

**Appendix A****User guide to the Performance and Insight Report**

This report provides a summary of the performance of Nottinghamshire Police in relation to the key measure to deliver against the strategic priorities as set out in the Force Strategic Assessment 2014-18, and Police and Crime Plan 2014-18.

The three priorities are used to provide direction and focus to support the delivery of the Forces key priorities, as follows:

1. To cut crime and keep you safe
2. To spend your money wisely
3. To earn your trust and confidence

Within the three priorities are a number of key measures to allow monitoring of Force performance in order to highlight risks and implement the appropriate control measures required to improve performance.

The summary tables provide an overview of current performance for each of the key measures, and these tables are organised according to the three Force priorities. The information provided in the tables are as follows:

**Measure and Target Profile columns**

These provide a description of the measure and the target agreed between the Force and the Police and Crime Commissioner.

**Performance / Difference**

These show current performance against target. Where available, this will be shown as a numeric (mainly percentage) value along with a direction of travel. So for example; -3% on the All Crime measure would denote that the current value year-to-date is three percent lower than the previous year-to-date value. Where there is a target set, for example a reduction in ASB of 9.2% in 2014/15 for the Force to achieve the 2015/16 50 percent target, the numerical value will be accompanied by a coloured circle showing whether the measure is on target, close to achieving target or not achieving target, as shown in the table below:

KEY to Performance Comparators	
Performance Against Target	
●	Significantly better than Target >5% difference
●	Better than Target
●	Close to achieving Target (within 5%)
●	Significantly worse than Target >5% difference

**Date parameters**

The majority of measures in the report use performance year-to-date data (April to the end of the current month), and will compare this period to the equivalent year-to-date period of the previous year in order to provide an indication of performance over-time. The main exceptions to this are satisfaction and confidence data, which both use 12 months-to-date data, and relate to different time periods due to their methodologies and publication dates. It should also be noted that for a number of the measures for which the data is sourced externally, the date parameters may differ to those commonly used in Force. Where different parameters are used, this will be specified in the text summary for the measure affected, and unless otherwise stated, comparisons to previous performance will refer to the equivalent period of the previous year.

**Diagnosing exceptional performance**

Measures which are demonstrating exceptional performance based on appropriate criteria will be subject to additional analysis. Where this is the case it will be stated in the summary for that measure. A measure will be considered exceptional if it is significantly off target, has a deterioration in recent performance, for example a marked decrease in satisfaction levels in the last three reporting months, or there may have been a significant change in performance which are highlighted as a concern. For the purpose of this report, the statistical techniques applied to determine significant changes in performance are the standard deviation, the moving range and linear regression using Pearson’s correlation coefficient and t-tests.

**For more information on the statistical techniques employed in the report please contact the Performance and Insight team:**  
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**Restrictions on publication**

Certain data and information contained within the report are considered RESTRICTED and are therefore not to be published in the public domain. These data tend to relate to national, MSG and regional comparisons and information around IOMs, OCGs etc. These data and information will be highlighted in italics, and must be removed before public dissemination.

**Commonly used acronyms**

ASB – Anti-Social Behaviour

BME – Black Minority Ethnic

CPS – Crown Prosecution service

CRMS - Crime Recording & Management System

CSEW – Crime Survey for England and Wales

e-fins – e-financials General Ledger

HMIC – Her Majesty’s Inspectorate of Constabulary

HMCTS – Her Majesty’s Courts & Tribunals Service

ID-IOM – National Home Office IT System for the administration of Integrated Offender Management (IOM) schemes

KSI – Killed or Seriously Injured

MSG – Most Similar Group of Forces; or Most Similar Group of BCU’s

NSPIS Custody – Force Custody System

OPCC – Office of Police and Crime Commissioner

PSD – Professional Standards Directorate

RTC – Road Traffic Accident

Vision – Command & Control System

WAVES – Victim Support Witness Service Quality of Service forms

YOTs - Youth Offending Teams

**Government Security Classifications Policy**

In 2013, the Cabinet office issued the Government Security Classifications Policy, which takes effect in 2014. It replaces the old Government Protective Marking Scheme.

**Top secret**

Information marked as *Top secret* is that whose release is liable to cause considerable loss of life, international diplomatic incidents, or severely impact ongoing intelligence operations. Disclosure of such information is assumed to be above the threshold for Official Secrets Act prosecution.

**Secret**

This marking is used for information which needs protection against serious threats, *and* which could cause serious harm if compromised - such as threats to life, compromising major crime investigations, or harming international relations.

**Official**

All routine public sector business, operations and services is treated as OFFICIAL. Many departments and agencies operate exclusively at this level. (As of April 2014 the OFFICIAL classification replaces Confidential, Restricted and Protect.)

A limited subset of OFFICIAL information that would have more damaging consequences (for individuals, an organisation or government generally) if it were lost, stolen or published in the media is classified 'OFFICIAL-SENSITIVE'.

**Data Sources**

<b>Force Priority One: To cut crime and keep you safe</b>		
<b>Measure</b>	<b>Source</b>	
1.1	Reduction in KSIs	Road Safety Team
1.2	Timeliness and Quality of Court files	Crime & Justice Dept.
1.3	Conviction rates	CPS
1.4	Early Guilty Plea rates	CPS
1.5	Effective trials	HMCTS
1.6	Reduction in All Crime	CRMS/Niche
1.7	Reduction in ASB	Vision
1.8	Improvement in Detection Rate	CRMS/Niche
1.9	Monitor proportion of Alcohol-related crime	CRMS/Niche & Vision
1.10	Monitor drug fuelled IOM offenders	IDIOM
1.11	10% increase in numbers of POCA orders	JARD
1.12	Reduction in Threat, Harm and Risk level	FID
1.13	Monitor production and supply drug offences	CRMS/Niche
1.14	Monitor cyber crime	CRMS/Niche
1.15	Monitor reoffending of IOM offenders	IDIOM
1.16	Monitor Youth Offender reoffending rate	City and County Youth Offending Teams
1.17	Community Resolutions for Youth Offenders	N/A
1.18	Monitor non-crime Mental Health detainees	NSPIS Custody/Niche
1.19	Monitor timeliness of attendance to incidents	Vision

<b>Force Priority Two: To spend your money wisely</b>		
<b>Measure</b>	<b>Source</b>	
2.1	Make efficiency savings	e-fins
2.2	Officer and Staff sickness	HRMS
2.3	BME Representation	HRMS
2.4	Improve data quality	Crime Management Bureau

<b>Force Priority Three: To earn you trust and confidence</b>		
<b>Measure</b>	<b>Source</b>	
3.1	Victim satisfaction	Market Research
3.2	Victim and Witness Courts satisfaction	WAVES
3.3	Confidence in the Local Council and Police	CSEW
3.4	Reduction in repeat victimisation	CRMS/Niche & Vision
3.5	Confidence in reporting offences to the Police	CRMS, Niche, Vision, Market Research
3.6	Monitor calls to control room	Control room

Police & Crime Plan Targets 2015-16			
Force Objective 1: To cut crime and keep you safe			
Measure		Objective	Target
1.1	The number of people Killed or Seriously Injured (KSIs) on Nottinghamshire's roads	i) 40% reduction in all KSI RTCs by 2020 (from 2005-09 average)	To maintain a reduction in the number of persons Killed or Seriously Injured on Nottinghamshire's roads, in-line with the Nottinghamshire Road Safety Partnership target of a 40% reduction by 2020 (from the 2005-2009 baseline)
		ii) Monitor KSIs for 0-15 year olds	Monitor KSIs for 0-15 year olds
1.2	Percentage of Crown Court files to be submitted by the police to the Crown Prosecution Service on time and without errors	A continued improvement in the quality and timeliness of files submitted by the Police to the Crown Prosecution Service	An improvement in the quality of files as monitored through the 6 weekly audit of files by the Operation Business Support Unit, with good performance and areas the development reported through the Crime and Justice Operational Performance review and PCC delivery plan
1.3	Crown Court and Magistrates conviction rates	A continued improvement in the conviction rates for the Crown Court and Magistrates Court	To record a conviction rate in line with the national average
1.4	Early Guilty Plea Rate for the Crown Court and Magistrates Court	The Police and CPS to effect continued improvement in the Early Guilty Plea rate for the Crown Court and Magistrates Court	An increase in the Early Guilty Plea rate compared to 2015/16
			To be better than the national average
1.5	Percentage of effective trials in the Magistrates' and Crown Courts (HMCTS Measure)	The Police and CPS to effect continued improvement in the Effective Trial Rate for the Crown Court and Magistrates Court	Reduce % ineffective trials compared to 2015/16
			Achieve an effective trial rate of 50%
1.6	Reduction in 'All Crime' across the Force	i) Reduce Crime in Nottinghamshire with a focus on reducing offences which have a high victim impact and reducing offences in those local areas which experience a high level of crime	A reduction in All Crime compared to 2015/16
			A reduction in the number of Victim-Based crimes compared to 2015/16
		ii) To ensure that rural crime does not increase	To monitor the number of offences in those local areas which experience a high level of crime
			To monitor the proportion of rural crime compared to 2015/16
1.7	Reduction in Anti-Social Behaviour (ASB) incidents across the Force	Reduce ASB incidents in Nottinghamshire with a focus on those local areas which experience a high level of ASB	A reduction in ASB incidents compared to 2015-16 and report on: a) Personal b) Nuisance c) Environmental

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1.8	The detection rate (including Positive Outcomes) for Victim-Based Crime	i) An improvement in the detection rate (including positive outcomes) for victim-based offences	a) An increase in the detection rate for victim-based crime b) To monitor the Detection rate for Total Crime
		ii) To ensure the appropriate and effective use of Community Resolution disposals	c) To monitor the proportion of Community Resolution disposals
1.9	The number of Alcohol-related crimes	Reducing alcohol related crime and ASB	a) To monitor the number of crimes and ASB which appear to be alcohol-related b) To monitor the proportion of alcohol-related violence crime
		Reduce alcohol related crime and ASB in the Night Time Economy (NTE)	To monitor the number of violent crimes and ASB which appear to be alcohol-related in the NTE
1.10	Reoffending of drug fuelled offenders in the force IOM cohort	An evidenced improvement in reoffending levels and seriousness of offences committed by drug fuelled offenders in the IOM cohort	To monitor the number and seriousness of offences committed by drug fuelled offenders in the IOM cohort (2 cohorts throughout the year will be monitored quarterly)
1.11	The number of Proceeds of Crime Act (POCA) confiscation and forfeiture orders	To improve the POCA process and maximise opportunities to publicise successful POCA operations in order to improve public confidence	a) A 10% increase in the number of orders compared to 2015/16
			b) A 10% increase in the value of orders compared to 2015/16
1.12	Force threat, harm and risk (THR) assessment level	To meet the Strategic Policing requirements of capability and capacity	To reduce the Threat, Harm and risk below the 2015/16 level
1.13	Reported drug offences	To encourage the increased reporting of offences of the production and supply of drugs	To monitor the number of production and supply drug offences
1.14	The number of Cyber crimes	To better understand and tackle cyber crime through identification and monitoring cyber crime levels	Monitor the number of cyber crimes in 2016/17
1.15	Re-offending of offenders in the Force IOM cohort	An evidenced improvement in reoffending levels and seriousness of offending from offenders in the IOM cohort	Monitor the number and seriousness of offences committed by offenders in the IOM cohort (2 cohorts throughout the year will be monitored quarterly)
1.16	Youth Offender reoffending rates	To better understand youth reoffending and to create a baseline for future performance monitoring	To monitor reoffending rates and offending levels of youth offenders in the Youth Justice System
1.17	Community Resolutions for Youth Offenders	To better understand recidivism in Youth	To monitor re-offending in Youth Offenders who

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		Offenders following a Community Resolution disposal, and to create a baseline for future performance monitoring	have received a community resolution
1.18	The number of non-crime related mental health patients detained in custody suites	Reduce the number of non-crime related mental health patients detained in custody suites	A reduction in the number of non-crime related mental health patients detained in custody suites
1.19	Percentage of incidents responded to within the target time	Ensure that demand for service is responded to appropriately by reducing demand and attending Grade 1 and 2 calls quickly	To monitor the percentage of Grade 1 and Grade 2 incidents attended within the prescribed timescales

Force Objective 2: To spend your money wisely			
Measure		Objective	Target
2.1	Make efficiency savings	Make savings in line with MTFP by the end of each financial year	£12m
		Ensure that detailed plans are in place to ensure the savings target is met	
2.2	Total number of days lost to sickness	Reduce the number of days lost to sickness to ensure that the Force remains in line with national trends	a) 3.7% for officers (8.2 days)
			b) 3.7% for staff (8.2 days)
2.3	BME representation	To reduce the gap in current BME representation within the Force and local BME community representation in respect of: Recruitment for officers and staff to reflect the local community	Increase BME representation within the Force to reflect the BME community
2.4	Improve data quality and compliance with national recording standards	To improve the quality and integrity of data recording to ensure that crime is better understood, ethically recorded and responded to	Compliance rate with national recording standard in respect of Total Crime

Force Objective 3: To earn your trust and confidence			
Measure		Objective	Target
3.1	Percentage of victims of crime that are completely, very or fairly satisfied with the service they have received from the police	A year-on-year improvement in satisfaction levels	90% of victims completely, very or fairly satisfied
3.2	Percentage of victims and witnesses satisfied	A year-on-year improvement in satisfaction levels	An increase in the percentage of victims and

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	with the services provided in Court		witnesses satisfied compared to 2015/16
3.3	Percentage of people who agree that the Police and Council are dealing with local Anti-Social Behaviour and other crime issues	A year-on-year improvement in satisfaction levels	60% agreement by 2016/17
3.4	Percentage reduction of people that have been repeat victims within the previous 12 months	Reduce the number of repeat victims of domestic violence, hate crime and ASB	a) A reduction in the number of repeat victims of domestic violence compared to 2014-15
			b) To monitor High risk DV repeats
			c) To monitor Medium/Standard risk DV repeats
			d) A reduction in the number of repeat victims of hate crime compared to 2014-15
			e) To monitor repeat victims of anti-social behaviour incidents
			f) To monitor the number of domestic abuse incidents and crimes and proportion which are repeats
3.5	Public confidence in reporting offences to the police	Encourage the increased reporting of serious sexual offences and sexual offences as a whole	a) To monitor the number of Serious Sexual offences and sexual offences as a whole
		Encourage the increased reporting of domestic abuse (incidents and offences)	b) To monitor satisfaction levels of victims of Domestic Abuse through the Force victim surveys
		Encourage the increased reporting and identification of Hate Crime	c) To monitor the number of Hate Crimes and proportion which are repeats
3.6	Manage demand for service with partners	Manage demand for service with partners	a) Monitor the number of total calls received at control room
			b) Monitor the number of 999 calls per 1,000 population