



# **Nottinghamshire Police**

## **Performance & Insight Report**

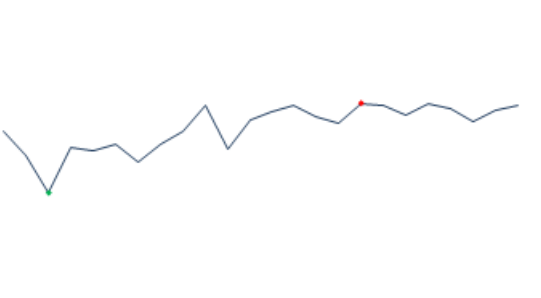
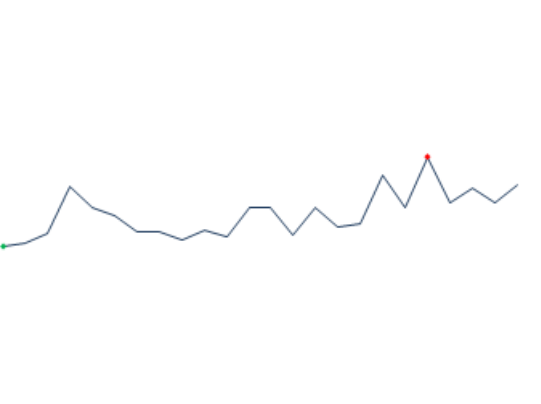
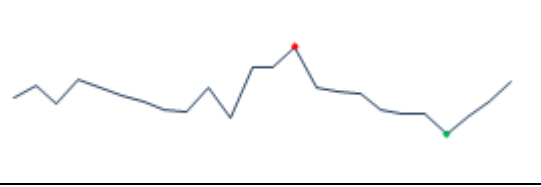
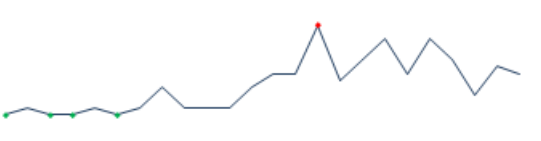
**Performance to May 2018**

**Guidance notes:**

1. The following performance indicators are taken from the Police and Crime Commissioner's (PCC) plan 2018-21. The information is organised in line with the four strategic priority themes in the plan.
2. Wherever possible, performance information is provided for a 12 month period compared to the equivalent 12 months of the previous year, in order to provide an indication of trend. Where information provided is for an alternative period this will be stated.
3. Trend lines are included (where available) to provide a visual indication of trend over the last 24 months. High and low points in the period are shown as red and green dots. The colours are arbitrary and do not indicate positive or negative performance.
4. Additional insight is included in the report in order to provide context, in relation to performance exceptions only. A full report with narrative for each measure is produced once a quarter.
5. Where data has been supplied by a source outside of the Nottinghamshire Police Management Information team, this will be stated.

## Strategic Priority Theme One: Protecting People From Harm

### T1A: More vulnerable people are protected and safeguarded

Measure		Performance	Trend	Insight
T1A.1	Adult and Child Safeguarding Referrals	+33.6%		<p>There is a clear upward trend in recording, allowing confidence that the force and partner agencies are improving the identification and recording of safeguarding concerns, in order to ensure that appropriate safeguarding actions are put in place to minimise the risk of harm.</p> <p>The 33.6% increase recorded this year equates to 1,272 additional referrals (on average about 100 more each month).</p>
T1A.2	Child Sexual Exploitation (CSE)	+49.9%		<p>As with safeguarding referrals, there is an upward trend in the recording of CSE. It is suggested that this is reflective of an increased awareness and understanding of CSE both within the police force and partner agencies but also among the public. The force welcomes this increase as it means that the appropriate, support, safeguarding and offender resolution can be put in place.</p> <p>CSE is a relatively low volume offence type with on average of just below 50 offences recorded a month. The 49.9% increase represents an additional 193 offences over the year.</p>
T1A.3	Missing and Absent Persons	-0.3%		<p>The trend for missing and absent persons reports is relatively stable over the last two years with a monthly average of 570 missing and absent persons.</p>
T1A.4	Modern Slavery	+542.9%		<p>Modern slavery is a relatively new offence which came in to effect in early 2016. As a result there is a clear upward trend in recording, particularly over the last year, as the force has</p>

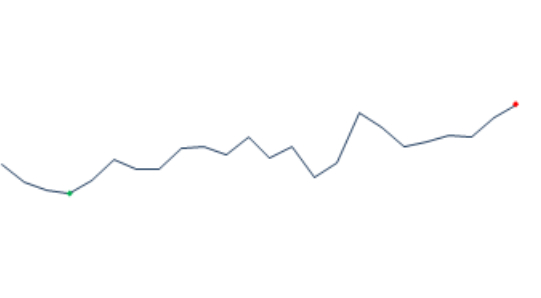
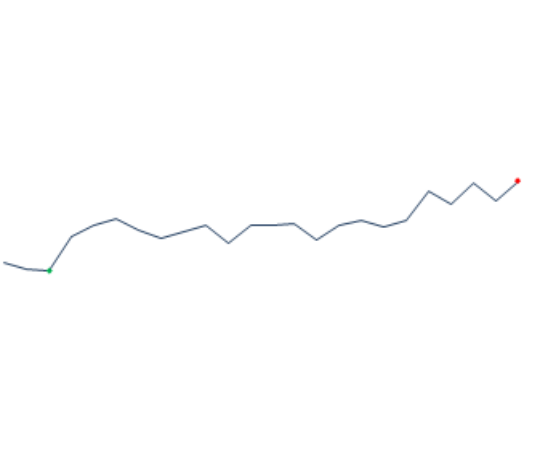
## Strategic Priority Theme One: Protecting People From Harm

T1A: More vulnerable people are protected and safeguarded

Measure		Performance	Trend	Insight
				<p>focussed activity on this offence type.</p> <p>In volume terms this is a low volume offence type, and the 542.9% increase in the 12 months to May 2018 translates in to an increase of 76 offences.</p> <p>The force continues to take a proactive approach to this type of offending - seeking out modern slavery offences in order to ensure that survivors are protected and offenders brought to justice.</p>

## Strategic Priority Theme One: Protecting People From Harm

### T1B: Improve capacity and capability to identify and deal with new serious and emerging threats

Measure		Performance	Trend	Insight
T1B.1	Fraud Offences	+23.7%		<p>There is a clear upward trend in the recording of fraud offences, with an increase of 23.7% (460 offences) this year.</p> <p>Fraud offences represent a significant challenge to the police and in particular place a genuine demand on police resources, with investigations often complex and time consuming. Analysis has revealed that around three quarters of fraud offences recorded in Nottinghamshire are filed with no suspect identified.</p>
T1B.2	Online Crime	+50.2%		<p>Online crime refers to offences where on the balance of probability, the offence was committed, in full or in part, through a computer, computer network or other computer-enabled device. The figures do not include fraud offences, which are captured separately.</p> <p>There is a clear upward trend in the recording of online crime, with an increase of 50.2% or 932 offences this year compared to last.</p> <p>The majority of online crimes recorded are harassment offences, specifically malicious communications offences which have taken place online on forums such as Facebook and twitter.</p>

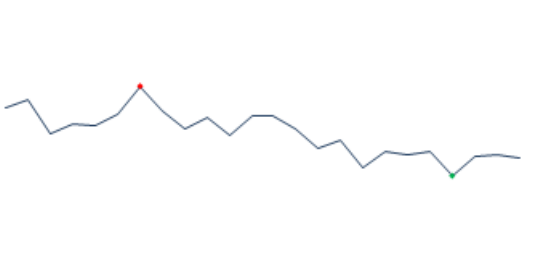
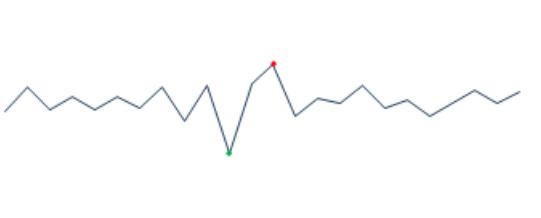
## Strategic Priority Theme One: Protecting People From Harm

### T1C: Maintain focus on action to address the key drivers of crime and demand

Measure		Performance	Trend	Insight
T1C.1	Mental Health Related Incidents	-5.8%		<p>The trend for mental health related incidents is relatively stable following a peak in May 2017, with around 1,350 incidents recorded each month.</p> <p>The reduction of 5.8% recorded in the 12 months to May equates to 1,010 additional incidents.</p>
T1C.2	Alcohol-Related Violence	-0.7pp		<p>In order to build up a picture of violence offences where alcohol is believed to be a factor, the force is reliant on the use of an alcohol marker on the Niche crime recording system.</p> <p>The force is keen to build up the truest possible picture of alcohol-related crime, and has taken steps to improve the use of the alcohol marker in Niche. This action has seen the proportion of alcohol-related violence increase from 9.7% in November 2017 up to 26.6% in December 2017. This will be monitored over the coming months to ensure that this enhanced level of recording is maintained.</p> <p>At present the trend in the short term is relatively stable, with a rate of 15.3% of all violence recorded as alcohol-related compared to 16.0% last year.</p>

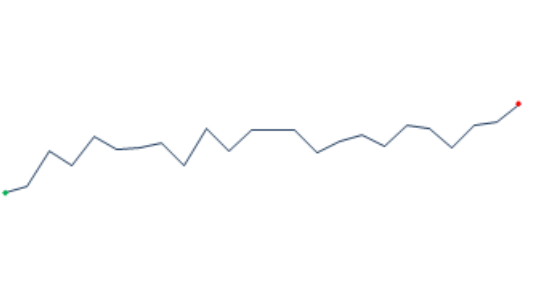


## Strategic Priority Theme One: Protecting People From Harm

### T1C: Maintain focus on action to address the key drivers of crime and demand

Measure		Performance	Trend	Insight
T1C.3	Alcohol-Related ASB	-2.0pp		The trend chart reveals a clear downward trend in the proportion of ASB with an alcohol marker. The rate in the 12 months to May 2018 is 11.4% compared to 13.4% in the previous 12 months
T1C.4	Drug Trafficking and Supply Offences	+4.8%		Drug trafficking and supply offences show a stable trend in the long term. The force records on average about 58 offences each month and this average has not changed over the last two years.

## Strategic Priority Theme Two: Helping and Supporting Victims

### T2A: More people have the confidence to report crime and focus resources on repeat victimisation

Measure		Performance	Trend	Insight
T2A.1	Domestic Abuse	+13.3%		<p>The force is recording a clear upward trend in domestic abuse crime over the last two years. The current increase of 13.3% equates to 1,255 additional crimes.</p> <p>The force welcomes this increase as it is believed that such offences are still under reported, and increasing survivor confidence to come forward and seek support from the force and partner agencies is a key priority for the force.</p>
T2A.2	Proportion of Victim-Based Crime: a. Child Victim b. Adult Victim c. Organisation	a. -0.3pp b. +0.3pp c. -0.8pp		<p>In the majority of victim-based crimes the victim is an adult, with almost 70% of victim-based crime in the 12 months to April 2018 committed against an adult.</p> <p>Organisations then account for around 20% of all victim-based crime, with crimes against children a minority at 8.3%.</p> <p>Each of these proportions remains stable over the last two years.</p> <p>It should be noted that due to data quality limitations, a small proportion of offences cannot be attributed to one of the three groups; therefore the proportions will not add up to 100%.</p>
T2A.3	Serious Sexual Offences: a. Adult	+29.5%		<p>There is a clear upward trend for serious sexual offences against adults and against children. Offences against adults have increased by 29.5% (319 offences) and against children the increase is 8.8% (119 additional offences).</p> <p>As with the recording of domestic abuse, the force welcomes the increase in reports of serious sexual offences.</p>
	b. Child	+8.8%		




## Strategic Priority Theme Two: Helping and Supporting Victims

### T2A: More people have the confidence to report crime and focus resources on repeat victimisation

Measure		Performance	Trend	Insight
T2A.4	Positive Outcome Rate for Serious Sexual Offences	-4.1 pp		<p>There is a slight downward trend apparent in the positive outcome rate for serious sexual offences. The current rate is 9.8% compared to 13.9% last year.</p> <p>In terms of the volume of positive outcomes recorded, performance is relatively stable, meaning that the rate has been affected by the increase in recorded crime.</p> <p>It is believed that this is as a result of an increase in third party reports from partner agencies and also reports where the victim wishes to report the offence but does not support further police action. With offences of this type it is not possible to achieve a police positive outcome and therefore this increase serves to effectively dilute the outcome rate.</p>
T2A.5	Domestic Abuse Repeat Victims	+2.1pp		<p>A repeat victim is any victim from the most recent month, who is also named as a victim on one or more offences (of the same offence type) in the previous 12 months. This is based on the national definition.</p> <p>In May 2018, 33.2% of domestic abuse victims were a repeat victim.</p> <p>The trend chart shows a slight upward trend in the proportion of repeat victims of domestic abuse.</p>

## Strategic Priority Theme Two: Helping and Supporting Victims

T2A: More people have the confidence to report crime and focus resources on repeat victimisation

Measure		Performance	Trend	Insight
T2A.6	Hate Crime Repeat Victims	+3.1pp		<p>In May 2018, 15.3% of hate crime victims were a repeat victim.</p> <p>There is an upward trend apparent in the proportion of repeat victims of hate crime.</p>
T2A.7	ASB Repeat Victims		<p><i>Measure currently under development to allow visual representation of trend.</i></p>	<p>Of a total of 2,481 Anti-Social Behaviour victims in May 2018, 708 had reported a previous ASB incident or incidents in the 12 months prior. This equates to a repeat victimisation rate of 28.5%.</p> <p>Further development of this measure will allow for consideration of the trend over time – this will be included in next month's report.</p>

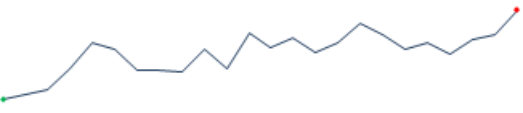
## Strategic Priority Theme Two: Helping and Supporting Victims

### T2D. Victims receive high quality effective support

Measure		Performance	Trend	Insight
T2D.1	Victim's Code Of Practice (VCOP) Compliance	-1.4pp		<p>Victim's Code Of Practice (VCOP) requires that a VCOP assessment be made and recorded for every victim of a crime, and that victim services should be offered as part of this assessment. In order to be VCOP compliant, every victim-based crime should have a completed VCOP recorded on the crime and the officer should record that victim services have been offered.</p> <p>The trend for VCOP compliance is relatively stable; with a higher period of compliance following two low months in May and June of 2016 (June 2016 is shown as the low point on the trend chart). It is suggested that the low months reflect the move on to the new crime recording system and officers getting used to recording VCOP on Niche.</p> <p>The compliance rate in the 12 months to May is 93.0% compared to 94.4% in the previous 12 months.</p>

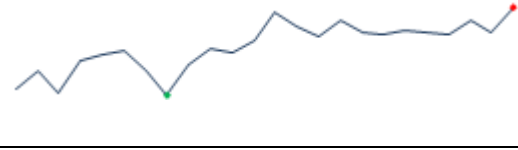
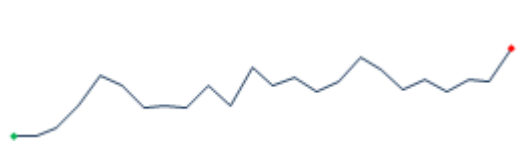
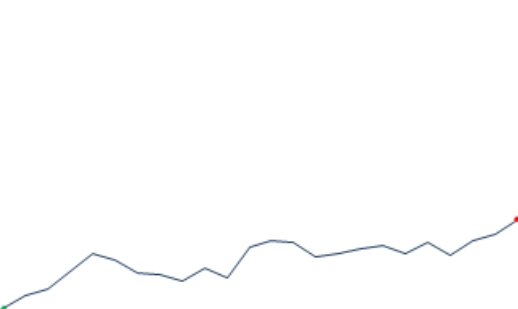
## Strategic Priority Theme Three: Tackling Crime and Anti-Social Behaviour

### T3A. Communities and people are safer and feel safer

Measure		Performance	Trend	Insight
T3A.1	Victim-Based Crime	+15.5%	 <p>The graph shows a fluctuating but overall upward trend in recorded crime over a 12-month period. The line starts at a baseline, rises to a peak, dips slightly, and then continues to rise with minor fluctuations, ending at a higher point than it started. A red dot marks the final data point, indicating a significant increase.</p>	<p>The force continues to show a clear upward trend in recorded crime. In the 12 months to May 2018 the increase is 15.5% which equates to 11,824 crimes more than the previous 12 months.</p> <p>The increase is the result of a combination of four factors:</p> <p>The first is the force’s proactive approach to ensuring compliance with the National Crime Recording Standards (NCRS). This has resulted in a continued increase in the recording of offences such as Violence Against the Person (VAP) offences and public order offences.</p> <p>The second factor is improved awareness and public confidence in relation to high harm offence types such as domestic abuse and sexual offences. It is believed that an increase in the recording of these offence types, something which is also evident nationally, reflects increased confidence among survivors to come forward to the police to report these offences.</p> <p>The third factor is changes to crime recording legislation, specifically in relation to stalking and harassment offences, which almost doubled in volume in April 2018 following the implementation of new regulations at the start of the month.</p> <p>The final factor is a genuine increase in the incidence of some crimes, which is corroborated by examining the calls for service in relation to these offence types. Of particular note are vehicle crime and theft offences, both of which are showing a clear upward trend.</p>

## Strategic Priority Theme Three: Tackling Crime and Anti-Social Behaviour


### T3A. Communities and people are safer and feel safer

Measure		Performance	Trend	Insight
T3A.2	Victim-Based Crime: a. Rural Areas b. Urban Areas	+16.0%		Victim-based crime in rural areas and in urban areas follows a similar upward trend to the overall force recorded crime picture. The percentage increase in crime in rural areas is larger than the equivalent figure for urban areas, but not significantly so.
		+14.5%		In volume terms, the 16.0% increase in crime in rural areas translates to 1,495 additional recorded crimes. In urban areas the increase is 14.5% which equates to 9,621 crimes. <sup>1</sup>
T3A.3	Severity Score	+21.0%		<p>The severity score is an alternative method of measuring crime by reflecting the harm caused to society and/or individuals. Each offence carries a different weight (calculated by the Office for National Statistics, based on actual sentences) and this is multiplied by the crime counts to create a severity score. The approach has been built in to the Police and Crime Commissioner's Strategic Framework for 2018-2021 as alongside traditional measures; it provides the PCC and the Force with a new and credible approach to better understand the profile of crime in Nottinghamshire.</p> <p>The force is recording a clear upward trend in the total severity score for recorded crimes. This trend is similar to the trend for All Crime, although the percentage increase in severity score is larger.</p>

<sup>1</sup> Not all recorded crime data has the appropriate coordinates to be able to map the data to rural and urban locations. This means that the total will be less than the overall force level victim based crime total.


## Strategic Priority Theme Three: Tackling Crime and Anti-Social Behaviour

### T3A. Communities and people are safer and feel safer

Measure		Performance	Trend	Insight
T3A.4	Severity Score in Local Priority Areas			<i>Measure currently under development.</i>
T3A.5	ASB Incidents	-2.6%		<p>Following a number of low volume months last summer, recorded ASB incidents appear relatively stable, and the force is beginning to record an anticipated increase in incidents as we move in to the summer months.</p> <p>In the 12 months to May 2018, the force recorded a 2.6% reduction in ASB incidents which equates to 897 fewer incidents.</p>

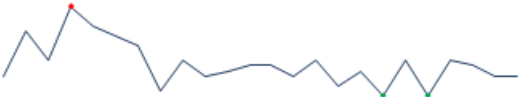

## Strategic Priority Theme Three: Tackling Crime and Anti-Social Behaviour

### T3B. Fewer people commit crime and offenders are supported to rehabilitate

Measure		Performance	Trend	Insight
T3B.1	Integrated Offender Management (IOM)	-77.3%		<p><b><i>This measure is reported quarterly. Data shown is Quarter 4 January to March 2018. Next update due in the July report.</i></b></p> <p>Data from the Integrated Offender Management (IOM) Team Tracking Tool reveals that 315 nominals have entered the system since January 2016. Of these, 83 (25.2%) have since exited the programme.</p> <p>The average entry score for all nominals who have entered the programme since January 2016 is 363.4, while the average exit score is 82.5. This reveals a reduction in risk score of -281.0 (-77.3% lower than the entry score).</p> <p>59 nominals have exited with a risk score of less than fifty and 11 of these have exited with a risk score of zero.</p> <p>In October 2017, the force commenced with a domestic abuse cohort. To date 71 nominals have been entered in to this cohort with an average entry score of 239, and an average PPIT score of 10.6. Since October, 22 of these nominals have exited the domestic abuse cohort. The average PPIT entry score for these nominals was 9 and the average PPIT score on exiting the domestic abuse cohort was 5.2, which equates to a reduction of 42%.</p>
T3B.2	Possession of Weapons Offences	+14.5%		<p>There is a clear upward trend in the recording of possession of weapons offences. The force has recorded a 14.5% or 119 offences increase in the 12 months to May 2018.</p> <p>Every possession of weapons offence dealt with by the police is potentially preventing the future use of a weapon in a violent</p>

## Strategic Priority Theme Three: Tackling Crime and Anti-Social Behaviour

### T3B. Fewer people commit crime and offenders are supported to rehabilitate

Measure		Performance	Trend	Insight
				offence, and therefore the upward trend in the recording of these offences is viewed as a positive indication of the force's proactivity in dealing with offenders who choose to carry weapons in Nottinghamshire.
T3B.3	Gun Crime	-32.9%		<p>There is a clear downward trend in recorded gun crime, with 49 fewer offences recorded this year compared to last year.</p> <p>This is particularly positive when considered in the context of national performance, with the latest national figures to September 2017 showing an increase in gun crime nationally.</p>
T3B.4	Violent Knife Crime	+8.6%		<p>Violent knife crime includes the offences of Violence Against the Person, Robbery and Sexual Offences where a knife or bladed article is used to cause injury or as a threat.</p> <p>The force has seen a recent uplift in recorded violent knife crime, with a peak in volume in May 2018. In the 12 months to May 2018 the force recorded 67 more offences than in the previous year, which equates to an 8.6% increase.</p> <p>A peak in recorded volume in May was driven by an increase in offences on the City area, with these increases on City Central and City South. The offences that saw an increase were robbery and violence with injury. Performance will be monitored over the coming months to see whether volumes return to expected levels.</p> <p>Current performance appears in line with the national trend however, with published data to September 2017 revealing a national increase in violent knife crime.</p>



## Strategic Priority Theme Three: Tackling Crime and Anti-Social Behaviour

### T3B. Fewer people commit crime and offenders are supported to rehabilitate

Measure		Performance	Trend	Insight
T3B.5	Positive Outcomes for Violent Knife Crime	-6.8pp		The trend in respect of the positive outcome rate for violent knife crime is downward, with a rate of 23.2% in the current year compared to 30.0% last year.

## Strategic Priority Theme Three: Tackling Crime and Anti-Social Behaviour

### T3C. Build stronger and more cohesive communities

Measure		Performance	Trend	Insight
T3C.1	Hate Crime	-0.4%		<p>The overall trend for hate occurrences (including both hate crime and hate non-crimes) is relatively stable, with an average of around 190 occurrences recorded each month.</p> <p>In the 12 months to May the force recorded a similar volume of hate crimes to the previous 12 months (9 fewer offences or -0.4%).</p> <p>Detailed analysis of recording trends reveals that the reporting of hate crime increases immediately following national hate-related events such as terror attacks.</p>

## Strategic Priority Theme Three: Tackling Crime and Anti-Social Behaviour

### T3D. Hold offenders to account through an effective criminal justice system

Measure		Performance	Trend	Insight
T3D.1	Positive Outcome Rate for All Crime	-4.4pp		<p>The positive outcome rate shows the rate of police positive outcomes (such as charges, cautions and community resolutions) per recorded crime.</p> <p>The trend in the long term appears relatively stable following a peak in performance (the red point at June 2016) which was the result of an initial dip in the recording of positive outcomes when the force moved to the Niche crime recording system.</p> <p>The current rate in the 12 months to May is 15.7%, which compares to 20.2% in the previous year. Overall the volume of positive outcomes has remained relatively stable, however the steep increase in recorded crime has diluted the positive outcome rate.</p>
T3D.2	Positive Outcome Rate for Victim-Based Crime	-4.1pp		<p>The trend in respect of the positive outcome rate for victim-based crime is similar to the trend for all crime (above). The current rate is 13.1% compared to 17.2% in the previous year.</p>
T3D.3	Proportion of All Crime with an Identified Suspect	+2.3pp		<p>The trend for unresolved outcomes with an identified suspect is relatively stable, with the force identifying a suspect in 24.7% of unresolved crime.</p> <p>Considering the long term trend, there is a clear increase in crimes with a named suspect being filed as unresolved. This correlates with the increase in crime recording following the NCRS audit and is reflects in part an increase in offences where the victim does not support further police action.</p>

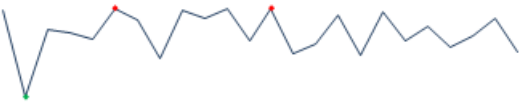

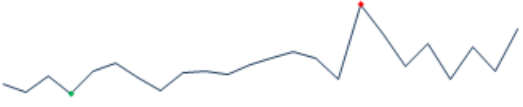
## Strategic Priority Theme Three: Tackling Crime and Anti-Social Behaviour

### T3D. Hold offenders to account through an effective criminal justice system

Measure		Performance	Trend	Insight
T3D.4	Crimes Resolved through Community Resolution	-3.9pp		The force is recording a clear downward trend in the proportion of crimes resolved through community resolution. Currently around 10% of all positive outcomes recorded are community resolution outcomes, which is a reduction of 3.9 percentage points on the 14.3% recorded in the previous year.
T3D.5	Rate of Recidivism for Community Resolution			<i>Measure currently under development.</i>

## Strategic Priority Theme Four: Transforming Services and Delivering Quality Policing

### T4A. Improve community and victim confidence and satisfaction in policing

Measure		Performance	Trend	Insight
T4A.1	Victim Satisfaction – Domestic Abuse	-0.6pp		Performance for domestic abuse survivor satisfaction is stable with monthly satisfaction rates consistently above 90%. In the 12 months to March 2018 92.4% of domestic abuse survivors were completely, very or fairly satisfied with the service provided by the police.
T4A.2	Victim Satisfaction – Hate Crime	-4.8pp		<p>There is a clear downward trend in hate crime victim satisfaction, particularly in the last six months. In the 12 months to May 2018 the overall satisfaction rate for victims of hate crime is 80.0% compared to 84.7% in the previous 12 months.</p> <p>Further analysis to understand this trend found that victims reported dissatisfaction with being kept informed on their case as well as with the perceived quality of investigation. There was also evidence of a perception that their report hasn't been taken seriously. Activity to address these issues is being managed through the Force Performance Board.</p>
T4A.3	Professional Standards Department Complaints	+29.3%		<p>Nottinghamshire Police Professional Standards Department (PSD) receives an average of around 70 complaints a month.</p> <p>Despite the increased number (203 additional complaints or an increase of 29.3% this year), complaints are recorded in a timely manner, with the force performing well against the national standard of recording complaints within ten working days (an average of 94% compliance).</p> <p>Analysis of complaint allegations by type are regularly monitored</p>

## Strategic Priority Theme Four: Transforming Services and Delivering Quality Policing

### T4A. Improve community and victim confidence and satisfaction in policing

Measure		Performance	Trend	Insight
				to ensure that general 'lessons learned' can be communicated to officers and staff.
T4A.4	Timeliness of Local Resolution	-10.0%		<p>The force has seen an improvement in the timeliness of local resolutions to complaints, with a reduction in the average number of days taken to resolve. On average in the last 12 months complaints have taken 49.2 days to resolve, compared to the previous average of 54.6 days.</p> <p>With the exception of a peak in the number of days taken to resolve in April 2018, the trend is relatively stable.</p>
T4A.5	Stop and Search	+2.7%		<p>The trend for stop and search is stable in the long term. The force recorded 1,877 stop and searches in the 12 months to May, which represents an increase of 2.7% (49 stop and searches) compared to the previous 12 months.</p>

## Strategic Priority Theme Four: Transforming Services and Delivering Quality Policing

### T4B. Improve service delivery and save money through collaboration and innovation

Measure		Performance	Trend	Insight
T4B.1	Budget vs. Spend: a. Capital b. Revenue			<i>Numerical data will be included in next month's report. However the force is on track to deliver as expected in respect of both capital and revenue spend versus budget at this stage of the year.</i>
T4B.2	Revenue Efficiencies Against Plan			<i>Numerical data will be included in next month's report. However the force is on track to deliver revenue efficiencies as expected at this stage of the year.</i>

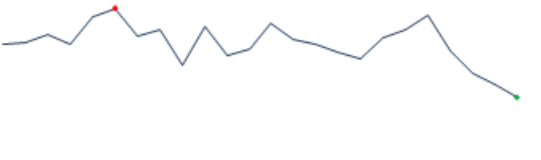
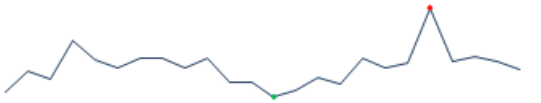

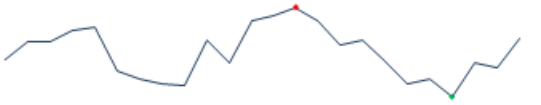


## Strategic Priority Theme Four: Transforming Services and Delivering Quality Policing

T4C. The police force is representative of the community it serves and has the resources to do its job

Measure		Performance	Trend	Insight
T4C.1	BME Representation:	4.65%		<p>The Black and Minority Ethnic (BME) representation of the force currently stands at 4.66% for police officers and 5.14% for police staff. Both of these proportions show an increase against last year.</p> <p>This compares to the overall BME resident population of Nottinghamshire which is at 11.2% according to the 2011 census.</p>
	<ul style="list-style-type: none"> <li>a. Officers</li> <li>b. Staff</li> </ul>	5.18%		
T4C.2	Staffing Levels – Actual vs. Budget <ul style="list-style-type: none"> <li>a. Officers</li> <li>b. Staff</li> <li>c. PCSOs</li> </ul>	96.9%		<p>In terms of police officer establishment, the force currently has 1879.64 FTE (full time equivalent) in post. This compares to a planned FTE of 1940 by the 31<sup>st</sup> of March 2019, which equates to a percentage of 96.9%.</p> <p>For PCSOs the rate of actual vs budget posts is 92.6%, while for police staff it is 99.5%.</p> <p>It is not possible to report the previous trend for this measure at the current time.</p>
		92.6%		
		99.5%		

## Strategic Priority Theme Four: Transforming Services and Delivering Quality Policing



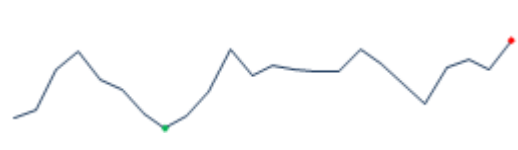
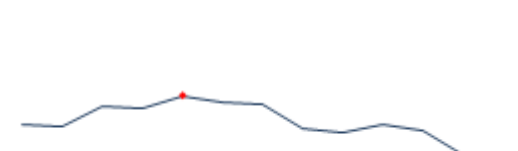
### T4D. Value for money is delivered and waste is minimised

Measure		Performance	Trend	Insight
T4D.1	Days lost to sickness: a. Officers b. Staff	-0.4pp		In the 12 months to May police officer sickness is at 4.8% compared to 5.2% last year, however there is evidence of a recent downward trend, with the last two months below 4% and May 2018 showing a noticeably low rate when compared to previous months.
		+0.1pp		Staff sickness by contrast remains relatively stable at 4.7% compared to 4.6% last year.
T4D.2	Calls For Service: a. 999 b. 101	-3.1%		The trend for both 999 and 101 calls is relatively stable at the current time.  999 calls have reduced by 3.1% (5,797 calls) in the last 12 months, while 101 calls have increased by 0.8% (3,442 calls).
		+0.8%		
T4D.3	Abandoned Call Rates: a. 999 b. 101	-1.1pp		The abandoned call rate shows the number of calls where the caller has hung up before their call has been answered by the force control room.  The abandoned call rate for 999 calls has remained low for more than eighteen months, with a rate of 0.22% in the 12 months to May.  The abandoned call rate for 101 calls is relatively stable at 10.2%, following a series of high months over summer 2017. It should be recognised however that the force has put action in place to
		-0.4pp		



## Strategic Priority Theme Four: Transforming Services and Delivering Quality Policing

### T4D. Value for money is delivered and waste is minimised

Measure		Performance	Trend	Insight
				reduce the abandoned call rate for 101 calls, with the trend showing generally lower monthly abandonment rates in the last six months.
T4D.4	Response Times: a. Grade 1 Urban b. Grade 1 Rural c. Grade 2	-0.7pp		The advised times for attending grade 1 (immediate attendance) incidents are 15 minutes for an incident in an urban area and 20 minutes for an incident in a rural area.  The trend for the percentage of grade 1 urban and grade 1 rural incidents attended within the advised times remains relatively stable.
		-1.7pp		In the 12 months to May 2018 the force attended 78.1% of incidents in an urban area within 15 minutes, and 74.5% of incidents in a rural area within 20 minutes.
		+16.3%		Grade 2 (urgent attendance) incidents are monitored in respect of the average time to attend the incident. The average time to attend grade 2 incidents in the last 12 months is 306 minutes, which equates to 5 hours and 6 minutes. This is a 16.3% increase on the previous 12 months.
T4D.5	Crimes Recorded at First Point of Contact	-6.1pp		On average over the last 12 months, 40.0% of all crime recorded by the force has been recorded by the Contact Resolution Incident Management (CRIM) team based in the force control room. This approach means that crimes can be created as close as possible to the initial call from the public, and also frees up response officers to attend incidents.  There is a reduction in rate apparent, with the rate in the

## Strategic Priority Theme Four: Transforming Services and Delivering Quality Policing

### T4D. Value for money is delivered and waste is minimised

Measure		Performance	Trend	Insight
				previous 12 months higher at 46.1%. Figures for April and May in particular show a drop in the percentage of crimes created by the CRIM, however further examination of the data reveals that the number of crimes recorded by the CRIM has remained relatively stable, but the overall number of crimes recorded by the force has increased, with this impacting on the overall percentage rate.
T4D.6	Compliance with National Crime Recording Standards			<p><b>Latest position statement – May 2018</b></p> <p>The HMICFRS are currently conducting an inspection of the force in relation to our Crime Data Integrity (compliance with NCRS). The audit part of the inspection has now been completed – approx. 2,100 incidents have been scrutinised from an incident to crime conversion perspective, which included listening to all call recordings.</p> <p>The force is now in the process of reconciling the draft results before the field work part of the inspection begins on 29th May 2018.</p> <p>Preparing for the inspection has been the priority; extremely time consuming and onerous; and as a result the force has not had the capacity to conduct any compliance audits.</p> <p>The HMICFRS inspection is extremely probing and thorough, the results of which should be known on Friday 8th June 2018 when the HMICFRS will present their findings to the Chief Officer Team – the OPCC will be represented at that meeting.</p>