

Appendix 1:

POLICE, FIRE AND CRIME PLAN

Q3 22/23

PERFORMANCE REPORT



PERFORMANCE REPORT: Introduction

The Northamptonshire Police, Fire & Crime Plan 2021-2026 sets out five priority areas:

PRIORITY 1: Prevention that keeps the county safe

PRIORITY 2: Effective and efficient response

PRIORITY 3: Protect and support those who are vulnerable

PRIORITY 4: Effective justice

PRIORITY 5: Modern services that are fit for the future

Within these priorities, the Office of the Police, Fire & Crime Commissioner (OPFCC) monitors Northamptonshire Police in respect of repeat victimisation, fraud, crime prevention, workforce recruitment, burglary, vehicle crime, anti-social behaviour, neighbourhood policing, violent crime, rural crime, knife crime, domestic abuse, positive outcomes, investigations of crime and disruption & detection of crime. Public confidence, emergency response times, early interventions and workforce characteristics are also monitored.

The OPFCC also monitors the Northamptonshire Fire & Rescue Service in respect of prevention activity, workforce capacity, emergency cover, specialist skills collaboration, safeguarding and response.

There are no numerical targets set within the Police, Fire & Crime Plan.

Instead the plan monitors Northamptonshire Police and Northamptonshire Fire & Rescue Service for continuous improvement. The OPFCC recognises that monitoring performance in relation to police, crime and fire and rescue services is complex and in many cases cannot be determined with a single indicator. Therefore this performance report, which informs the Police, Fire and Crime Panel, is based on a range of indicators that demonstrates all aspect of the PFCC's priorities are tracked.

This performance report will focus on the key (not all), performance indicators which are tracked for statistical exceptions from the reporting period (based on 12-month performance), as well as highlighted activities during the period, from my office, Northamptonshire Police and Northamptonshire Fire & Rescue Service.

In terms of statistical exceptions, where a performance indicator moves outside of this range, performance is termed 'exceptional'. This does not necessarily mean performance is good or bad, but that variation is greater than normal.



Q3 22/23 **Fire** Priority Commentary

At a Glance:

Diversify prevention activity into a wider range of topics: The prevention strategy has been developed around 5 priorities including road & water safety education as well as fire.

One of the priorities centres around early interventions and youth engagement, which is built around the pillars of resilience and involves working closely with the OPFCC Youth Team and other partners to identify and work with target groups of young people. Dependent on need

Reduction in arson is another priority and is strongly linked to ASB. Themed proactive work around safer neighbourhoods is strongly linked to ASB reduction and regularly feeds Community One for partnership tasking. Work is currently being undertaken to understand seasonal peaks in arson that may be related to youth Anti-social behaviour to inform wider problem solving and inform the Place delivery for the Integrated Care Northamptonshire strategy. NFRS is part of a cohesive approach with local authority and police partners deliver safety education in county schools, ensuring that relevant seasonal topics including deliberate fire setting and water safety are covered at appropriate times of the year.

Themed work regarding safer homes is also undertaken in parallel with work relating to Domestic Abuse and Child Protection. Through the Fire Service's fire safety programme, as part of their home fire safety visits (HFSV), the service provides assistance regarding prevention and the safety of medical equipment and devices such as airflow mattresses and home oxygen. This forms part of the nationally agreed core components for a HFSV. Enhanced HFSVs delivered by a central team incorporate advice on preventing domestic burglary, doorstep crime and fraud on behalf of the police.

Linked to this work, the service is a productive partner of the Northamptonshire Safeguarding Adults Board, and has launched the Hoarding Framework and associated guidance to ensure that partners work together to safeguard occupiers and to reduce the different risks associated with hoarded, neglected homes. The new Serious Violence Duty has now been launched, and as the Fire Authority is a named statutory agency. NFRS is working with partners to develop a Joint Strategic Needs Assessment and strategy to reduce violence in the county.

Further increase the involvement of our staff in prevention activities to target risk in our communities: Other than HFSVs and HMO checks, the Fire Service's plans to widen community engagement includes engaging with seldom heard community groups and to undertake community safety activities based on local risk and national campaigns. Recent examples include the Rushden station targeting Rushden Lakes leisure complex throughout the summer period, supporting evacuation exercises at the local cinema, and carrying out water safety engagement targeted at youths. The Kettering station supported two local voluntary sector groups, John's Happy Place (mental health day centre) and St Edwards Church Hall (pop-up café for the homeless) to deliver appropriate safety advice which are aligned to national campaigns regarding the homeless. During Q3 the Joint Communications Team worked with the Service Delivery Management Team to introduce the "Community Champion" awards which were aimed at showcasing best practice relation to community safety initiatives led by operational staff, over and above the targets set out in their local area station plans. The nominations are made by Prevention or Protection team specialists who identify outstanding performance (over and above BAU) in operational teams. Nominations for this quarter showcased Kettering blue watch who had identified a group of vulnerable people at a local sheltered housing complex who they identified were being targeted by criminals, they were able to offer fire safety advice and also linking in with local policing to safeguard the residents from crime. In addition, they had safeguarded a vulnerable young child and held a fire-setter intervention with two young people following two operational incidents.



Q3 22/23 **Fire** Priority Commentary

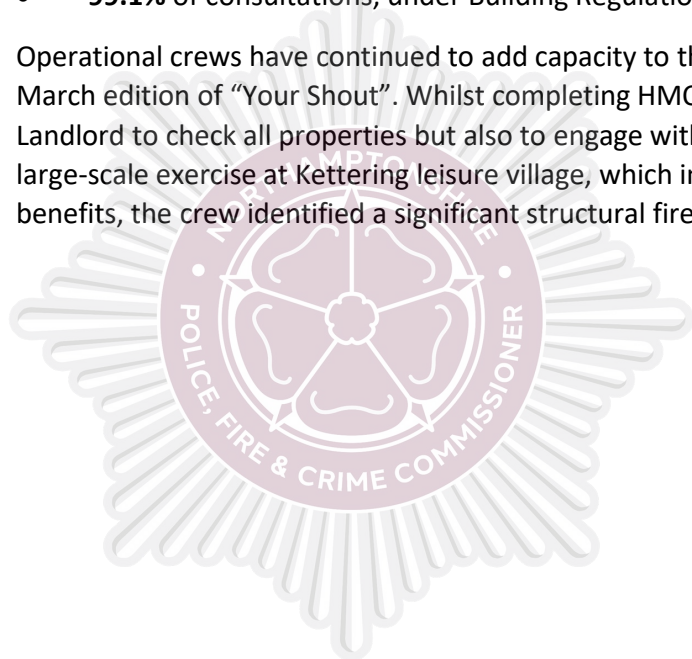
At a Glance:

Increase organisational capacity in protection, ensuring our warranted Protection Officers can focus on the most complex areas: Protection have maintained the number of warranted Fire Protection Officers (FPOs) who can undertake complex and enforcement related activity. Training and continuous personal development has been undertaken to maintain and develop the specialist skills within the team.

By the end of Q3 2022/23 the protection team had delivered the following:

- **634** inspections within the Risk Based Inspection Plan (RBIP)
- **130** targeted risk management jobs were completed. This activity is in response to emerging local and/or national risks.
- Reacted to and investigated **71** concerns of poor fire safety standards, brought to our attention by 3rd parties.
- **99.1%** of consultations, under Building Regulations, were responded to within the initial 15 days.

Operational crews have continued to add capacity to the NFRS Protection team during Q3. Two examples were nominated for the “Community Champion awards, which were showcased in the March edition of “Your Shout”. Whilst completing HMO checks, Operational staff at Moulton identified a Landlord of HMOs that specialised in homing Vulnerable adults, they worked with the Landlord to check all properties but also to engage with all the vulnerable adults, who were invited to Moulton Fire Station for follow up Fire Safety visits. Meanwhile a crew at Kettering, arranged a large-scale exercise at Kettering leisure village, which included partnership working opportunities with both the local commerce and other blue light responders. In addition to the operational benefits, the crew identified a significant structural fire protection issue at the venue.





Q3 22/23 **Police** Priority Commentary

At a Glance:

Reduce Repeat Victimization: Over the past year repeat victim rates across all risk levels continue to fall. Domestic abuse demand has remained lower than the Force's forecasts and is counter to the expected national trends. However there are concerns with potential under reporting which is being reviewed by the force. My office will continue to monitor and support the Force to enable victims of domestic to have the confidence to come forward and report harm. The VAWG agenda remains of focus nationally. Myself and the Chief Constable take this seriously and it is and will remain a Force Matter of Priority.

Deliver and maintain the ANPR network in Northamptonshire to ensure it supports the prevention, disruption and detection of crime: At the end of December 2022, the ANRP camera network across the county stood at 284 across 256 different sites. Over the last 12 months, the ANPR network in Northamptonshire has expanded by 9 sites and multiple cameras. The new cameras marked a £1.3m investment by the Fire and Crime Commissioner and the Chief Constable and has already made a significant contribution to tackling crime in the county. Some of the benefits include substantial increases in terms of ANRP interactions and positive outcome rates. As an example the Roads Policing Team (RPT) shows 395 ANPR interactions at the end of February 2023 compared to 29 during the same month in 2022. In terms of maintaining the network, Northamptonshire Police continue with their replacement and expansion programme for the cameras, this includes recently recruiting an engineer to ensure the cameras are in the best condition they can be and tested to Home Office standards.





Q3 22/23 **Working Together** Priority Commentary

At a Glance:

Give people the opportunity to participate in schemes that make the county safer: More volunteers have joined a group that helps me ensure the rights, welfare and dignity of people held in police custody are being maintained. The 13 newcomers have joined the Northamptonshire Independent Custody Visiting Scheme, which enables me to hold the Chief Constable to account on behalf of the public, in discharging my statutory duty to ensure compliance with rules and regulations regarding detained persons. More information can be found below:

- [Newsletter - December 2022 - Northamptonshire Police & Fire Commissioner \(northantspfcc.org.uk\)](https://www.northantspfcc.org.uk/newsletter-december-2022)

Subscribers to neighbourhood alert continues to grow with over 30,000 subscribers in the county, allowing them access to both information on crime prevention and what local police officers are doing in their local community.

Ensure that people have access to information and support to help them prevent crime and keep themselves safe: Workshops to help male students better understand sexual harassment and abuse against women are being held at Northampton College, encouraging them to challenge or intervene when they see inappropriate behaviour. The workshops are being funded by my office as part of a programme to tackle harassment and cultural attitudes towards women and girls. It is part of the ongoing Safer Streets project being delivered across the county. Training sessions for more than 600 students will take place in the coming months and 10 teachers will also be trained in this area of work to ensure that the project continues into the future. Fuller details can be found in this link::

- [Newsletter - January 2023 - Northamptonshire Police & Fire Commissioner \(northantspfcc.org.uk\)](https://www.northantspfcc.org.uk/newsletter-january-2023)

Invest in target hardening schemes in areas of the highest risk to reduce crime: During Q2 22/23, my office was successful in bidding for more than £600,000 to spend on the Queensway estate, Wellingborough from the Home Office. This is the third time my office has been successful in bidding for money from the Safer Streets fund to tackle acquisitive crime such as burglary, bringing the total brought to the county to more than £3.3 million since 2020. The current scheme includes security enhancements on the Queensway estate, consisting of around 650 new doors for properties in Kiln Way and Minerva Way, in partnership with Greatwell Homes. Alleys in the Shelley Road area will be gated, while security lighting will be fitted to some properties. There has also been a significant roll out of security products to residents. As of the end of March 2023, over 400 doors have been fitted along with in excess of over 100 lighting units allowing my office to claim the full grant awarded from the Home Office Safer Streets fund. My office also supported bids that are being led by WNC and NNC to improve security and reduce crime in Bellinge/Blackthorn in Northampton and the William Knibb ward in Kettering.

Develop the way that we share critical data between both organisations and with other partners: Over the past 15 months further benefits continue to be realised with the data teams now being brought into the Digital, Data & Technology department under Programme Unity. As of the 25th November 2022, the programme achieved £2.3m of cashable and efficiency savings since inception, far exceeding the business case expectation of £163k by the end of 2022/23. Ways to leverage further collaboration continues to progress. An example of this is the 'guest access' function within the Microsoft365 platform to be incorporated between my office, Northamptonshire Police and Northamptonshire Fire & Rescue Service on Teams. Guest access provides joint access to documents in channels, resources, chats and applications. The OPFCC's Digital & Technology Delivery Manager is an integral part of overseeing this transition to a more digitally enabled blue light service, ensuring collaboration where appropriate.



Q3 22/23 **Fire** Priority Commentary At a Glance:

Emergency Cover Arrangements: Timescales and revised TORs are in production for the review of emergency cover. Demand analysis has been completed with a view to consideration of a variety of scenarios or change. The new Chief Fire Officer is currently reviewing the work already undertaken in readiness for presenting the final outcomes to the Commissioner later in the year. The OPFCC are receiving regular updates on progress, the final report with recommendations is expected to be presented to the Fire Accountably Board during the Autumn as per agreed timescales.

Risk Profile of the County: We published a new Community Risk Management Plan (CRMP) in April 2022. The CRMP was published after a public consultation and covers a three-year period up to 2025. The plan links to the Police Fire & Crime plan and is supported by the Chief Fire Officer Vision 25 document. Following the publication of the profile, I have agreed with the Chief Fire Officer's recommendations, such as redeployment of resources.

A review of the reporting on Standards of response (SOR) times was carried out following Q2. This led to the Q2 SOR time being amended to 10:31. The Q3 SOR time remained unchanged at 10:31. The reasons for this were reviewed and the following was noted. Call handling and turnout time was within the agreed 90 secs target. For Q3 the turnout average time was 1 min 25 secs, a 4 second improvement on Q2. Call handling, turn out times and overall response times are now visible to Station Managers, who utilise the data to discuss performance with their local response managers on a monthly basis.

Collaboration Working: NFRS are fully embedded within the revised partnership structure to support a collaborative approach to minimise risk within the local community. Protection and Response are delivering the HMO inspection programme, maximising the opportunity also identify and deliver HFSVs.

The service continues to work with Northamptonshire Police to identify further opportunities to support a more efficient and effective use of resources through the interoperability board, with a key focus on developing collaborative response models and joint community safety initiatives alongside wider joint opportunities to improve our service to the community and reduce risk.





Q3 22/23 **Police** Priority Commentary At a Glance:

Police Officer Recruitment: Latest data from the Home Office as part of the Police Uplift Programme, shows Northamptonshire Police currently having 36.5% of female officer representation. The recruitment of female officers is on an upward trajectory with aspirations for the force to move towards the representation of the County female population of 50.5%. Similarly the force has aspirations to be representative of the county's BAME population of 8.1% and is currently achieving 4.38% (4.30% in September 2022). Both of these aims are a large undertaking both at a local and national level and could potentially take several years to mirror the county's population, however the Force with the support from my office has a proactive positive action team to achieve these aspirations.

Strengthen Local Policing: The Home Office set Northamptonshire Police an uplift target of 1,480 officers by the end of 31st March 2023, however the Chief Constable and myself had a shared vision to push this further by having over 1,500 police officers during the same timescales. At the end of February 2023, the official headcount was at 1,522 (1497.9 FTE) with clear indications that this will be further exceeded by the of the financial year 2022/23.

At the end of February 2023, the Force had 75 PCSOs with a further intake of 12 planned for April 2023. This is further intake planned for October 2023, with the recruitment window opening in May 2023.

Neighbourhood Crime (burglary, vehicle crime & anti-social behaviour):

Based on the Home Office's Digital Crime and Performance Pack, which uses data to track progress against the national crime and policing measures, the pack shows that the Force continue to perform well and are still recording the joint biggest reduction nationally for Neighbourhood crime against the national baseline. The baseline reduction was -44% and significantly above the -22% reduction seen nationally. Reductions are diminishing both nationally and in Northamptonshire. While we are still showing reductions against the national baseline, we're seeing increases over a rolling 12 month period of neighbourhood crime. At the end of December 2022, theft of motor vehicle (TOMV) has increased by 29.4% over the last 12 months and showing early indications of a step change in vehicle crime. Most TOMV are motorbikes rather than cars and the rise in TOMV has similar correlations between the price of second hand vehicles and the shortage of new cars being built due to supply issues, however more understanding by the Force is required. My office will continue to monitor the trend of vehicle crime closely. The Force and OPFCC are working on both targeted interventions and a prevention campaign.

Neighbourhood Policing: At the end of December 2022, response times continue to be slower than the previous 12 months. The Force are seeing increasing demand pressures with Grade 1 (G1) demand and despite improvements in December, times are still lower than 2021. Increased calls for service has impacted on all response times, especially Grade 2 (G2), which are 15 minutes slower than in 2021. Overall, the G1 urban 12-month rolling average response time was 12 minutes & 45 seconds which is slower than the previous 12 months (12 minutes & 4 seconds), with the biggest increases in times generally being seen within the West LPA. I have set clear expectations with the Chief Constable that I do not expect response times to increase further, and that I will be reviewing 'response' with a holistic approach such as improvements with investigation standards and progress being made with victim satisfaction levels.



Q3 22/23 **Working Together** Priority Commentary

At a Glance:

Communities Accessing Information:

Recent articles ensuring communities have access to information about the activities that police officers and fire crews have undertaken in their area are as follows:

- [Newsletter - February 2023 - Northamptonshire Police & Fire Commissioner \(northantspfcc.org.uk\)](https://www.northantspfcc.org.uk/newsletter-february-2023-northamptonshire-police-fire-commissioner)

Road Safety Fund: My office continues to award grants through the Road Safety Community Fund of between £500 and £5,000 that help to support the Northamptonshire Strategic Road Safety Plan, developed by the Northamptonshire Safer Roads Alliance (NSRA). In order to secure a grant, a local community simply has to identify a local road safety issue, along with a plan to resolve it. The funds that support these grants are taken exclusively from fines of people who attend speed awareness workshops within the county of Northamptonshire. Information on the grants awarded to date are detailed within the link below:

- <https://www.northantspfcc.org.uk/road-safety-community-grants-awarded-final/>



PERFORMANCE REPORT: Protect & Support those who are vulnerable



Q3 22/23 **Fire** Priority Commentary At a Glance:

Further develop the fire service role and expertise in safeguarding:

Northamptonshire Fire and Rescue Service to meet and exceed the national Fire Standards for Safeguarding

- Safeguarding Standard Gap Analysis completed, one area outstanding to be discussed at Safeguarding Management Group, likely to be led by Enabling Services in relation to DBS checks.

Northamptonshire Fire and Rescue Service to develop a training needs analysis and implement planning for any gaps which are identified as a result of the analysis.

- Training Needs Analysis completed, NFCC Train the Trainer levels 1-4 safeguarding completed by 2 x DSLs at NFRS. Since then, Level 2 training for supervisors rolled out. Level 3 completed by all relevant staff, provided by NSAB and NCSP. Level 4 training to be delivered by NSAB to relevant DSLs and Strategic lead in Q3 and Q4.

Broaden protection activities into areas such as HMOs: The Fire Service has regulatory powers that apply only to the common and shared areas of HMOs such as kitchens and within the last 12 months, 62 HMO protection checks were undertaken by Northamptonshire Fire and Rescue Service around the county. The Fire Protection Officers work with landlords to provide informal assistance and information to make sure that they understand how to make their HMOs as safe as they can be and also allows the Officers on safety throughout the property, not just the shared, communal areas. An example of the additional value these checks can have has been highlighted recently at an HMO which provides accommodation for adults with learning difficulties. In addition to the check being undertaken on the fire safety within the premises, crews engaged with residents, providing advice and information regarding fire appliances and have subsequently arranged for a station visit to occur. The Service are now leading on the additional premises overseen by the same housing group. The opportunity for landlords of HMO's to contact the service and ask for a protection check within their premises is to be promoted again, with an intent to raise this at local authority landlord forums where possible. The protection team are exploring additional opportunities to work with crews that would allow them to undertake protection activities within the community and promote positive fire safety standards within key premises.

Work with housing providers, developers, and businesses to minimise risk and keep people safe: We previously informed the panel of the initial success of a new guidance tool NFRS had developed, a guide to assessing occupancy levels in licensed premises. The tool provides audio, visual and written guidance for public assembly buildings.

The popularity of this guidance has continued to grow with the number of hits being more than 5,500 during Q1 to Q3 2022/23. This has been a significant response and we will be looking to continue this trend and develop similar tools to help organisations understand fire safety, manage their risks, and comply with their legal obligations.

More information about the guidance and to access the video can be found at: <https://www.northantsfire.gov.uk/guide-to-assessing-your-occupancy-limit/>

PERFORMANCE REPORT: Protect & Support those who are vulnerable



Q3 22/23 **Police** Priority Commentary At a Glance:

Deliver robust enforcement & awareness campaigns to reduce the number of knives on our streets: Levels of knife crime are continuing a downward trend and remain below forecasted levels by 9.2% and the Force are on target to make further reductions by the end of 22/23. 'Threat' offences account for the majority of knife crime demand within the county rather than 'actual' usage offences, which remain low. The offender repeat rate for under 18's continues to rise and has increased by 32% over the last 12 months which is a concern. Serious violence is a matter of priority for the Force and it is highly important that repeat perpetrators are tackled, especially those who are under-18, as doing so would have a great impact on the overall demand reduction and decline in harm caused by knife offences. Youth and knife crime now forms part of the definition of serious violence which will be tackled under the Serious Violence Duty. Under 18 knife crime will certainly be strongly considered when carrying out a Strategic Needs Assessment for the serious violence duty. In terms of perpetrators being brought to justice, at the end of December 2022, 26.8% of knife crimes were positively resolved over a 12 month period and is above the 2021/22 baseline figure of 26.7%.

In November 2022, Children and teenagers from two Northamptonshire estates took part in a football tournament which also helped educate them on the dangers of knife crime and joining gangs. The tournament was organised as part of a Week of Action by Northamptonshire Police targeting serious violence - and saw 75 young people from Blackthorn in Northampton and Hemmingwell in Wellingborough come together for a friendly tournament at Northampton Academy. Serious violence is a priority for the Force and the Office of the Police, Fire and Crime Commissioner (OPFCC), and the Blackthorn and Hemmingwell estates were selected for the scheme as they have higher levels of gang related activities than many other areas in Northamptonshire

Reduce harm from domestic abuse, pursuing perpetrators, supporting victims, and using rehabilitation and prevention programmes to improve positive outcomes for victims: Over the last 12 months, repeat offenders have reduced in comparison to the previous 12 months and on a downward trend. At the end of December 22, arrest rates for standard (29.3%) and medium (56.1%) risk, both rose to some of the highest on record. High risk arrest rates also increased to 82% and above the previous 4 financial year average. For the second quarter in a row, domestic abuse demand has remained stable and slightly below forecasted levels. Demand was expected to return to more normal levels during the Christmas period, however this didn't materialise. With this being the second seasonal spike not to materialise, there is a concern that demand is becoming more unpredictable. This will continue to be monitored closely.

The positive outcome rate in the last 12 months was at 13.2% and continues to remain stable and higher than previous financial years.

In terms of victim support into the Sunflower Centre, referrals from repeat victims remains stable with just over 60% of referrals into the service coming from repeat victims. All referrals into the Sunflower Service are subsequently contacted by the team for support, advice and safeguarding.

PERFORMANCE REPORT: Protect & Support those who are vulnerable

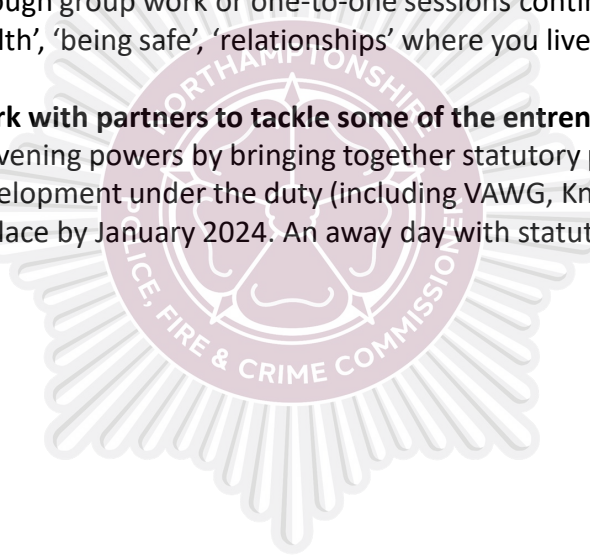


Q3 22/23 **Working Together** Priority Commentary At a Glance:

Continue to invest in support for families to reduce exclusions from school, involvement in crime & to mitigate the impact of DA: The ACE Early Intervention team continue to provide early intervention in domestic conflicts by supporting families with family and individual support which includes advice and guidance on a range of issues such as domestic abuse, health relationships, parenting, online safety, mental health of the parent or young person, substance misuse, parenting issues and school exclusions. To date, just under 1,400 family referrals have been made into the service since February 2019, with 72% being accepted and worked on by the team. Of all the accepted referrals, 91.3% (919) have been closed, with all presenting needs having been met following early intervention family support.

Continue to invest in provision for young people, to prevent them from becoming involved in, or victims of, crime with a specific focus on the impact of knife related crime: The OPFCC Youth Team continue to work with individuals within smaller groups and on a one-to-one basis where the team have established positive working relationships with a multitude of schools in areas such as Corby, Daventry, Kettering, Northampton, Rushden and Wellingborough. To date, the team have received over 750 referrals and the individuals who finish their interventions through group work or one-to-one sessions continue to make progress. Over 80% of the 170 most vulnerable individuals have noticed an improvement within subject matters such as 'physical health', 'being safe', 'relationships' where you live' and 'friends' following interventions with the youth service and positive actions the individuals have taken.

Work with partners to tackle some of the entrenched issues in our communities and improve use of collective resources to support the most vulnerable: My office continue to use our convening powers by bringing together statutory partners on the new Serious Violence Duty which came into force in January 2023. A Strategic Needs Assessment identifying the key areas for development under the duty (including VAWG, Knife Crime, Violence against the Person) is currently underway with a coordinated partnership investment and delivery plan which needs to be in place by January 2024. An away day with statutory partners took place on the 8th March 2023, where representatives helped make decisions on how this new duty should be taken forward.





Q3 22/23 **Fire** Priority Commentary At a Glance:

Ensure that enforcement activity in relation to fire safety legislation priorities public safety: Under The Regulatory Reform (Fire Safety) Order 2005, all enforcement and formal action must relate to the protection of life. In Q1 to Q3 2022/23, 25 enforcement notices were issued, 13 prohibition/restriction notices and 115 informal notifications of deficiencies.





Q3 22/23 **Police** Priority Commentary At a Glance:

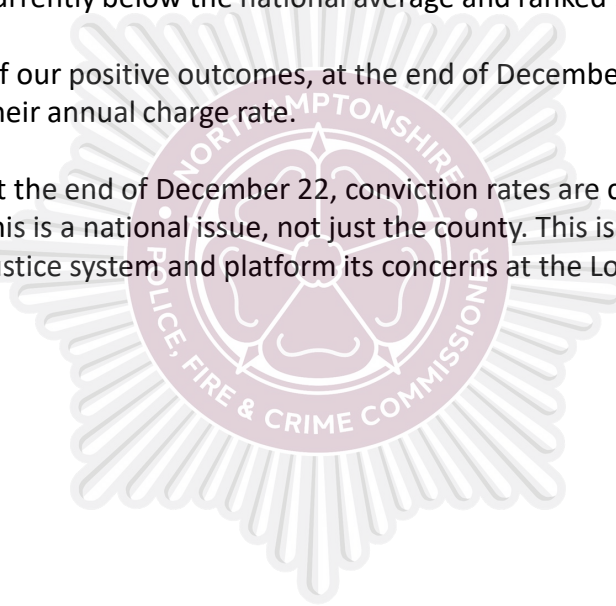
Increasing positive outcome rates for victims of crime: The percentage of crimes in the county that resulted in a positive outcome are continuing to improve and for the year to date (December 22), stands at 14%. This has reduced slightly in comparison to the previous quarter, however this is in line with the national trend which has also experienced a decrease during the period. At the end of Q3 2022/23 the Force remains in a strong national position and one of the leading forces, where they are ranked 8th nationally and currently 3rd within our MSG.

Guilty pleas at first hearing in both the Magistrates and Crown Court have seen recent improvements during the quarter. The county are now above both the national and regional averages where we've recorded the 6th best percentage nationally at the Magistrates and 7th best at the Crown Court. This will continue to be monitored and discussed further at the East Midlands Local Criminal Justice Board on a monthly basis. This is a good proxy measure for the quality of investigations.

Monitoring the quality of investigations and work to further improve standards: In the latest twelve months, the amount of criminal investigations closed because of 'evidential difficulties' remains stable overall, however the force remains above the national average for cases where a suspect has been identified and the victim supports action. We're currently ranked 34th nationally, however we're slowly improving towards the national average. With evidential difficulties where a suspect has been identified but the victim does not support further action, we're currently below the national average and ranked 19th nationally. We continue to monitor this to ensure we're not losing opportunities to prosecute offenders.

Of our positive outcomes, at the end of December 2022, 32.5% were charges and the county are currently ranked 13th nationally, with the Force one of only 10 forces to see an increase in their annual charge rate.

At the end of December 22, conviction rates are currently higher than the national average for both Magistrates and the Crown Courts. Conviction rates are below the 2019 baseline, however this is a national issue, not just the county. This is largely down to delays to hearings, which have a significant impact on victims and witnesses. The OPFCC will continue to monitor the criminal justice system and platform its concerns at the Local Criminal Justice Board.





PERFORMANCE REPORT: Effective Justice

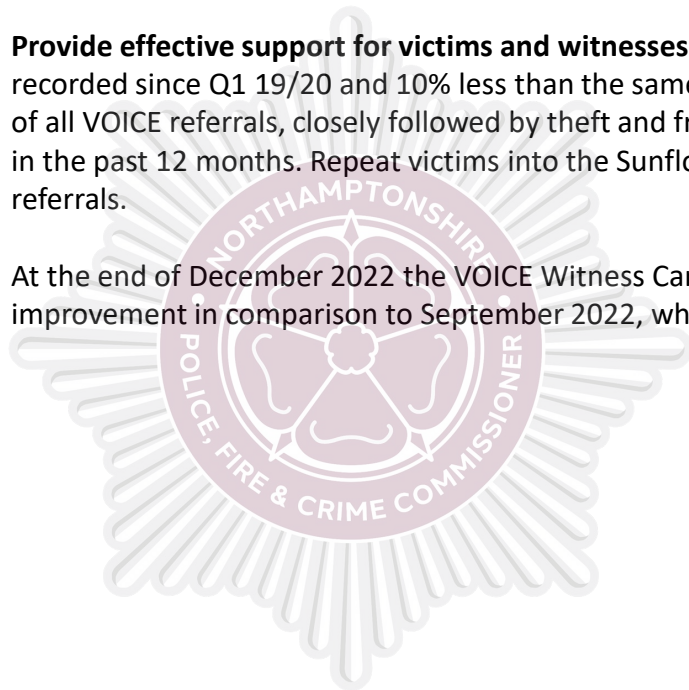
Q3 22/23 **Working Together** Priority Commentary At a Glance:

Working with partners to ensure justice is as swift as possible: Elements of the criminal justice system continue to perform at below pre-COVID levels and are likely to remain so for the foreseeable future. Time to first listing is continuing to remain a national outlier with 44.2 days; this is a decrease from the previous quarter, however remains above the pre COVID baseline and is significantly above the national (24.9 days) and regional (28.8 days).

The Local Criminal Justice Board (LCJB) regularly discusses performance but has no common data set or list of key measures to lead conversations. A national CJS Data Dashboard Framework has been published for LCJBs to use, however the dashboard is published with a significant lag and doesn't provide the most up to date picture. As chair of the EMCJB, I have requested for my office to work with the force and local CJS partners to review all data currently available and devise a set of KPIs which could be presented at the EMLCJB on a regular basis. As a result, a whole-system-approach has been created, with twenty four measures providing a rounded view of performance which monitors inputs, processes, timeliness, outcomes and quality across the CJS. The performance pack was presented to the EMLCJB at the end of March 2023 for approval.

Provide effective support for victims and witnesses that meets their needs: VOICE continues to deliver services to a wide range of victims. Referral volumes during Q3 22/23 with the lowest recorded since Q1 19/20 and 10% less than the same period last year. Domestic Abuse (DA) continues to account for the largest group of referrals and generally accounts to around a quarter of all VOICE referrals, closely followed by theft and fraud offences. Demand into the Sunflower Centre remains above pre-COVID levels, however Q3 22/23 has seen the lowest referral volumes in the past 12 months. Repeat victims into the Sunflower service are currently at 61.8%, which is the lowest since Q1 21/22 after several quarters of an upward trend in repeat victims referrals.

At the end of December 2022 the VOICE Witness Care Team reported an average witness attendance rate of 84.7% and we are now above the national average of 83.3%. This is a notable improvement in comparison to September 2022, where the rate was at 72% and a distance away from the national average.



PERFORMANCE REPORT: Modern services that are for the future



Q3 22/23 **Working Together** Priority Commentary At a Glance:

Embed and further develop the enabling services approach so that both organisations have strong professional support to take forward transformation: Enabling Services is continuing to evolve, there has been some changes to organisational structures with Commercial and Estates and Facilities departments coming together to form Commercial and Estates. This will bring benefits; as Estates and facilities was one of the major spends in the organisations and therefore the bringing together of the departments ensures that we focus intently on this aspect. Estates and facilities is largely a commercial function (buying, selling, upgrading, getting contractors in) and commercial opportunities are perhaps greatest in estates and facilities, and ability to oversee the sustainability agenda collectively, as there is a strong estates and facilities footprint alongside how we manage a supply chain more generally.

The Digital and Technology Department has also changed to Digital Data and Technology (DDAT) in line with the central government model to incorporate performance management and analytical functions, reflecting that data is strategically important and the need to align our digital strategy with data to inform and future proof the service going forward. In addition all business change functions have now been moved into this department, together with the information assurance/governance function. To provide one function that consider data from the technical perspective, though assurance and data quality to using the data, displaying and analysing it.

A new Culture Change and Insight team has also been created to bring greater focus to ensuring all organisations seek to gather more in-depth qualitative and quantitative insights from communities, this includes; public, victim and staff feedback, working with other academic institutions and change specialists, to ensure this insight informs real changes across our organisations both in terms of policy, changes to service delivery and culture within the organisation. Incorporated into this team are researchers, engagement, diversity and inclusion, and cultural change leads, enabling work to be can be undertaken collaboratively to more effectively support the three organisations.

Prepare our fleet, estate, and processes to allow us to meet the Government carbon targets: Progress continues in making our fleet as green and as sustainable as it possibly can be, with new technology will be fitted to every vehicle in the Northamptonshire Fire and Rescue Service fleet to help improve its current efficiency, save money and inform how it can become greener in the future. The Fire Service has more than 150 vehicles in its fleet, all of these vehicle will now be fitted with telematics which will allow valuable real time data to be captured and enhance the performance of the Service's fleet. It brings the Fire fleet in line with the Northamptonshire Police fleet, which has seen telematics already fitted into more than 400 vehicles. The shared telematics system will also allow for joined up working for both Fire and Police in some response situations within the county, and also allows real time comparison in performance with other Police and Fire services. The full article can be found below:

- [Newsletter - January 2023 - Northamptonshire Police & Fire Commissioner \(northantspfcc.org.uk\)](https://www.northantspfcc.org.uk/newsletter-january-2023)