

For Information	
Public/Non Public*	Public
Report to:	Strategic Resources and Performance Meeting
Date of Meeting:	18th September 2020
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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 July 2020

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 June 2020.

2. Recommendations

- 2.1 It is recommended that the contents of the 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 is included where possible to give a 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 Financial performance monitoring is highlighted in appendix A under ‘theme 4: Transforming Services and Delivering Quality Policing.’

6. Human Resources Implications

- 6.1 Human Resource implications are evaluated against overall force performance and demand. Any resource changes required as a result are managed by the Force as appropriate. Further detail is analysed in ‘Theme 4B: Achieving Value for Money – Budget and Workforce’.

7. Equality Implications

- 7.1 Equality, diversity and human resources are considered throughout each area of Force business. Any exceptions arising in this area of business will be discussed in the performance 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 2020/21

QUARTER 1: PERFORMANCE TO JUNE 2020

Guidance notes:

1. The following performance indicators are taken from the Police and Crime Commissioner's (PCC) plan 2018-21. The information is structured according to the four strategic priority themes.
2. Wherever possible, performance information is provided for a 12 month rolling period compared to the equivalent 12 months of the previous year, 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 and further insight is 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)
6. Due to the impact of the COVID-19 pandemic Coronavirus Restrictions which came into force in March 2020, it has not been possible to undertake planned face to face fieldwork this quarter as part of the Commissioner's rolling Police and Crime Survey. The situation will be re-assessed following the further easing of lockdown measures on 4 July, with a view to resuming the programme of consultation in late summer if deemed safe, practical and appropriate to do so.

Performance exceptions:

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

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

Summary of Key Performance Headlines and Exceptions

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

- Nottinghamshire Police was assessed by HMICFRS as 'GOOD' at Protecting Vulnerable People as part of the 2019 PEEL inspections.
- Safeguarding referrals continue to show marked increases each quarter, largely due to improved training and better Partnership working.
- Missing Persons Reports have continued to see progressive reductions each yearly quarter.
- Recorded Modern Slavery offences saw a marked increase in the 12 months to June 2020 (+149.1%) partly due to the dedicated team and on-going training & awareness raising.
- Police recorded Child Sexual Exploitation (CSE) offences continue to see reductions.
- Online crime saw increases in the latest quarter and yearly comparison.

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

- Domestic Abuse crimes increased by 4.2% in the year ending June 2020 compared to the previous 12 months; lockdown measures and victims being furloughed at home are thought to have contributed.
- The collection of DA satisfaction data for the last quarter has not been possible due to Covid-19 restrictions.
- Both Adult and Child Serious Sexual Assaults saw reductions in the year ending June 2020.

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

- Victim-based crime decreased by a further 8,778 offences in the year ending June 2020.
- Crime in urban areas continued to decrease more noticeably than rural areas.
- Of the 23 Priority Areas, Basford and Arboretum recorded the highest severity scores in the 12 months to June 2020.
- Gun Crime saw noticeable decreases between March and May 2020 and then a marked increase to 17 offences in June 2020.
- Both Alcohol related Violence and ASB continued to see reductions in this period compared to the previous two years.
- Both City and County YOTs have seen reductions in their FTE's in the past 12 months.

Theme 4: Transforming Services and Delivering Quality Policing – Pages 11 to 14

- PSD recorded timeliness saw a large increase in the 12 months to June 2020.
- Both Police Officer and Police Staff sickness levels saw reductions compared to the previous 12 months.
- 999 calls for service saw a reduction in the latest year to June 2020, with April 2020 seeing the lowest number of calls received in two years.

Theme 1: Protecting Vulnerable People from Harm

Theme 1A: More Vulnerable People Safeguarded and Protected

	Aim	12 months to Jun 2019	12 months to Sep 2019	12 months to Dec 2019	12 months to Mar 2020	12 months to Jun 2020	Change over last year		
							%	Actual	
1A.1	Adult and Child Safeguarding Referrals	Increase	5,837	6,401	6,739	7,056	● 7,450	+27.6%	+1,613
1A.2	Missing persons	Monitor	3,242	3,153	2,964	2,895	● 2,712	-16.4%	-530
1A.3	Missing: No apparent risk	Monitor	3,094	3,016	3,008	3,103	2,838	-8.3%	-256
1A.4	Mental health-related incidents	Monitor	18,708	18,456	18,416	18,818	19,249	+2.9%	+541

Safeguarding Referrals

Overall, safeguarding referrals continued to increase in Nottinghamshire in 2019/20 and have continued the trend in the first quarter of this year, reaching a new peak in June 2020 of 777. Overall, referrals increased by 27.6% during the year.

This positive trend provides the force and partner agencies with confidence that improvements are being made in the identification and recording of safeguarding concerns, enabling agencies to take appropriate safeguarding actions to minimise the risk of harm. Improved training and better Partnership working in relation to CSE, PPNs and Knife crime are believed to have impacted upon this positive trend.

Missing Person Reports

Missing Person reports have been in decline since May 2018 following force investment in a dedicated Missing Team to work collaboratively on safeguarding issues. These reductions, which totalled 15.5% in 2019/20 have bucked rising trends seen among other police forces and are estimated to have equated to savings of around £1.3 million over the last two years. The latest quarter has seen further reductions with average monthly reports falling from 244 to 226 in the last year.

Reports of 'Missing with no apparent risk' (formerly Absent Persons Reports) increased sharply during February and March 2020 – reaching the highest monthly rate (302) since July 2018. The latest quarter saw large reductions in April and May 2020, when 'lockdown' was at its peak. June 2020 has seen levels jump again to 259 this month; to more 'normal' levels.

Mental Health-Related Incidents

The last 12 months have seen a monthly average of 1,604 police recorded mental health reports, which is an increase on the previous year monthly average of 1,559. Police recorded mental health incidents had been in decline since Summer 2019, but saw a marked increase during the previous quarter that continues into this quarter; most likely attributable to the emotional and mental impact of Covid-19 and lockdown measures. Overall, the number of mental health-related incidents recorded by police increased by a 2.9% over the 12 month period.

Theme 1: Protecting Vulnerable People from Harm

Theme 1B: Improved Response to Serious and Emerging Threats

	Aim	12 months to Jun 2019	12 months to Sep 2019	12 months to Dec 2019	12 months to Mar 2020	12 months to Jun 2020	Change over last year	
							%	Actual
1B.1	Fraud Offences	3,076	3,049	3,006	3,013	2,877	-6.5%	-199
1B.2	Online Crime	3,567	3,469	3,556	3,641	3,813	+6.9%	+246
1B.3	Drug Trafficking and Supply Offences	847	897	947	908	959	+13.2%	+112
1B.4	Police recorded Child Sexual Exploitation	588	575	560	525	520	-11.6%	-68
1B.5	Police recorded Modern Slavery offences	53	73	102	116	132	+149.1%	+79

Modern Slavery

The last financial year saw significant increases in recorded modern slavery offences and the latest quarter continues this trend with a 149.1% increase compared to the previous year. This positive trend largely reflects on-going training and proactivity among officers and an increased awareness of the nature, risk, legislation and signs of slavery. The force has a dedicated Modern Slavery and County Lines Team. The force continues to take a proactive approach to identifying and tackling modern slavery - seeking out offences, ensuring survivors are protected and that offenders are brought to justice.

Fraud offences and online crime

Fraud offences and online crime continue to represent a significant challenge to the police and represent a growing demand on police resources. Fraud saw a 6.5% reduction over the last 12 months, while Online crime saw a 6.9% increase, possibly due to increased online activity during the lockdown period.

Child Sexual Exploitation

The latest quarter has seen a continuation in the reduction of CSE, with an 11.6% decrease compared to the previous 12 months. There are no definitive factors that can be evidenced to explain this reduction. However, a number of considerations can be given to provide possible context for the reduction:-

- Previously, CSE was a force priority area and heavily advertised; more recently CCE (Child Criminal Exploitation) has become the priority and some crimes may now be recorded as this.
- Notts has recently seen an uplift in the recruitment of new officers; there may be issues with their training and understanding of crimes linked to CSE and the use of the correct flags.
- There has been increased education and advertisement about CSE in the public domain; this could have had the potential to put some offenders off or, has made them smarter in their offending so that crimes are becoming better hidden.

Drug Trafficking and Supply Offences

Recorded drug trafficking and supply offences have continued to increase; over 13% in the past 12 months.

In the latest quarter, there have been 21 drug seizures, 62 vehicles seized of which 7 were stolen and £3000 of criminal cash seized.

The Op Reacher teams are continuing to support the local church with care packages and have also liaised with Tesco to supply a gift hamper to a local resident who had gone above and beyond their normal duties during the pandemic. Police vehicles are also to receive 'Reacher' branding (with a black bonnet and Op Reacher on it) and will be a visual sight on the roads

Theme 2: Helping and Supporting Victims

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

	Aim	12 months to Jun 2019	12 months to Sep 2019	12 months to Dec 2019	12 months to Mar 2020	12 months to Jun 2020	Change over last year		
							%	Actual	
2A.1	Police recorded domestic abuse crimes	Monitor	14,571	14,860	15,124	15,119	15,176	+4.2%	+548
2A.2	Domestic abuse repeat victimisation rate	Monitor	33.5%	34.4%	34.5%	34.1%	33.8%	+0.3% pts	n/a
2A.3	Domestic abuse: Positive Outcome Rate	Monitor	14.6%	13.8%	13.4%	13.7%	13.2%	-1.4%	n/a
2A.4	% Domestic abuse victims satisfied (overall)	Monitor	90.9%	90.0%	88.0%	88.4%*	*n/a	n/a	n/a
2A.5	Serious sexual offences: Adult	Monitor	1,500	1,447	1,466	1,431	1,340	-10.7%	-160
2A.6	Serious sexual offences: Child	Monitor	1,391	1,406	1,387	1,408	1,233	-11.4%	-158
2A.7	Sexual Offences: Positive Outcome Rate	Monitor	8.5%	7.2%	7.3%	7.8%	8.2%	-0.3% pts	n/a

Domestic Abuse

The area has seen an increasing trend in reporting over the last two years due, in part, to improvements in recording and a likely increase in survivor confidence to come forward and seek support from the force and partner agencies.

Domestic abuse crimes increased by 4.2% in the year ending June 2020 compared to the year ending June 2019. June 2020 levels were the highest recorded for 12 months (1,434) and could be attributable to the lockdown period and victims being furloughed at home. The proportion of victims that are repeats has increased marginally during the year.

Levels of satisfaction with the police among survivors of domestic abuse began to reduce between April 2018 and December 2019, largely driven by reductions in satisfaction among victims with being kept informed. The Force devised an audit to review numerous crimes for VCOP compliance in keeping victims informed. This deals with non-compliance through a series of emails and later personal interventions from managers.

* NB: There is no updated data due to Covid-19 restrictions.

Sexual Abuse

Both Adult and Child Serious Sexual Offences saw decreases of 10.7% and 11.4% respectively in the year ending June 2020 when compared to the previous 12 months. Figures were markedly lower between March and May 2020 as a result of the lockdown and Covid-19 measures. The positive outcome rate has fallen marginally by 0.3% pts.

Theme 2: Helping and Supporting Victims

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

	Aim	12 months to Jun 2019	12 months to Sep 2019	12 months to Dec 2019	12 months to Mar 2020	12 months to Jun 2020	Change over last year		
							%	Actual	
2B.1	Victims Code of Practice Compliance	Monitor	90.4%	90.0%	90.0%	90.4%	91.4%	+1.0%	n/a
2B.2	Victim Services: Closed Cases	Monitor	2,956	3,526	3,545	3,565	n/a	n/a	n/a
2B.3	Improved cope and recover outcomes (all)	Monitor	79.6%	80.6%	79.5%	78.4%	n/a	n/a	n/a
2B.4	% crimes resolved via community resolution	Monitor	10.5%	10.7%	10.4%	10.0%	9.5%	-1.0%	n/a

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. A slight improvement has been seen in the past 12 months compared to the previous 12 months that may be attributable to the more robust screening of RASSO offences and VCOP compliance. For Adult and Child public protection compliance, stringent reviews have been put in place since June 2020. Overall, compliance in these two areas has improved, as more teams have been included in the mandatory review process while maintaining high compliance. NB Apr/May 20 are missing due to the changeover and the below reflects Adult PP only.

	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	**VOID**	JUNE
NORTH	44%	52%	36%	59%	72%	90%		88%
SOUTH	73%	55%	60%	75%	75%	90%		89%

Victim Services

Ministry of Justice funded victim services commissioned by the PCC supported around 11,071 individuals in 2019/20, of which 10,135 were new referrals to these services. Victim services formally closed around 3,565 cases in 2019/20, of which around 78.4% reported being better able to recover and cope with aspects of everyday life as a result of the support received. This remains broadly in line with levels recorded in 2018/19. Outcomes remain particularly strong among the services providing support for survivors of Child Sexual Exploitation and Abuse, where around 90% of cases closed reported improvements in their ability to cope and recover.

Community Resolution

The proportion of crimes resulting in community resolution has remained relatively stable over the previous year with a 1% reduction in the 12 months to June 2020 when compared to 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 Jun 2019	12 months to Sep 2019	12 months to Dec 2019	12 months to Mar 2020	12 months to Jun 2020	Change over last year		
							%	Actual	
3A.1	Victim-based crime: Total	Monitor	92,677	92,432	92,076	90,797	83,899	-9.5%	-8,778
3A.2	Victim-based crime: Rural areas	Monitor	10,768	10,983	11,388	11,406	10,718	-0.5%	-50
3A.3	Victim-based crime: Urban areas	Monitor	80,915	80,463	79,532	78,351	72,279	-10.7%	-8,636
3A.4	Average Crime Severity: Force-wide	Monitor	167.99	163.34	163.01	159.06	158.23	-5.8%	-9.76
3A.5	Average Crime Severity: Priority areas	Monitor	170.03	165.87	164.22	174.67	172.84	+1.7%	+2.81
3A.6	Residents reporting experience of crime	Monitor	18.9%	18.1%	18.9%	18.0%	*n/a	n/a	n/a
3A.7	% residents feeling safe in area by day	Monitor	89.1%	89.2%	88.7%	89.2%	*n/a	n/a	n/a
3A.8	% residents feeling safe in area after dark	Monitor	60.5%	61.1%	61.0%	61.5%	*n/a	n/a	n/a
3A.9	% reporting drug use / dealing as an issue	Reduce	48.1%	48.9%	43.3%	42.8%	*n/a	n/a	n/a

Police recorded crime

Police recorded crime, decreased by 8,778 offences in the 12 months up to June 2020 (influenced by large decreases April to June 2020). The decrease is attributed to the reduction in crime from March 2020; correlating to the impact of Covid-19 on social interaction and lockdown measures.

*Self-reported experience of crime has not been reported in this quarter via the Police & Crime Survey, as fieldwork has been delayed by the impact of Covid-19.

Reductions were largely observed in Theft from Person, TFMV, Burglary Residential and Business Robbery. Police recorded crime in rural areas decreased marginally, while crime in urban areas increased more noticeably over the 12 month period.

Crime Severity

The average severity score of crimes recorded Force wide (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 saw a slight increase in overall crime severity in the year ending June 2020. This follows a reducing trend seen throughout 2019. The areas of Basford and Arboretum have recorded the highest severity scores (206.46/203.46) over the past 12 months.

Resident concerns regarding drug use and dealing

*Police and Crime survey measures have not been completed this quarter. Fieldwork has been delayed by the impact of Covid-19.

Theme 3: Tackling Crime and Anti-social Behaviour

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

	Aim	12 months to Jun 2019	12 months to Sep 2019	12 months to Dec 2019	12 months to Mar 2020	12 months to Jun 2020	Change over last year		
							%	Actual	
3B.1	Violent knife crime	Monitor	837	806	812	762	739	-11.7%	-98
3B.2	Violent knife crime: Positive outcomes	Monitor	28.9%	29.8%	29.6%	27.3%	26.9%	-2.0%	n/a
3B.3	Gun crime	Monitor	163	153	175	163	149	-8.6%	-14
3B.4	Possession of weapons offences	Monitor	1,163	1,221	1,263	1,205	1,112	-4.4%	-51
3B.5	Stop and Searches	Monitor	3,933	4,608	5,405	5,487	5,377	+36.7%	+1,444
3B.6	Stop and Search: Positive outcomes	Monitor	41.8%	42.5%	42.5%	40.4%	39.8%	-2.0% pts	n/a
3B.7	Alcohol-related violence	Monitor	17.4%	16.9%	16.4%	16.0%	15.4%	-2.0% pts	n/a
3B.8	Alcohol-related ASB	Monitor	9.5%	9.5%	9.4%	8.9%	7.8%	-1.7% pts	n/a

Violent Knife Crime

There has been a steady reduction in the number of violent Knife Crimes recorded since 2018, with a further 11.7% reduction recorded in the last 12 months compared to the previous 12 months. The proportion of offences resulting in a positive outcome, has reduced by 2% in the last 12 months.

Gun Crime

Police recorded gun crime has decreased by over 8% in the current 12 month period. Large monthly decreases were seen January to May 2020, however, an upsurge to 17 offences was seen in June 2020.

Please see Appendix A for further insight.

Stop Searches

There has been a significant increase in the number of stop searches conducted since January 2018, largely attributable to Operation Reacher. Levels have remained high in the latest year to June 2020, despite reduced numbers in Feb-Apr 2020. This trend is likely to continue in view of new community teams that were formed in January 2020.

Positive Outcomes improved steadily in 2019, although, the latest year end to June 2020 has seen a small reduction. The increase in activity and upward trend of 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 decreased by 4.4% to June 2020 compared to year ending June 2019; this reflects the continued positive proactive work of Op Reacher and the newly formed community teams 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. The monthly rate has remained stable with Alcohol related violence continuing to see steady reductions over the previous two years and Alcohol related ASB also seeing a steady downward trend over the previous two years.

Theme 3: Tackling Crime and Anti-social Behaviour

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

	Aim	12 months to Jun 2019	12 months to Sep 2019	12 months to Dec 2019	12 months to Mar 2020	12 months to Jun 2020	Change over last year	
							%	Actual
3B.9	IOM: Offenders subject to monitoring	Monitor 286	281	302	317	385	+34.6%	+99
3B.10	IOM: Offenders successfully removed	Monitor 117	108	96	78	61	-47.8%	-56
3B.11	IOM: Reduction in average re-offending risk	Monitor -44.6%	-44.9%	-45.1%	-45.3%	-46%	+1.4% pts	n/a
3B.12	Youth Justice First Time Entrants: City	Monitor 156	154	146	140	109	-30.1%	-47
3B.13	Youth Justice First Time Entrants: County	Monitor 158	141	129	123	115	-27%	-43
3B.14	Crimes with an identified suspect (average)	Monitor 2,787	2,836	2,897	3,048	3,102	+11.3%	+315
3B.15	Positive outcomes: All crime	Monitor 15.4%	15.5%	15.4%	15.4%	15.6%	+0.2% pts	n/a
3B.16	Positive outcomes: Victim-based crime	Monitor 12.0%	12.0%	11.8%	11.7%	11.9%	-0.1% pts	n/a

Integrated Offender Management (IOM)

There are 324 offenders monitored on the performance cohort over the last 12 months and a further 61 that were removed last year; therefore, a total of 385 have been subject to monitoring over the past 12 months. The 61 removed offenders accounted for a total RRS On Score of 12,349 and when removed, scored 5,296, a reduction of 58% in that cohort. For the remaining 324 offenders monitored over the last year, only a mid-point (entry +12m) can be reported on. This mid-point cohort total 212 offenders, they came onto the scheme with an average IOM RRS of 336 and their mid-point shows an average of 223; a 34% reduction (although, bear in mind that they are STILL on the programme). IOM is meant to induce long term behavioural and offending change and measuring any IOM cohort over less than a year is not accurately reflective of performance.

DVIOM Scheme

At June 2020, the scheme managed 149 offenders and 89 offenders have been taken OFF the scheme. These came onto the scheme with a PPIT of 1015 and an average per offender score of 11.8. When taken off, the PPIT score was 558 with an average offender score of 7.8; equating to around a 33% drop in PPIT risk.

When the DVIOM scheme was launched in 2017, the threshold PPIT score was around 8.0, the threshold is now 17.0, meaning that lower scoring offenders have to be removed to manage the greater risk. Decisions to remove offenders are justified through case notes, IOMS minutes, multi-agency consensus and PPU consultation. Of the 89 removed to June 2020, the cumulative ON score was 12105 (avg of 183 per offender), the cumulative OFF score was 6595 (avg of 91.5 per offender), equating to a 46% drop in IOM score.

Youth Justice – First Time Entrants

City has seen a reduction of 30.1% in First Time Entrants in the 12 months to June 2020.

County has seen a reduction of 27% in the First Time Entrants in the 12 months to June 2020.

Identified Suspects

The number of Niche crime outcomes with a named suspect has been increasing steadily since April 2018, with a further 11.3% increase in the past year to June 2020.

Positive Outcomes: All Crime & Victim Based Crime

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

Theme 3: Tackling Crime and Anti-social Behaviour

Theme 3C: Build Stronger and More Cohesive Communities

	Aim	12 months to Jun 2019	12 months to Sep 2019	12 months to Dec 2019	12 months to Mar 2020	12 months to Jun 2020	Change over last year	
							%	Actual
3C.1	Police recorded hate occurrences	Monitor 2,357	2,346	2,320	2,351	2,379	+0.9%	+22
3C.2	Hate crime repeat victimisation rate	Monitor 15.8%	15.3%	14.7%	14.4%	14.3%	-1.5%	n/a
3C.3	% Hate crime victims satisfied (overall)	Monitor 83.0%	84.2%	85.4%	84.0%	84.6%	+1.6% pts	n/a
3C.4	% feeling there is a sense of community	Monitor 50.8%	51.1%	52.6%	54.0%	*n/a	n/a	n/a
3C.5	% feeling different backgrounds get on well	Monitor 53.8%	53.1%	53.4%	54.7%	*n/a	n/a	n/a
3C.6	Anti-social Behaviour Incidents	Monitor 31,870	31,647	31,455	32,137	39,019	+22.4%	+7,149
3C.7	Anti-social Behaviour Incidents: % Repeats	Monitor 28.4%	28.4%	28.4%	28.4%	26.9%	-1.5% pts	n/a
3C.8	Alcohol-related ASB	Monitor 9.5%	9.5%	9.4%	8.9%	7.8%	+1.7 pts	n/a

Hate Crime

Recorded Hate Crime has remained steady over the previous two years. Repeat victims of Hate Crime have seen a gradual decline over the two year period. Victim Satisfaction has remained at around 84%.

NB: Please note that Hate Crime survey results are 2-3 months behind real time and the latest data shown is from April 2020 occurrences reflected in June/July surveys.

Community Cohesion

* This measure cannot be updated this quarter as fieldwork has been delayed by the impact of Covid-19.

Anti-social Behaviour

ASB saw large increases from April to June 2020. Performance in relation to ASB remains stable, as does the number of repeat victims. Alcohol related ASB has also seen a downward trend over the previous year, reducing by 19 incidents in the 12 months to June 2020, when compared with the 12 months to June 2019.

New questions introduced into the PCC's Police and Crime Survey in 2019 will continue to provide a consistent measure of self-reported experience of ASB and its impact in 2020, once Covid-19 restrictions have been lifted.

Theme 4: Transforming Services and Delivering High Quality Policing

Theme 4A: Further Improve Public Confidence in Policing

	Aim	12 months to Jun 2019	12 months to Sep 2019	12 months to Dec 2019	12 months to Mar 2020	12 months to Jun 2020	Change over last year	
							%	Actual
4A.1	Police are dealing with the issues that matter	Monitor 40.3%	40.9%	42.0%	41.7%	*n/a	n/a	n/a
4A.2	Residents feeling the Police do a good job	Monitor 47.7%	47.9%	49.3%	50.0%	*n/a	n/a	n/a
4A.3	Residence reporting confidence in the police	Monitor 53.4%	53.6%	54.9%	55.4%	*n/a	n/a	n/a
4A.4	% residents satisfied with the police	Monitor 59.2%	60.4%	59.2%	58.4%	*n/a	n/a	n/a
4A.5	PSD Recorded Complaints	Monitor 995	988	989	896	904	-9.1%	-91
4A.6	PSD Recorded Complaints: Timeliness (days)	Monitor 55	60	68	73	● 91.5	+66.4%	+36.5

Public Confidence in the Police

Indicators of public confidence in the police saw steady improvements during 2019/20.

*Police and Crime survey measures for the latest quarter have been delayed due to the impact of Covid-19.

PSD Recorded Complaints: Timeliness

The average timeliness for the resolution of PSD complaints has risen from 55 days in the year to June 2019 to almost 92 days in the year to June 2020. Several factors have contributed to this increase and measures have been implemented to improve future timeliness:-

- Data cleansing of information recorded on Centurion - with outstanding historical complaints being chased for completion. This has skewed the data.
- PSD have changed and renewed the PSD performance pack to ensure scrutiny and current reporting procedures from the IOPC.
- New PSD reporting is highlighting 'legacy' cases that will be dealt with at SMT, ensuring that older cases are regularly reviewed.
- PSD staff received extensive training on Centurion on 25/06/20, this should lead to an improvement in timeliness.

- The restructure has seen the two local resolution Sergeants moved from the City and County to the PSD umbrella. This will mean stronger supervision and more stringent scrutiny of historical complaints.

Theme 4: Transforming Services and Delivering High Quality Policing

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

	Aim	12 months to Jun 2019	12 months to Sep 2019	12 months to Dec 2019	12 months to Mar 2020	12 months to Jun 2020	Change over last year	
							%	Actual
4B.4	Staffing vs Establishment: Officers	99.7% 1,943/1,950	98.9% 1,939/1,960	98.2% 1,935/1,970	101.34% 1,980/2,006	98.66% 2,059.01/2,087	-1.04% pts*	+116
4B.5	Staffing vs Establishment: Staff	97.0% 1,115/1,151	96.9% 1,157/1,123	97.0% 1,166/1,131	98.35% 1,119/1,138	99.84% 1,198.89/1,138.67	+2.84% pts	+83
4B.6	Staffing vs Establishment: PCSOs	90.3% 181/200	87.7% 175/200	84.6% 169/200	75.53% 151/200	83.42% 166.83/200	-6.88% pts	-14
4B.7	% Contracted days lost to Sickness: Officers	5.13% 19,710	5.33% 20,311	5.29% 20,733	5.24% 20,718	4.83% 19,628	-0.3% pts	-82
4B.8	% Contracted days lost to Sickness: Staff & PCSOs	5.13% 14,384	5.11% 14,521	5.10% 14,225	5.13% 14,426	4.80% 13,741	-0.33% pts	-643

Budget vs Spend: Revenue/Capital

In terms of budget vs actual spend, the Force ended up being £92k overspent for the year ended 19/20 for our revenue budget. The total spend was £206,375k versus a budget of £206,286k. For capital spend for 19/20 we spent a total of £8,072k versus a budget of £14,580k which was an underspend of £6,508k.

Staffing: Officers / Staff / PCSOs

*Based on the percentage against the increased Target Operating Model.

Officer establishment has increased by 116 officers in the 12 months to June 2020; the % change shows a negative due to the increased Target baseline.

Police Staff have seen an increase of 83 while PCSOs have seen a decrease of 14 in the year to June 2020.

Sickness: Officers / Staff & PCSOs

Overall, sickness for Officers and Staff has seen reductions over the two-year period.

- The Force has entered a time period where the implications of the pandemic are being reflected in our absence figures. Whilst a pandemic would suggest that absence should increase, a separate absence reason has been created to capture this data and as a Force, we have not seen a significant proportion of overall absence related to this reason.
- The Force has followed the government guidelines and implemented self-isolation, shielding and in some cases, authorised absences through the Personal Assessment process which are not reported as sickness absence.

- Force processes coupled with the Government initiative to encourage people to stay at home may have reduced absence through the impact of individuals not mixing with others and picking up infections. Gyms and sporting activities being restricted are likely to have reduced injuries and as a result, absence.
- It is anticipated that lower demand and the arrival of some of our new officers on shift, increasing overall staffing numbers, coupled with the reduction of some of the less welcome commitments in Force, may attribute to less pressure in daily roles and staff and officers may therefore, feel more able to 'keep going'.
- Central reporting of absence may affect an individual's decision making over reporting sick.
- A sense of duty at a time of crisis may encourage attendance. We are aware as a Force through the Staff Survey, that motivation to serve the public is high.
- The increase of flexibility and working from home is well researched externally and is known to increase productivity and reduce absence.
- It is reported within the media that people are not seeking out diagnosis with the NHS of some health concerns due to fear of Covid-19, unfortunately, this may mean we have some undiagnosed illnesses at present that will eventually come to light.

Theme 4: Transforming Services and Delivering High Quality Policing

Theme 4C: Achieving Value for Money – Demand Management

	Aim	12 months to Jun 2019	12 months to Sep 2019	12 months to Dec 2019	12 months to Mar 2020	12 months to Jun 2020	Change over last year	
							%	Actual
4C.1	Calls for Service: 999	Monitor 186,229	189,325	190,968	195,050	188,570	+1.3%	+2,341
4C.2	Abandoned Call rate: 999	Monitor 0.076%	0.057%	0.111%	0.515%	0.70%	+0.6% pts	n/a
4C.3	Calls for Service: 101	Monitor 417,705	406,989	400,047	388,671	372,991	-10.7%	-44,714
4C.4	Abandoned Call rate: 101	Monitor 3.1%	2.0%	2.1%	5.1%	7.4%	+4.3% pts	n/a
4C.5	Response times: Grade 1 Urban	Monitor 77.9%	78.7%	79.3%	-	-	-	-
4C.6	Response times: Grade 1 Rural	Monitor 74.6%	74.6%	74.2%	-	-	-	-
4C.7	Response times: Grade 2	Monitor 50.9%	52.1%	52.5%	-	-	-	-
4C.8	Compliance with NCRS	Monitor 94.0%	94.0%	94.0%	94%-96%*	96.1%	+0.1*	n/a

Calls for Service: 999 and 101

999 calls have seen successive increases over the last two years, however, the latest year to June 20 has seen a reduction of over 2,000 calls compared to the previous 12 months to March 2020. April 2020 saw the lowest number of 999 calls recorded in the last 2 years (11,824), mainly attributable to the Covid-19 situation. Abandoned call rates for 999 remain 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. However, the last yearly quarter figure to the end of June 2020 has seen an increase in the number of 101 abandoned calls.

Response Times within Target

Response times for the latest full year to June 2020 have been affected by the introduction of SAFE and are not available at this time.

Compliance with NCRS

The coronavirus lockdown has seen significant reduction in crime in many categories throughout England and Wales, including Nottinghamshire. NCRS compliance remains strong at 96.1% overall. *A modest 0.1% point improvement has been recorded against the approximate compliance rate given last quarter.

APPENDIX A

Gun Crime

A Force problem profile for Gun Crime is now nearing circulation, as approved by Supt Scurr.

Points of note for the latest quarter Gun Crime data (March-June 2020) are:

- June 2020 saw an increase in 'actual' firearms discharges across both the City and the County from a low in preceding months.
- None of the discharges have been linked by NABIS currently and all emanate from different problems.
- All of the discharge offences now have offenders arrested, charged and/or remanded.
- Only one of the offenders is mapped in a recognised OCG.
- Other discharges have resulted from a dispute between nominals that are known to each other.
- P&I figures contain air weapon offences, these are not included in the intelligence gathering of Gun Crime as they are typically ASB and are deemed low risk/threat.
- An increase has been seen in drugs offences as lockdown eases and business becomes more overt in its nature, many firearms discharges are linked to tensions in the drug market historically.

ECINS Update

A training plan has been created to ensure that there is clear guidance on basic ECINS use as well as how to maintain the knife crime cohort, how to create a problem solving plan and how to make a referral to a Complex Case Panel (or local equivalent). NFRS agreed to provide training to each County NPI as well as two super-users per NPI area. Insp Gummer will provide training for the City NPI's and super-users. This will be 'train the trainer' delivery to enable them to cascade the training to their teams. The training package addressed the issues identified from the ECINS audit and was scheduled for delivery April to June 2020 – this unfortunately, had to be postponed and will now be delivered by the end of August.

The creation of short 'how to' videos has also been implemented, these will be stored on the Neighbourhood portals. Any that are relevant to partners can also be shared with them to bring about corporate usage.

Significant work has been undertaken to meet with recommendations from the internal audit, this has ensured that all users still require access to the system and are showing on the correct team. We also ensured that all PNC references and warning markers were deleted from profiles.

In relation to building confidence in the system among users and potential users, Notts has the most successful year since the start of the project.

The primary driver for this being the City MARAC process moving onto E-CINS, this has necessitated many additional agencies meaningfully interacting with the system successfully, for a purpose that already existed and had a need for a system such as E-CINS to host it. This project caused partners, such as those in the health sector, who had previously been reluctant to engage with E-CINS, to adopt the system, see the benefits and then envisage further uses.

Significant work has been undertaken to meet with recommendations from the internal audit, this has ensured that all users still require access to the system and are showing on the correct team. We also ensured that all PNC references and warning markers were deleted from profiles.

Please note: with the departure of the dedicated ECINS Manager, Matt Etchells-Jones, it is not possible to update on the following scenarios:-

- Work is underway to share that process (City MARAC) across the County.
- Nottinghamshire County Council is also now making moves to engage which will likely see a significant change in the County as the many processes to which they contribute to that were previously in the queue to transition to ECINs (pending County Council movement) can now start to transfer.