Nottinghamshire Police

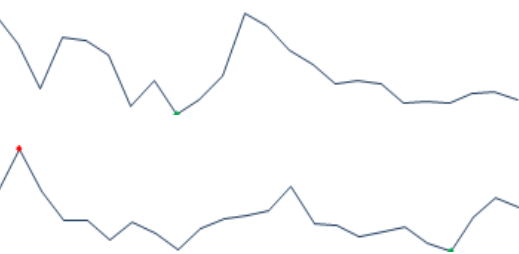## Performance & Insight Report

Performance to 31st May 2019

Guidance notes:

1. The following performance indicators are taken from the Police and Crime Commissioner's (PCC) plan 2018-21. The information is organised in line with the four strategic priority themes in the plan.

2. Wherever possible, performance information is provided for a 12 month period compared to the equivalent 12 months of the previous year, in order to provide an indication of trend. Where information provided is for an alternative period this will be stated.

3. Trend lines are included (where available) to provide a visual indication of trend over the last 24 months. High and low points in the period are shown as red and green dots. The colours are arbitrary and do not indicate positive or negative performance.

4. Additional insight is included in the report in order to provide context, in relation to performance exceptions only. A full report with narrative for each measure is produced once a quarter.

5. Where data has been supplied by a source outside of the Nottinghamshire Police Management Information team, this will be stated.

Strategic Priority Theme One: Protecting People From Harm

T1A: More vulnerable people are protected and safeguarded

	Measure	Performance	Trend	Insight
T1A.1	Safeguarding Referrals Adult and Child	+13.6%		There is a continuing upward trend in recording with a new peak in referrals in May 2019. This allows confidence that the force and partner agencies are improving the identification and recording of safeguarding concerns, to ensure that appropriate safeguarding actions are in place to minimise the risk of harm. The 13.6% increase recorded this year equates to 688 additional referrals (an average of 57 extra per month).
T1A.2	Child Sexual Exploitation (CSE)	+2.5%		Recent months have seen a downward trend in the recording of CSE crimes and non-crimes, however, an upturn was seen in May 2019 and the longer term trend is still positive. CSE is a relatively low volume offence type with an average of around 51 offences recorded a month given the CSE qualifier. The 2.5% increase represents an additional 15 offences recorded over the year.
T1A.3	Missing Persons Report	-6.5%		The trend for Missing Person reports has seen a downward trend since May 2018. Overall, reports saw a 6.5% reduction this year (232 fewer). The monthly average is currently 276 reports. The trend for Missing – No Apparent Risk reports has also seen a downward trend since July 2018; however, March 2019 saw an upturn with further increases in April and May 2019.
	Missing – No Apparent Risk (formerly Absent Persons Report)	-5.2%		Overall, reports saw a 5.2% decrease this year, equating to 171 fewer reports. The monthly average is currently 259 reports.

Strategic Priority Theme One: Protecting People From Harm

T1A: More vulnerable people are protected and safeguarded

	Measure	Performance	Trend	Insight
T1A.4	Modern Slavery	-47.2%		Modern slavery is a relatively new offence which came in to effect in early 2016. As a result, there was an initial upward trend in recording, with offences then seeing a downward trend. Since January 2019, an upward trend has been seen. This is a low volume offence type and has seen a 47.2% decrease in the 12 months to May 2019; a decrease of 42 offences. The force continues to take a proactive approach to this type of offending - seeking out Modern Slavery offences in order to ensure that survivors are protected and offenders brought to justice.

Strategic Priority Theme One: Protecting People From Harm

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

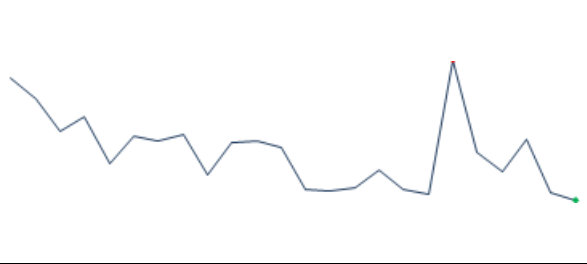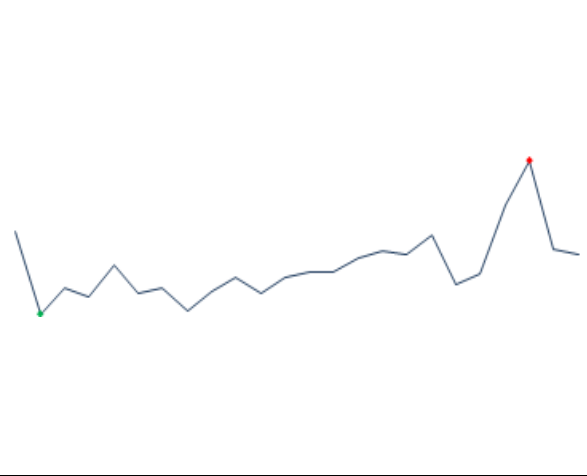|	Measure	Performance	Trend	Insight
T1B.1	Fraud Offences	+28.4%		There is an upward trend in the recording of Fraud offences, with an increase of 28.4% (676 offences) in the last 12 months. Fraud offences represent a significant challenge to the police and in particular place a genuine demand on police resources, with investigations often complex and time consuming.
T1B.2	Online Crime	+23.4%		Online crime refers to offences where on the balance of probability, the offence was committed, in full or in part, through a computer, computer network or other computer-enabled device. The figures do not include fraud offences, which are captured separately. There is a clear upward trend in the recording of online crime, with an increase of 23.4% or 660 offences in the last 12 months when compared to previous 12 month period. The majority of online crimes recorded are harassment offences, specifically malicious communications offences which have taken place online on forums such as Facebook and twitter.

Strategic Priority Theme One: Protecting People From Harm

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

	Measure	Performance	Trend	Insight
T1C.1	Mental Health Related Incidents	+14.9%		The last 12 months has seen an increased monthly average of 1,560 incidents compared to 1,358 for the previous 12 months. July to September 2018 saw higher than average levels with a peak in incidents in August. Incidents have since seen a downward trend; however, March 2019 levels have risen again as per the trend last year; probably indicative of the disparate days in the month ratio and better use of the tag at source by the Control Room. The increase of 14.9% recorded in the 12 months to May 2019 equates to 2,427 additional incidents when compared to the previous year.
T1C.2	Alcohol-Related Violence	+1.9pp		In order to build up a picture of violence offences where alcohol is believed to be a factor, the force is reliant on the use of an alcohol marker on the Niche crime recording system. The force is keen to build up the truest possible picture of alcohol-related crime, and has taken steps to improve the use of the alcohol marker in Niche. This action has seen the proportion of alcohol-related violence increase sharply from October 2017 to December 2017; the monthly rate has remained stable at a higher level since this point. The current trend remains stable with a rate of 17.6% of all violence recorded as alcohol-related compared to 15.7% last year; a recorded increase of 1.9pp.

Strategic Priority Theme One: Protecting People From Harm

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

	Measure	Performance	Trend	Insight
T1C.3	Alcohol-Related ASB	-1.7pp		The trend chart reveals a clear downward trend in the proportion of ASB with an alcohol marker up to November 2018. A sharp upturn can be seen in December 2018 (potentially influenced by the Christmas season and New Year). The rate in the 12 months to May 2019 is 9.5% compared to 11.2% in the previous 12 months.
T1C.4	Drug Trafficking and Supply Offences	+20.3%		Drug trafficking and supply offences show a stable trend in the long term. The force records on average about 69 offences each month and this average has remained relatively stable over the last two years. An upturn in recorded offences was seen in March 2019 with levels now within 'normal' parameters. The upturn is attributed to various operations conducted since the beginning of 2019, such as Op Reacher that has targeted various nominals and gangs and resulted in the increased recording of drug offences, weapons possession etc. Additionally, an increase in stop searches has taken place which again has resulted in more drug charges.
T1C.5	Perception of drug dealing and drug abuse			**Police & Crime Survey 2018-19 Quarter 4 – March 2019** Wave 7 'top-line' results - **50%** of respondents stated that they would like to see the police and other agencies do more to tackle 'drug use and drug dealing' in their local area. This percentage has remained relatively stable across the surveys; 45% in 2017/18 (wave 1-4)[1]

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[1] *Source: 2018/19 Q4 Nottinghamshire OPCC Police and Crime Survey. This measure is updated quarterly.*

Strategic Priority Theme One: Protecting People From Harm

T1D: Improve information sharing between organisations using ECINs

	Measure	Performance	Trend	Insight
T1D.1	ECINs use			**June 2019 Update** The ECINS Programme is a County wide programme incorporating over 40 stakeholder organisations including all local authorities, Police, Fire service, Health partners, Probations, Prisons, Housing and third sector providers. It aims to support vulnerable and complex people and to reduce crime and disorder through improving partnership working by harmonising information sharing processes and integrating them into a single shared system to enable effective insight into the complexity of an individual, the organisations and issues they are connected to and to avoid operational contradiction and silo working around individuals, locations and issues that span different organisational remits. As of June 2019, there are over 1,000 users on the system with over 5,000 open cases. The ECINS system is either being used/work on-going for business areas including but not limited to:- • Complex Needs panels, • ASB management, • Knife Crime Cohorts, • IOM, • MARAC, • Hoarders Panels, • Staff risk register/officer safety logs, • MSHT & resettlement of victims • Partnership tasking • Environmental Crime reduction (fly tipping) • Problem solving • Hate Crime

Strategic Priority Theme One: Protecting People From Harm			
T1D: Improve information sharing between organisations using ECINs			
Measure	**Performance**	**Trend**	**Insight**
			Nottinghamshire Police has over 300 users on the system, who are based in a variety of roles including Neighbourhoods, Integrated Offender Management, Knife Crime and Public Protection, each using the system to jointly case manage issues with their Partner Agencies.
			The latest Performance Information shows Nottinghamshire Police continue to be the key contributor to ECINS of all the partners in real terms, both in terms of case load, information sharing and number of users. A recent Audit of ECINS has made a series of recommendations in relation to the on-going management of data and the system which the organisation is now working to. There is a City, County and PP lead appointed from within to lead and champion best practice across their respective disciplines and this is tracked through the ECINS Strategic group chaired by the ACC for Local Policing.
			The Training provided internally and to the wider partners by Nottinghamshire Police Officers has been a significant investment and it is predicted that the mainstreaming of the project across the partnership, coupled with the 'train the trainers' work will see this abstraction rate reduce. The internal board is reviewing how the system is incorporated into technical support and systems administration as it becomes business as usual.
			A review of ECINs has been completed across the force and a development plan is being created where usage is not as frequent as others.
			The 'go live' of City MARAC on ECINs occurs in July 2019 and is of particular note as this has been conceived, driven and

Strategic Priority Theme One: Protecting People From Harm

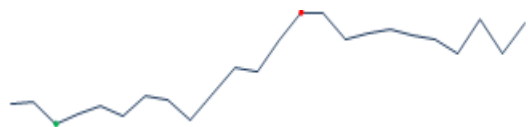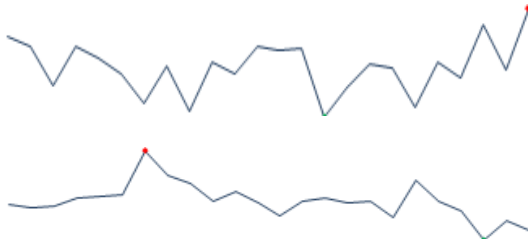### T1D: Improve information sharing between organisations using ECINs

Measure	Performance	Trend	Insight
			managed by Notts Polices' Insp Amy Styles-Jones and is attracting interest from across the region. A recent proposal was made by Corporate Development to use ECINs as a secure host for project paperwork and associated materials is under consideration by the programme team.

Strategic Priority Theme One: Protecting People From Harm

T1D: Improve information sharing between organisations using ECINs

Measure	Performance	Trend	Insight

Strategic Priority Theme Two: Helping and Supporting Victims

T2A: More people have the confidence to report crime and focus resources on repeat victimisation
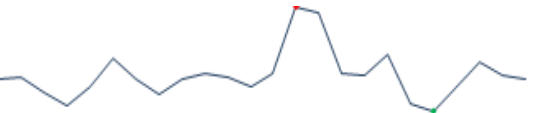
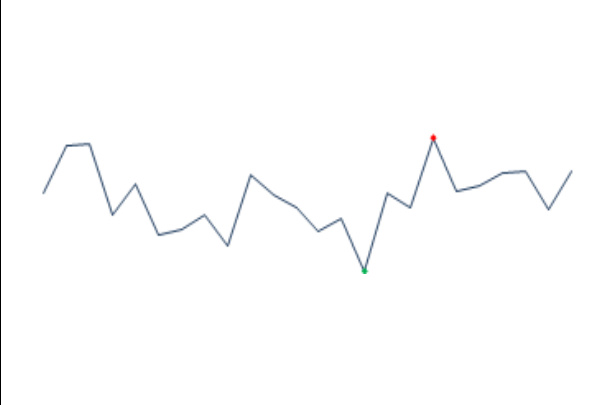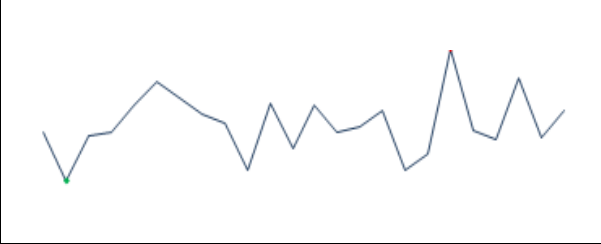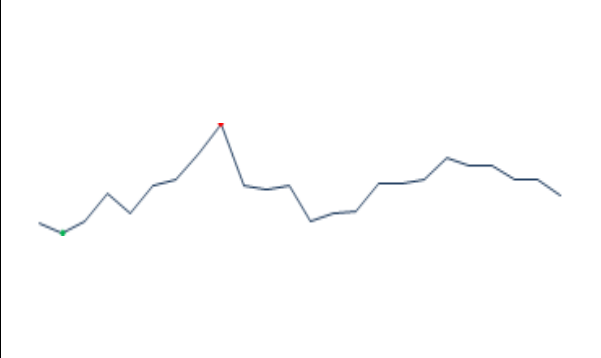|	Measure	Performance	Trend	Insight
T2A.1	Domestic Abuse	+34.7%		The force is recording an upward trend in Domestic Abuse crime over the last two years. The current increase of 34.7% equates to 3,754 additional crimes in the current 12 months when compared to the previous year. Recorded Domestic Abuse crimes increased significantly in June 2018 and have remained at a higher level since. The last 12 months has seen an average of 1215 Domestic Abuse crimes per month. The force welcomes an increase in reporting as it is believed that such offences are still under reported, and increasing survivor confidence to come forward and seek support from the force and partner agencies is a key priority for the force.
T2A.2	Proportion of Victim-Based Crime: a. Child Victim b. Adult Victim c. Organisation	a. +0.1pp b. -1.4pp c. +0.6pp		For the majority of victim-based crimes, the victim is an adult, with 68.0% of victim-based crime in the 12 months to May 2019 committed against an adult. Organisations then account for 20.2% of all victim-based crime, with crimes against children a minority at 8.5 %. Each of these proportions has remained reasonably stable over the last two years.

Strategic Priority Theme One: Protecting People From Harm

T1D: Improve information sharing between organisations using ECINs

	Measure	Performance	Trend	Insight
				It should be noted that due to data quality limitations, a small proportion of offences cannot be attributed to one of the three groups; therefore the proportions will not add up to 100%.
T2A.3	Serious Sexual Offences: a. Adult	+6.3%		The trend for serious sexual offences against adults has fluctuated over the 2 year period. A peak was seen in July 2018 with offences then seeing a downward turn before rising again in the past few months.. Offences against adults have increased by 6.3% (88 offences) in the 12 months to May 2019. The trend for offences against children appears to fluctuate up and down every few months and has seen a reduction of 4.6% (67 fewer offences) in the 12 month period to May 2019. As with the recording of Domestic Abuse, the force welcomes the increase in reports of serious sexual offences.
	b. Child	-4.6%		
T2A.4	Positive Outcome Rate for Serious Sexual Offences	-1.3pp		There is a slight downward trend apparent in the positive outcome rate for serious sexual offences. The current rate is 8.2% compared to 9.6% in the previous 12 month period. In terms of the volume of positive outcomes recorded, performance is relatively stable, meaning that the rate has been affected by the increase in recorded crime. It is believed that this is as a result of an increase in third party reports from partner agencies and also reports where the victim wishes to report the offence but does not support further police action. With offences of this type it is not possible to achieve a police positive outcome and therefore, this increase serves to effectively dilute the outcome rate.

Strategic Priority Theme One: Protecting People From Harm

T1D: Improve information sharing between organisations using ECINs

	Measure	Performance	Trend	Insight
T2A.5	Domestic Abuse Repeat Victims	-0.1pp		A repeat victim is any victim from the most recent month, who is also named as a victim on one or more offences (of the same offence type) in that same month and/or in the previous 12 months. This is based on the national definition. Both crime and non-crime offences are used in the calculation. On average, in the 12 months to May 2019, 33.2% of domestic abuse victims were a repeat victim. The trend chart shows that the proportion of repeat victims of domestic abuse is relatively stable over the last two years with a slight upward trend now emerging and a 2 year peak seen in November 2018.
T2A.6	Hate Crime Repeat Victims	+1.2pp		In the 12 months to May 2019, 16.1% of hate crime victims were a repeat victim; this is an increase on the previous 12 months figure of 1.2pp. A peak was seen in December 2018 with recent months seeing peaks and troughs.
T2A.7	ASB Repeat Victims	+0.4pp		Of a total of 26,530 Anti-Social Behaviour callers in the 12 months to May 2019, 7,485 had reported a previous ASB incident or incidents in the 12 months prior. This equates to a repeat victimisation rate of 28.2%. Performance is stable with no real change between this rate and the rate of 27.9% in the previous 12 months.

T2A.8	Levels of reported crime to the police			**Police & Crime Survey 2018-19 Quarter 4 – March 2019** Wave 7 'top-line' results - **29%** of respondents reported that they had personally been a victim of crime in the last 12 months; this reduces to **19%** when online fraud and computer misuse are excluded.

Strategic Priority Theme Two: Helping and Supporting Victims

T2D. Victims receive high quality effective support

	Measure	Performance	Trend	Insight
T2D.1	Victim's Code Of Practice (VCOP) Compliance	-2.2pp		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 is a downward trend apparent for this measure, with a compliance rate in the 12 months to May 2019 of 90.7% compared to 92.9% in the previous 12 months. This could be due to the additional offences e.g. harassment/stalking that are now being recorded in addition to the primary offence. There would not be an expectation for an addition VCOP assessment to be made for these linked offences.

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

T3A. Communities and people are safer and feel safer

	Measure	Performance	Trend	Insight
T3A.1	Victim-Based Crime	+5.7%		An upward trend continues in recorded crime. In the 12 months to May 2019 the increase is 5.7% which equates to 4,999 crimes more than the previous 12 months.
				The upward trend can be attributed to a combination of four factors:
				Firstly, the forces proactive approach to ensuring compliance with the National Crime Recording Standards (NCRS). This has resulted in a continued increase in the recording of offences such as Violence Against the Person (VAP) and public order offences.
				The second factor is improved awareness and public confidence in relation to high harm offence types such as domestic abuse and sexual offences. It is believed that an increase in the recording of these offence types, something which is also evident nationally, reflects increased confidence among survivors to come forward to the police to report these offences.
				The third factor is changes to crime recording legislation, specifically in relation to stalking and harassment offences, which almost doubled in volume in April 2018 following the implementation of new regulations at the start of the month.
				The final factor is a genuine increase in the numbers of some crimes, which is corroborated by examining the calls for service in relation to these offence types.

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

T3A. Communities and people are safer and feel safer

	Measure	Performance	Trend	Insight
T3A.2	Victim-Based Crime: a. Rural Areas b. Urban Areas	a. -1.4% b. +6.5%		Victim-based crime in rural areas and in urban areas follows a similar upward trend to the overall force recorded crime picture. In volume terms, the 1.4% decrease in crime in rural areas translates to 153 fewer recorded crimes. In urban areas the increase is 6.5% which equates to 4,969 additional crimes.[2]
T3A.3	Severity Score	+5.4%		The severity score is an alternative method of measuring crime by reflecting the harm caused to society and/or individuals. Each offence carries a different weight (calculated by the Office for National Statistics, based on actual sentences) and this is multiplied by the crime counts to create a severity score. The approach has been built in to the Police and Crime Commissioner's Strategic Framework for 2018-2021 as alongside traditional measures; it provides the PCC and the Force with a new and credible approach to better understand the profile of crime in Nottinghamshire. Since July 2018, the force is recording a downturn in the total severity score for recorded crimes, although, the trend remains up by 5.4% across the period. The trend highlights that we are having more crime of a higher severity.

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[2] *Not all recorded crime data has the appropriate coordinates to be able to map the data to rural and urban locations. This means that the total will be less than the overall force level victim based crime total.*
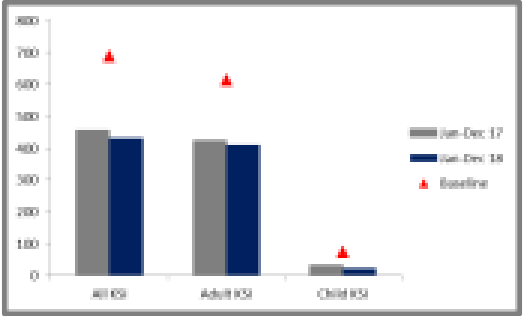
Strategic Priority Theme Three: Tackling Crime and Anti-Social Behaviour

T3A. Communities and people are safer and feel safer

	Measure	Performance	Trend	Insight
T3A.4	ASB Incidents	-2.87%		Recorded ASB incidents appear stable; the force saw an increase in incidents through the summer months, with a clear peak in incidents recorded in July 2018 and a downturn since then. In the 12 months to May 2019, the force recorded a -2.87% decrease in ASB incidents which equates to 950 fewer incidents.
T3A.5	Police are dealing with crime and ASB that matter			**Police & Crime Survey 2018-19 Quarter 4 – March 2019** Wave 7 top-line' results – excluding those who answered 'don't know', in the latest year, **23%** of respondents disagreed that the police in their local area are dealing with the crime and anti-social behaviour issues that matter to them.
T3A.6	Percentage of people who feel safe			**Police & Crime Survey 2018-19 Quarter 4 – March 2019** Wave 7 'top-line' results - respondents were asked how safe or unsafe they generally feel across a range of situations. The majority of respondents felt 'fairly safe' across a variety of situations. **89%** of respondents felt very or fairly safe 'outside in their local area during the day'; this reduces to **82%** feeling safe when 'alone in your home at night'. The lower rated situations are:- 'Banking and making purchases online' – 70% feel safe; 'Using online social media' – 66% feel safe; 'Outside in your local area after dark' - 60% felt safe.

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

T3A. Communities and people are safer and feel safer

	Measure	Performance	Trend	Insight
T3A.7	Persons killed or seriously injured on the roads a. Adults b. Children	a. -33.1% b. -69.0%		**Update received from VIAEM – May 2019** **Data is classed as 'provisionally complete' approximately 3 months in arrears. Stats for Q1 2019 will be completed and available towards the <u>end of June 2019</u>.** <u>Complete data for Q1-Q4 of 2018 is shown</u> Performance is shown as actual percentage reduction against the 2005-2009 baseline average. Data for Q1, Q2, Q3 and Q4 of 2018 (January to December 2018) reveals an overall reduction of 37.0% in KSI casualties (254 fewer casualties against the 05/09 baseline). Adult KSI has seen a 33.1% reduction (203 fewer deaths) and Child KSI a 69.0% reduction (51.2 fewer deaths) against the 2005-2009 baseline average. This is in line with the Nottinghamshire agreed target of a 40% reduction against baseline by the year 2020. When compared to Jan-Dec 2017, there have been 24 fewer KSI casualties in the period Jan-Dec 2018; a 5.2% reduction. Jan-Dec 2018 compared to Jan-Dec 2017 has seen reductions across all user groups with the exception of car/taxi drivers and passengers where a 5.2% increase was seen. An increase of 5.3% has also been seen in KSI casualties where the driver is aged 17-24yrs. KSI casualties in elderly pedestrians (60 and over) have seen an increase of 38.1% compared to the 2005-2009 baseline.

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

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

	Measure	Performance	Trend	Insight
T3B.1	Integrated Offender Management (IOM) average reduction in reoffending risk score	-55.3%		**May 2019 Update** Cohort Snapshot:- • 496 unique nominals recorded on the Performance Tool since Jan 2016. • Current Active managed cohort (in community or on short term sentence) of 256 with a further 203 IOM nominals on 4 years or more sentence. • This includes 47 of the highest risk Serial DV Perpetrators, 72 Knife crime flagged offenders, 85 MAPPA nominals and approx. 40 OCG offenders. • 45.2% of the monitored cohort exited between Jan 2016 to Jun 2019 with a reduction in Re-offending Risk Score (RRS) of 74.2%. • In 2019, we have successfully planned, risk triaged and managed 178 IOM prison releases in Notts – with a further 33 expected back in 90 days. • The RRS is assessed at scheme entry for each offender as a baseline and then again for every offender at entry plus 12m – the scheme is showing a 55.3% reduction across the entire cohort. • Notts is the first scheme with a monitoring took and dataset capable of measuring the long term impact of the IOM to a cohort and individual offender level. This is nationally significant. IOM Activity:- • Daily management of the cohort. • Score <u>every</u> offender who receives two years+ in Notts for IOM consideration. • Score for selection <u>every</u> member of the Knife Crime Risk cohort every three months.

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

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

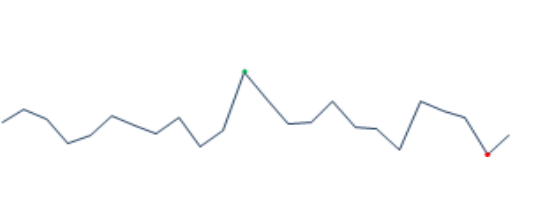| Measure	Performance	Trend	Insight
			• Manage Youth Justice in the City and County with an IOM offer included in both. • Deliver Street Aware Violence educational packages in over 50 schools. • Manage a Children in Care team that also delivers targeted female early interventions to girls at risk of criminal/sexual exploitation. • Attend force wide every LOM, CSP, Ops, Tasking, SOC disruption and Op Reacher meeting to identify offenders for IOM and inclusion and to utilise IOM tactics within current covert and overt activities. IOM News:- • June 2019: An embedded SOC civil enforcement officer to develop the suite of civil tools and powers as a disruption/control tactic. • Aug 2019: PCC funding of two Probation Support Officers to extend and early intervention offer to non-statutory knife crime individuals. • Sept 2019: Training pack developed by Notts to be delivered to other regional IOM schemes on the IOM management of OCG offenders. • Summer 2019: New IOM Premises at Castle Quay – co-located with Probation, CRC and IDVA services. • Autumn 2019: Implementation of sweat sensing Alcohol Tagging scheme to use as a rehabilitative tool on alcohol related violent offending.
T3B.2	Possession of Weapons Offences	+25.6%		There is an upward trend in the recording of possession of weapons offences. The force has recorded a 25.6% or 234

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

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

	Measure	Performance	Trend	Insight
				offences increase in the 12 months to May 2019; mainly attributable to Op Reacher.
				Every possession of weapons offence dealt with by the police is potentially preventing the future use of a weapon in a violent offence, and therefore, the upward trend in the recording of these offences is viewed as a positive indication of the force's proactivity in dealing with offenders who choose to carry weapons in Nottinghamshire.
T3B.3	Gun Crime	+67.0%		Gun crime has seen peaks and troughs over the past few months. A low of 5 offences in September 2018 has then seen increases month on month to May 2019 with current levels 67.0% higher than the previous 12 months (67 offences).
T3B.4	Violent Knife Crime	+2.0%		Violent knife crime includes the offences of Violence Against the Person, Robbery and Sexual Offences where a knife or bladed article us used to cause injury or as a threat.

An increase was seen in recorded violent knife crime from April to August 2018, since then the trend has moved sporadically downwards. In the 12 months to May 2019 the force recorded 17 more offences than in the previous year, which equates to a 2.0% increase. |

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

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

Measure		Performance	Trend	Insight
T3B.5	Positive Outcomes for Violent Knife Crime	+2.3pp		The trend in respect of the positive outcome rate for violent knife crime is stable, with an improved rate of 28.0% in the current year compared to 25.7% last year.

T3B.6	First-time entrants to the Criminal Justice System (CJS)
	  a. City
	  b. County
		+1.3%
		
		-21.2%
				City – 2018/19 Figures:-
				
				Figures from the Nottingham City Youth Offending Team (YOT) show that in the period April 18 to March 19 there were 159 FTEs compared to 157 for the previous period of April 17 to March 18.
				
				County – 2018/19 Figures:-
				
				Figures from County Youth Offending Team (YOT) show that for the period April 18 to March 19 there were 178 actual 10-17yrs old FTEs compared to 226 for the previous period of April 17 to March 18. This represents a reduction of 48 FTEs or a reduction of 21.2% compared to the previous year.

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

T3C. Build stronger and more cohesive communities

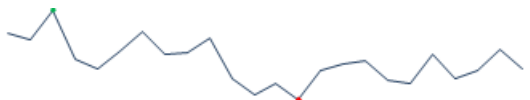|	Measure	Performance	Trend	Insight
T3C.1	Hate Crime/Non-Crime	+5.7%		The overall trend for hate occurrences (including both hate crime and hate non-crimes) is relatively stable, with an average of around 198 occurrences recorded each month. January 2019 saw levels of reported Hate Crime/Non Crime at their lowest levels during the monitored period since February 2018, however, levels have been consistently above 200 for the past 3 months. In the 12 months to May 2019 the force recorded 5.7% additional hate crimes to the previous 12 months (an additional 128 offences).
T3C.2	People from different backgrounds get on well			**Police & Crime Survey 2018-19 Quarter 4 – March 2019** Wave 7 'top-line' results - respondents were asked how much they agree or disagree that 'people from different backgrounds get on well and there is a sense of community where they live' 54% of respondents agreed with 'people from different backgrounds get on well', however, a further 27% selected neither agree or disagree, 10% disagreed and 9% selected don't know 51% agreed that 'there is a sense of community' where they live. The percentage of respondents that disagreed with this statement was 19%.

Strategic Priority Theme Three: Tackling Crime and Anti-Social Behaviour			
T3C. Build stronger and more cohesive communities			
Measure	**Performance**	**Trend**	**Insight**

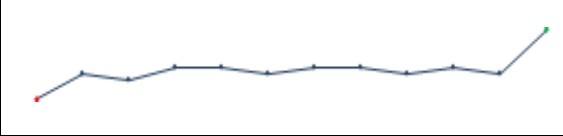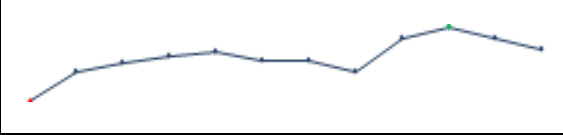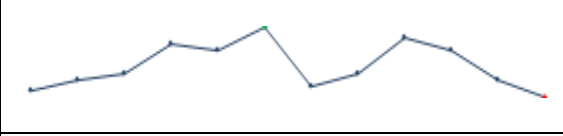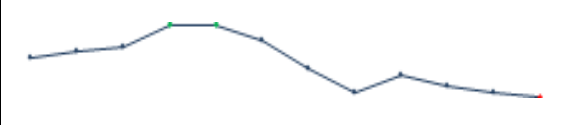| **Strategic Priority Theme Three: Tackling Crime and Anti-Social Behaviour**				
T3D. Hold offenders to account through an effective criminal justice system				
Measure		**Performance**	**Trend**	**Insight**
T3D.1	Positive Outcome Rate for All Crime	-0.3pp		The positive outcome rate shows the rate of police positive outcomes (such as charges, cautions and community resolutions) per recorded crime. The trend in the long term appears relatively stable. The current rate in the 12 months to May 2019 is 15.4%, which compares to 15.7% in the previous year.
T3D.2	Positive Outcome Rate for Victim-Based Crime	-1.0pp		The trend in respect of the positive outcome rate for victim-based crime is similar to the trend for all crime (above). The current rate is 12.1% compared to 13.1% in the previous year.
T3D.3	Proportion of All Crime with an Identified Suspect	+4.7pp		The trend for unresolved outcomes with an identified suspect has been relatively stable with a recent upward trend. The force has identified a suspect in 30.8% of unresolved crime. The equivalent figure for the previous year is 26.1%. Considering the long term trend, there is a clear increase in the volume of crimes filed as unresolved with a named suspect having been identified. This correlates with the increase in crime recording following the NCRS audit and reflects in part an increase in offences where the victim does not support further police action.

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

T3C. Build stronger and more cohesive communities

Measure		Performance	Trend	Insight
T3D.4	Crimes Resolved through Community Resolution	+0.0pp		The force is maintaining a stable trend in the proportion of crimes resolved through community resolution. The current rate in the 12 months to May 2019 is 10.5%, which compares to 10.4% in the previous year.

Strategic Priority Theme Four: Transforming Services and Delivering Quality Policing

T4A. Improve community and victim confidence and satisfaction in policing

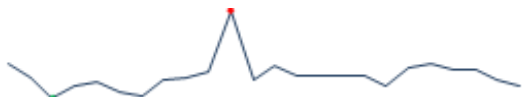|	Measure	Performance	Trend	Insight
T4A.1	Domestic Abuse: Whole Experience	-0.1pp		Performance for Domestic Abuse survivor satisfaction is stable with monthly satisfaction rates consistently above 90%. In the 12 months to May 2019 (based on survey results to March 2019), on average, 90.9% of domestic abuse survivors were completely, very or fairly satisfied with the service provided by the police.
	Domestic Abuse: Ease of Contact	+0.7pp		Data up to May 2019 from March 2019 Surveys The current satisfaction rate is 98.3% compared to 97.6% the previous month.
	Domestic Abuse: Actions Taken	-0.3pp		Data up to May 2019 from March 2019 Surveys The current satisfaction rate is 93.2% compared to 93.5% the previous month.
	Domestic Abuse: Kept Informed	-0.3pp		Data up to May 2019 from March 2019 Surveys The current satisfaction rate is 79.0% compared to 79.3% the previous month.
	Domestic Abuse: Treatment	-0.1pp		Data up to May 2019 from March 2019 Surveys The current satisfaction rate is 95.9% compared to 96.0% the previous month.

Strategic Priority Theme Four: Transforming Services and Delivering Quality Policing

T4A. Improve community and victim confidence and satisfaction in policing

	Measure	Performance	Trend	Insight
T4A.2	Hate Crime: Whole Experience	-0.1pp		Hate crime victim satisfaction is showing a slight decline. In the 12 months to May 2019 (based on survey results to March 2019), on average, 86.2% of customers were satisfied compared to 86.3% in the previous 12 months. The overall trend line suggests a steady upturn and improved levels of satisfaction.
	Hate Crime: Ease of Contact	-0.3pp		Data up to May 2019 from March 2019 Surveys The current satisfaction rate is 98.4% compared to 98.7% the previous month.
	Hate Crime: Actions Taken	-0.8pp		Data up to May 2019 from March 2019 Surveys The current satisfaction rate is 81.7% compared to 82.5% the previous month.
	Hate Crime: Kept Informed	-0.8pp		Data up to May 2019 from March 2019 Surveys The current satisfaction rate is 75.1% compared to 75.9% the previous month.
	Hate Crime: Treatment	-0.3pp		Data up to May 2019 from March 2019 Surveys The current satisfaction rate is 94.7% compared to 95.0% the previous month.
T4A.3	Professional Standards Department Complaints	+16.2%		Nottinghamshire Police Professional Standards Department (PSD) receives an average of just over 86 complaints a month. The rolling year to May 2019 saw an additional 145 complaints received compared to the previous 12 months.

Strategic Priority Theme Four: Transforming Services and Delivering Quality Policing

T4A. Improve community and victim confidence and satisfaction in policing

	Measure	Performance	Trend	Insight
T4A.4	PSD Complaints - Timeliness of Local Resolution	+4.4%		The force has seen a slight downturn in the timeliness of local resolutions to complaints, with an increase in the average number of days taken to resolve. On average in the last 12 months complaints have taken 51.5 days to resolve, compared to the previous average of 49.3 days. The upturn is likely attributed to the peak in April 2018. However, since April 2018, the trend is relatively stable.
T4A.5	Stop and Search	+77.6%		The trend for stop and search is relatively stable in the long term, although recent months have seen uplift in the number of stop and searches conducted. The force recorded 3,596 stop and searches in the 12 months to May 2019, which represents an increase of 77.6% (1,571 stop and searches) compared to last year; this is largely attributable to Op Reacher. This is a positive direction of travel, with a particular increase in weapons related searches driven by the force's proactive approach to dealing with knife crime.
T4A.6	Satisfied with service of the Police			**Police & Crime Survey 2018-19 Quarter 4 – March 2019** Wave 7 'top-line' results - respondents were asked how much they agree or disagree that 'overall, how satisfied or dissatisfied were you with the service you received?' 61% of respondents were very or fairly satisfied, however, 14% selected neither satisfied or dissatisfied and a further 25% were fairly or very dissatisfied.

Strategic Priority Theme Four: Transforming Services and Delivering Quality Policing

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

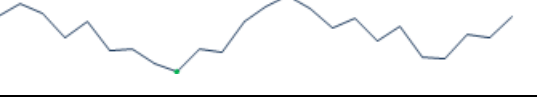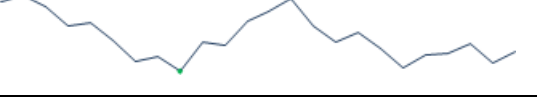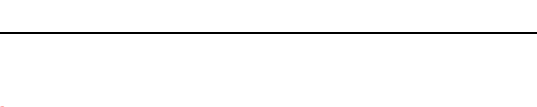|	Measure	Performance	Trend	Insight

T4B.1	Budget vs. Spend:
	  a. Capital
	  b. Revenue
				Latest position statement – May 2019
				
				Due to current issues with the migration over to Oracle Cloud Apps there is no data available to include up to the present period.
				
				This will be discussed at the Force Performance Board on 27th June 2019

T4B.2	Revenue Efficiencies Against Plan			**Latest position statement – May 2019** Due to current issues with the migration over to Oracle Cloud Apps there is no data available to include up to the present period. This will be discussed at the Force Performance Board on 27th June 2019.

Strategic Priority Theme Four: Transforming Services and Delivering Quality Policing

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

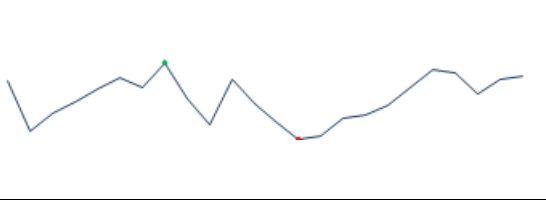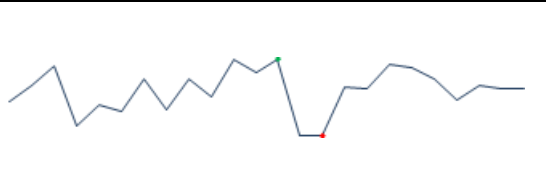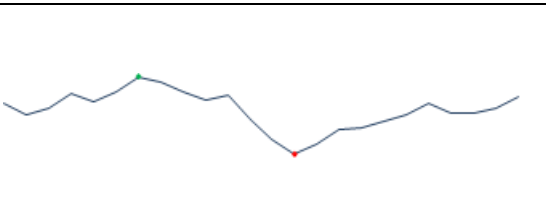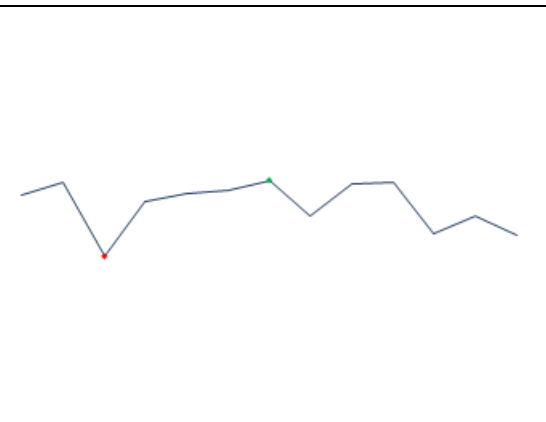|	Measure	Performance	Trend	Insight
T4C.1	Staffing Levels – Actual vs. Budget a. Officers b. Staff c. PCSOs	a = 97.79% 1,936.15 v 1,980.00 b = 97.27% 1,094.99 v 1,125.70 c = 87.65% 175.30 v 200.00		**Latest position statement as at 30th April 2019** In terms of Police Officer establishment, at the end of April 2019 the force had 1,936.15 FTE (full time equivalent) in post. The planned FTE is for 1,980 by the 30th April 2019.
T4C.2	BME Representation as at report date: a. All Force b. Officers c. PCSOs d. Staff e. Specials	a. 206/3607 = 5.71% b. 108/1976 = 5.47% c. 8/183 = 4.37% d. 73/1285 = 5.68% e. 17/163 = 10.43%		**May 2019 – figures shown are 'headcount' and exclude Officers and Staff seconded out of force.** Representation of BME for All Force saw a slight decrease of 0.02pp against last year with Officers up by 0.03pp compared to the same period. Staff has decreased by 0.01pp and PCSOs have seen a small increase of 0.02pp. Specials have seen an increase of 0.07pp.

Strategic Priority Theme Four: Transforming Services and Delivering Quality Policing

T4D. Value for money is delivered and waste is minimised

	Measure	Performance	Trend	Insight
T4D.2	Days lost to sickness: a. Officers b. Staff	+0.1pp		In the 12 months to May 2019, police officer sickness is at 5.1% compared to just over 5.1% last year; however, the collective trend is still below the peak of 5.8% seen in January 2018.
		0.0pp		Staff sickness remains relatively stable at 5.1% compared to the same figure last year.
T4D.3	Calls For Service: a. 999 b. 101	a. +4.8%		The trend for both 999 and 101 calls remains relatively stable in the long term with both seeing a downward turn since July 2018.
		b. -3.6%		999 calls have increased by 4.8% (8,499 calls) in the last 12 months, and 101 calls have reduced by 3.6% (15,863 calls) over the same period.
T4D.4	Abandoned Call Rates: a. 999 b. 101	a. -0.1pp		The abandoned call rate shows the number of calls where the caller has hung up before their call has been answered by the force control room. The abandoned call rate for 999 calls has remained low for more than eighteen months, with an average rate of 0.09% in the 12 months to March 2019.
		b. -6.3pp		The abandoned call rate for 101 calls is relatively stable at 3.9%, following several high months in summer 2017. It should be noted, that the force has put actions in place to reduce the abandoned 101 call rates, with the trend showing generally lower monthly abandonment rates in the last twelve months.

Strategic Priority Theme Four: Transforming Services and Delivering Quality Policing

T4D. Value for money is delivered and waste is minimised

Measure		Performance	Trend	Insight
T4D.5	Response Times: a. Grade 1 Urban b. Grade 1 Rural c. Grade 2	a. -0.4pp		The advised times for attending grade 1 (immediate attendance) incidents are 15 minutes for an incident in an urban area and 20 minutes for an incident in a rural area. The trend for the percentage of grade 1 urban and grade 1 rural incidents attended within the advised times remains relatively stable. In the 12 months to May 2019 the force attended 77.7% of incidents in an urban area within 15 minutes, and 74.6% of incidents in a rural area within 20 minutes. Grade 2 (urgent attendance) incidents are monitored in respect of the average time to attend the incident. The mean average time to attend Grade 2 incidents in the last 12 months is 375 minutes. The median attendance time for the same period is 47 minutes – this is a more meaningful measure and indicates how long the majority of Grade 2 incidents take to arrival on scene.
		b. +0.1pp		
		c. -4.0pp		
T4D.6	Crimes Recorded at First Point of Contact	-9.2pp		On average over the last 12 months, 34.4% of all crime recorded by the force has been recorded by the Contact Resolution Incident Management (CRIM) team based in the force control room. This approach means that crimes can be created as close as possible to the initial call from the public, and also frees up response officers to attend incidents. A slight downward trend in the proportion recorded by CRIM continues, with the rate in the previous 12 months higher at 43.5% compared to 34.4% for the current 12 months.

Strategic Priority Theme Four: Transforming Services and Delivering Quality Policing

T4D. Value for money is delivered and waste is minimised

	Measure	Performance	Trend	Insight
T4D.7	Compliance with National Crime Recording Standards			**NCRS Compliance Report – May 2019 Update** New first contact arrangements moving crime recording closer to the point of call continues to drive an improvement in timelines, consistency, quality and compliance. Indicative NCRS compliance for the last quarter remains very strong in most areas including Violence Against the Person, Sexual Offences (inc. Rape), Burglary, Robbery, Theft and Criminal Damage.