NOTTINGHAMSHIRE POLICE AND CRIME PLAN

PERFORMANCE AND INSIGHT REPORT 2020/21

QUARTER 3: PERFORMANCE TO DECEMBER 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 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. This provides a more stable indication of trends over time. 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 are specified at Appendix A, including details of 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. This report includes findings from the PCC's quarterly Police and Crime Survey. Fieldwork for the survey was affected by Coronavirus restrictions introduced in March 2020, however the full schedule of fieldwork was completed in 2020 on account of additional waves completed in the Autumn and Winter of 2020 in full compliance with Market Research Society guidelines.

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

<div style="background-color:#3a7a94;color:white;padding:4px;">Theme 1: Protecting Vulnerable People from Harm – Pages 3 to 4</div>

- Safeguarding referrals continue to increase, largely attributed to improved training and better Partnership working in relation to CSE, PPNs and Knife crime.
- Missing Persons Reports have continued to reduce, reflective of force investment in dedicated teams, new technology and use of 'best practice' to gather information from forces that have been inspected. Social distancing has increased 'attendance' at online meeting and improved information sharing.
- Online crime has further increased this quarter, reflective of more online activity during COVID restrictions and national increases in phishing / scam emails.
- Police recorded Child Sexual Exploitation (CSE) offences continue to reduce, with a 16.3% reduction seen over the latest 12 month period.

<div style="background-color:#7a9140;color:white;padding:4px;">Theme 2: Helping and Supporting Victims – Pages 5 to 6</div>

- Domestic Abuse recorded offences have seen levels drop to under 15,000 for the first time in over 2 years; possibly driven by under-reporting and lockdown measures.
- VCOP compliance has seen continued improvements again this quarter.
- Adult and Child sexual offences continue to see reductions this quarter and 15%-21% reductions against the previous 12 months.

<div style="background-color:#4a4a2a;color:white;padding:4px;">Theme 3: Tackling Crime and Anti-social Behaviour – Pages 7 to 10</div>

- Recorded victim based crime in rural and urban areas has seen continued reductions this quarter and over the 12 month comparison, with notable decreases seen Apr-Jun 2020, in line with the first wave of lockdown measures.
- Alcohol ASB has seen a downward trend over the past 2 years and continue to see reductions this quarter.
- IOM has seen a notable increase in the average re-offending risk rate this quarter (71%).
- The Police and Crime Survey reflected that Community Cohesion continues to show improvements.
- ASB incidents has seen large increases in the yearly comparisons, attributable to the Covid restriction measures.
- Repeat Hate Crime victimisation rates have continued to increase

<div style="background-color:#9a4a1a;color:white;padding:4px;">Theme 4: Transforming Services and Delivering Quality Policing – Pages 11 to 13</div>

- The Police and Crime Survey has seen public satisfaction improvements in 'dealing with issues that matter' and 'police doing a good job'.
- PSD timeliness for complaint resolution has reduced by 6 days in the past 12 months; attributable to the revised PSD practices and overhaul of the Centurion system.
- Staffing levels have seen further increases.
- Sickness levels continue to see reductions.
- NCRS compliance has further improved this quarter.

Theme 1: Protecting Vulnerable People from Harm

		Theme 1A: More Vulnerable People Safeguarded and Protected						

		Aim	12 months to Dec 2019	12 months to Mar 2020	12 months to Jun 2020	12 months to Sep 2020	12 months to Dec 2020	Change over last year
								% / Actual
1A.1	Adult and Child Safeguarding Referrals	Increase	6,671	7,056	7,450	7,804	● 7,915	+18.6% / +1,244
1A.2	Missing persons	Monitor	2,964	2,895	2,712	2,542	● 2,473	-16.6% / -491
1A.3	Missing: No apparent risk	Monitor	3,008	3,103	2,838	2,817	2,732	-9.2% / -276
1A.4	Mental health-related incidents	Monitor	18,557	18,818	19,249	18,722	17,853	-3.8% / -704

Safeguarding Referrals

Overall, safeguarding referrals continue to increase in Nottinghamshire during 2019-2020, and have continued the trend in the latest quarter. Overall, referrals increased by 18.6% 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 falling since May 2018 following investment in a dedicated Missing Team to work collaboratively on safeguarding issues and investment in new technology in 2020 to assist in tracing missing people by processing telephone data more effectively. Saving time and resources in the search process, this represents a cost saving to the force while also increasing in performance.

The latest quarter has seen further reductions with average monthly reports falling from 247 to 206 in the last year. The MFH Team continue to gather information and learning from recently inspected forces, including for example, improving access to mental health support. Social distancing practices have also led to increased 'attendance' at (online) meetings and improved information sharing.

Reports of 'Missing with no apparent risk' increased sharply during February and March 2020 – reaching the highest monthly rate (302) since July 2018. The latest quarter, has seen continued reductions with the monthly average falling to 227.

Mental Health-Related Incidents

The last 12 months have seen a monthly average of 1,488 police recorded mental health reports, which is a decrease on the previous year monthly average of 1,546.
Police recorded mental health incidents had been in decline since Summer 2019, but saw marked increases between Jan – Jun 2020; most likely attributable to the emotional and mental impact of Covid-19 and lockdown measures. The latest quarter has seen a downturn in incidents, with the yearly total to December 2020 down 3.8% on the previous 12 month period.

Theme 1: Protecting Vulnerable People from Harm

									Change over last year	
		Aim	**12 months to Dec 2019**	**12 months to Mar 2020**	**12 months to Jun 2020**	**12 months to Sep 2020**	**12 months to Dec 2020**		**%**	**Actual**
1B.1	**Fraud Offences**	Monitor	**3,015**	3,006	2,879	2,849	**2,923**		-3.1%	-92
1B.2	**Online Crime**	Monitor	**3,675**	3,641	3,813	4,053	🔴 **4,107**		+11.8%	+432
1B.3	**Drug Trafficking and Supply Offences**	Monitor	**930**	908	959	946	**934**		+0.4%	+4
1B.4	**Police recorded Child Sexual Exploitation**	Monitor	**523**	525	520	479	🟢 **438**		-16.3%	-85
1B.5	**Police recorded Modern Slavery offences**	Increase	**102**	116	132	141	**138**		+35.3%	+36

(Header for the table block: Theme 1B: Improved Response to Serious and Emerging Threats)

Drug Trafficking and Supply Offences

The number of recorded drug trafficking and supply offences recorded by police increased markedly in the year to June 2020 largely impacted by the proactive work of the Op Reacher team. Roll out of Op Reacher continued during 2020 to cover each of the force neighbourhood areas. Between Oct-Dec 20, the team undertook 80 drug seizures. They also, conducted 56 warrants, made 146 arrests, seized over £93k cash and seized 27 weapons, including firearms and machetes.

Modern Slavery

The total number of modern slavery offences recorded by police increased by 35.3% in 2020. This positive trend largely reflects on-going improvements in proactivity, training and awareness of the nature, risk, legislation and signs of slavery. The force's dedicated Modern Slavery and County Lines Team continues to take a proactive approach to identifying offences and ensuring survivors are protected and offenders are brought to justice.

Child Sexual Exploitation

The latest quarter has seen a further reduction in police recorded CSE, with a 16.3% decrease over the last year. There are no definitive factors that can be evidenced to explain this reduction, however, it should be noted that:-

- Increased public education and awareness raising of the risks relating to CSE is likely to have reduced opportunity and propensity to offend.
- There has been a shift in priority focus from CSE to Child Criminal Exploitation (CCE) over recent months
- There remain opportunities to drive further increases in the identification of CSE via training and experience gained by our new recruits and further proactivity in the identification of hidden harm

Online crime

Online crimes represent a significant challenge to the force and a growing demand on resources. Recorded offences have further increased by 11.8% over the last year, impacted in part by increased online activity during the period of Coronavirus Restrictions. There has also been a national increase in the number of Online phishing and scam emails relating to Covid-19, Track and Trace and HMRC etc.

Fraud offences

Recorded fraud offences saw a slight reduction of 3.1% in the current 12 month period when compared with the previous 12 months. This reduction is due, in some part, to a change in recording practices and the addition of new Niche occurrence types. The pandemic has also affected some of the trends and patterns seen in Nottinghamshire. Reductions could also be attributed to the work of the Fraud Unit in preventing people from becoming a victim of fraud in the first instance. It should be noted that there can often be a lag in reporting fraud offences on account of the time taken for some for people to realise that they have become a victim.

Theme 2: Helping and Supporting Victims

		Aim	12 months to Dec 2019	12 months to Mar 2020	12 months to Jun 2020	12 months to Sep 2020	12 months to Dec 2020	Change over last year %	Actual
	Theme 2A: Improved Reporting and Response to Domestic and Sexual Violence and Abuse								
2A.1	**Police recorded domestic abuse crimes**	Monitor	**15,133**	15,119	15,176	15,150	🔴 **14,347**	**-5.2%**	**-786**
2A.2	**Domestic abuse repeat victimisation rate**	Monitor	**34.5%**	34.1%	33.8%	33.4%	**33.6%**	**-0.9% pts**	**n/a**
2A.3	**Domestic abuse: Positive Outcome Rate**	Monitor	**13.4%**	13.7%	13.2%	13.3%	**13.4%**	**-0.0% pts**	**n/a**
2A.4	**% Domestic abuse victims satisfied (overall)**	Monitor	**88.0%**	88.8%	87.5%*	87.5%*	**87.7%***	**-0.3% pts**	**n/a**
2A.5	**Serious sexual offences: Adult**	Monitor	**1,453**	1,431	1,340	1,310	🟢 **1,227**	**-15.6%**	**-226**
2A.6	**Serious sexual offences: Child**	Monitor	**1,379**	1,408	1,233	1,144	🟢 **1,086**	**-21.2%**	**-293**
2A.7	**Sexual Offences: Positive Outcome Rate**	Monitor	**7.3%**	7.8%	8.2%	8.4%	**8.2%**	**+0.9% pts**	**n/a**

Domestic Abuse

This quarter has seen a reduction in reporting of under 15,000 offences for the first time in 2 years, and is 5.2% down when compared to the previous 12 month period. This could be due to the pandemic and under reporting of offences as victims struggle to come forward due to lockdown measures.
Other trigger factors such as pub closing times, football matches and social aspects surrounding alcohol and public order, will also have had an impact on figures.

The proportion of victims that are repeats has reduced marginally during the year while positive outcome rates remain consistent at around 13%.

Levels of satisfaction with the police among survivors of domestic abuse have reduced marginally in the latest 12 months, 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: Due to Covid-19 restrictions, survey data is only current up to August 2020 based on surveys undertaken in December 20. There have been 3 new starters on the survey team who are in the process of being inducted, it is hoped that survey data will catch up in the coming months.

Sexual Abuse

Both Adult and Child Serious Sexual Offences saw decreases of 15.6% and 21.2% respectively in the year ending December 2020 when compared to the previous 12 months.

Both Adult and Child offences recorded by police dropped markedly between March and May 2020 and again in Dec 20, potentially attributable to the Covid-19 lockdown / restriction measures.

The positive outcome rate has maintained at above 8% this quarter. This is in part attributable to the positive measures in place in the Public Protection unit and more robust identification and charging of suspects.

Theme 2: Helping and Supporting Victims

		Aim	12 months to Dec 2019	12 months to Mar 2020	12 months to Jun 2020	12 months to Sep 2020	12 months to Dec 2020	Change over last year %	Actual
	Theme 2B: Victims Receive High Quality and Effective Support Services								
2B.1	**Victims Code of Practice Compliance**	Monitor	**90.0%**	90.4%	91.4%	91.7%	● **92.9%**	**+2.9% pts**	n/a
	Victim Services: New referrals**	Monitor	**n/a**	10,135	10,135	10,125	**10,125***	n/a	n/a
2B.2	**Victim Services: Closed Cases**	Monitor	**3,445**	3,524	3,524	3,113	**3,113***	**-9.6%**	**- 332**
2B.3	**% Improved ability to cope and recover**	Monitor	**78.1%**	79.0%	79.0%	72.2%	**72.7%***	**-5.4% pts**	n/a
2B.4	**% crimes resolved via community resolution**	Monitor	**10.4%**	10.0%	9.5%	8.9%	**9.3%**	**-1.1% pts**	n/a

Victims Code of Practice

The Victims Code Of Practice (VCOP) requires that a VCOP assessment is made and recorded for every victim of a crime, and that victim services are offered to victims as part of this assessment. In order to be VCOP compliant, every victim-based crime should have a completed VCOP recorded and the officer should record that victim services have been offered.

Improvements in compliance have been made over the past year (+2.9% points), which are likely to have been affected by continued robust screening of rape and serious sexual offence (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 have improved as more teams have been included in the mandatory review process while maintaining high compliance.

Victim Services

PCC Commissioned victim services received around 10,125 new referrals in 2020, of which 325 were supported by new providers awarded new Ministry of Justice funding in 2020 in response to additional domestic and sexual abuse demand presenting in wake of the Coronavirus pandemic.

Of the 3,113 assessments undertaken for closed cases during this period, 72.7% reported improvements in their ability to recover and cope with aspects of daily life as a result of the support provided.

Whilst his marks a 9.6% pt reduction on the positive outcome rate in 2019, performance should be viewed in the context of a changing profile of victimisation and service provision.

*MoJ data reported on a 6 monthly basis
** New indicator excludes existing service users

Community Resolution

The proportion of crimes resulting in community resolution has seen a steady downward trend in the past 12 months, with a further 1.1% point reduction in the 12 months to December 2020.

Theme 3: Tackling Crime and Anti-social Behaviour

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

		Aim	12 months to Dec 2019	12 months to Mar 2020	12 months to Jun 2020	12 months to Sep 2020	12 months to Dec 2020	Change over last year %	Actual
3A.1	Victim-based crime: Total	Monitor	91,860	90,797	83,899	80,796	● 75,153	-18.2%	-16,707
3A.2	Victim-based crime: Rural areas	Monitor	11,388	11,406	10,718	10,458	● 9,769	-14.2%	-1,619
3A.3	Victim-based crime: Urban areas	Monitor	79,532	78,351	72,279	69,315	● 64,848	-18.5%	-14,684
3A.4	Average Crime Severity: Force-wide	Monitor	163.01	159.06	158.23	162.07	● 156.71	-3.9%	-6.3
3A.5	Average Crime Severity: Priority areas	Monitor	164.22	164.99	164.52	165.69	165.24	+0.6%	+1.02
3A.6	Residents reporting experience of crime	Monitor	18.9%	18.0%	17.5%	16.9%	● 16.1%	-2.8% pts	n/a
3A.7	% residents feeling safe in area by day	Monitor	88.7%	89.2%	89.9%	90.1%	● 89.7%	+1.0% pts	n/a
3A.8	% residents feeling safe in area after dark	Monitor	61.0%	61.5%	62.7%	64.0%	● 63.1%	+2.1% pts	n/a
3A.9	% reporting drug use / dealing as an issue	Reduce	43.3%	42.8%	37.5%	32.1%	● 32.0%	-11.3% pts	n/a

Police recorded crime

Police recorded crime, decreased by 16,707 offences in the year to December 2020, largely impacted by Coronavirus restriction measures in place since March 2020 which reduced opportunities for offending. Notable reductions were seen in robbery (-29.0%) and theft offences (-27.9%) during this period. Reductions in police recorded crime have been more pronounced in the urban areas of the force with a further 18.5% reduction in the latest 12 month period.

Findings from the Police and Crime Survey to December 2020 indicate that self-reported experience of crime (excl. fraud and cyber) fell from 18.9% to 16.1% during the year with serious acquisitive crime and criminal damage seeing the most marked reductions.

Crime Severity

The average crime severity score of offences recorded by police (based on weightings via the ONS Crime Harm Index) has reduced in the latest quarter. Trends in crime severity will be monitored over the coming months as rates and trends of recorded crime during lockdown restrictions become clearer.

The 23 Priority Areas have seen a slight increase in overall crime severity over the last year. Arboretum and Bingham & Trent have recorded the highest severity scores in the 12 months to Dec 20 (222.84/199.59).

Resident concerns regarding drug use and dealing

The proportion of residents citing drug use and dealing as an issue they would like to see the police and other partners do more to tackle in their area continued to fall throughout 2020. This coincides with extensive targeted enforcement activity linked to Operation Reacher. Reckless and dangerous driving is now the most prevalent issue of community concern highlighted as part of the Police and Crime Survey.

Feelings of safety

The proportion of residents reporting that they feel very or fairly safe in their area during the day and after dark has increased marginally over the previous 12 months. This may, in part, have been affected by changes in lifestyles and activity as a result of the Coronavirus restrictions in place.

Theme 3: Tackling Crime and Anti-social Behaviour

		Aim	12 months to Dec 2019	12 months to Mar 2020	12 months to Jun 2020	12 months to Sep 2020	12 months to Dec 2020	Change over last year %	Actual
	Theme 3B: Fewer People Commit Crime and offenders are supported to rehabilitate								
3B.1	**Violent knife crime**	Monitor	**804**	762	739	768	🟢 **721**	**-10.3%**	**-83**
3B.2	**Violent knife crime: Positive outcomes**	Monitor	**29.0%**	27.3%	26.9%	26.3%	**28.0%**	**-1.0% pts**	**n/a**
3B.3	**Gun crime**	Monitor	**175**	163	149	165	🟢 **151**	**-13.7%**	**-24**
3B.4	**Possession of weapons offences**	Monitor	**1,252**	1,205	1,112	1,084	🟢 **1,019**	**-18.6%**	**-233**
3B.5	**Stop and Searches**	Monitor	**5,405**	5,487	5,377	5,103	**4,952**	**-8.4%**	**-453**
3B.6	**Stop and Search: Positive outcomes**	Monitor	**43.3%**	40.4%	39.8%	39.6%	**39.3%**	**-4.0% pts**	**n/a**
3B.7	**Alcohol-related violence**	Monitor	**16.4%**	16.0%	15.4%	15.6%	**14.7%**	**-1.7% pts**	**n/a**
3B.8	**Alcohol-related ASB**	Monitor	**9.4%**	8.9%	7.8%	7.5%	🟢 **6.5%**	**-2.9% 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 10.3% reduction recorded in the last 12 months compared to the previous 12 months. The proportion of offences resulting in a positive outcome, however, has increased marginally by 1% over the same 12 month period.

Gun Crime

Police recorded gun crime has decreased by over 13% over the last year, with large monthly decreases being observed between January and May 2020 and reduced levels in December 2020, in line with national lockdowns and tighter restrictions. Nationally, there has been a downward trend in firearm discharges and incidents in December 2020.

Stop Searches

There has been a reduction in the number of stop searches conducted in the 12 months to December 2020. This is possibly attributable to the Covid-19 pandemic and fewer people on the roads and fewer stops conducted.

Positive Outcomes improved steadily in 2019, although, small reductions have been seen throughout 2020. The consistent level of positive outcomes is primarily associated with targeted intelligence led operations that 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 18.6% to December 2020 compared to the previous year; this reflects the continued positive proactive work of Op Reacher and the neighbourhood community teams in taking more weapons off the streets; 55 weapons were seized in November 2020.

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. Alcohol-related ASB has also seen 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 Dec 2019	12 months to Mar 2020	12 months to Jun 2020	12 months to Sep 2020	12 months to Dec 2020	Change over last year %	Actual
3B.9	IOM: Offenders subject to monitoring	Monitor	302	317	385	269	258	-14.6%	-44
3B.10	IOM: Offenders successfully removed	Monitor	96	78	61	93	70	-27.1%	-26
3B.11	IOM: Reduction in average re-offending risk	Monitor	-45.1%	-45.3%	-46%	-56.3%	-71.0%	+25.9%pts	n/a
3B.12	Youth Justice First Time Entrants: City	Monitor	146	140	109	105	114	-21.9%	-32
3B.13	Youth Justice First Time Entrants: County	Monitor	129	123	116	117	102	-21.0%	-27
3B.14	Crimes with an identified suspect (average)	Monitor	2,881	3,039	3,095	3,120	3,023	+4.9%	+142
3B.15	Positive outcomes: All crime	Monitor	15.4%	15.4%	15.6%	15.2%	15.7%	+0.3% pts	n/a
3B.16	Positive outcomes: Victim-based crime	Monitor	11.7%	11.7%	11.9%	11.8%	12.2%	+0.5% pts	n/a

Integrated Offender Management (IOM)

A successful year for IOM despite the difficulties of the pandemic. All normal activity has continued throughout the crisis, including home visits, statutory appointments and enforcement actions. IOM has additionally managed the emergency prison releases through COVID, and ensured that all such releases were subject at proposal to thorough checks and then monitored throughout the period of their temporary licence.

Power BI has been developed over the past few months as a performance dashboard for IOM and DVIOM and enables tracking of scheme outcomes. Further explanation is shown in **Appendix A**.

DVIOM Scheme

The DIVOM performance figures are mostly the same as the October submission. The PPIT score is now reflected using Power BI. The average reduction in PPIT for IOM DV offenders between entry and exit from the scheme is 7 points; equating to a 53% reduction in PPIT risk. The PPIT is used in addition to the IOM matrix to identify DV perpetrators and is the current academic leading model for this type of cohort selection.

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Youth Justice – First Time Entrants

The City shows a 21.9% reduction of FTE during the 12 months to the end of December 2020.
The County shows a 21% reduction of FTE during the 12 months to the end of December 2020.

Identified Suspects

The number of Niche crime outcomes with a named suspect has been increasing steadily since April 2018, with a further 4.9% increase in the past year to December 2020.

Positive Outcomes: All Crime & Victim Based Crime

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

Theme 3: Tackling Crime and Anti-social Behaviour

		Aim	12 months to Dec 2019	12 months to Mar 2020	12 months to Jun 2020	12 months to Sep 2020	12 months to Dec 2020	Change over last year %	Actual
	Theme 3C: Build Stronger and More Cohesive Communities								
3C.1	Police recorded hate occurrences	Monitor	**2,330**	2,351	2,379	2,395	**2,326**	-0.2%	-4
3C.2	Hate crime repeat victimisation rate	Monitor	**14.6%**	14.4%	14.3%	15.4%	🔴 **17.3%**	+2.7% pts	n/a
3C.3	% Hate crime victims satisfied (overall)	Monitor	**86.2%**	84.0%	84.7%	83.8%*	**85.9%**	-0.3%pts	-
3C.4	% feeling there is a sense of community	Monitor	**52.6%**	54.0%	57.3%	59.6%	🟢 **62.0%**	+9.4% pts	-
3C.5	% feeling different backgrounds get on well	Monitor	**53.4%**	54.7%	58.1%	61.4%	🟢 **64.0%**	+10.6% pts	-
3C.6a	% reporting experience of ASB (Crime Survey)	Monitor	**n/a**	n/a	n/a	56.3%	**56.9%**	n/a	n/a
3C.6b	Anti-social Behaviour Incidents (Police)	Monitor	**31,481**	32,137	39,019	41,947	🔴 **45,063**	+43.1%	+13,582
3C.7	Anti-social Behaviour Incidents: % Repeats	Monitor	**28.4%**	28.4%	26.9%	27.6%	**28.3%**	-0.1% pts	n/a
3C.8	Alcohol-related ASB	Monitor	**9.4%**	8.9%	7.8%	7.5%	🟢 **6.5%**	-2.9% pts	n/a

Hate Crime (see Appendix A)

Recorded Hate Crime has remained relatively stable over the previous two years with a marginal decrease in the past 12 months. The proportion of hate crime victims that are repeat victims has continued to increase this quarter.
Victim Satisfaction rates have remained relatively stable over the past 12 months.

NB: Hate Crime survey data to December 2020 is reflected in September 2020 surveys.

Community Cohesion

The proportion of residents feeling that their area 'has a sense of community' and that 'people from different backgrounds get on well' has increased markedly over the last year.

Anti-social Behaviour

Police recorded ASB increased has markedly over the last year, primarily driven by the enforcement of Coronavirus restrictions since March 2020. The proportion of reports involving repeat victims remains broadly stable. Reports of alcohol related ASB have decreased over the previous year (-2.9%) mirroring trends in alcohol-related violence.

The PCC's Police and Crime Survey introduced new questions relating to experience of ASB in October 2019. Rolling 12 month data is now available for the latest two reporting periods and will be consistently tracked over time.

Theme 4: Transforming Services and Delivering High Quality Policing

		Aim	12 months to Dec 2019	12 months to Mar 2020	12 months to Jun 2020	12 months to Sep 2020	12 months to Dec 2020	Change over last year %	Actual
	Theme 4A: Further Improve Public Confidence in Policing								
4A.1	**Police are dealing with the issues that matter**	Monitor	**42.0%**	41.7%	42.5%	44.0%	🟢 **45.0%**	**+3.0% pts**	**n/a**
4A.2	**Residents feeling the Police do a good job**	Monitor	**49.3%**	50.0%	51.7%	53.4%	🟢 **54.0%**	**+4.7% pts**	**n/a**
4A.3	**Residents reporting confidence in the police**	Monitor	**54.9%**	55.4%	57.8%	59.3%	**59.0%**	**+4.4% pts**	**n/a**
4A.4	**% residents satisfied with the police**	Monitor	**59.2%**	58.4%	57.9%	56.9%	**58.0%**	**-1.2% pts**	**n/a**
4A.5	**PSD Recorded Complaints**	Monitor	**994**	896	904	893	**997**	**+0.3%**	**+3**
4A.6	**PSD Recorded Complaints: Timeliness (days)**	Monitor	**90.1**	94.5	96.9	95.5	🟢 **84.0**	**-6.8%**	**-6.1**

Public Confidence in the Police

The majority of indicators of public confidence in the police are increasing – particularly since March 2020. While an increasing trend was evident prior to the emergence of the COVID-19 pandemic, it is likely that the emergence of and response to the pandemic have contributed to an acceleration of these trends since March 2020.

Satisfaction with Police

25% of respondents to the Nottinghamshire Police and Crime Survey reported having had contact with the police over the last year, which marks a small reduction on levels recorded during the previous year (27%).

The proportion of those respondents reporting that they were very or fairly satisfied with the service they received has remained the same over the last year (58.0%), while there has been a slight increase in the proportion stating that they were neither satisfied nor dissatisfied (up from 15.0% to 18.0%). The proportion reporting dissatisfaction with the police meanwhile has fallen marginally from 25.0% to 23.0%.

PSD Recorded Complaints: Timeliness

The average timeliness for the resolution of PSD complaints has reduced from 90 days to 84 days in the past 12-month period. This is due to the benefits now being seen of revised practices within PSD and a sustained overhaul of the Centurion system and historical complaints now being finalised

Theme 4: Transforming Services and Delivering High Quality Policing

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

		Aim	12 months to Dec 2019	12 months to Mar 2020	12 months to Jun 2020	12 months to Sep 2020	12 months to Dec 2020	Change over last year %	Actual
4B.4	Staffing vs Establishment: Officers	Monitor	**98.2%** **1,935/1,970**	101.34% 1,980/2,006	98.66% 2,059.01/2,087	*99.32% 2,071.81/2,087	***101.80** **2,124.48/2,087**	**+3.6% pts**	**+189.48**
4B.5	Staffing vs Establishment: Staff	Monitor	**97.0%** **1,166/1,131**	98.35% 1,119/1,138	99.84% 1,198.89/1,138.67	103.83% 1,186.41/1,142.67	***103.34%** **1,181.86/1,143.67**	**+6.34% pts**	**+15**
4B.6	Staffing vs Establishment: PCSOs	Monitor	**84.6%** **169/200**	75.53% 151/200	83.42% 166.83/200	80.85% 161.7/200	***78.46%** **156.91/200**	**-6.14% pts**	**-12.09**
4B.7	% Contracted days lost to Sickness: Officers	Monitor	**5.29%** **20,733**	5.24% 20,718	4.83% 19,628	4.21% 20,718	**3.07%** **15,980**	**-2.22% pts**	**-4,753**
4B.8	% Contracted days lost to Sickness: Staff & PCSOs	Monitor	**5.10%** **14,225**	5.13% 14,426	4.80% 13,741	4.50% 14,426	**4.25%** **12,947**	**-0.85% pts**	**-1,278**

Budget vs Spend: Revenue/Capital

The Q3 reports have yet to be approved by the FEB so, the latest data is not yet available. The latest position as at Q2 is as follows:-

In terms of budget vs actual spend for the second quarter (Jul-Sep) 2020/21, the Force was predicting a £209k overspend for the full year outturn ending 2020/21 for our revenue budget. The total outturn expected was £221,868k versus a budget of £221,659k.
For capital spend for the second quarter 2020/21, we spent a total of £7,996k and the full year outturn position was £25,678k versus a full year budget of £35,845k which is a difference of £10,167k which is split as slippage of £9,091k and an under-spend of £1,076k.

Staffing: Officers / Staff / PCSOs

*As of 30 November 2020, officer establishment levels were showing an increase of 189 officers when compared to the previous year. The number of Police Staff has also increased over the same period (+15), while the number of PCSOs has reduced by 12.

Sickness: Officers / Staff & PCSOs

NB: percentage figures relate to hours lost as an average of all FTE hours.
Officer and staff sickness rates have been reducing over the previous two years and have continued to see reductions this period. The Force has followed government guidelines and implemented self-isolation, shielding and authorised absences through the Personal Assessment process. Nevertheless, absence levels have not been adversely affected by the pandemic and have dropped considerably every month since March 2020. This may be due to: greater flexibility with home working; gyms and sporting activities being restricted and the arrival of new officers increasing overall staffing numbers; changing work practices and workloads reducing leading to reductions in pressure/stress; an increased motivation and sense of duty during a time of crisis.

Theme 4: Transforming Services and Delivering High Quality Policing

		Aim	12 months to Dec 2019	12 months to Mar 2020	12 months to Jun 2020	12 months to Sep 2020	12 months to Dec 2020	Change over last year %	Actual
	Theme 4C: Achieving Value for Money – Demand Management								
4C.1	**Calls for Service: 999**	Monitor	**190,968**	195,050	188,570	184,039	🟢 **177,403**	**-7.1%**	**-13,565**
4C.2	**Abandoned Call rate: 999**	Monitor	**0.111%**	0.515%	0.70%	0.86%	**0.90%**	**+0.79% pts**	**n/a**
4C.3	**Calls for Service: 101**	Monitor	**816,185**	752,136	698,972	666,530	🟢 **631,628**	**-22.6%**	**-184,557**
4C.4	**Abandoned Call rate: 101**	Monitor	**1.4%**	5.1%	7.4%	10.9%	**7.7%**	**+6.3% pts**	**n/a**
4C.5	**Response times: Grade 1 Urban**	Monitor	**79.3%**	77.2%	77.3%	76.0%	**75.0%**	**-4.3% pts**	**-**
4C.6	**Response times: Grade 1 Rural**	Monitor	**74.2%**	72.0%	71.1%	70.8%	🔴 **69.4%**	**-4.8% pts**	**-**
4C.7	**Response times: Grade 2**	Monitor	**52.4%**	50.7%	51.6%	50.7%	**51.6%**	**-0.8% pts**	**-**
4C.8	**Compliance with NCRS**	Monitor	**94.0%**	94%-96%*	96.1%	97.2%	🟢 **97.4%**	**+3.4% pts**	**-**

Calls for Service: 999 and 101

999 calls saw successive increases over the last two years, however, the latest year to December 2020 has seen a reduction of over 13,000 calls compared to the previous 12 months, this correlates to the reduction in crimes and incidents due to the pandemic. Abandoned call rates for 999 remain extremely low.

**Calls to the 101 non-emergency service have also fallen markedly during the year (-22%) and appear to have been unaffected by removal of the nominal call charge. Abandoned call rates for the 101 service, however, have been increasing steadily, following marked deceases since 2018. The recent rise in abandoned call rates is largely attributable to the COVID-19 pandemic, turnover of staff and the impact of training new starters.

Response Times within Target

Response times are now available from SAFE and have been updated. Response times for Grade 1 Urban and Rural and Grade 2 have seen reductions in the current 12 month period when compared to the previous 12 month period, with Grade 1 Rural response times seeing the largest decrease**s** quarter on quarter. There is no one reason for the decline in response times, since March 2020, there has been fewer Grade 1 incidents (that are quicker to deal with) and more Grade 2 incidents (which historically take longer to deal with), so reducing the availability of Officers. Alongside the pandemic and sickness, a reduction in response ties is not unexpected.

Compliance with NCRS

Compliance with the National Crime Recording Standard remains strong, largely due to the robust first contact arrangements in place which are delivering compliance at 97.4%

** NB: Please note that 101 call recording has changed and now include 101 calls answered by switchboard and front counter operators, resulting in large increases across all periods.

APPENDIX A

Power BI Performance Dashboard for IOM and DVIOM

A performance dashboard has been developed over the past few months to enable tracking of scheme outcomes:-

The below extract shows the Risk of Reoffending Score across offenders managed (and removed) from IOM over the past 12 months. They came onto the scheme with an average RRS of 493 and were removed with an average of 143; equating to a 71% reduction in RRS. The RRS is calculated by multiplying their conviction scores on the IOM matrix over the past 5 years by their arrest offences over the last 12 months (using the IOM matrix). This captures the fact that not every offence arrest results in a conviction but may be indicative of risk. The 'Managed RRS' vector captures data from the scoring of every offender (whether on or off) at a fixed point in time (IOM Entry plus 12 months) and is a useful measure of the offenders who remain on the cohort due to their still presenting a risk. However, they are still showing a 39% drop in RRS, which is significant.
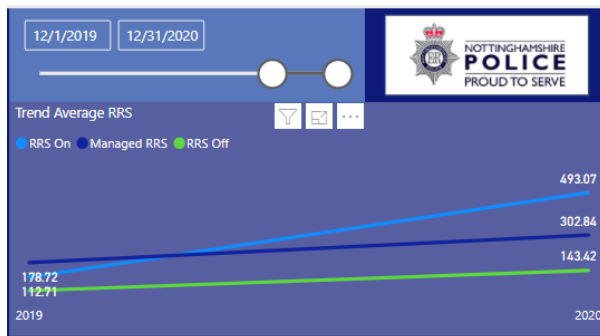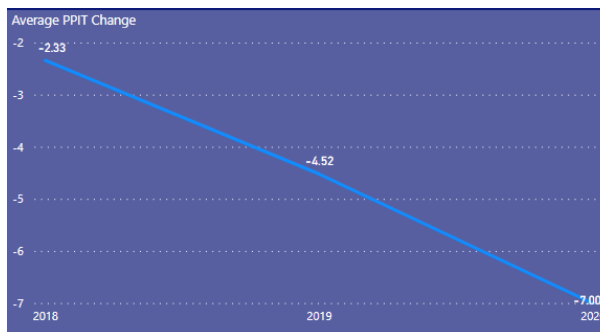
Fig A: RRS between entry and exit from the IOM scheme:-

Fig B: Average PPIT reductions:-

Hate Crime and Repeat Victims

Although the total number of Hate crimes recorded has remained relatively stable over the past 12 months, there have been significant changes in the type and location of hate crime due to the pandemic.

The usual hot spot locations are the City and Town centres resulting from the night-time economy, however, due to the closing of pubs/restaurants and the various lockdown measures, we have seen this trend move to neighbourhood locations as people are spending more time at home and neighbourhood disputes have increased as a result. These disputes have a habit of building gradually and usually take the route of occurring repeatedly prior to being reported and can escalate from relatively minor incidents to more serious reports including Hate behaviour/language.

As a result, the Hate crime team, together with the City council and statutory partners have deployed 'Operation Fossil' which seeks to tackle 'low risk' hate offending on the first occasion where no formal measure is enacted by the police (where no formal prosecution route is taken or the IP doesn't support it). This involves a written warning to first time offenders to prevent repeats and reduce further harm to victims. This is a staged process which, pending on partner availability and lockdown protocol will also see victims and offenders receive a multi-agency visit with a view to problem solving the underlying issues that are often present and not represented on crime reports – for example access/egress/parking issues.