| For Information | |
|---|---|
| Public/Non Public* | Public |
| Report to: | Strategic Resources and Performance Meeting |
| Date of Meeting: | 4th March 2020 |
| Report of: | Chief Constable Guildford |
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| Agenda Item: | 12 |

*If Non Public, please state under which category number from the guidance in the space provided.

# Performance and Insight Report – update to December 2019

## 1. Purpose of the Report

1.1 The purpose of this report is to inform the Police and Crime Commissioner of the key performance headlines for Nottinghamshire Police in the 12 months to December 2019.

## 2. Recommendations

2.1 It is recommended that the contents of the attached report are noted.

## 3. Reasons for Recommendations

3.1 To ensure that the Police and Crime Commissioner is aware of current performance in line with the Police and Crime Commissioner and Force priorities, as set out in the Police and Crime Plan.

## 4. Summary of Key Points

4.1 The summary tables in the attached report (Appendix A) provide an overview of performance across the four Police and Crime Plan strategic themes. Trend information is represented as both a percentage and volume change and sparklines are included where possible to give a visual representation of the monthly trend over the last two years. Additional narrative provides context where required, particularly in respect of any performance exceptions.

## 5. Financial Implications and Budget Provision

5.1 There are no immediate financial implications relating to this report.

## 6. Human Resources Implications

6.1 There are no immediate Human Resource implications arising from this report.

## 7. Equality Implications

7.1 There are no equality implications arising from this report.

## 8. Risk Management

8.1 There are no risk management implications arising from this report. Performance is monitored on a regular basis through the provision of management information for all key areas of the business, and any exceptional performance is identified, assessed and responded to through the appropriate governance structure.

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

9.1 There are no policy implications arising from this report.

## 10. Changes in Legislation or other Legal Considerations

10.1 There are no changes in legislation or other legal considerations that are relevant to this report.

## 11. Details of outcome of consultation

11.1 The figures included in this report are covered in more detail in each of the individual Performance and Insight Reports and are monitored through; Operational Performance Review, Force Performance Board, and the Force Executive Board meetings on a monthly basis.

## 12. Appendices

12.1 Appendix A: Performance and Insight report.

# NOTTINGHAMSHIRE POLICE AND CRIME PLAN

# PERFORMANCE AND INSIGHT REPORT 2019/20

## QUARTER 3: PERFORMANCE TO DECEMBER 2019

**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 in the plan.

2. Wherever possible, performance information is provided for a 12 month rolling 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 is stated.

3. Additional insight is included in the report in order to provide context in relation to performance exceptions only.

4. Data sources for each indicator are specified at appendix 1, including 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)

**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 Headlines and Notable Exceptions**

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

- Nottinghamshire Police was assessed by HMICFRS as 'GOOD' at Protecting Vulnerable People as part of the 2019 PEEL inspections.
- Safeguarding referrals continue to increase quarter on quarter, largely due to improved identification, referral and recording of safeguarding concerns. There were 1,424 additional referrals in the year to December 2019.
- Targeted proactive operations in 2019 have driven a significant (+29%) increase in recorded Drug Trafficking and Supply offences in 2019.

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

- The proportion of domestic abuse-related crimes that are repeats has increased by 1.8% points from 2018 to 2019. This should be viewed in the context of a 15.4% increase recorded offences over the same period.
- Positive outcomes rates for SSO continue to decline following increases in disclosure and third party reporting. Absolute volume of positive outcomes remains stable.
- The overall satisfaction rate among domestic abuse victims has seen a month on month decline, with 'being kept informed' the main issue.

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

- Nottinghamshire Police was assessed as 'REQUIRING IMPROVEMENT' in preventing and tackling crime and ASB in 2018. 2019 has seen a renewed focus on improving understanding of communities and prioritising crime prevention.
- Prevalence of crime monitored via the Police & Crime Survey shows an overall stable trend despite a 3.8% decrease in the City in 2019.
- Offenders successfully removed from the IOM scheme since January 2016 achieved an average reduction in reoffending risk of 73.5%.
- Recorded violent knife crime has seen an overall decrease of 7.3% over the last year, largely due to reductions in knife-related robbery.
- While low in volume, the number recorded of gun crimes increased in 2019 reflecting national trends.
- The number of Stop Searches conducted has risen significantly over the period, mainly attributable to Operation Reacher.

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

- Overall positive perception of the police improved marginally during 2019, largely driven by increases in the city.
- PSD has seen an increase in the timeliness of complaint resolution driven in part by staff abstractions the effect of data cleansing.
- Forecast revenue overspend has reduced to £0.603m, largely due to monitoring on staff pay.
- Forecast capital underspend has reduced to £10k as a result of variance within the Command and Control project.
- Police Officer sickness rates increased by over 11% in 2019. Stress/Mental Health issues remain the main category for Officer sickness

**Theme 1: Protecting Vulnerable People from Harm**

| | | Aim | 12 months to Dec 2018 | 12 months to Mar 2019 | 12 months to Jun 2019 | 12 Months to Sep 2019 | 12 months to Dec 2019 | | Change over last year % | Actual |
|---|---|---|---|---|---|---|---|---|---|---|
| | **Theme 1A: More Vulnerable People Safeguarded and Protected** | | | | | | | | | |
| 1A.1 | **Adult and Child Safeguarding Referrals** | Increase | **5,315** | 5,533 | 5,837 | 6,401 | **6,739** | ● | **+26.8%** | **+1,424** |
| 1A.2 | **Missing persons** | Monitor | **3,429** | 3,426 | 3,242 | 3,153 | **2,964** | | **-13.6%** | **-465** |
| 1A.3 | **Missing: No apparent risk** | Monitor | **3,039** | 3,038 | 3,094 | 3,016 | **3,008** | | **-1.0%** | **-31** |
| 1A.4 | **Mental health-related incidents** | Monitor | **18,433** | 18,718 | 18,708 | 18,456 | **18,416** | | **-0.1%** | **-17** |

**Safeguarding Referrals**

Overall, there is a continuing upward trend in recording with a new peak in referrals in July 2019. August to December 2019 has seen slight decreases, but the trend remains positive. This indicator 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 in decline since May 2018, with overall reports having fallen by 13.6% (465 fewer) this year. The monthly average is currently 247 reports. Missing – No Apparent Risk reports (formerly Absent Persons Reports) also saw downward trend between July 2018 and February 2019, but are now stabilising.

**Mental Health-Related Incidents**

The last 12 months have seen a monthly average of 1,534 police recorded mental health reports, which is comparable to the monthly average seen in 2018 (1,536). Data from 2018 and 2019 indicate that reported incidents typically rise during summer months, peaking in September.

# Theme 1: Protecting Vulnerable People from Harm

| | Theme 1B: Improved Response to Serious and Emerging Threats to Vulnerable People | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | Aim | 12 months to Dec 2018 | 12 months to Mar 2019 | 12 months to Jun 2019 | 12 Months to Sep 2019 | 12 months to Dec 2019 | | Change over last year % | Actual |
| 1B.1 | Fraud Offences | Monitor | 2,934 | 3,076 | 3,076 | 3,049 | 3,006 | | +2.5% | +72 |
| 1B.2 | Online Crime | Monitor | 3,475 | 3,589 | 3,551 | 3,469 | 3,556 | | +2.3% | +81 |
| 1B.3 | Drug Trafficking and Supply Offences | Monitor | 734 | 807 | 848 | 897 | 947 | ● | +29.0% | +213 |
| 1B.4 | Police recorded Child Sexual Exploitation | Monitor | 715 | 659 | 588 | 575 | 560 | | -21.7% | -155 |
| 1B.5 | Police recorded Modern Slavery offences | Monitor | 58 | 47 | 53 | 73 | 102 | | +75.9% | +44 |

## Information Sharing / ECINS Update

The force-wide ECINS Programme supports information sharing in relation to vulnerable and complex people among over 40 stakeholder agencies. This helps to integrate processes, and remove silo working and duplication. The internal delivery board for system implementation and operational realisation continues to function well.

Key outstanding issues for ECINS include:-
- Improving the volume of trainers and access to training as a result of increasing business need
- Facilitating system administration
- Building confidence in the system among users and potential users following slow take up during the early stages of the project.

## Drug Trafficking and Supply Offences

The 29% increase in drug trafficking and supply offences recorded in 2019 is largely attributed to various on-going operations conducted during the year such as Op Reacher. These have targeted various nominals and gangs resulting in increases in recorded drug and possession of weapon offences. Additionally, an increase in stop searches has taken place which has resulted in more drug charges (see page 8). The Operation Reacher approach will be rolled out to all 12 neighbourhood policing areas across the City and County in January 2020, each having a team (Sergeant and six officers) committed to tackling local issues and targeting those who commit crime. The teams will also help to maintain good community relationships through community engagement and partnership working.

## Fraud

Fraud offences continue to represent a significant challenge to the police and represent a growing demand on police resources. Investigations often complex and time consuming.

## Online Crime

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. These do not include fraud offences, which are captured separately. The majority of recorded online crimes are harassment offences, specifically malicious communications offences which have taken place online on forums such as Facebook and Twitter.

## Modern Slavery

The force continues to take a proactive approach to identifying and tackling modern slavery - seeking out offences in order to ensure that survivors are protected and offenders are brought to justice. This is reflected in the upward trend in recorded offences seen over the last year.

## Theme 2: Helping and Supporting Victims

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

| | | Aim | 12 months to Dec 2018 | 12 months to Mar 2019 | 12 months to Jun 2019 | 12 Months to Sep 2019 | 12 months to Dec 2019 | Change over last year % | Actual |
|---|---|---|---|---|---|---|---|---|---|
| 2A.1 | Police recorded domestic abuse crimes | Monitor | 13,339 | 14,263 | 14,558 | 14,921 | 15,394 | +15.4% | +2,055 |
| 2A.2 | Domestic abuse repeat victimisation rate | Monitor | 32.6% | 33.1% | 33.5% | 34.4% | 34.5% | +1.8% pts | n/a |
| 2A.3 | Domestic abuse: Positive Outcome Rate | Monitor | 15.8% | 14.6% | 14.6% | 13.8% | 13.4% | -2.4% pts | -52 |
| 2A.4 | % Domestic abuse victims satisfied (overall) | Monitor | 92.2% | 90.9% | 90.0% | 88.0% ● | n/a | n/a | n/a |
| 2A.5 | Serious sexual offences: Adult | Monitor | 1,497 | 1,489 | 1,504 | 1,447 | 1,466 | -2.1% | -31 |
| 2A.6 | Serious sexual offences: Child | Monitor | 1,426 | 1,401 | 1,392 | 1,406 | 1,387 | -2.7% | -39 |
| 2A.7 | Sexual Offences: Positive Outcome Rate | Monitor | 9.9% | 9.2% | 9.4% | 8.6% | 8.6% | -1.3% pts | -61 |

### Domestic Abuse

The force has seen an increasing trend in reported Domestic Abuse crime over the last two years due, in part, improvements in recording and a likely increase in survivor confidence to come forward and seek support from the force and partner agencies. The proportion of victims that are repeats has seen a small increase over the last year.

Levels of satisfaction with the police among survivors of domestic abuse have seen a progressive 12 month reduction since December 2018. The December 2019 review report revealed that over 22% of victims were dissatisfied with the extent to which they were kept Informed. The Force has devised an audit that looks at our staff keeping victims informed, this audit reviews numerous crimes for VCOP compliance and deals with non-compliance through a series of emails and later personal interventions from managers. Public Protection are monitoring this to see what impact it has on performance.

### Sexual Abuse

Both Adult and Child Serious Sexual Offences recorded by police saw a small decrease during 2019 when compared to the previous 12 months. The positive outcome rate has also fallen by over 3 percentage points since 2018, impacted in part by increases in levels of disclosure and third party reporting. The absolute volume of positive outcomes remains broadly stable.

## Theme 2: Helping and Supporting Victims

| | | Aim | 12 months to Dec 2018 | 12 months to Mar 2019 | 12 months to Jun 2019 | 12 Months to Sep 2019 | 12 months to Dec 2019 | Change over last year % | Actual |
|---|---|---|---|---|---|---|---|---|---|
| | **Theme 2B: Victims Receive High Quality and Effective Support** | | | | | | | | |
| 2B.1 | **Victims Code of Practice Compliance** | Monitor | **92.2%** | 91.2% | 90.4% | 90.0% | **90.0%** | **-2.6%** | n/a |
| 2B.2 | **Victim Services: Closed Cases** | Monitor | - | 2,386 | - | 3,526 | - | - | - |
| 2B.3 | **Improved cope and recover outcomes (all)** | Monitor | - | 78.7% | - | 80.6% | - | - | - |
| 2B.4 | **% crimes resolved via community resolution** | Monitor | **10.8%** | 10.7% | 10.5% | 10.7% | **10.4%** | **-0.4% pts** | **-57** |

**Victims Code of Practice**

The Victims 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. There has been a slight downturn in compliance over the past 12 months when compared to the previous 12 months. This is likely to be associated with additional offences which are now required to be recorded in addition to the primary offence in cases such as harassment and stalking.  In these cases, there would not be an expectation for an additional VCOP assessment to be undertaken for these linked offences.

**Victim Services**

Outcome data relating to PCC commissioned victim services is formally reported to the Ministry of Justice on a six monthly basis.  The latest return (September 2019) shows an increase in the number of cases included and closed by commissioned victim services and a marginal (+1.9%) increase in self-reported 'cope and recover' outcomes.

**Community Resolution**

The proportion of crimes resulting in community resolution has remained relatively stable over the previous year.

**Theme 3: Tackling Crime and Anti-social Behaviour**

| | | Theme 3A: People and communities are safer and feel safer | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|

| | | Aim | 12 months to Dec 2018 | 12 months to Mar 2019 | 12 months to Jun 2019 | 12 Months to Sep 2019 | 12 months to Dec 2019 | Change over last year % | Actual |
|---|---|---|---|---|---|---|---|---|---|
| 3A.1 | **Victim-based crime: Total** | Monitor | **91,648** | 93,262 | 92,582 | 92,432 | **92,076** | **+0.5%** | **+428** |
| 3A.2 | **Victim-based crime: Rural areas** | Monitor | **10,807** | 10,766 | 10,768 | 10,983 | **11,388** | **+5.4%** | **+581** |
| 3A.3 | **Victim-based crime: Urban areas** | Monitor | **79,785** | 81,321 | 80,915 | 80,463 | **79,532** | **-0.3%** | **-253** |
| 3A.4 | **Average Crime Severity: Force-wide** | Monitor | **174.14** | 170.33 | 167.99 | 163.34 | **163.01** | **-6.4%** | **-11.13** |
| 3A.5 | **Average Crime Severity: Priority areas** | Monitor | **180.12** | 173.49 | 170.03 | 165.87 | **164.22** | **-8.8%** | **-15.9** |
| 3A.6 | **Residents reporting experience of crime** | Monitor | **19.4%** | 19.4% | 18.9% | 18.1% | **18.9%** | **-0.5% pts** | **n/a** |
| 3A.7 | **% residents feeling safe in area by day** | Monitor | **89.5%** | 89.0% | 89.1% | 89.2% | **88.7%** | **-0.8% pts** | **n/a** |
| 3A.8 | **% residents feeling safe in area after dark** | Monitor | **60.5%** | 59.6% | 60.5% | 61.1% | **61.0%** | **+0.5% pts** | **n/a** |
| 3A.9 | **% reporting drug use / dealing as an issue** | Monitor | **47.3%** | 47.8 | 48.1% | 48.9%% | **43.3%** | **-4.0% pts** | **n/a** |

**Police recorded crime**

Police recorded crime has increased marginally during 2019, largely affected by:-

- Proactive approach to ensuring compliance with Crime Recording Standards
- Improved awareness and public confidence in relation to high harm offences such as domestic abuse and sexual offences
- Changes to crime recording legislation, specifically in relation to stalking and harassment offences
- A genuine increase in some crimes, which is corroborated by calls for service in relation to these offence types.

**Crime Severity**

The average severity score of crimes recorded (based on weightings via the ONS Crime Harm Index) has reduced. Average severity scores have reduced over the Quarterly twelve month comparisons and from the last 12 months compared to the current 12 month period; this indicates a higher volume of offences being committed that have a lower severity value and likewise, an overall reduction in the more severely coded offences.

The 23 Priority Areas have seen a steady reduction in their overall severity score both in the yearly comparisons and Quarterly yearly totals. This reflects the reductions seen on a Force-wide level, with the Priority Areas seeing a higher reduction overall.

**Resident concerns regarding drug use and dealing**

Respondents stating that they would like to see the police and other agencies do more to tackle 'drug use and drug dealing' in their local area has been increasing steadily since the survey was first introduced in June 2017.

**Theme 3: Tackling Crime and Anti-social Behaviour**

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

| | | Aim | 12 months to Dec 2018 | 12 months to Mar 2019 | 12 months to Jun 2019 | 12 Months to Sep 2019 | 12 months to Dec 2019 | | Change over last year % | Actual |
|---|---|---|---|---|---|---|---|---|---|---|
| 3B.1 | Violent knife crime | Monitor | 876 | 882 | 838 | 806 | 812 | | -7.3% | -64 |
| 3B.2 | Violent knife crime: Positive outcomes | Monitor | 27.5% | 30.4% | 28.4% | 28.3% | 27.8% | | +0.3% pts | +15 |
| 3B.3 | Gun crime | Monitor | 126 | 139 | 163 | 153 | 175 | ● | +38.9% | +49 |
| 3B.4 | Possession of weapons offences | Monitor | 956 | 1055 | 1162 | 1221 | 1,263 | ● | +32.1% | +307 |
| 3B.5 | Stop and Searches | Monitor | 2,508 | 3,070 | 3,933 | 4,608 | 5,405 | ● | +115.5% | +2,897 |
| 3B.6 | Stop and Search: Positive outcomes | Monitor | 37.7% | 41.3% | 41.8% | 42.5% | 42.5% | | +4.8% pts | n/a |
| 3B.7 | Alcohol-related violence | Monitor | 18.7% | 17.7% | 17.4% | 16.9% | 16.4% | | -2.3% pts | n/a |
| 3B.8 | Alcohol-related ASB | Monitor | 9.9% | 9.9% | 9.5% | 9.5% | 9.4% | | -0.5% pts | n/a |

**Violent Knife Crime**

There has been a steady reduction in the number of violent Knife Crimes recorded between 2018 and 2019 (-7.3%), most notably I the latest six month period. The proportion resulting in a positive outcome has remained relatively stable over the previous two years

**Gun Crime**

Recorded gun crime rose by almost 39% in 2019 driven in part by a series of incidents and discharges linked to two feuding groups in May/June 2019. The majority of significant discharges were linked to known nominals involved in drugs and /or organised crime. Firearms discharges increased by 5% nationally in 2018/19 to the highest levels since NABIS was formed. NABIS notes that medium sized forces are seeing an increase in recorded offences and new guns identified when compared to the traditional 'big five' forces.

**Stop Searches**

There has been a significant increase in the number of stop searches conducted since January 2018, largely attributable to Operation Reacher. This trend is likely to continue in view of new community teams being formed in January 2020 (see page 4).

Positive Outcomes improved steadily in 2019, increasing by almost 5% pts to 42.5%. The increase in activity and positive outcomes is primarily associated with targeted intelligence led operations which 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 increased by 30% in 2019 reflecting the positive proactive work of Op Reacher in taking more weapons taken off the streets.

**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. Steps to improve use of the marker led to an increase in recorded alcohol-related violence between October 2017 and December 2017. The monthly rate has since remained stable. Alcohol related violence has seen a steady reduction over the previous two years. Alcohol related ASB has also seen a downward trend over the previous two years.

**Theme 3: Tackling Crime and Anti-social Behaviour**

| | | Aim | 12 months to Dec 2018 | 12 months to Mar 2019 | 12 months to Jun 2019 | 12 Months to Sep 2019 | 12 months to Dec 2019 | Change over last year % | Actual |
|---|---|---|---|---|---|---|---|---|---|
| | **Theme 3B: Fewer People Commit Crime and offenders are supported to rehabilitate** | | | | | | | | |
| 3B.9 | **IOM: Offenders subject to monitoring** | Monitor | **288**\* | 282 | 286 | 281 | **302** | **+4.9%** | **+14** |
| 3B.10 | **IOM: Offenders successfully removed** | Monitor | **184**\* | 221 | 236 | 271 | **278** | **+51.1%** | **+94** |
| 3B.11 | **IOM: Reduction in average re-offending risk** | Monitor | **76.7%** | 75.1% | 74.2% | 74.0% | **73.7%** | **-3% pts** | **n/a** |
| 3B.12 | **Youth Justice First Time Entrants: City** | Monitor | **156** | 159 | 156 | 154 | **\*** | **-** | **-** |
| 3B.13 | **Youth Justice First Time Entrants: County** | Monitor | **196** | 178 | 158 | 137 | **122** | **-37.8%** | **-74** |
| 3B.14 | **Crimes with an identified suspect (average)** | Monitor | **2,545** | 2,703 | 2,787 | 2,836 | **2,897** | **+13.8%** | **+352** |
| 3B.15 | **Positive outcomes: All crime** | Monitor | **14.9%** | 14.9% | 15.4% | 15.5% | **15.4%** | **+0.5%** | **+1,096** |
| 3B.16 | **Positive outcomes: Victim-based crime** | Monitor | **12.0%** | 11.8% | 12.0% | 12.0% | **11.8%** | **-0.3%** | **-204** |

**Integrated Offender Management (IOM)**

Nottinghamshire is the first scheme to have developed a dynamic monitoring tool capable of measuring the long-term impact of IOM at cohort and individual offender level. The scheme has recorded 549 unique nominals on the Performance Tool since Jan 2016 and has an active managed cohort (in community or on short term sentence) of 253 with a further 281 IOM nominals on 4 years or more sentence. Those that have been removed from the scheme since January 2016 have seen an average reduction in reoffending risk of 73.5%. Across the whole cohort, there was an average reduction in reoffending risk of over 52% after 12 months on the scheme. The scheme successfully planned, risk triaged and managed 280 IOM prison releases in Notts in 2019.

In addition to daily management of the cohort, the scheme scores every offender who receives two years+ in Notts for IOM consideration and every member of the Knife Crime Risk cohort every three months. The scheme continues to respond to the changing profile of risk, including work with Operation Reacher to identify offenders for IOM and inclusion and to utilise IOM tactics within current covert and overt activities. \* Data from Jan 2016 to December 2018

**DVIOM Scheme**
This DV cohort shows a 41% drop in Risk of Reoffending Score across the scheme. Those DV perpetrators who have been removed from the DVIOM scheme show a 47% drop in PPIT risk.

**Youth Justice – First Time Entrants**

For the City, the yearly comparisons show a stable first time entrance level of between 154 and 159. \* October to December 2019 data pending. The county saw a 37% reduction in the number of FTE's in 2019. The downward trajectory is in line with national trends, with the England's average falling by 20.2% over the previous year. The Youth Justice Board highlight these reductions as positive, with more young people being diverted away from the criminal justice system by early intervention and crime prevention projects.

**Identified Suspects**

The number of Niche crime outcomes with a named suspect has been increasing steadily over the last year.

**Theme 3: Tackling Crime and Anti-social Behaviour**

| | | Aim | 12 months to Dec 2018 | 12 months to Mar 2019 | 12 months to Jun 2019 | 12 Months to Sep 2019 | 12 months to Dec 2019 | Change over last year % | Actual |
|---|---|---|---|---|---|---|---|---|---|
| | **Theme 3C: Build Stronger and More Cohesive Communities** | | | | | | | | |
| 3C.1 | Police recorded hate occurrences | Monitor | 2,315 | 2,365 | 2,352 | 2,346 | 2,320 | +0.2% | +5 |
| 3C.2 | Hate crime repeat victimisation rate | Monitor | 15.3% | 16.0% | 15.8% | 15.3% | 14.7% | -0.6% pts | n/a |
| 3C.3 | % Hate crime victims satisfied (overall) | Monitor | 81.5% | 83.0% | 84.2% | 85.4% | n/a | n/a | n/a |
| 3C.4 | % feeling there is a sense of community | Monitor | 50.6% | 50.7% | 50.8% | 51.1% | 52.6% | +2.0% pts | n/a |
| 3C.5 | % feeling different backgrounds get in well | Monitor | 54.1% | 53.7% | 53.8% | 53.1% | 53.4% | -0.7% pts | n/a |
| 3C.6 | Anti-social Behaviour Incidents | Monitor | 31,968 | 32,078 | 31,870 | 31,647 | 31,455 | -1.6% | -513 |
| 3C.7 | Anti-social Behaviour Incidents: % Repeats | Monitor | 28.5% | 28.3% | 28.4% | 28.4% | 28.4% | -0.1% pts | n/a |
| 3C.8 | Alcohol-related ASB | Monitor | 9.9% | 9.9% | 9.5% | 9.5% | 9.4% | -0.5% pts | n/a |

**Hate Crime**

Recorded Hate Crime has remained steady over the previous two years while repeat victimisation rates have fallen slightly. There has been an upturn in victim satisfaction with the police during 2019. Being 'Kept Informed' is the main area for improvement in relation to victim satisfaction.

**Anti-social Behaviour**

Performance in relation to ASB remains relatively stable, however, alcohol related ASB has also seen a slight downward trend over the previous year. Repeat ASB incidents have remained constant over the period. New questions introduced into the PCC's Police and Crime Survey in 2019 will provide a consistent measure of self-reported experience of ASB and its impact in 2020.

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

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

| | | Aim | 12 months to Dec 2018 | 12 months to Mar 2019 | 12 months to Jun 2019 | 12 Months to Sep 2019 | 12 months to Dec 2019 | | Change over last year % | Actual |
|---|---|---|---|---|---|---|---|---|---|---|
| 4A.1 | Police are dealing with the issues that matter | Monitor | 40.2% | 40.3% | 40.3% | 40.9% | 42.0% | | +2.0% pts | n/a |
| 4A.2 | Residents feeling the Police do a good job | Monitor | 47.6% | 46.9% | 47.7% | 47.9% | 49.3% | | +1.7% pts | n/a |
| 4A.3 | Residence reporting confidence in the police | Monitor | 53.8% | 53.5% | 53.4% | 53.6% | 54.9% | | +1.1% pts | n/a |
| 4A.4 | % residents satisfied with the police | Monitor | 59.2% | 60.5% | 59.2% | 60.4% | 59.2% | | 0 | 0 |
| 4A.5 | PSD Recorded Complaints | Monitor | 946 | 1,004 | 989 | 988 | 989 | | +4.6% | +43 |
| 4A.6 | PSD Recorded Complaints: Timeliness (days) | Monitor | 53 | 55 | 55 | 60 | 68 | ● | +28.3% | +15 |

**Public Confidence in the Police**

Indicators of public confidence in the police saw marginal improvements during 2019, with the proportion of residents feeling that they had confidence in the police rising from 47% to 49% and the proportion feeling that the police were 'doing a good job' rising from 53% to 55%. These trends have been largely driven by improvements in Nottingham City, where around 59% reported having confidence in the police and 55% felt that the police were 'doing a good job'.

**PSD Recorded Complaints: Timeliness**

The average timeliness for the resolution of PSD complaints has risen from 53 days in 2018 to 68 days in 2019. Several factors have contributed to this increase, which include:-

- Data cleansing of information recorded on Centurion - with outstanding complaints being chased for completion. This has skewing the data.
- Rotation and abstraction of the dedicated staff who deal with complaints by way of local resolution. This has also contributed to deteriorations in timeliness.

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

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

| | | Aim | 12 months to Dec 2018 | 12 months to Mar 2019 | 12 months to Jun 2019 | 12 Months to Sep 2019 | 12 months to Dec 2019 | | Change over last year % | Actual |
|---|---|---|---|---|---|---|---|---|---|---|
| 4B.1 | **Spend vs Budget: Revenue** | Monitor | - | +£0.8m overspend | - | - | - | | - | - |
| 4B.2 | **Spend vs Budget: Capital** | Monitor | - | -£8.4m underspend | - | - | - | | - | - |
| 4B.3 | **Revenue Efficiencies Against Plan** | Monitor | - | £2.4m | - | - | - | | - | - |
| 4B.4 | **Staffing vs Establishment: Officers** | Monitor | * | 99.8% 1,936/1,940 | 99.7% 1,943/1,950 | 98.9% 1,939/1,960 | **98.2% 1,935/1,970** | | **-1.6% pts** | n/a |
| 4B.5 | **Staffing vs Establishment: Staff** | Monitor | * | 97.5% 1,108/1,150 | 97.0% 1,115/1,151 | 96.9% 1,157/1,123 | **97.0% 1,166/1,131** | | **-0.5% pts** | n/a |
| 4B.6 | **Staffing vs Establishment: PCSOs** | Monitor | * | 91.6% 183/200 | 90.3% 181/200 | 87.7% 175/200 | **84.6% 169/200** | | **-7% pts** | n/a |
| 4B.7 | **Days lost to Sickness: Officers** | Monitor | **18,654** | 19,176 | 19,710 | 20,311 | **20,733** | ● | **+11.2%** | **+2,079** |
| 4B.8 | **Days lost to Sickness: Staff** | Monitor | **15,035** | 14,552 | 14,384 | 14,521 | **14,225** | | **-5.4%** | **-810** |

**Budget vs Spend: Revenue/Capital**

Financial year end reporting.

**Staffing: Officers/Staff/PCSOs**

There has been a small reduction in Police Officers staffing levels compared to establishment since April 2018. Police staffing levels versus establishment remained relatively stable during 2019. PCSOs staffing levels fell steadily during 2019 against the establishment target of 200. *No Data available for Q1 2018

**Sickness: Officers/Staff**

Police Officers have seen a steady increase in the number of sickness days over the past two years, with an 11.2% increase in the 12 months to 2019 when compared to 2018. The primary reasons for sickness are 'psychological disorders' which account for between 25%-38% of sickness. Police Staff have seen a reduction of over 5% for the same comparable period.

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

| | | Aim | 12 months to Dec 2018 | 12 months to Mar 2019 | 12 months to Jun 2019 | 12 Months to Sep 2019 | 12 months to Dec 2019 | Change over last year % | Actual |
|---|---|---|---|---|---|---|---|---|---|
| | **Theme 4C: Achieving Value for Money – Demand Management** | | | | | | | | |
| 4C.1 | **Calls for Service: 999** | Monitor | **183,680** | 185,979 | 186,229 | 189,325 | **190,968** | **+4.0%** | **7,288** |
| 4C.2 | **Abandoned Call rate: 999** | Monitor | **0.124%** | 0.109% | 0.076% | 0.057% | **0.111%** | **-** | **-** |
| 4C.3 | **Calls for Service: 101** | Monitor | **429,438** | 432,323 | 417,705 | 406,989 | **400,047** | **-6.9%** | **-29,391** |
| 4C.4 | **Abandoned Call rate: 101** | Monitor | **6.5%** | 5.1% | 3.5% | 2.0% | **2.1%** | **-4.4% pts** | **n/a** |
| 4C.5 | **Response times: Grade 1 Urban** | Monitor | **77.2%** | 77.5% | 77.9% | 78.7% | **79.3%** | **+2.1% pts** | **n/a** |
| 4C.6 | **Response times: Grade 1 Rural** | Monitor | **74.7%** | 74.9% | 74.6% | 74.6% | **74.2%** | **-0.5% pts** | **n/a** |
| 4C.7 | **Response times: Grade 2** | Monitor | **51.0%** | 50.4% | 50.9% | 52.1% | **52.5%** | **+1.5% pts** | **n/a** |
| 4C.8 | **Compliance with NCRS** | Monitor | **94.0%** | 94.0% | 94.0% | 94.0% | 94.0% | **0** | **0** |

**Calls for Service: 999 and 101**

999 calls have seen successive increases over the last two years; this has been a Nationwide trend. Abandoned call rates for 999 calls are extremely low. 101 calls have seen successive decreases over the last two years, mainly attributable to the cost of using the service and the Public reluctance to incur a charge. Abandoned call rates for 101 calls have seen a steady decline over the last two years.

**Response Times within Target**

Grade 1 Urban response times have seen a steady improvement over the period, increasing from 77.2% to 79.3% from 2018 to 2019.
Grade 1 Rural response times have maintained a steady trend over the period.
Grade 2 response times overall have seen a slight improvement over the period.

**Compliance with NCRS**

Figures taken from indicative compliance calculations based on a 'Golden Ratio' that has been previously calculated from statistically significant audit samples. Notts have adopted this method of monitoring compliance in line with Merseyside and Cheshire. The figures above show a strong level of compliance with little variance. This is testament to the robust crime management arrangements that the Force has in place.