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 1 August, 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 Youth Offending Teams have seen reductions in First Time Entrants (FTE) into the youth justice system over the last year.

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

- 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

								Change over last year	
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**	**%**	**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

Safeguarding referrals to Nottinghamshire Police have continued to increase over the last year, reaching a new peak in June 2020 (777). Referrals have increased by 27.6% over the last year.

This positive trend has been largely driven by improvements in the identification and recording of safeguarding concerns, which in turn enable 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 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. Missing person reports have fallen by 16.4% over the last year, bucking rising trends seen among other police forces nationally. These reductions are estimated to equate to savings of around £1.3 million over the last two years. Average monthly reports have fallen from 244 to 226 over 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 April and May 2020 COVID-19 lockdown period saw large reductions in 'Missing with no apparent risk' reports, however levels returned to a more normal rate in June 2020 (259).

Mental Health-Related Incidents

Police recorded mental health reports have averaged around 1,604 per month over the last year, which marks an increase of around 2.9% on the previous year (1,559 per month). This increase follows a downward trend seen since Summer 2019 and is most likely attributable to the impact of Covid-19 lockdown measures.

Theme 1: Protecting Vulnerable People from Harm

		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
	Theme 1B: Improved Response to Serious and Emerging Threats								
1B.1	**Fraud Offences**	Monitor	**3,076**	3,049	3,006	3,013	**2,877**	-6.5%	-199
1B.2	**Online Crime**	Monitor	**3,567**	3,469	3,556	3,641	🔴 **3,813**	+6.9%	+246
1B.3	**Drug Trafficking and Supply Offences**	Monitor	**847**	897	947	908	**959**	+13.2%	+112
1B.4	**Police recorded Child Sexual Exploitation**	Monitor	**588**	575	560	525	🟢 **520**	-11.6%	-68
1B.5	**Police recorded Modern Slavery offences**	Increase	**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. The proportion of crime flagged as online offending, meanwhile has been increasing since September 2020.

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 local churches with care packages and have 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 (black bonnet and Op Reacher lettering), providing an increased visual presence on Nottinghamshire's roads

Theme 2: Helping and Supporting Victims

		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
	Theme 2A: Improved Reporting and Response to Domestic and Sexual Violence and Abuse								
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%	89.0%	**87.5%**	**-3.4% pts**	**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.

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 remains broadly comparable to the level seen in June 2019, despite having dipped during the remained to 2019.

Theme 2: Helping and Supporting Victims

		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
	Theme 2B: Victims Receive High Quality and Effective Support Services								
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	3,524	**3,524**	**+568**	**+19.2%**
2B.3	**Improved cope and recover outcomes (all)**	Monitor	**79.6%**	80.6%	79.5%	79.0%	**79.0%**	**-0.6% pts**	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.

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

		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
	Theme 3A: People and communities are safer and feel safer								
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%**	17.5%	-1.4% pts	n/a
3A.7	**% residents feeling safe in area by day**	Monitor	**89.1%**	89.2%	88.7%	**89.2%**	89.9%	+0.8% pts	n/a
3A.8	**% residents feeling safe in area after dark**	Monitor	**60.5%**	61.1%	61.0%	**61.5%**	62.7%	+2.2% pts	n/a
3A.9	**% reporting drug use / dealing as an issue**	Reduce	**48.1%**	48.9%%	43.3%	**42.8%**	● 35.7%	-12.4% pts	n/a

Police recorded crime

Police recorded crime, decreased by 8,778 offences in the 12 months up to June 2020, largely influenced by significant reductions between April and June 2020. This correlated with the Covid-19 lockdown measures, with some of the most pronounced reductions being seen 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

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

Crime Severity

The average severity score of crimes recorded force-wide (based on weightings via the ONS Crime Harm Index) has reduced by 5.8% over the last year, indicating a higher volume of offences being recorded that are of lower severity, alongside reductions in the highest severity offences.

The 23 Priority Areas saw a slight (+1.7%) increase in average crime severity in the year ending June 2020, rising from 170.0 to 172.8. This follows a reducing trend seen throughout 2019. The priority areas of Basford (206.46) and Arboretum (203.46) have recorded the highest crime average severity scores over the latest 12 month period.

Resident concerns regarding drug use and dealing

*Police and Crime survey measures have not been captured 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% pts / 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 being 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% points over the last year.

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. See Appendix A.

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

		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
	Theme 3B: Fewer People Commit Crime and offenders are supported to rehabilitate								
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%	**-46.0%**	**+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**	137	122	123	● **115**	**-27.0%**	**-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)

The IOM scheme monitored reoffending risk among 61 offenders removed from the scheme during the previous year. Of these, the average reoffending risk scores (RRS) per offender fell from 209 (entry score) to 87 (removed score) – marking a reduction of 58%.

A further 324 offenders have been actively engaging with the scheme over the last year. Among this cohort, 212 have received mid-point reoffending risk assessment (12 months post-scheme entry), whereby average IOM reoffending risk scores fell from 336 (on score) to 223 (mid-point score). This marks a 34% reduction in reoffending risk among the active IOM cohort.

DVIOM Scheme

As at June 2020, 89 offenders had been removed from the DVIOM scheme, of which their average Priority Perpetrator Identification Tool (PPIT) score per offender fell from 11.8 (at point of entry onto scheme) to 7.8 (at point of removal). This marks a reduction of 33% in the PPIT risk score. The threshold for entry onto the DVIOM scheme has increased to 17.0 (PPIT), from around 8.0 since the scheme was launched in 2017. While this has led to some lower scoring offenders being removed from the scheme, DVIOM continues to maintain a focus on the highest risk offenders identified. Assessment of the DVIOM cohort via the standard IOM matrix indicates a reduction in reoffending risk of 46%, with average RRS scores falling from 183 (entry score) to 91.5 (removed score).

A further 60 offenders remain on the scheme and are subject to ongoing performance monitoring.

Youth Justice – First Time Entrants

Both the City (-30.1%) and County (-27.0%) Youth Offending Teams have seen steady reductions in rates of First Time Entrants into the Youth Justice System over the last year.

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 over the last 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

		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
	Theme 3C: Build Stronger and More Cohesive Communities								
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%	**57.3%**	**+6.5% pts**	**n/a**
3C.5	**% feeling different backgrounds get on well**	Monitor	**53.8%**	53.1%	53.4%	54.7%	**58.1%**	**+4.3% pts**	**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 data shown is only to May 2020 due to Covid-19 restrictions.

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

		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
	Theme 4A: Further Improve Public Confidence in Policing								
4A.1	**Police are dealing with the issues that matter**	Monitor	**40.3%**	40.9%	42.0%	41.7%	**42.5%**	+2.2% pts	n/a
4A.2	**Residents feeling the Police do a good job**	Monitor	**47.7%**	47.9%	49.3%	50.0%	**51.7%**	+4.0% pts	n/a
4A.3	**Residence reporting confidence in the police**	Monitor	**53.4%**	53.6%	54.9%	55.4%	**57.8%**	+4.4% pts	n/a
4A.4	**% residents satisfied with the police**	Monitor	**59.2%**	60.4%	59.2%	58.4%	**57.9%**	-1.3% pts	n/a
4A.5	**PSD Recorded Complaints**	Monitor	**995**	988	989	896	**904**	-9.1%	-91
4A.6	**PSD Recorded Complaints: Timeliness (days)**	Monitor	**55.0**	60.0	68.0	73.0	● **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 has been delayed this quarter on account of the Covid-19 pandemic.

PSD Recorded Complaints: Timeliness

The average timeliness for the resolution of PSD complaints has risen from around 55 days to 92 days over the last year. This has been affected by data cleansing of information recorded on Centurion and chasing of historical complaints for closure – which in turn has skewed the data. Work continues to drive improvements in timeliness for PSD recorded complaints, which includes:

- A revised PSD performance pack to ensure scrutiny and current reporting procedures from the IOPC
- New arrangements to highlight 'legacy' cases that will be dealt with via the Senior Management Team
- Extensive training on Centurion undertaken by staff in June 2020

The restructure has also seen the two local resolution Sergeants moved from the City and County into 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**	Monitor	**99.7%** **1,943/1,950**	98.9% 1,939/1,960	98.2% 1,935/1,970	98.7% 1,980/2,006	***98.8%** **2,062/2,087**	**-0.9% pts**	**+119**
4B.5	**Staffing vs Establishment: Staff**	Monitor	**97.0%** **1,115/1,151**	96.9% 1,157/1,123	97.0% 1,166/1,131	98.3% 1,119/1,138	***99.6%** **1,134/1,139**	**+2.6% pts**	**+19**
4B.6	**Staffing vs Establishment: PCSOs**	Monitor	**90.3%** **181/200**	87.7% 175/200	84.6% 169/200	75.53% 151/200	***83.5%** **167/200**	**-6.8% pts**	**-14**
4B.7	**% Contracted days lost to Sickness: Officers**	Monitor	**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**	Monitor	**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

The number of police officers (+119) and staff (+19) in post across Nottinghamshire has increased over the last year compared to a marginal reduction in PCSOs (-14). Established PCSO's posts (200) continue to show the highest vacancy rate (16.5%)

* Data reported up to 31/05/20

Sickness: Officers / Staff & PCSOs

Overall, Officer and Staff sickness rates have been reducing over the last two-years, with the latest quarter showing one of the lowest sickness rates recorded during this period, despite the impact of the COVID-19 pandemic.

A separate absence category has been introduced in order to track the impact of COVID 19 and the force has continued to follow government guidelines in implementing self-isolation, shielding and authorised absences where necessary. These cases are not reported as sickness absence. It is likely that the COVID restrictions have led to reductions, not only the spread of common viruses, but also absences caused by physical injuries, such as sporting activity.

Other potential contributory factors include reductions in demand, increases in staffing as new officers have arrived on shift. A sense of duty at a time of crisis can also lead to reductions in absence rates. The force's Staff Survey indicates that motivation to serve the public remains high.

The increase of flexibility and working from home is well-researched externally and is known to increase productivity and reduce absence. We are also aware, however, that due to fear of Covid-19, some individuals are likely to be avoiding diagnosis of emerging health concerns, which may present to the service at a later date.

Theme 4: Transforming Services and Delivering High Quality 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
	Theme 4C: Achieving Value for Money – Demand Management								
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	**0.08%**	0.06%	0.11%	0.51%	**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%	77.4%	**77.3%**	**-0.6% pts**	**-**
4C.6	**Response times: Grade 1 Rural**	Monitor	**74.6%**	74.6%	74.2%	72.2%	**71.1%**	**-3.5% pts**	**-**
4C.7	**Response times: Grade 2**	Monitor	**50.9%**	52.1%	52.5%	51.4%	**51.6%**	**+0.7% pts**	**-**
4C.8	**Compliance with NCRS**	Monitor	**94.0%**	94.0%	94.0%	94%-96%*	**96.1%**	**+2.1% pts**	**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.

* Proxy measure. Reporting affected by the transition to the new 'SAFE' system in January 2020.

APPENDIX A

Gun Crime

The Force has produced a problem profile for Gun Crime. Points of note for the latest quarter (March-June 2020) include an increase in 'actual' firearms discharges across both the City and the County in June 2020 following a low during the preceding months. All of the discharges appear to emanate from different issues, and have resulted in offenders either being arrested, charged or remanded. Only one of the offenders is known to be mapped to a recognised Organised Crime Group. 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. We have also seen an increase in drugs offences as lockdown restrictions have eased and business becomes more overt in its nature. Firearms discharges are often linked to historic and ongoing tensions in the drug market.

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.