safeguarding teams were redeployed to support online paedophile investigation capabilities, enabling the service to mitigate the demand impact of new cases.
- 5.7 HMICFRS make five recommendations to local forces in addition to a range of learning points identified as part of the inspection. Recommendations include:
- Managing registered sex offenders: Forces must immediately make sure that officers understand and correctly implement the guidance for managing registered sex offenders during the pandemic.
  - Legislation and guidance: Forces must ensure that they can manage changes in coronavirus-related legislation and ensure frontline officers and staff understand the difference between legislation and guidance.
  - Test, track and trace: Forces must immediately put in place a policy to make sure they follow guidance and self-isolation directions when employees come into contact with someone with coronavirus symptoms.
  - Custody records: Forces must immediately make sure clear and consistent records on how/when/if detainees are informed of temporary changes to how they can exercise their rights to legal advice and representation.
  - Overall scale and impact of changes: Within six months, forces must assess temporary measures introduced during the pandemic that change the way they work considering positive, negative and unintended consequences, before determining if any of these new ways of working should continue.



## **6. Decisions**

- 6.1 The Commissioner has the sole legal authority to make a decision as the result of a discussion or based on information provided to her by the public, partner organisations, Members of staff from the Nottinghamshire Office of the Police and Crime Commissioner (NOPCC) or Chief Constable. The Commissioner's web site provides details of all significant public interest decisions.<sup>8</sup>
- 6.2 Panel Members have previously requested that the Commissioner provide a list of all forthcoming decisions (Forward Plan) rather than those already made. This Forward Plan of Key Decisions for the OPCC and the Force has been updated and is contained in **Appendix D**.

## **7. Financial Implications and Budget Provision**

- 7.1 The Capital and Revenue Out-turn Reports are provided as separate items on the agenda.

## **8. Human Resources Implications**

- 8.1 None - this is an information report.

## **9. Equality Implications**

- 9.1 None

## **10. Risk Management**

- 10.1 Risks to performance are identified in the main body of the report together with information on how risks are being mitigated.

## **11. Policy Implications and links to the Police and Crime Plan Priorities**

- 11.1 This report provides Members with an update on performance in respect of the Police and Crime Plan.

## **12. Changes in Legislation or other Legal Considerations**

- 12.1 The Commissioner publishes a horizon scanning briefing on a fortnightly basis which is widely accessed by OPCC, policing and other partner agencies nationally. The briefing captures information from a wide range of sources

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<sup>8</sup> <http://www.nottinghamshire.pcc.police.uk/Public-Information/Decisions/Decisions.aspx>

including emerging legislation, government publications, audits and inspections and significant consultations, statistics and research findings in order to help inform local strategic planning and decision making. The briefings can be accessed via the Commissioner's website<sup>9</sup>.

### **13. Details of outcome of consultation**

13.1 The Chief Constable has been sent a copy of this report.

### **14. Appendices**

A. Nottinghamshire Performance and Insight report to March 2021

### **15. Background Papers (relevant for Police and Crime Panel Only)**

#### [Police and Crime Plan 2018-2021](#)

For any enquiries about this report please contact:

Kevin Dennis, Chief Executive of the Nottinghamshire Office of the Police and Crime Commissioner [Kevin.dennis@nottinghamshire.pnn.police.uk](mailto:Kevin.dennis@nottinghamshire.pnn.police.uk)  
Tel: 0115 8445998

Dan Howitt, Head of Strategy and Assurance of the Nottinghamshire Office of the Police and Crime Commissioner [daniel.howitt13452@nottinghamshire.pnn.police.uk](mailto:daniel.howitt13452@nottinghamshire.pnn.police.uk)  
Tel: 0115 8445998

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<sup>9</sup> <http://www.nottinghamshire.pcc.police.uk/Public-Information/Horizon-Scanning/Horizon-Scanning.aspx>



# NOTTINGHAMSHIRE POLICE AND CRIME PLAN PERFORMANCE AND INSIGHT REPORT 2020/21

**QUARTER 4: PERFORMANCE TO MARCH 2021**

**Guidance notes:**

1. The following performance indicators are taken from the Police and Crime Commissioner's (PCC) plan 2018-21. The information is structured according to the four strategic priority themes.
2. Wherever possible, performance information is provided for a 12 month rolling period compared to the equivalent 12 months of the previous year. This provides a more stable indication of trends over time. Where information provided is for an alternative period, this is stated.
3. Additional insight is included in the report in order to provide context in relation to performance exceptions only.
4. Data sources are specified at Appendix A, including details of any information supplied outside of the Nottinghamshire Police Management Information team.
5. Amendments and additions have been added to this edition of the P&I report, in line with the revised Police and Crime Plan Strategic Framework (2018-21)
6. This report includes findings from the PCC's quarterly Police and Crime Survey. January to March fieldwork for the survey was affected by Coronavirus restrictions in place during this period. The survey programme resumed in April 2021 in full compliance with Market Research Society guidelines. Results are expected by the end of May.

**Performance exceptions:**

Performance exceptions, both positive and negative, are indicated within the report by the following markers:-

- Positive exception: Significant improvement in latest quarter, or improving trend over three successive quarters
- Negative exception: Significant deterioration in latest quarter, or deteriorating trend over three successive quarters

## Summary of Key Performance Headlines and Exceptions

### Theme 1: Protecting Vulnerable People from Harm – Pages 3 to 4

- Safeguarding referrals continue to increase, largely attributed to improved training and better Partnership working in relation to CSE, PPNs and Knife crime.
- Missing Persons Reports have continued to reduce, reflective of force investment in dedicated teams, new technology and use of 'best practice' to gather information from forces that have been inspected. Social distancing has increased 'attendance' at online meeting and improved information sharing.
- Online crime has seen increases this quarter, reflective of more online activity during COVID restrictions and national increases in phishing / scam emails.
- Police recorded Child Sexual Exploitation (CSE) offences have seen an increase; this is reflected as a positive due to on-going work to improve accuracy and the benefits of the CSE Perpetrator Matrix.

### Theme 2: Helping and Supporting Victims – Pages 5 to 6

- Domestic Abuse recorded offences have seen levels drop to under 14,000 for the first time in over 2 years; possibly driven by under-reporting and lockdown measures.
- VCOP compliance has seen continued improvements again this quarter.
- There have been reductions in positive outcome rates among those exiting Ministry of Justice funded victim services in 2020/21, largely affected by the impact of the COVID-19 pandemic
- Adult and Child sexual offences continue to see reductions this quarter and against the previous 12 months.

### Theme 3: Tackling Crime and Anti-social Behaviour – Pages 7 to 10

- Knife Crime and Possession of Weapons have seen further reductions this quarter.
- Alcohol ASB has seen a downward trend over the past 2 years and continues to see reductions this quarter.
- IOM has maintained the average re-offending risk rate this quarter of 71%.
- **The Police and Crime Survey reflected that Community Cohesion continues to show improvements.**
- ASB incidents has seen large increases in the yearly comparisons, attributable to the Covid restriction measures. Repeat Hate Crime victimisation rates have continued to increase.

### Theme 4: Transforming Services and Delivering Quality Policing – Pages 11 to 13

- **The Police and Crime Survey has seen public satisfaction improvements in 'dealing with issues that matter' and 'police doing a good job'.**
- PSD recorded complaints have increased in the last 12 months while timeliness for complaint resolution has reduced by over 55 days in the past 12 months.
- Staffing levels for Police, Support and PCSOs have seen increases.
- Calls for Service: 999 and 101 have seen large reductions over the 12 month period.
- NCRS compliance has further improved this quarter.

## Theme 1: Protecting Vulnerable People from Harm

### Theme 1A: More Vulnerable People Safeguarded and Protected

	Aim	12 months to Mar 2020	12 months to Jun 2020	12 months to Sep 2020	12 months to Dec 2020	12 months to Mar 2021	Change over last year		
							%	Actual	
1A.1	Adult and Child Safeguarding Referrals	Increase	6,981	7,398	7,752	7,888	● 8,105	+16.1%	+1,124
1A.2	Missing persons	Monitor	2,895	2,713	2,541	2,473	● 2,288	-21.0%	-607
1A.3	Missing: No apparent risk	Monitor	3,103	2,838	2,817	2,732	● 2,590	-16.5%	-513
1A.4	Mental health-related incidents	Monitor	18,937	19,330	18,775	17,853	● 16,923	-10.6%	-2,014

#### Safeguarding Referrals

Safeguarding referrals continue to increase in Nottinghamshire during 2019-2021 and have continued the trend in the latest quarter. Overall, referrals increased by 16.1% during the year. This positive trend provides the force and partner agencies with confidence that improvements are being made in the identification and recording of safeguarding concerns, enabling agencies to take appropriate safeguarding actions to minimise the risk of harm. Improved training and better Partnership working in relation to CSE, PPNs and Knife crime are believed to have impacted upon this positive trend.

#### Missing Person Reports

Missing Person reports have been falling since May 2018 following investment in a dedicated Missing Team. The Team work collaboratively on safeguarding issues and investment in new technology, to assist in tracing missing people by processing telephone data more effectively.

People are located quicker and with fewer resources, representing a cost saving to the force while also increasing performance. Quarter 4 has seen further reductions with average monthly reports falling from 206 to 190 in the last year. The MFH Team continue to gather information and learning from recently inspected forces, for example, improving access to mental health support. Social distancing practices have also led to increased 'attendance' at (online) meetings and improved information sharing.

Reports of 'Missing with no apparent risk' increased during Feb and Mar 2020 – reaching the highest monthly rate since July 2018. The latest quarter, has seen continued reductions with the monthly average falling to 216. COVID restrictions have impacted demand in that both MISNAR and Missing Reports have all declined, this is a direct result of social distancing and the lack of places open which has also enabled people to be located faster. However, as restrictions have begun to ease an increase in demand is expected.

#### Mental Health-Related Incidents

The last 12 months have seen a monthly average of 1,410 police recorded mental health reports, which is an average decrease on the previous year end quarter of 78 reports a month (Jan to Dec 2020). The year to March 2021 has seen a 10.6% reduction on the previous 12 month period. It must be noted that Notts has seen an increase in the use of the S.136 Mental Health Act in the current financial year when compared to the previous year with the proportion of persons admitted long-term to hospital from S.136 at its highest ever. This suggests that although incidents tagged as Mental Health have reduced, we have seen an increase in the severity of mental illness. There have been zero S.136 detentions taken to custody as a place of safety in 2020/21, with all going to a health based place of safety; this is seen as a positive.

## Theme 1: Protecting Vulnerable People from Harm

### Theme 1B: Improved Response to Serious and Emerging Threats

	Aim	12 months to Mar 2020	12 months to Jun 2020	12 months to Sep 2020	12 months to Dec 2020	12 months to Mar 2021	Change over last year	
							%	Actual
1B.1	Fraud Offences	3,006	2,880	2,851	2,925	2,998	-0.3%	-8
1B.2	Online Crime	3,728	3,892	4,123	4,137	4,240	+13.7%	+512
1B.3	Drug Trafficking and Supply Offences	890	946	936	935	993	+11.6%	+103
1B.4	Police recorded Child Sexual Exploitation	474	468	428	434	477	+0.6%	+3
1B.5	Police recorded Modern Slavery offences	116	133	140	134	156	+34.5%	+40

#### Drug Trafficking and Supply Offences

The number of recorded drug trafficking and supply offences recorded by police increased by 11.6% in the year to March 2021. Roll out of Op Reacher continued during 2020 to cover each of the force neighbourhood areas. Between Jan-Mar 2021, the team undertook 217 drug seizures. They also conducted 1,091 stop searches, made 541 arrests, seized over £63k cash and seized 119 weapons, including firearms and machetes.

#### Modern Slavery

The total number of modern slavery offences recorded by police increased by 34.5% in the 12 months to March 21. This positive trend largely reflects on-going improvements in proactivity, training and awareness of the nature, risk, legislation and signs of slavery. The force's dedicated Modern Slavery and County Lines Team continues to take a proactive approach to identifying offences and ensuring survivors are protected and offenders are brought to justice.

#### Child Sexual Exploitation

The latest quarter has seen an increase in police recorded CSE, with a 0.6% increase over the last year and a 10% increase on the previous quarter.

The 2020 CSE Profile highlighted that data was still not as accurate as it could be. Further work was undertaken with the SEIU team to improve this, with weekly work by the SEIU Sergeants to add and remove NACL qualifiers to improve data quality. This has likely accounted for increased data volume but will also reflect what is occurring in Nottinghamshire more accurately.

Other factors to consider for the increase are:-

- Changes in schools and Social Care around Covid.
- The CSE Perpetrator Matrix is now up and running which will increase the amount of safeguarding CSE occurrences.

#### Online crime

Online crimes represent a significant challenge to the force and a growing demand on resources. Recorded offences have further increased by 13.7% over the last year, impacted in part by increased online activity during the period of Coronavirus restrictions. There has also been a national increase in the number of Online phishing and scam emails relating to Covid-19, Track and Trace and HMRC etc.

#### Fraud offences

Recorded Fraud offences saw a slight reduction of 0.3% in the current 12 month period when compared with the previous 12 months. This continued reduction is due, in some part, to a change in recording practices and the addition of new Niche occurrence types. The pandemic has also affected some of the trends and patterns seen in Nottinghamshire. Reductions could also be attributed to the work of the Fraud Unit in preventing people from becoming a victim of fraud in the first instance. It should be noted that there can often be a lag in reporting fraud offences on account of the time taken for some for people to realise that they have become a victim.



## Theme 2: Helping and Supporting Victims

### Theme 2A: Improved Reporting and Response to Domestic and Sexual Violence and Abuse

	Aim	12 months to Mar 2020	12 months to Jun 2020	12 months to Sep 2020	12 months to Dec 2020	12 months to Mar 2021	Change over last year	
							%	Actual
2A.1	Police recorded domestic abuse crimes	Monitor 15,041	15,097	14,979	14,243	13,988	-7.0%	-1,053
2A.2	Domestic abuse repeat victimisation rate	Monitor 34.1%	33.8%	33.4%	33.6%	34.1%	-0.0% pts	n/a
2A.3	Domestic abuse: Positive Outcome Rate	Monitor 13.7%	13.2%	13.3%	13.4%	12.9%	-0.8% pts	n/a
2A.4	% Domestic abuse victims satisfied (overall)	Monitor 89.0%	87.5%*	87.5%*	87.7%*	88.3%*	-0.6% pts	n/a
2A.5	Serious sexual offences: Adult	Monitor 1,420	1,335	1,313	1,231	● 1,181	-16.8%	-239
2A.6	Serious sexual offences: Child	Monitor 1,401	1,227	1,142	1,081	● 1,008	-28.1%	-393
2A.7	Sexual Offences: Positive Outcome Rate	Monitor 7.8%	8.2%	8.4%	8.2%	7.9%	+0.1% pts	n/a

#### Domestic Abuse

This quarter has seen further reductions in reported domestic abuse offences, with the annual volume falling below 14,000 for the first time in 2 years. This trend is likely to have been affected by Coronavirus restrictions in place during 2020/21, with fewer opportunities for victims to come forward to report victimisation and reductions in night time economy related activity.

The proportion of victims that are repeats has remained stable during the year while positive outcome rates remain consistent at around 13%.

Levels of satisfaction with the police among survivors of domestic abuse have reduced marginally in the latest 12 months; Ease of Contact and Actions taken are the main drivers of reduced satisfaction. Previous issues with Kept Informed satisfaction have improved this quarter after the Force devised an audit to review numerous crimes for VCOP compliance in keeping victims informed.

**\* NB: Survey data is current up to March 2021 based on surveys undertaken in November 2020. Training new starters and absences due to the pandemic has had a knock-on impact on the turnaround of work in the team.**

#### Sexual Abuse

Both Adult and Child Serious Sexual Offences saw decreases of 16.8% and 28.1% respectively in the year ending March 2021 when compared to the previous 12 months.

Both Adult and Child offences recorded by police dropped markedly between March and May 2020 and again in Dec 20 to Feb 21, potentially attributable to the Covid-19 lockdown / restriction measures.

The positive outcome rate has maintained at around 8% this quarter. This is in part attributable to the positive measures in place in the Public Protection unit and more robust identification and charging of suspects.

## Theme 2: Helping and Supporting Victims

### Theme 2B: Victims Receive High Quality and Effective Support Services

	Aim	12 months to Mar 2020	12 months to Jun 2020	12 months to Sep 2020	12 months to Dec 2020	12 months to Mar 2021	Change over last year		
							%	Actual	
2B.1	<b>Victims Code of Practice Compliance</b>	Monitor	<b>90.4%</b>	91.4%	91.7%	92.9%	● <b>93.9%</b>	+3.5% pts	n/a
	<b>Victim Services: New Referrals</b>	Monitor	<b>10,135</b>	10,135*	10,126	10,126*	<b>11,920</b>	+17.6%	+1,785
2B.2	<b>Victim Services: Closed Cases</b>	Monitor	<b>3,524</b>	3,524*	3,113	3,113*	<b>3,534</b>	+/- 0%	+10
2B.3	<b>% Improved ability to cope and recover</b>	Monitor	<b>79.0%</b>	79.0%*	72.2%	72.7%*	● <b>67.8%</b>	-11.2% pts	n/a
2B.4	<b>% crimes resolved via community resolution</b>	Monitor	<b>10.0%</b>	9.5%	8.9%	9.3%	<b>9.8%</b>	-0.2%	n/a

#### Victims Code of Practice

The Victims Code of Practice (VCOP) requires that a VCOP assessment is made and recorded for every victim of a crime, and that victim services are offered to victims as part of this assessment. In order to be VCOP compliant, every victim-based crime should have a completed VCOP recorded and the officer should record that victim services have been offered.

Improvements in compliance have continued to be made over the past year (+3.5% points), which are likely to have been affected by continued robust screening of rape and serious sexual offence (RASSO) offences and VCOP compliance. For Adult and Child public protection compliance, stringent reviews have been put in place since June 2020. Overall, compliance in these two areas have improved as more teams have been included in the mandatory review process while maintaining high compliance.

#### Victim Services

PCC Commissioned Victim Services received 11,920 new referrals in 2020/21, of which 619 were supported by new providers receiving additional Ministry of Justice funding for domestic and sexual abuse support in wake of the Coronavirus pandemic.

Of the 3,534 closed cases receiving an outcome assessment in 2020/21, 67.8% reported improvements in their ability to recover and cope with aspects of daily life as a result of the support provided. This marks an 11.2% pt reduction in positive outcome rates since March 2020 which has remained stable throughout the pandemic.

This reduction should be viewed in the context of the changing profile of victimisation and service provision, with some providers having reported an increase in levels of anxiety and complexity among presenting service users.

\*Moj data reported on a 6 monthly basis

#### Community Resolution

The proportion of crimes resulting in community resolution has been increasing steadily since September 2020 having reached a level comparable to that recorded in March 2020.

## Theme 3: Tackling Crime and Anti-Social Behaviour

### Theme 3A: People and communities are safer and feel safer

	Aim	12 months to Mar 2020	12 months to Jun 2020	12 months to Sep 2020	12 months to Dec 2020	12 months to Mar 2021	Change over last year		
							%	Actual	
3A.1	Victim-based crime: Total	Monitor	89,671	82,997	79,894	74,716	● 69,656	-22.3%	-20,015
3A.2	Victim-based crime: Rural areas	Monitor	11,406	10,718	10,458	9,769	● 9,489	-16.8%	-1,917
3A.3	Victim-based crime: Urban areas	Monitor	78,351	72,279	69,315	64,848	● 61,132	-22.0%	-17,219
3A.4	Average Crime Severity: Force-wide	Monitor	160.13	158.23	162.07	156.71	● 155.69	-2.8%	-4.4
3A.5	Average Crime Severity: Priority areas	Monitor	164.99	164.52	165.69	165.24	165.76	+0.5%	+0.77
3A.6	Residents reporting experience of crime	Monitor	18.0%	17.5%	16.9%	16.1%	Pending	TBC	TBC
3A.7	% residents feeling safe in area by day	Monitor	89.2%	89.9%	90.1%	89.7%	Pending	TBC	TBC
3A.8	% residents feeling safe in area after dark	Monitor	61.5%	62.7%	64.0%	63.1%	Pending	TBC	TBC
3A.9	% reporting drug use / dealing as an issue	Reduce	42.8%	37.5%	32.1%	32.0%	Pending	TBC	TBC

#### Police recorded crime

Police recorded crime, decreased by 20,015 offences in the year to March 2021, impacted by decreases between April and June 2020 coinciding with the stringent Coronavirus restriction measures in place. Notable reductions were seen in Robbery (-35.9%), Vehicle Offences (-36.2%) and Burglary (-34.4%). Reductions in police recorded crime have been more pronounced in the urban areas of the force with a further 22.0% reduction in the latest 12 month period.

Findings from the Police and Crime Survey to December 2020 indicate that self-reported experience of crime (excl. fraud and cyber) fell from 18.9% to 16.1% during the year with serious acquisitive crime and criminal damage seeing the most marked reductions.

#### Crime Severity

The average crime severity score of offences recorded by police (based on weightings via the ONS Crime Harm Index) has reduced in the latest quarter. Trends in crime severity will be monitored over the coming months as rates and trends of recorded crime during lockdown restrictions become clearer.

The 23 Priority Areas have seen a slight increase in overall crime severity over the last year. Arboretum and Bilsthorpe, Lowdham & Villages have recorded the highest severity scores in the 12 months to Mar 2021 (212.78/207.96).

#### Resident concerns regarding drug use and dealing

The proportion of residents citing drug use and dealing as an issue they would like to see the police and other partners do more to tackle in their area continued to fall throughout 2020. This coincides with extensive targeted enforcement activity linked to Operation Reacher. Reckless and dangerous driving is now the most prevalent issue of community concern highlighted as part of the Police and Crime Survey.

#### Feelings of safety

The proportion of residents reporting that they feel very or fairly safe in their area during the day and after dark has increased marginally over the previous 12 months. This may, in part, have been affected by changes in lifestyles and activity as a result of the Coronavirus restrictions in place.

## Theme 3: Tackling Crime and Anti-Social Behaviour

### Theme 3B: Fewer People Commit Crime and offenders are supported to rehabilitate

	Aim	12 months to Mar 2020	12 months to Jun 2020	12 months to Sep 2020	12 months to Dec 2020	12 months to Mar 2021	Change over last year	
							%	Actual
3B.1	Violent knife crime	Monitor 768	739	768	721	● 707	-7.9%	-61
3B.2	Violent knife crime: Positive outcomes	Monitor 26.6%	26.9%	26.3%	28.0%	● 29.1%	+2.6% pts	n/a
3B.3	Gun crime	Monitor 163	149	165	151	● 161	-1.2%	-2
3B.4	Possession of weapons offences	Monitor 1,199	1,112	1,084	1,019	● 1,005	-16.2%	-194
3B.5	Stop and Searches	Monitor 5,487	5,377	5,103	4,952	● 5,109	-6.9%	-378
3B.6	Stop and Search: Positive outcomes	Monitor 41.0%	39.8%	39.6%	39.3%	● 39.0%	-2.0% pts	n/a
3B.7	Alcohol-related violence	Monitor 16.0%	15.4%	15.6%	14.7%	● 13.9%	-2.1% pts	n/a
3B.8	Alcohol-related ASB	Monitor 8.9%	7.8%	7.5%	6.5%	● 5.8%	-3.1% pts	n/a

#### Violent Knife Crime

There has been a reduction in the number of violent Knife Crimes recorded since 2018, with a further 7.9% reduction recorded in the last 12 months. The proportion of offences resulting in a positive outcome, has increased by 2.6% over the same 12 month period.

#### Gun Crime

Recorded gun crime has decreased by 1.2% over the last year, with large decreases being observed between January and May 2020 in line with national lockdowns and tighter restrictions. Nationally, there has been a downward trend in firearm discharges through 2020 with little overall impact to the nature of the firearms market.<sup>1</sup>

#### Stop Searches

There has been a reduction in the number of stop searches conducted in the 12 months to March 2021. This is possibly attributable to the Covid-19 pandemic and fewer people on the roads and fewer stops conducted.

Positive Outcomes improved steadily in 2019, although, small reductions have been seen throughout 2020 and in the 12 months to March 2021. The consistent level of positive outcomes is primarily associated with targeted intelligence led operations that derive from local commanders identifying a specific crime issue in a given location that can be addressed through on-street proactive policing activity. The force continues to work with communities in our use of these powers.

#### Possession of Weapons

Police recorded Possession of Weapons offences decreased by 16.2% to March 2021 compared to the previous year; this reflects the continued positive proactive work of Op Reacher and the neighbourhood community teams in taking more weapons off the streets; 119 weapons were seized Jan-Mar 2021.

#### Alcohol-related violence and ASB

The force is working to develop an accurate picture of alcohol-related crime via use of an alcohol marker on the Niche crime recording system. Alcohol-related violence continues to see steady reductions over the past two years. Alcohol-related ASB has also seen a steady downward trend over the previous two years.

<sup>1</sup> NABIS – Annual Strategic Assessment 2020

## Theme 3: Tackling Crime and Anti-Social Behaviour

### Theme 3B: Fewer People Commit Crime and offenders are supported to rehabilitate

	Aim	12 months to Mar 2020	12 months to Jun 2020	12 months to Sep 2020	12 months to Dec 2020	12 months to Mar 2021	Change over last year		
							%	Actual	
3B.9	<b>IOM: Offenders subject to monitoring</b>	Monitor	317	385	269	258	285	-10.1%	-32
3B.10	<b>IOM: Offenders successfully removed</b>	Monitor	78	61	93	70	80	+2.6%	+2
3B.11	<b>IOM: Reduction in average re-offending risk</b>	Monitor	-45.3%	-46%	-56.3%	-71.0%	-71.0%	+25.7% pts	-
3B.12	<b>Youth Justice First Time Entrants: City</b>	Monitor	140	109	105	114	113	-19%	-27
3B.13	<b>Youth Justice First Time Entrants: County</b>	Monitor	123	116	117	102	108	-12%	-15
3B.14	<b>Crimes with an identified suspect (average)</b>	Monitor	3,039	3,095	3,120	3,023	2,791	-8.2%	-248
3B.15	<b>Positive outcomes: All crime</b>	Monitor	15.3%	15.6%	15.2%	15.7%	15.6%	+0.3% pts	n/a
3B.16	<b>Positive outcomes: Victim-based crime</b>	Monitor	11.7%	11.9%	11.8%	12.2%	11.8%	+0.1% pts	n/a

#### Integrated Offender Management (IOM)

A successful year for IOM despite the difficulties of the pandemic. All normal activity has continued throughout the crisis, including home visits, statutory appointments and enforcement actions. IOM has additionally managed the emergency prison releases through COVID, and ensured that all such releases were subject at proposal to thorough checks and then monitored throughout the period of their temporary licence.

The National IOM Review and guidance will move the strategic emphasis towards the reduction of re-offending as opposed to harm to help the government meet its target of reducing neighbourhood crime by 20%.

#### DVIOM Scheme

The DIVOM performance figures are mostly the same as previous submissions. The PPIT score is now reflected using Power BI. The average reduction in PPIT for IOM DV offenders between entry and exit from the scheme is 7 points; equating to a 43% reduction in PPIT risk. The PPIT is used in addition to the IOM matrix to identify DV perpetrators and is the current academic leading model for this type of cohort selection.

There is scope within the new operational guidance to continue the successful DIVOM programme and some of the successful work done with Nottinghamshire's scheme, but there will be an expectation, as a primary, to move back towards the more traditional SAC type offending. The new guidance has been circulated to Chief Officers.

#### Youth Justice – First Time Entrants

The City shows a 199% reduction of FTE during the 12 months to the end of March 2021.  
The County shows a 12% reduction of FTE during the 12 months to the end of March 2021.

#### Identified Suspects

The number of Niche crime outcomes with a named suspect saw an 8.2% decrease in the 12 months to Mar 2021.

#### Positive Outcomes: All Crime & Victim Based Crime

Positive outcome rates for both All Crime and Victim Based Crime remain relatively stable.

## Theme 3: Tackling Crime and Anti-Social Behaviour

### Theme 3C: Build Stronger and More Cohesive Communities

	Aim	12 months to Mar 2020	12 months to Jun 2020	12 months to Sep 2020	12 months to Dec 2020	12 months to Mar 2021	Change over last year	
							%	Actual
3C.1	Police recorded hate occurrences	Monitor 2,370	2,395	2,404	2,343	2,242	-5.4%	-128
3C.2	Hate crime repeat victimisation rate	Monitor 14.4%	14.3%	15.4%	17.3%	● 17.8%	+3.5% pts	n/a
3C.3	% Hate crime victims satisfied (overall)	Monitor 84.1%	84.7%	83.8%*	85.9%	82.1%	-1.9%pts	n/a
3C.4	% feeling there is a sense of community	Monitor 54.0%	57.3%	59.6%	62.0%	Pending	TBC	n/a
3C.5	% feeling different backgrounds get on well	Monitor 54.7%	58.1%	61.4%	64.0%	Pending	TBC	n/a
3C.6	Anti-social Behaviour Incidents	Monitor 32,189	39,013	41,957	45,064	● 48,202	+49.8%	+16,013
3C.7	Anti-social Behaviour Incidents: % Repeats	Monitor 28.4%	26.9%	27.6%	28.3%	● 29.5%	+1.1% pts	n/a
3C.8	Alcohol-related ASB	Monitor 8.9%	7.8%	7.5%	6.5%	● 5.8%	-3.1% pts	n/a

#### Hate Crime (see Appendix A)

Recorded Hate Crime has remained relatively stable over the previous two years with a marginal decrease in the past 12 months. The proportion of hate crime victims that are repeat victims has continued to increase this quarter.

Victim Satisfaction rates have remained relatively stable over the past 12 months with a decline in satisfaction of Actions Taken resulting in an overall satisfaction reduction of 1.9% pts.

**NB:** Hate Crime survey data to March 2021 reflects data from November 2020 surveys.

#### Community Cohesion

The proportion of residents feeling that their area 'has a sense of community' and that 'people from different backgrounds get on well' has increased markedly over the last year.

#### Anti-social Behaviour

Police recorded ASB increased markedly over the last year, with an almost 50% increase in the 12 months to March 2021. The increase is primarily driven by the enforcement of Coronavirus restrictions since March 2020. The proportion of reports involving repeat victims remains broadly stable but has seen an upward trend over the past few quarters. Reports of alcohol related ASB have decreased over the previous year (-3.1%) mirroring trends in alcohol-related violence.

The PCC's Police and Crime Survey introduced new questions relating to experience of ASB in October 2019. Rolling 12 month data is now available for the latest two reporting periods and will be consistently tracked over time.

## Theme 4: Transforming Services and Delivering High Quality Policing

### Theme 4A: Further Improve Public Confidence in Policing

	Aim	12 months to Mar 2020	12 months to Jun 2020	12 months to Sep 2020	12 months to Dec 2020	12 months to Mar 2021	Change over last year		
							%	Actual	
4A.1	Police are dealing with the issues that matter	Monitor	41.7%	42.5%	44.0%	45.0%	Pending	TBC % pts	n/a
4A.2	Residents feeling the Police do a good job	Monitor	50.0%	51.7%	53.4%	54.0%	Pending	TBC % pts	n/a
4A.3	Residents reporting confidence in the police	Monitor	55.4%	57.8%	59.3%	59.0%	Pending	TBC % pts	n/a
4A.4	% residents satisfied with the police	Monitor	58.4%	57.9%	56.9%	58.0%	Pending	TBC % pts	n/a
4A.5	PSD Recorded Complaints	Monitor	898	904	894	1,015	● 1,095	+21.9%	+197
4A.6	PSD Recorded Complaints: Timeliness (days)	Monitor	134.2	112.9	97.8	83.4	● 78.5	-41.5%	-55.7

#### Public Confidence in the Police

The majority of indicators of public confidence in the police are increasing – particularly since March 2020. While an increasing trend was evident prior to the emergence of the COVID-19 pandemic, it is likely that the emergence of and response to the pandemic have contributed to an acceleration of these trends since March 2020.

#### Satisfaction with Police

25% of respondents to the Nottinghamshire Police and Crime Survey reported having had contact with the police over the last year, which marks a small reduction on levels recorded during the previous year (27%).

The proportion of those respondents reporting that they were very or fairly satisfied with the service they received has remained the same over the last year (58.0%), while there has been a slight increase in the proportion stating that they were neither satisfied nor dissatisfied (up from 15.0% to 18.0%). The proportion reporting dissatisfaction with the police meanwhile has fallen marginally from 25.0% to 23.0%.

#### PSD Recorded Complaints: Timeliness

Recorded complaints have seen an increase in the 12 months to March 2021, mainly driven by Covid issues and persistent complainers.

The average timeliness for the resolution of PSD complaints has reduced from over 130 days to 78.5 days in the past 12-month period. This is due to the benefits now being seen of revised practices within PSD and a sustained overhaul of the Centurion system and historical complaints now being finalised.



## Theme 4: Transforming Services and Delivering High Quality Policing

### Theme 4B: Achieving Value for Money – Budget and Workforce

	Aim	12 months to Mar 2020	12 months to Jun 2020	12 months to Sep 2020	12 months to Dec 2020	12 months to Mar 2021	Change over last year	
							%	Actual
4B.4	Staffing vs Establishment: Officers	101.34% 1,980/2,006	98.66% 2,059.01/2,087	99.32% 2,071.81/2,087	101.80 2,124.48/2,087	*101.23% 2,112.62/2,087	-0.1% pts	+132.62
4B.5	Staffing vs Establishment: Staff	98.35% 1,119/1,138	99.84% 1,198.89/1,138.67	103.83% 1,186.41/1,142.67	103.34% 1,181.86/1,143.67	*103.22% 1,212.53/1,174.69	+4.9% pts	+93.53
4B.6	Staffing vs Establishment: PCSOs	75.53% 151/200	83.42% 166.83/200	80.85% 161.7/200	78.46% 156.91/200	103.57 155.36/150	+28.0% pts	+5.91
4B.7	% Contracted days lost to Sickness: Officers	5.06% 20,718	4.83% 19,628	4.21% 20,718	3.84% 15,980	3.55% 15,239	-1.51% pts	-5,479
4B.8	% Contracted days lost to Sickness: Staff & PCSOs	5.07% 14,426	4.80% 13,741	4.50% 14,426	4.38% 12,947	4.16% 12,314	-0.91% pts	-2,112

#### Budget vs Spend: Revenue/Capital

The Q4 reports have yet to be approved by the FEB so, the latest data is not yet available.

The latest position as at Quarter 3 is as follows:-

In terms of budget vs actual spend for the third quarter (Oct-Dec) 2020/21, the Force was predicting a £1,094k overspend for the full year outturn ending 2020/21 for our revenue budget. The total outturn expected was £222,735k versus a budget of £221,659k.

For capital spend for the third quarter 2020/21, a total of £17,544k was spent and the full year outturn position was £25,177k versus a full year budget of £35,845k which is a difference of £10,668k which is split as slippage of £8,689k and an under-spend of £1,978k.

#### Staffing: Officers / Staff / PCSOs

\*As of 28<sup>th</sup> February 2021, officer establishment levels were showing an increase of 132 officers when compared to the previous year. The number of Police Staff has increased by 93 over the same period, while the number of PCSOs has increased by 6 (it must be noted that the actual budgeted posts for PCSOs has reduced from 200 to 150 this quarter).

#### Sickness: Officers / Staff & PCSOs

NB: percentage figures relate to hours lost as an average of all FTE hours.

Officer and staff sickness rates have been reducing over the previous two years and have continued to see reductions this period. The Force has followed government guidelines and implemented self-isolation, shielding and authorised absences through the Personal Assessment process. Nevertheless, absence levels have not been adversely affected by the pandemic and have dropped considerably every month since March 2020. This may be due to: greater flexibility with home working; gyms and sporting activities being restricted and the arrival of new officers increasing overall staffing numbers; changing work practices and workloads reducing leading to reductions in pressure/stress; an increased motivation and sense of duty during a time of crisis.

## Theme 4: Transforming Services and Delivering High Quality Policing

### Theme 4C: Achieving Value for Money – Demand Management

	Aim	12 months to Mar 2020	12 months to Jun 2020	12 months to Sep 2020	12 months to Dec 2020	12 months to Mar 2021	Change over last year	
							%	Actual
4C.1	Calls for Service: 999	Monitor 195,050	188,570	184,039	177,403	● 169,685	-13.0%	-25,365
4C.2	Abandoned Call rate: 999	Monitor 0.54%	0.70%	0.86%	0.90%	0.48%	+0.1% pts	n/a
4C.3	Calls for Service: 101	Monitor 752,136	698,972	666,530	631,628	● 579,874	-22.9%	-172,262
4C.4	Abandoned Call rate: 101	Monitor 3.2%	7.4%	10.9%	7.7%	6.0%	+2.8% pts	n/a
4C.5	Response times: Grade 1 Urban	Monitor 77.4%	77.3%	76.0%	75.0%	77.7%	+0.3% pts	n/a
4C.6	Response times: Grade 1 Rural	Monitor 72.2%	71.1%	70.8%	69.4%	72.6%	+0.4% pts	n/a
4C.7	Response times: Grade 2	Monitor 51.4%	51.6%	50.7%	51.6%	58.1%	+6.7% pts	n/a
4C.8	Compliance with NCRS	Monitor 94%-96%	96.1%	97.2%	97.4%	97.6%	-	-

#### Calls for Service: 999 and 101

999 calls have seen increases over the last two years, however, the latest year to March 2021 has seen a reduction of over 25,000 calls compared to the previous 12 months, this correlates to the reduction in crimes and incidents due to the pandemic. Abandoned call rates for 999 remain extremely low.

Calls to the 101 non-emergency service have also fallen during the year (-22.9%). Abandoned call rates for the 101 service, have been increasing steadily, following marked decreases since 2018 with the latest quarter seeing a decrease when compared to the previous quarter. The recent rise in abandoned call rates is largely attributable to the COVID-19 pandemic, turnover of staff and the impact of training new starters.

#### Response Times within Target

Response times are now available from SAFE and have been updated. Response times for Grade 1 Urban and Rural and Grade 2 have seen increases in the current 12 month period when compared to the previous 12 month period, with an improved majority of calls being responded to within target times.

Improvements could be attributed to the better recording of State 6 on the SAFE system, and more officers available due to recent uptake in numbers.

#### Compliance with NCRS

Compliance with the National Crime Recording Standard remains strong at 97.6%. Due to personal absences the last audit was completed in January 2021, however, due to the robust first contact arrangements in place there is no reason to believe that this has deteriorated since then.

## **APPENDIX A**

### **Hate Crime and Repeat Victims**

Although the total number of Hate crimes recorded has remained relatively stable over the past 12 months, there have been significant changes in the type and location of hate crime due to the pandemic.

The usual hot spot locations are the City and Town centres resulting from the night-time economy, however, due to the closing of pubs/restaurants and the various lockdown measures, this has moved to neighbourhood locations as people are spending more time at home and neighbourhood disputes have increased as a result. These disputes have a habit of building gradually and usually take the route of occurring repeatedly prior to being reported and can escalate from relatively minor incidents to more serious reports including Hate behaviour/language.

As a result, the Hate crime team, together with the City council and statutory partners have deployed 'Operation Fossil' which seeks to tackle 'low risk' hate offending on the first occasion where no formal measure is enacted by the police (where no formal prosecution route is taken or the IP doesn't support it). This involves a written warning to first time offenders to prevent repeats and reduce further harm to victims. This is a staged process which, pending on partner availability and lockdown protocol will also see victims and offenders receive a multi-agency visit with a view to problem solving the underlying issues that are often present and not represented on crime reports – for example access/egress/parking issues.

In the last year, Nottinghamshire has seen a rise in Hate crime within Mental Health institutions (eg Highbury and Rampton) within which there has been a spike in repeat victims as the victims have been the same Healthcare Professional subject to racial abuse for example.

Similarly, when the pandemic commenced last year, shops were open but hospitality was closed and an increase in Hate Crime towards shop staff (predominantly racist) was seen across the County as staff sought to impose Covid regulations, mask wearing and 2m social distancing.

Finally, a spike has been noted in Covid related Hate crime towards the Chinese community, some of which is believed to have gone unreported based on information from University partners. This has led to Nottinghamshire Police changing their leafleting into a number of different languages to educate our diverse communities about Hate crime reporting.