

For Information	
Public	Public
Report to:	Strategic Resources and Performance Meeting
Date of Meeting:	23 May 2014
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Agenda Item:	5

Chief Constable's Update Report

1. Purpose of the Report

- 1.1 The purpose of this report is to update the Office of the Police and Crime Commissioner (OPCC) of significant events and work that has taken place since the previous update in January 2014.

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 OPCC is aware of the most recent significant and notable events that have taken place since the previous update report in January 2014.

4. Summary of Key Points

- 4.1 The attached report provides updates across a range of activity that has taken place within Nottinghamshire Police since the previous update report in January 2014 (please see Appendix 1).
- 4.2 A significant amount of work has taken place since the previous update was provided to the OPCC and the report attached gives the highlights of some of the changes and developments that have occurred.
- 4.3 This report will continue to be provided on a quarterly basis.

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 This is an opportunity to make the OPCC aware of the significant events for Nottinghamshire Police since September 2013, the majority of which are already in the public domain. There are no risks.

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 Updates within the attached appendix comply with legislation around the publication of court cases and other associated police communications.

11. Details of outcome of consultation

11.1 There has been no consultation on this report as it is for information only.

12. Appendices

12.1 Appendix 1 – Chief Constable's Update Report 23rd May 2014.

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Appendix 1



Chief Constable's Update Report

Strategic Performance and Resources Board

23rd May 2014

Version 1.0

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1.0 Introduction

- 1.1 Since the previous update report was presented to the Strategic Performance and Resources Board in January 2014, work has been ongoing to design an even more efficient and effective Force that continues to deliver value for money and improved customer satisfaction, continues cutting crime and keeps the communities of Nottinghamshire safe from harm.
- 1.2 Underpinning all of the work that takes place across the Force are the PROUD values (please see details attached at appendix 1). As the Chief Constable, I am clear that all officers and staff uphold the PROUD values in the way they represent Nottinghamshire Police and in everything that they do. As the Government and Police Service launches the national Code of Ethics we will ensure that we fully support its implementation and demonstrate that the Code underpins, supports and reinforces our PROUD values.
- 1.3 An update on the Force's change programme, 'Designing and Delivering the Future of the Force' (DTF) is included in this report to show how Nottinghamshire Police is responding to the most recent budget cuts and developing a workforce for the future. The Force values clearly support this programme of work as we move forward as one team to ensure longevity in the highest level of service provision for the communities of Nottinghamshire.
- 1.4 In addition to the work described above and below, which is being carried out with our staff and officers, we have, amongst many other things:
 - been subject to a number of inspections by HMIC,
 - made key developments in our IT,
 - seen changes to the way we work collaboratively in terms of Operational Support,
 - made many outstanding arrests,
 - undertaken numerous complex investigations,
 - held the first 'Celebration of Achievement' awards event,
 - seen a change to the way in which Operational Support resources are managed, and
 - made changes to the Force's Front Counter service.
- 1.5 This report gives an update on just some of the work that has been taking place recently and is set out by each of the Force's three priority areas;
 1. To cut crime and keep you safe
 2. To spend your money wisely
 3. To earn your trust and confidence

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2.0 Priority 1: Cut Crime and Keep You Safe

- 2.1 Crime in Nottingham continues to fall. During 2013/14 there was a 0.6% overall crime reduction in the city, which meant that Nottingham experience the lowest recorded crime levels since the early 1980s. This is testament to the hard work of our officers and staff who continue to deliver an exceptional level of service to the communities in Nottingham.
- 2.2 There has been much work taking place in the city over recent months to achieve this crime reduction. The appealing abundance of mobile phones and tablet devices carried by people in the city has led to an introduction of a Mobile Phone Team. The result of their work has been a significant reduction in mobile phone theft across the city. Use of technology by the team has seen many phones and i-pads tracked and recovered while searches of key locations have resulted in numerous phones being seized. They also target venues and events at key times based on the sharing of intelligence nationally.
- 2.3 Prolific shop offenders are targeted through Operation Dormice, which is a Force-wide Operation focussed on tackling shop theft. This Policing Operation has led to a reduction in offending by 58% between January and March 2014 and is now a Force-wide policing operation.
- 2.4 In addition to the above, a Burglary Team has been established in the city in order to tackle car key and Asian gold burglaries. The Team works closely with Trading Standards and the local policing team to identify and close down outlets for stolen goods and have been successful in bringing offenders to justice who were responsible for a series of burglaries.
- 2.5 As well as the recent successes in the city, the county Basic Command Unit (BCU) has achieved a 40% reduction in vehicle crime during January to March 2014 when compared with the same period in 2013. This is reflected in the Force's overall vehicle crime figures, which showed a reduction of 47 offences between 1 April 2013 and 31 March 2014 and 88 fewer thefts from vehicles achieved through targeted activity and close partnership working.
- 2.6 The county is also continuing its work to tackle the harmful effect of irresponsible drinking and has achieved the Local Alcohol Action Area status (a project led by the Home Office, which is running between February 2014 and March 2015). The project has three specific objectives:
 1. Reduce alcohol related Crime and Disorder;
 2. Reduce negative health impacts;
 3. Promote a vibrant and diverse Night Time Economy by encouraging alternatives to drinking

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- 2.7 A three year early intervention plan for young people aged 10-17 is being developed in the county BCU. Young people, along with their carers, are invited to educational intervention workshops, which are designed to address issues relating to; antisocial behaviour (ASB) where alcohol played a key part for them or the people they were with; licensing offences associated with ASB and the purchase of alcohol; and low level drugs offences.
- 2.8 Recently, a plain clothes policing operation in which a handbag containing a purse with money in was abandoned in pubs in Mansfield has underlined the safety of the town and the honesty of those enjoying a night out there. The handbag was left unattended in three town centre premises and in all venues it was picked up and handed to staff working there. This policing operation has been run three times since the start of December and each time the bag has either not been taken and has been handed in on eight occasions.
- 2.9 Since the previous update report in January, there have been many changes and achievements for a number of our specialist support departments. For example, a HMIC report published in March praised the effectiveness in several areas of the Force's approach to taking domestic abuse (DA). The report also set out a number of recommendations for improvement, which were welcomed by the Force. Public Protection has developed strong links with other organisations so that information is shared to protect high risk victims. A second Domestic Abuse training DVD has been created by the Force Corporate Communications Department and will be shown to every officer in Force from May onwards.
- 2.10 In addition, the Force had previously taken part in the pilot for Domestic Violence Disclosure Schemes (DVDS), formally known as 'Claire's Law', which has now been rolled out nationally. The Force is now rolling out the Domestic Violence Protection Order and Domestic Violence Protection Notice schemes, which give police officers the power to prevent offenders returning to their address for a period of time. This is being rolled out regionally by Superintendent Helen Chamberlain.

3.0 Priority 2: To Spend Your Money Wisely

- 3.1 Nottinghamshire Police's overarching vision is 'To be the best performing Police Force in England and Wales'. In order to achieve this vision we will ensure that the budget allocated to us is spent wisely and that a balanced budget is delivered at the end of the year.
- 3.2 Since the Government announced the austerity measures in 2010, the Force has made over £40 million savings. However, the funding pressure continues to grow and, due to this and continued price and salary inflation, we must now save an additional £12.7 million in 2014/15. This makes the delivery of a balanced budget at the end of the year, even more of a challenge.

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- 3.3 We are working to deliver these savings through the continuation of our efficiency work and the development of the 'Designing and Delivering the Future of the Force' programme, which is being led by Superintendent Mark Holland and Chief Inspector Linda McCarthy.
- 3.4 The Programme is based on a 'systems thinking' approach to designing out waste across a number of systems. Focus groups have taken place with Divisional and Departmental staff focusing on demand, processes and output. The aim has been to engage with officers, staff, the public and our partners to make a mature assessment of what areas require attention to improve our services further. Design champions have been a major part of the engagement process, drawing on staff from different ranks, grades, departments, and divisions who volunteered to share their knowledge and expertise and inform the change process. The three phases of the work are:
 - Phase 1: Operational Policing
 - Phase 2: Crime and Justice
 - Phase 3: Corporate Services
- 3.5 The Forcewide Cannabis Dismantling team is now fully operational and are on track to save £100,000 in their first year. The team are producing quality intelligence submissions allowing analysts to properly link crime scenes together for the first time. They are also now trained and equipped to execute fail to appear warrants and since their conception the number of outstanding warrants forcewide has begun to decrease. We have saved a further £40,000 so far this year on forensic submissions for drugs as the drugs experts are now providing the service in house.
- 3.6 A key part of the work to ensure consistent and continuous service delivery is the concept of an integrated service provision, which is being pursued on the county BCU. There is an ambition by the Division to build the most integrated services in the country thereby improving partnership working and focusing on shared priorities and intelligence with partner organisations.
- 3.7 A key element of the Policing Plan is to make full and effective use of our website, using a range of traditional and social media channels, to keep people informed about what we are doing and make it easier to communicate with us. The county BCU is at the forefront of employing robust research based evaluation in relation to such technology in order to accurately inform future technology use. A research programme is currently underway to evaluate the effectiveness of police-led social and digital media engagement with young people and determine whether such platforms realise the potential benefits that are associated with effective community engagement.

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- 3.8 The county BCU has also been at the forefront of maximising the value and contribution of our volunteer force with proposals currently being presented to the Chief Officer Team around the creation of a centralised department designed specifically to coordinate and maximise the deployment and use of the volunteer workforce. This represents an innovative approach to the way such assets are used.
- 3.9 Nottinghamshire Police is continuing to be at the forefront of change in the East Midlands Region. On 1st April 2014 a new regional command structure for specialist policing teams in the East Midlands went live. The East Midlands Operational Support Services (EMOpSS) now has responsibility for managing and deploying resources including firearms, dog sections, search and roads policing units in Leicestershire, Lincolnshire, Northamptonshire and Nottinghamshire. Leading the team is Chief Superintendent Chris Haward of Leicestershire Police, who will be supported by Superintendent Ian Howick (Nottinghamshire Police) for the south of the region as well as specialised services and Superintendent Shaun West (Lincolnshire Police) for the two northern counties as well as armed policing and strategic roads policing. The establishment of this regional team will ensure even greater value for money through the provision of specialist police services in a consistent approach across the East Midlands region.
- 3.10 In September 2013 the restructure of Public Protection was completed. The structure changed from a hybrid model where the ownership and management of resources was split three ways to a centrally managed, owned locally delivered model. The benefits are currently being evaluated through a six month review but ostensibly Public Protection is in effect a stand alone department that now manages its own major investigations and through the use of Omni competent managers and staff now manage enquiries across the whole force area.
- 3.11 As part of their inspection programme, HMIC have visited the Force on two recent occasions to look at how we spend our money and make the best use of police officer and front line police staff time. HMIC undertook an inspection of Nottinghamshire Police between 24th - 27th March 2014 on 'Making Best Use of Police Time'. The inspection was focused on preventative policing, police attendance, and freeing up police time. Key questions about preventing crime, how forces respond when incidents are reported, and freeing up time for front line staff by exploiting technology etc and other areas of the business were included. The results of this inspection are due to be published at the end of June/beginning of July.
- 3.12 HMIC also carried out a 'Valuing the Police 4' inspection of Nottinghamshire Police on 12th and 13th May. The purpose was to look at how we are responding to the remainder of the spending review and to look at our preparations for 2015/16 and beyond. The results of this inspection will be shared with us in due course.

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4.0 Priority 3: To Earn Your Trust and Confidence

- 4.1 Victim satisfaction and public confidence in local police has improved significantly in recent years. However, the force continues to focus on understanding victims and witnesses and on our diverse communities in order to help us understand the different and changing needs and expectations of the public that we serve.
- 4.2 Understanding our demand is a key to helping us work with our communities in order to build their trust and confidence in Nottinghamshire Police. This year we will see the Force Control Room transform to a Contact Resolution and Incident Management hub with a problem solving approach to all incoming public demand and further improving the way that we problem solve incidents for people who call for service.

The work will be closely linked to key partners so that the public have problems solved at the first point of contact by the right agency, preventing the need for further calls for service, and ensuring improved satisfaction. We are working closely with Lancashire and Staffordshire Police who have implemented this improved approach and are starting to see the benefits for the public.

- 4.3 Nottinghamshire Police come into contact with a number of people affected by mental health issues. In order to help improve our services to people with these issues, we have set up a mental health tactical group to tackle all force issues that affect demand, crime and sickness regarding mental health. This links closely with the prevent agenda. We have re-written the joint protocol with partners around Section 136 of the mental Health Act to define what 'exceptional circumstances' means regarding bringing people into custody, which should reduce the numbers of people that need to be brought into custody with mental health issues and ensure that they are given the most appropriate treatment to meet their needs. Triage cars went live on 4th April 2014. In addition funding has been secure from the Office of the Police and Crime Commissioner via the Reducing Reoffending Board, to increase operating hours of the mental health nurses in the custody suites from five to seven days a week.
- 4.4 There has been a significant amount of work taking place in the city and county to address hate crime related matters. Chief Inspector Ted Antill is working with the PCC, City and County Council and the Hate Crime Steering Group to develop the third party reporting service, which is up and running in 23 locations. The emphasis is on locally-based, face-to-face interaction between victims of hate crime, or persons reporting on someone else's behalf, and people at the Centres who are trained to identify hate crime, offer support and signpost to agencies who can assist.

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2013/14 saw a total of 693 hate crimes recorded by Nottinghamshire Police, an increase of 16.7% (99 more crimes) on the previous year. This reflects the hard work of all agencies involved to give victims the confidence to come forward and report hate crime.

- 4.5 There has also been a significant amount of work regarding the use of stop and search over recent months. The Force's Professional Standards Department is working to increase the confidence of communities most likely to be stopped and searched by encouraging people to report any concerns to us. Work is also being undertaken to enhance the mobile data solution to enable the effective mapping of the location of stop and searches to help understand any disparity across communities. We are also further developing our youth engagement through visits to schools and offering explanations of rights and powers as well as arranging meetings for young people and local officers to raise awareness of the impact of stop and search and to help improve confidence.
- 4.6 The county BCU is leading an initiative designed to identify new ways of engaging young people with a view to improving trust and confidence. The initiative is being led by divisional Schools and Early Intervention Officers and will involve a cross sectional survey of 600 plus young people from across the organisation. There will be an evaluation of the way we currently engage with young people with a view to establishing the most appropriate methods of future engagement.
- 4.7 Further work with young people is being developed by the county BCU, which is currently in the process of developing an innovative method to facilitate the inclusion of young people from across the Force area in an online forum whereby they can influence local decision making; the ultimate aim here is to improve trust and confidence within this part of the community. Local officers are seeking to create the forum using an online video or web based conferencing facility that would convene three to four times a year and involve young people from across the county area. The forum would be a merged Independent Advisory Group (IAG) and Safer Neighbourhood Group (SNG) in which invited young people would 'log on' from home or at an agreed community venue and participate in young people / police related discussions. Members will be seen as critical friends to the organisation and the forum would have defined links with the current (adult) IAG process. Not only would we seek young people's opinions on local policy and decision making, we will seek to discuss the issues that have been identified by local young people offering problem solving advice that can be disseminated to Neighbourhood Policing Teams across the organisation.
- 4.8 In the city, victim satisfaction remains above the national average. Work has taken place with Victim Support to brief every manager on victim care and the city has led on the introduction of the Victim Strategy, which is fully linked with the Sergeants toolkit.

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- 4.9 Vanguard Plus, Vanguard and the Community Cohesion Team working across the City continue to build trust amongst the communities in Nottingham. Innovative work with Nottinghamshire Probation Trust and the Department for Work and Pensions has seen routes out of criminality for young people being tested with huge success. The vast majority of those engaged in the scheme are now on apprenticeships or in work and there has been a corresponding and significant reduction in serious youth violence compared to last year.
- 4.10 The City has also retained its Purple Flag Award - an award for excellence in the management of the night time economy. The new joint licensing approach has seen significant achievements at venues, specifically Rock City where engaging with management to improve security in the club has seen violence and mobile phone theft significantly reduced.
- 4.11 Street Pastors continue to be supported and now over 100 volunteers are involved in the city centre from 10pm-3am for anyone who needs a place of safety, first aid, advice or somewhere to wait for friends or a taxi. An indication of the success of this scheme is the fact that it has been expanded to cover Bulwell, Sneinton and St Ann's. Overall, the whole City has seen NTE Violence reduce.
- 4.12 A survey released by the CDP in March reported that perceptions of ASB continue to improve, almost all types of ASB have seen an improvement, people are reporting they "feel" safer, and confidence in the Police and Council remains high. Of note the new [ASB Crime and Policing Act \(2014\)](#) has been introduced by the government, which has been directly influenced by experiences of anti-social behaviour and policing in Nottinghamshire.

Additional Information

- In March this year the Police Cadets won the 2014 National Cadet Competition Trophy at the Emergency Services Cadet Competition. Over one weekend the cadets took part in a grueling test of skill and competed in a nighttime orienteering exercise, an army fitness test, an army assault course, weapon handling, map reading skills, problem solving, potted sports, a gun run and a battle exercise where casualties had to be rescued from the local beach.
- On 29 and 30 January, the Force held its first ever 'Celebration of Achievement' ceremony at the Albert Hall in Nottingham. There were a mix of Chief Constable's and Crown Court commendations as well as long service medals and certificates. This is a new style recognition ceremony designed to celebrate long service and individuals who have gone above and beyond the call of duty together at one event.

Appendix 1

PROUD To Serve: Our Values

PROUD embodies everything we stand for as an organisation.

Professional

Respect for all

One Team

Utmost integrity, trust and honesty

Doing it differently