



Northamptonshire Police, Fire and Crime Panel

30th November 2023

Office of the Northamptonshire Police Fire and Crime Commissioner

POLICE, FIRE AND CRIME PLAN UPDATE

1. Introduction

- 1.1 This report updates the Panel on the work of the Office of the Northamptonshire Police, Fire and Crime Commissioner (OPFCC) and the progress being made in relation to the delivery of the Police, Fire and Crime Plan for Northamptonshire which is set out in more detail in appendix 2.

2. Delivering the Police, Fire and Crime Plan

2.1 “Prevention That Keeps the County Safe”

- 2.2 **Safer Streets** As part of Round Five of the Safer Streets Fund, the OPFCC has secured £646,570 to support practical and targeted projects to tackle burglary and vehicle crime and reduce violence against women and girls. This is the fifth time that we have made a successful Safer Streets bid since the scheme was launched four years ago. Rounds one and two were in relation to Neighbourhood Crime which was followed by the The Safety of Women at Night Fund (SWAN) which was focused on the protection of women and girls in the night-time economy. Rounds three to five were then expanded from just neighbourhood crime to include safety for women and girls. As a result of those bids, Northamptonshire Police, Fire and Crime Commissioner has been awarded nearly £4m to invest in crime prevention, and his office and partners have invested a further £1m to boost safety in communities across the county. The three successful Safer Streets projects in this round are:

- **Weston, Northampton and Kingswood, Corby:** A forensic property marking, and asset recording scheme called ‘Stand up to crime’ will be rolled out to residents to help tackle residential burglary. Equipment to identify stolen property will be installed in custody suites and given to second-hand dealers. Equipment to identify stolen property will be installed in custody suites and property suites. UV torches will be issued to all front-line officers, second-hand dealers aid remote routine searching of stolen goods.
- **Junction 15 A and Watford Gap M1 Services:** Several physical security measures such as improved fencing, lighting, CCTV and ANPR will be put in place to tackle theft from HGVs and other vehicles.
- **Violence against women and girls:** Staff at bus and train hubs in the county will be trained to recognise when women are vulnerable and how to respond appropriately. In addition

to this, working with West Northamptonshire Council, a scheme will see taxi marshals operating in the town centre during Friday and Saturday nights.

The OPFCC has already carried out Safer Streets projects across the county that have included the delivery of crime prevention improvements to homes and streets in residential areas of Northampton, Kettering and Wellingborough. CCTV has been upgraded and home security products distributed in Wellingborough, Kettering and Northampton, alleys have been gated in Wellingborough and Kettering and training schemes for staff and ID scanning technology has helped to make the night-time economy safer. All the proposals were developed based on crime rates in the areas to be targeted and following consultation with residents and other stakeholders. Work on all three projects, following recent grant allocations will begin as soon as possible. I am really pleased that yet again, we have been successful in bringing more money to Northamptonshire to support practical crime prevention projects to make communities safer. We will be working in partnership with other organisations and have listened to the concerns of local people in putting together a package of targeted measures to improve safety and tackle crime.

Since 2019, the OPFCC has worked closely with both North Northamptonshire and West Northamptonshire Councils to successfully bid for Safer Streets money. More information on what we have been able to achieve is in appendix 1.

2.3 The Northamptonshire Police community messaging service, previously known as Northamptonshire Neighbourhood Alert, which provides a simple and convenient way for local people to receive news and updates about crime and policing in their area, was relaunched under a new name, Northamptonshire Talking. The service offers local residents and businesses the opportunity to get connected with what's happening in their local area, stay up to date about crime and policing issues, and get involved in shaping local policing priorities. One of the key features of Northamptonshire Talking is that it enables people to get directly in touch with their local officers. Each message sent has a reply option, which provides a simple way for people to contact their neighbourhood officer to give feedback, ask a question or share any information they may have about crime or anti-social behaviour. There's also the option to contact local officers directly by visiting the relevant team's Northamptonshire Talking web page. It provides local people with a direct line to their neighbourhood policing team, helping them to stay informed about what's happening in the area where they live or work. As well as local crime information, people can also sign up to receive messages from the Northamptonshire Police, Fire and Crime Commissioner, as well as other trusted partners Neighbourhood Watch and Action Fraud. As part of our work to improve this vital service, the OPFCC have funded new additions to support the force with developing the system. The number of users has subsequently grown from 20,000 to 37,000 sign ups and in the coming months, Artificial Intelligence will make the system even more efficient, helping create message content more easily. There is also a new Rapport App on its way which will make sign ups even easier.

2.4 Northampton College has been supported by the Office of the Police, Fire and Crime Commissioner to create and deliver a bespoke training package for the students to help them recognise and call out harassment., Building on the nationally recognised 'Stand by Her' training, the package has been funded by my office as part of the Safer Streets Project. We have invested over £20,000 on the project, which has allowed up to 10 college tutors to create and deliver the course to over 1000 students across nine interactive sessions. The training aims to start conversations with men about negative attitudes and behaviours towards women and to empower participants to actively challenge derogatory and inappropriate

behaviour by their peers and colleagues. Reducing violence against women and girls is a key priority for me, and working in partnership with other organisations such as Northampton College is enabling projects like the 'Stand by Her' training to have the widest reach across the community. By working with Northampton College, we are reaching a key demographic of young people who can make a big difference in society and I'm very grateful for the way they have embraced this wholeheartedly. We are hoping that these sessions can create more allies and empower young men to challenge inappropriate behaviour against women and girls.

- 2.5 Work has been completed to gate off alleys around homes and the primary school on the Queensway estate in Wellingborough – to help tackle crime and anti-social behaviour as part of the programme of work funded by the Northamptonshire Police, Fire and Crime Commissioner's Safer Streets project. A total of 43 gates have been placed on several alleys that are behind homes, at side entrances and off open spaces – chiefly around the Shelley Road area. Residents and businesses were consulted before installation of the gates, which will help tackle crime and anti-social behaviour in places where alleys are used to give cover or as escape routes. Installation of the alley gates has been completed and ownership of these gates along with associated warranties is being transitioned to North Northamptonshire Council, who obtained the Public Spaces Protection Order to allow installation in partnership with my office. This is the latest phase of the scheme that has included fitting 594 new doors to 287 properties in Kiln and Minerva Way, fitting security lighting and rolling out security products to residents. This work has been completed in conjunction with social housing provider Greatwell Homes.

The final phase of the Queensway Safer Streets project was the installation of 15 new CCTV cameras, funded by the OPFCC as part of the project but installed and operated by North Northamptonshire Council. Almost £1 million has been spent on making the Queensway area more secure as part of the Safer Streets project. We have had great success in bidding for money to run projects in communities in Northamptonshire that have been affected by crime and these gates are one more practical measure to help keep people safer and focus on the local priorities that local people want us to tackle.

- 2.6 Combating violence against women and girls is another key area of our work. A pioneering training package for all taxi and private hire drivers in Northamptonshire that aims to help keep women safe on nights out has been shortlisted for an international award. The online tutorial is currently being rolled out in both North and West Northamptonshire Council areas – to help taxi and private hire drivers spot signs that women may be in danger. Drivers already play a big role in informally coming to the help of revellers who may find themselves vulnerable. The training aims to consolidate good practice and provide formal support. The project is part of a package of measures intended to improve the safety of women and girls, particularly in public spaces and at night. Taxi drivers are in a unique position to spot if someone is vulnerable or at risk, so we wanted to make sure that they understand the signs and know what to do. The training package will be disseminated to all new and existing drivers and comprises three short videos and a knowledge check for drivers to complete, primarily around women's safety. Over time, the intention is to factor this into both NNC and WNC licensing conditions with the aim that it will eventually be mandatory for drivers to complete and I am grateful for the support from both local authorities in delivering this longer term aspiration.
- 2.7 We have worked hard to make our roads safer for both motorists and pedestrians. A Northamptonshire scheme allowing community groups to apply for grant funding to improve road safety has been highlighted at a regional safety summit. The East Midlands and East of

England Road Safety Summit took place in Lincolnshire and gave Police and Crime Commissioners, road safety experts and local transport officers a forum to discuss strategies to make our roads safer. The event highlighted schemes from around the region that are being put in place to help cut the number of road accidents. The Road Safety Community Fund allows local community groups to apply for grants of up to £5,000 to improve road safety in their communities and supports initiatives that positively affect the Northamptonshire Safer Roads Alliance's road safety priorities, including speed reduction, anti-social road use, distraction driving, and initiatives that improve road safety around school gates. This year, community groups and parish councils have already received more than £25,000. This has enabled them to buy Vehicular Activated Signs (VAS) and Speed Indicator Devices (SID), install traffic calming measures and has funded signage, parking buddies and lollipop provisions to improve road safety around some of our county's schools. The funds to support this scheme come exclusively from fines paid by speeding motorists in the county who attend speed awareness workshops.

The harm and loss of life on our roads is a real cause of concern. The number of incidents in our county each year is still far too high, and I know this is a concern to communities across the county. The Summit provided the opportunity to gain experience from others and bring ideas that have succeeded in other places that we can bring back to Northamptonshire to tackle road safety.

- 2.8 With West Northamptonshire Council we have recently run a grants process of up to £10,000 to voluntary and community sector organisations for projects working to tackle youth violence and knife crime in local communities. The new grants were available through a partnership between the Office of Northamptonshire Police, Fire and Crime Commissioner and West Northamptonshire Council. The grants were open to registered charities, voluntary or community groups, constitutionalised clubs that engage with young people, and not-for-profit organisations can submit an expression of interest form to West Northamptonshire Council outlining their project to be considered for Tackling youth violence and knife crime at the earliest stage is something that can only be achieved by all the agencies working together, and local community groups. Communities are often best placed to be effective and understand how best to prevent crime and support young people in their area. I am certain that investing in these groups will be a powerful tool in tackling violence. A list of where grants were awarded can be accessed via this link:

<https://www.westnorthants.gov.uk/news/over-ps94k-awarded-community-groups-mitigate-youth-violence-and-knife-crime-west-northants>

- 2.9 Thanks to Operation REPEAT, more offences have been reported and criminal activity prevented as people become more aware of scams, fraud and doorstep crime and can quickly and confidently intervene and notify the appropriate policing teams. The continuation of Operation REPEAT in Northamptonshire has been warmly welcomed from both private and public sector with support for the project coming from many established organisations such as AGE UK (Northants), Northants ACRE and Northamptonshire Carers. In Northamptonshire, we have reached almost 30,000 people through the scheme and almost 3500 people have been looked after. It is estimated that fraud is now believed to be responsible for 41% of all reported crime in UK. Fraud against the individual amounts to over £9.7billion with the figure rising to a staggering £193 billion taken across the country and equates to some £3900 per UK adult, with losses taking place at the rate of £6000 per second. This why schemes like Operation REPEAT are vital to help protect some of most vulnerable residents from the relentless attempts by fraudsters to steal money and blight lives. My office initially set up

Operation Repeat in the County. It has been so successful that I continue to fund this initiative and it is now supported by CADENT gas who have agreed to match fund this initiative over a two-year period.

- 2.10 Northamptonshire Fire and Rescue (NFRS) have delivered against their five prevention priorities which include road and water safety, early intervention and youth engagement. As part of their work, they have recruited a Complex Case Officer to work with partners in adult risk management and worked with Safeguarding Adults board to produce a hoarding framework for the county in response to increased referrals for hoarding. In addition to this, they have delivered Waterside Responder courses to target groups and establishments, provided winter warmth advice and resources to occupiers to help keep them safe and well during winter and further increase the involvement of operational staff in prevention activities to target risk in our communities. As well as increasing the number of Home Fire Safety Visits (HFSVs) delivered by Fire crews they now include advice about safe use and disposal of lithium-ion batteries given their increasing use in many modern devices and vehicles.
- 2.11 NFRS have worked with OPFCC teams to deliver a positive action course for women and girls that focuses on increasing personal resilience and developed more referral pathways for Firesetter Interventions with ACEs Turnaround and YOS teams. NFRS will also deliver further Early Intervention (EI) short programmes to meet the needs of priorities in particular Local Area Partnerships and continue to work with police and OPFCC to highlight victims of domestic abuse and both adult & CYP safeguarding concerns. NFRS have also delivered bespoke early interventions to target groups of young people including care leavers and those identified at risk by partners through programmes underpinned by the NFCC EI Framework, contributed to the new Serious Violence Duty through the SVD Partnership Agreement in place for Northamptonshire and supported the Northamptonshire County Schools Challenge on different seasonal topics. Looking ahead, NFRS will upskill their Youth Engagement Officers to ensure they have up to date information about exploitation and risks particular to young people. Modern Slavery training and awareness is also to be captured within the Safeguarding Training Needs Analysis at level 1 and 2, Specialist staff within Prevention & safeguarding have had separate input relevant to their roles.

2.12 “Effective and efficient response”

- 2.13 Increased arrests, a crackdown on traffic offences and a greater police presence are just some of the benefits resulting from the newly formed Roads Policing Team (RPT) who are driving down crime and improving road safety across Northamptonshire. Thanks to funding I was able to provide, the RPT consists of five teams each containing one sergeant and eight police constables who benefit from a state-of-the-art fleet of vehicles and drone and Automatic Number Plate Recognition capability. They work a 24-hour shift pattern all year round, providing comprehensive, vigilant cover for the county for the first time in over a decade. Roads policing has a critical role to play in reducing casualties, improving driver and rider behaviour as well as targeting and disrupting serious organised crime committed using the County’s road networks. A key part of the work carried out by the RPT will focus on the fatal five – not wearing a seatbelt, using a mobile device, being under the influence of drink or drugs, careless driving or excess speeds.

Casualties on our roads remains a problem and by addressing the dangers that exist, we aim to see a sustainable reduction in the number of people killed or seriously injured in collisions. Education, engagement and where necessary, enforcement will be used to make the roads a

safer place for all users. The work of the RPT is also crucial to the disruption of serious organised crime groups who use the road networks to commit criminal activity. The RPT will work to detect, disrupt and dismantle these groups.

When I ask people what they want from their local police, a visible presence that helps to create safer roads is always one of their top priorities. I am pleased to be able to support the creation of this dedicated new team of specialist police officers that will take responsibility for tackling driving and riding standards on the county's strategic road network. They will also make sure our roads are hostile places for criminals.

2.14 In 2022, NFRS commissioned an independent consultant to review operational resilience and wider organisational effectiveness. The overall objective is to review the current levels of demand of the Service, the current and emerging risks and our response to incidents and then to provide evidence to recommend potential changes to improve and futureproof the Service. Following the initial review work undertaken during 2022, the next phase will look to develop detailed recommendations. The outcome of this work will be presented during 2023/24 and will inform the future service needs, ensuring we have the right facilities, equipment and skills to respond to current and emerging risks. In addition to this, the publication of the comprehensive background risk analysis document has informed the service's Community Risk Management Plan 2022 – 2025 (CRMP) which will be reviewed annually. The CRMP processes will also be aligned to meet the national fire standards and will utilise the new census data and Local Area Partnership profiles to better understand risk.

2.15 A pioneering group set up to help Northamptonshire businesses protect themselves from cybercrime has won a national award. The Cyber Security Forum was set up by my office to allow cyber security leads from businesses around the county to meet, share best practice and learn from each other about digital threats and how to respond to them. Cyber fraud is never far from the headlines. National statistics show that 89 per cent of businesses have suffered a cyber-crime attack in the last 12 months, and 68 per cent of businesses have had a fraud event because of a phishing attack. The Northamptonshire Cyber Security Forum meets monthly, bringing together police and businesses and public sector organisations to discuss how to better protect systems and data from new and emerging threats, and tackle cybercrime in this county. Now the Forum has been recognised nationally, and shortlisted for The Real Cyber Awards 2023, in the Cyber Public Service category – recognising an individual or team in a public sector organisation delivering high-quality cyber security and education. The Real Cyber Awards is a national scheme that aims to “recognise people making a difference in the virtual world that has an impact in the real world”. The judges, made up from leaders in the technology and cyber sector, will make their decision at an event in November. It is fantastic news that the Forum run by my Office has been recognised as leading the way in supporting businesses with their cyber security. The impact of a cybercrime on a business can be absolutely devastating and I am glad that in Northamptonshire, we are providing a network to help professionals come together and share information.

2.16 “Protect & Support Those Who Are Vulnerable”

2.17 Voice for Victims and Witnesses, our victim and witness service, recently achieved the National Standing Together Victims Quality Mark. The lead assessor said: “Voice Northants provides an excellent service and a high standard of victim care. There is a strong and supportive culture among management and staff and clients are at the heart of all the organisation delivers. We found a high level of collaboration and a willingness to deliver a

comprehensive and inclusive support service to those who needed it. Partner organisations work well with Voice and hold the organisation in high regard. Our assessment shows a service dedicated to continuous improvement and a determination to support victims of crime to cope and recover.

This assessment was very welcome, and I would like to pay tribute to the work and dedication of all those who work for Voice. No one would ever want to be a victim of crime, but Voice is able to provide expert support and compassionate guidance to those who navigating their way through the criminal justice system.

Members will also be aware that Voice also transferred into the OPFCC on the 1st of April 23 from a Ltd Company owned by the OPFCC. The primary aim was to enable resilience and stability for staff and victims/witnesses in Northamptonshire. There have been no changes to delivery model or staffing except they are now directly employed by the OPFCC and I am sure they will continue to build upon the great work they have already achieved.

- 2.18 A community centre that uses music and recording equipment to help divert young people away from violence and knife crime has been awarded almost £10,000 in funding by my office. The Springs Family Centre, based in Spring Boroughs, Northampton, has been a hub of community spirit over the last 15 years, and has offered a 'safe haven' for young people to come and express themselves through sport, music and the arts. This has helped divert many of these young people away from criminal behaviour, and now with extra funding courtesy of the PFCC, they are set to expand their offering to young people in the neighbourhood. Already boasting a recording studio within the hub at Tower Street, the £9,900 funding I have provided will help them add DJ equipment to the studio, as well as offering training courses through the NCFE. It was fantastic to visit the Springs Family Centre and see first-hand the amazing work it is doing in helping young people in their local community. I was also proud to join the Springs Family Centre at a parliamentary briefing into knife crime and youth violence at the House of Commons on November 16th when the centre was able to discuss the positive influence it has had in diverting young people away from crime.
- 2.19 A specialist team set up to tackle the earliest signs of domestic abuse has helped more than 1,400 families in the first nine months of this year. Demand for their support is such that the number of domestic abuse specialists in the team has been increased from two to eight, to ensure they can continue to help all the families referred to them. Early Intervention is a key priority for me which is why I invested in a specialist team to focus on prevention and intervene early with young people to reduce the impact of Adverse Childhood Experiences on their life chances. Two dedicated workers were then added to this team to focus on domestic abuse and family conflict, so support can now be offered to families from the very first time they come to police attention, and further incidents can be prevented. When a police officer attends a call to domestic abuse, details of the incident are given to a multi-agency team that reviews every incident, every day to ensure that the highest risk are tackled quickly. This approach deals effectively with the more complex cases, but previously, there was no ability to tackle incidents that appeared to be lower risk, to prevent them escalating. The two specialist Domestic Abuse Practitioners were added to the ACE Team in 2020 with the brief to engage with everyone who has been visited by police following a report of a domestic or family conflict incident that was lower risk.

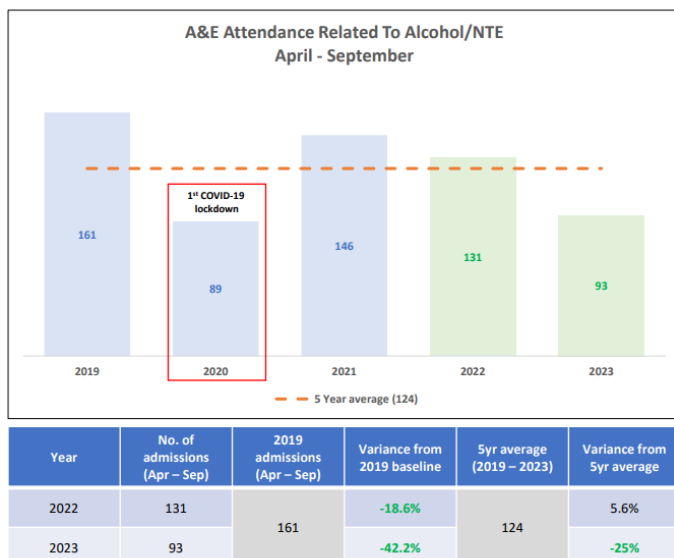
The Domestic Abuse Practitioners follow up each incident and contact every family that has received a police response to an incident. They try to understand what has sparked an incident, offering help and advice and signposting to other sources of support. Support can be

given to both the victim and the perpetrator, as well as any children who might have seen domestic abuse. Sometimes the Team find earlier incidents of abuse that had gone unreported and will ensure that the proper action is quickly taken to safeguard the family involved. Through this project and the work of our Domestic Abuse Practitioners, people are receiving help who would not have done so before. This specialist team steps in when there is still an opportunity to prevent abusive behaviour from escalating and at a time when someone might be more motivated to accept help. I want people in this county to be confident to report abuse and confident that if they do, someone is there to help them. Voice, the victims' service that sits within my office, provide incredible support to people who come forward for help having been victims of abuse and to better understand the criminal justice process. The ACE Team works at the other end of the spectrum and aim to stop further incidents before they occur. We will do all we can to help ensure that no-one must live with violent or abusive behaviour.

2.20 A second SNOvan is now providing a safe space in Kettering for anyone who finds themselves in need of support during an evening out. The SNOvan will be parked in Horsemarket on the last Friday of the month, and every Saturday between 10pm and 3am and provide a base for volunteers to supply a warm, safe welcome to someone who finds themselves vulnerable for any reason. The Kettering SNOvan, as in Northampton, will be an operating base for volunteer safety group the Northampton Guardians. The Guardians give their own time to give care that helps keep people safe and frees up emergency services to focus on the highest risk cases, and on tackling perpetrators of crime. The Northampton SNOvan has become a firm fixture in the town's night-time economy, and it will aim to give the same level of support to people in Kettering town centre. Since January 2023, the Guardians have given more than 1,900 hours of support on the SNOvan. When the first SNOvan was launched in December 2021, the Northampton Guardians have helped at least 1,200 people in a variety of ways, ranging from supplying water or warmth, first aid, or helping them get home safely. We want to reduce the risk of someone coming to harm and help to create a calm and comfortable atmosphere for everyone enjoying a night out. The partnership of the SNOvan and the Guardians has boosted safety in Northampton. I hope it will have the same impact on the night-time economy in Kettering. The success of the SNOvan is reflected in the fact that attendances to A&E during April – September 2023 are down by over 40% in comparison to the 2019 baseline which means we are helping those enjoying our night-time economy are able to seek help and assistance much earlier and the Guardians are able to provide a friendly and supporting refuge for those who require it.

Alcohol Related A&E Attendance During SNO Van Operational Hours

Total no. of alcohol related A&E admissions (Apr – Sep)



Headlines:

- There were **93** A&E attendances during April – September 2023. This is a **42.2%** reduction in comparison to the 2019 baseline and **25%** below the 5-year average.
- There were only **4** additional A&E attendances in April – September 2023 than there were in 2020, which was the first COVID-19 lockdown period.
- Strong reductions also evident during April – September 2022 against the 2019 baseline (**-18.6%**) and there were only **7** additional admissions in comparison to the 5-year average.
- There were 12 A&E related attendances in June 2023. This is a **69%** reduction in comparison to June 2019 (39). June 2022 saw a reduction of **41%** (23).

- 2.21 The Early Intervention and Youth Service continues to grow to meet the demands of the county with nine new Practitioners having joined the team. The tier 2 support work is a county wide offer, working alongside partners to get the right support at the right time to children, young people and families and prevent further incidents of distress and reduce the likelihood of entering the criminal justice system.
- 2.22 **Family Support** - The team support children, young people and their families across Northamptonshire. There are seven Early Intervention Family Support Officers who each hold a case load of approximately ten cases for a period of around twelve weeks. Organisations referring to the team include Northamptonshire Childrens Trust (NCT) schools, nursery settings, midwives, health visitors, school nurses and the Multi Agency Safeguarding Hub (MASH), where referrals are assessed as not meeting Tier 4 or Tier 3 thresholds.

The issues being referred for support include:

- Children and Young People displaying challenging behaviours in the family home and in school.
- Parenting issues and request for support with managing challenging behaviours.
- Support for emotional, mental health and wellbeing for children, young people and their parents.
- Overcoming barriers preventing school attendance.
- Support for parents to manage their finances.
- Practical support, advice and guidance re: housing, household bills, form completion, school and nursery places, counselling and signposting to other services.
- Advocacy

Most referrals to the team request support for multiple issues.

From May to 25th August 2023, the team accepted ninety-nine referrals. Referrals were received from across the county, with the majority being from the Northampton area.

Geographical Area	Number of Referrals Accepted
Northampton	32
Daventry District	10
South Northants	8
Wellingborough	14
East Northants	7
Kettering	14
Corby	14

The work we receive is very encouraging and underlines the value and importance of this work. For example, some of the feedback we received from parents included the following:

- “Lauren was an absolute pleasure to work with and me and all my children will miss seeing her... all the best for the future Lauren.” (May 2023)
- “I am happy and mentally relaxed, and I feel that I am not alone. I feel that I am lucky. I feel Anna is perfect.” (June 2023)

- “I honestly can't thank Em enough for how she has shaped my future. I feel like for the first time in years I could actually be honest and open about both myself and how I am with the children. She is non-judgemental and every time she could see and understand what I needed to say and hear (even if blunt- I needed it and embraced it!)” (July 2023)

We have also received valuable feedback from our partner agencies which included:

- “So excellent to have support in the home for this family, child presenting differently in school and masking behaviours so to be able to get support was brilliant for putting in appropriate long-term services.” – Ecton Brook Primary School (May 2023)
- “Thank-you very much. It's often we have people fall through the net so to speak as they do not meet criteria with other services.” – WNC Housing Options (June 2023)
- “This is an excellent service for supporting young people and families.” Montsaye Academy (July 2023)

2.23 **EI and ACE Officers - Parenting Workshops** - The online-workshop catalogue has grown and developed, and we are now offering workshops to parents and carers on a range of topics including:

- Positive Parenting
- Understanding the Teenage Brain
- Self-Care and the Impact on Parenting
- Managing Challenging behaviours
- Maintaining Rules and Boundaries

The workshop catalogue has been shared with all schools so they can promote and refer parents and carers onto these. In this reporting period the team have delivered twenty-four workshops to sixty-two parents and carers.

Where feedback was completed, attendees agreed that their knowledge and understanding had improved by an average of 49% after attending the workshop. Some of the feedback we received included:

“Both the presenters were friendly, professional and knowledgeable. I really enjoyed the course.” (Attendee from Positive Parenting. – July 2023)

“The way the workshop was delivered has made it easy for me to digest, by being able to talk about real life scenarios and situations has helped me to understand it and for it to sink in. The way you talked about it helped it to make sense.” (Attendee from Positive Parenting. – July 2023)

2.24 **Adverse Childhood Experiences Training and Overview of the Service Offer** - All schools across the county have been offered free training to help identify children who are affected by Adverse Childhood Experiences and an overview of the Early Intervention Service and how to make a referral. This training has also been offered and delivered to some nursery settings, health professionals and other partnership forums to help promote the service and enhance understanding of ACE's and the impact of Childhood Trauma. The feedback we have received from the training has been overwhelmingly positive which will undoubtedly translate into more successful referrals in the future leading to better outcomes for some of our most vulnerable children and young people.

- 2.25 **Domestic abuse and family conflict project** - Within the Early Intervention and Youth Service we have highly experienced domestic abuse practitioners. The team follow up incidents of domestic abuse and family conflict where a Public Protection Notification (PPN) has been completed by a Police Officer who has been called to a domestic abuse incident and children are present. This incident is police graded as 'no action required' and therefore no support was offered. The team now contact the victim and offer advice, guidance and family support to reduce the chances of a further incident and Police call out.

Between Jan 2023 to October 2023 – the team have received 1379 referrals (PPNs)

The top four issues reported during this period:

- Physical Abuse
- Harassment
- Relationship Breakdown
- Emotional Abuse

In July 2023, the team started offering the same support to couples who have no children but have had a police call out for domestic abuse. This project was reviewed at the end of September to look at engagement, and outcomes.

Between July 2023 and October 2023 118 cases were put forward by the Force for follow up. A number of these were uncontactable due to incorrect contact numbers or getting no response from contact attempts. In response to this, Practitioners now contact the Officer in Charge of the incident, resulting in alternative contact numbers being provided which is increasing the numbers we are now able to support.

Of those supported, the most common presenting issues were:

- Communication Issues
- Physical abuse
- Harassment
- Relationship breakdown

Northampton continues to be where most issues are reported followed by Kettering/Corby, Wellingborough/East Northants the Daventry/South Northants.

Three of the domestic abuse practitioners are training to become Independent Domestic Abuse Advisors (IDVAs) as part of their continued professional development. With another three practitioners starting the training in February 2024. This is a nationally recognised qualification in the field of domestic abuse and demonstrates our commitment to offer the highest quality of support to the families in Northamptonshire. The team are also supporting VOICE Victim and Witness Service to help manage workload for the next two months.

- 2.26 **Domestic Abuse Parental Workshops** - The Domestic Abuse project team has delivered eighteen virtual workshops to parents covering the Impact of Parental Conflict on children and young people and workshops exploring healthy and unhealthy relationships and the impacts on children and young people. Our workshop offer is looking to expand to include the conflict of co-parenting in the coming months. 89 Parents attended the workshops, all reporting a greater understanding of the issues evidenced by pre and post feedback scores. On average their understanding increased by 44%.

2.27 **Supporting the CIRV Programme** - Five Early Intervention and Youth Workers support the Forces Youth Violence Intervention Unit (YVIU) - Community Initiative to Reduce Violence (CIRV) programme. They seek to engage young people onto CIRV Pathway and will complete interventions to increase knowledge around exploitation and vulnerability. Since April 2023 the team engaged with 172 young people which led to 45% of young people accepting support either with the CIRV Programme, the Youth Offending Service, Local Authority or OPFCC Tier 2 Services. As of September, the YVIU was launched with significant changes that now see the Early Intervention Practitioner manage cases and offer appropriate learning interventions.

Some of the work undertaken included:

- How their ACEs have impacted their lives.
- Understanding Criminal Exploitation.
- The impact of carrying knives, information on the law and risks.
- Understanding risky behaviours. What this is and how does affect the young person, their families and wider community.
- Understanding emotions and looking at strategies to manage these in a safer way.
- Supporting parents to understand the risks of Criminal Exploitation and supporting with putting boundaries in place to help reduce risk.
- Referrals to CIRV Mentors for intensive support if required.

The team supporting CIRV have visited schools across the county to deliver information on knife crime and exploitation alongside the local Neighbourhood Policing team. This information has been given to 2060 children. This project will continue following the murder of a 16-year-old in Northampton in March. The team also supports the Police “weeks of action” This multi skilled approach has helped to engage young people to discuss their concerns in their communities about knife crime and the opportunity to offer reassurance and share knowledge.

2.28 **Missing Person Project** - An innovative approach to supporting young people who are at risk of going missing was launched in Northamptonshire on November 1. The scheme builds on a pilot phase that ran for three months earlier this year, when a specialist Youth Worker from the OPFCC Early Intervention Team visited every young person who had been missing three times or less, soon after their return. Fifty-two young people in Northamptonshire went missing during the pilot phase, and Youth Workers visited each of them as soon as possible after their return – following up in more detail the statutory visit that all young people who have been missing receive from their local authority. OPFCC early intervention workers now support the Missing Person's Unit (MPU) visiting young people who have three or less missing episodes. The aim is to identify needs of support early to reduce further missing episodes, reduce risk of exploitation and demand on Police resources. In addition, the role also plays a key part in building trust with parents to empower them to share and report concerns for their child. A dedicated worker was allocated to the Missing Persons Unit on the 30th of October 2023

Presenting Issues	Number of YP with Presenting Issues
Mental Health	19
Parenting	25
CSE	7
Substance Misuse	11
CE	14
DA	3
NEET	2

Number of Visits	Area
12	Wellingborough
3	South Northants
10	East Northants
3	Corby
14	Kettering
31	Northampton
73	TOTAL

- **31%** of Young People visited to date accepted additional support where previously no support had been put in place.
- **77%** of Young People visited to date were left with ongoing support, either with the Local Authority or through referrals completed by EI and ACE Officers / Youth Workers to; OPFCC EI Service, Youth Offending Service (PADs), CIRV and most recently allocated to Youth Worker for MPU.
- **96%** of young people visited to date have not been reported missing again.

2.29 **Youth work support** - Youth Workers supported 111 young people with issues around risk taking behaviours which were impacting their chances of staying within mainstream education and increasing risk of exploitation. The Youth workers delivered sixty-three groupwork sessions to 147 young people in targeted schools across the county covering:

- Healthy relationships
- Anti-social behaviour
- Child Exploitation
- Grooming and gangs
- One punch, violence & anger
- Sexual health
- Bullying/ friendships
- Emotional wellbeing

The Youth Workers have delivered five Healthy Relationship school drop-ins seeing 138 students to give advice and guidance around unhealthy relationships including sexual health support. They also completed a school year group intervention day covering knife crime, alcohol, drugs and keeping safe to 169 students.

The team continue to build vital relationships with schools to ensure we can support students to get the right help in place. Their role often involves advocating for young people in a variety

of situations such as getting reasonable adjustments in place within education settings, supporting family relationships to aid discussions to prevent family breakdown, signposting to services to accessing emergency contraception and helping young people to self-refer for counselling services.

2.30 “Effective Justice”

2.31 The ongoing impact on the COVID pandemic on the criminal justice system remains a key priority for me as PFCC. As the chair of the Local Criminal Board (LCJB), I continue to use my influence to make sure that all agencies respond to these emerging issues and remain focused on delivering effective and timely justice for victims. Currently, timeliness for charging decisions by the Crown Prosecution Service (CPS) continue to be a concern for me, however it worth acknowledging that this is a regional issue and not just isolated to Northamptonshire. Through my chairmanship of the LCJB, we have been working closely with both the Force and local CJS partners to devise a set of Key Performance Indicators which will be presented to the LCJB on a regular basis. Through this work, a whole-system-approach has been created, with twenty-four measures providing a rounded view of performance which monitors inputs such as timeliness, processes, outcomes and quality across the CJS. I am certain that the dashboard will be a valuable tool in assessing the overall performance of the local CJS and will help me to hold relevant parties to account. The dashboard is also being seen as an example of best practice across the region which has generated a great deal of interest with regional colleagues who are now looking to take a similar approach to this ongoing issue.”

2.32 “Modern Services That Are Fit for Purpose”

2.33 Since its inception, the Customer Service Team has dealt with a total of 8040 contacts from members of the public that includes complaints, queries, and requests for complaint reviews. Whilst demand continues to increase, the team continues to maintain high levels of service recovery with an average of 69 per cent of complaints being resolved to the satisfaction of the complainant. This is not only more efficient, but also reduces the workload on the Force’s Professional Standards Department, freeing up their resources to deal with the most serious complaints.

As panel members will know, complaints are closely monitored to identify any themes, patterns or trends to inform service development and improve performance. Recent data from the Independent Office for Police Conduct (IOPC) reflects the Customer Service Team are outperforming the vast majority of other Customer Service Teams nationally, for example, we contact complainants within an average of one working day compared to a national average of five working days. We also resolve complaints in an average of seven working days, which is significantly quicker than the national average of 13 working days.

In addition to their work with complaints against the Force, the OPFCC’s Customer Service Team have taken on the management of the Fire and Rescue Service’s complaints process to free up capacity within NFRS to deal with operational demands and enable more effective oversight. Since taking over this responsibility in April 2023, the Customer Service Team has received 11 complaints and, as with Police complaints, they are able to provide me with an oversight of any trends or issues so that I can raise them directly with the Chief Fire Officer.

2.34 A thorough review of the Fire estate has been undertaken and recommendations have been made that will ensure our facilities are sustainable, more environmentally friendly and have a

lesser reliance on fossil fuels. Our fleet has also been reviewed and we have already installed telematics into our vehicles to help understand how they are used and to inform our future fleet needs and vehicle replacement programme. Recommendations are already being rolled out, such as the development of new training materials, a new risk profile for large open rural areas that could be affected by wildfires and new equipment to assist with fighting such fires. The recent introduction of wildfire backpacks on every frontline appliance has already proven a valuable investment. The roll out of other recommendations will be completed by the end of 2023 and evaluated during 2024. In the longer term, this and future reviews will inform our fleet and equipment capital programme.

- 2.35 Earlier this year, I was pleased to welcome Independent Custody Visitors (ICVs) from across the East Midlands Region to attend an Advanced Training Day. ICVs from Derbyshire, Leicestershire, Lincolnshire, Nottinghamshire and Northamptonshire came together to hear from experts in the criminal justice arena and talk to other ICV colleagues from across the region, to share experiences and best practice and to be recognised for the valuable voluntary work they do. The Regional Advanced Training Day for ICVs takes place bi-annually and this year it was Northamptonshire's turn to host the event. Many ICVs were new to the scheme after a considerable recruitment effort over the last six months, so this year's event was the first for many of the delegates. I really value the work that our ICVs do in Northamptonshire to ensure our custody suites are running as they should. I know ICVs are equally important to other Police and Crime Commissioners across the East Midlands region. ICVs fulfil a role required by law, on our behalf, to ensure that the Police Force is treating their detainees with dignity and in line with their rights and entitlements. We appreciate that ICVs are volunteers who give whatever time they can to help us to make a difference, so it was great to welcome delegates from the five different areas and thank them for their efforts and dedication. Over the last twelve months, ICVs in the East Midlands Region have conducted 520 custody visits, which have included visits during the day and at the most anti-social of hours. ICVs have spoken to 1,457 detainees in that time and observed many more. Collectively ICVs have given over 1,000 hours of their time to visits, in addition to attending regular meetings and undertaking training, as well as providing direct inputs into training courses for custody staff.
- 2.36 The serving with pride staff survey aimed to find out what members of the Fire and Rescue Service thought were positives of working for the services, and what improvements could and should be made. The starting point was an IPSOS survey, which took place at the beginning of the year and involved all three organisations. This highlighted the themes like visibility, integrity and culture and importantly, indicated that staff who work for NFRS didn't feel as positive about their organisation as staff who work for Northamptonshire Police do about theirs. The Serving with Pride consultation also took a closer look at how staff feel, and what can be done to ensure everyone who works for NFRS is and feels valued. Recommendations to address the key areas will be published by mid-December and will include setting out clear actions, who will be taking them forward and timescales for delivery. I will bring a full update and report on the consultation to a future meeting of the panel.

3. Holding the Chiefs to account

3.1 Fire Accountability Board - 11 April 2023

Strategic Outcomes Requirements Letter – I welcomed the update and sought clarification regarding the progress being made by the Fire and Rescue Service from the Chief Fire Officer on the compliance regarding the HMICFRS recommendation relating to People and Culture. In response to the Chief Fire Officer, I have requested a further update on the work being

delivered in this area. In relation to the work being undertaken on the Code of Ethics, I have suggested that the Fire and Rescue Service examine the work being delivered in Berkshire and requested further assurance on how the delivery of the Code of Ethics and how this work will sit alongside the internal values of the service. I have also sought further assurance in relation to the work being undertaken to Diversity in the Service and Workplace Development. Overall, I was assured that the service was addressing the strategic challenges facing the service in a positive manner but requested updates to ensure the direction of this work remained positive and focussed.

Performance update -I was pleased with the performance update that was provided by the Fire and Rescue Service and did question how resources could be better used with the reported fall in demand. In relation to false alarms, I questioned what work was being undertaken to better understand the reasons behind the numbers and requested further information on it. I was also assured that performance regarding appliance availability was positive but wanted a further update on this at the next Accountability Board meeting.

Manchester Arena Inquiry - I welcomed the joint update and sought assurance in relation to the gap analysis work that relevant individuals have been identified to ensure all work streams are owned and accountable. I suggested that a full exercise be undertaken in the county and was prepared to provide funding to stress test the structures that have been put in place, relating to a marauding terrorist attack. I have also placed on record the fact that I was pleased with the work that had been delivered and questioned how this could be built upon to deliver additional benefits. I was assured that both organisations were working well on this and that the services have responded to the report in a through and professional manner.

3.2 Fire Accountability Board - 9 May 2023

Appliance Cover Levels - On receiving this report I noted that it contained a lot of useful and interesting background and context and while some of the data in the report explaining historic rationale for decision making was six years out of date. I did accept that this would be updated in the upcoming ECR. I was also accepting of the fact that a more appropriate manner of describing the basis for determining appliance cover levels would be “adequate for the most frequently encountered events” rather than using the phrase “safe cover levels”. However, I was not satisfied that the submitted report answered the questions that I had posed in relation to the Chief Fire Officers views on appropriate cover levels and requested that ACFO Hallam raise this on his return from leave.

Fire Efficiency and Productivity Plans - The presentation I was provided with contained background to the efficiency and productivity plans for NFRS. I welcomed and was assured about the increases being shown in home fire safety checks and how this contributed to making people safer in a proactive way. The challenge that the I raised was that while all the things mentioned in the presentation were positive the Chief Officers needed to be able to convert how this activity was creating efficiencies or productivity gains as a part of the national requirements. I noted that I looked forward to seeing further results from this in the future.

3.3 Fire Accountability Board - 13 June 2023

HMICFRS report on Fire culture and values - I welcomed the fact that the Chief Fire Officer accepted all the 35 recommendations in the HMICFRS report and I was pleased that the basic transactional things needed to be delivered as a part of those recommendations were completed or on the way to completion but I did stress that there was more to do to get to

the point where all involved could be satisfied and assured that the service reflected the culture that was expected. I discussed with the Chief Fire Officer the CFO assessment that the service needed a wider overarching plan including EDI as well as its primary and legal missions and challenged when that would be the case. While recognising the progress so far in terms of transactional activity, I was clear that I was not assured that we were where we needed to be in terms of culture and leadership and expected to see more progress. I will continue to receive updates until I am satisfied that is the case.

DBS process - I thanked all for the work delivered on this subject and for all recognising the importance of it. I was in agreements over the types and frequency of checks that should be undertaken of employees in Fire and Rescue service in Northamptonshire, and that the position agreed properly reflected the role of what these staff do and undertake.

3.4 **Fire Accountability Board – 11 July 2023**

Strategic Outcomes Letter Requirements - I expressed my dissatisfaction with the content and quality of the paper submitted to the accountability board on this subject and stated that I expected additional details to be included in future iterations. The contents of the report were used as a basis for discussion at the meeting, but it was lacking in a number of areas.

Performance Update – I welcomed the update and noted the increases in demand in some areas of the business but also noted than in many cases, this was because of the summer 2022 spate conditions and therefore it was too early to determine any longer-term trend in demand for the service. I welcomed the fact that casualties were low, and the work achieved by protection and prevention teams was making the county safer and I was also pleased with the discussions regarding the potential bringing together of the BI and data staff for Fire and Police and the progression to get better live time data for NFRS.

3.5 **Fire Accountability Board – 8th August 2023**

Health and Safety report - The Chief Fire Officer stated that future iterations of this would have a deeper dive and analysis into the “what is” that were raised as a result of its content. I was pleased and assured about how the NFRS Health and Safety Board were looking into the causal factors relating to Health and Safety incidents, and that the report showed no overall concerning issues and a downward trend in incidents especially more serious ones where there was a requirement to notify HSE. I did raise some questions from the report about references to decontamination procedures for Firefighters and asbestos procedures. The Chief Fire Officer and his team explained that decontamination procedures were being looked at and in an old estate it was not possible to implement perfect solutions that could be built into newer premises but workarounds that were safe were being explored and that the comments about asbestos procedures had been resolved with some training and the appointment of a new contractor; both of which provided additional assurances. I asked the Chief Fire Officer if he was satisfied with Health and Safety arrangements in place in Northamptonshire Fire and Rescue Service and that they were sufficient. He stated that being in post only for a small number of weeks he was not able to answer that but would be providing assurances over the coming weeks. I was generally assured with the contents of the report and asked that this matter be brought back in 6 months for the CFO to provide the requested assurances about sufficiency of Health and Safety processes.

Budget Outturn report 2022/2023 - I thanked those involved in the production of this report and more importantly for involvement in the management of the NFRS devolved budget for

2022/2023 and stated that we were still seeing improvement year on year with how this was managed with less volatility in year but there were areas where the Service needs to improve. I noted that there had been some significant spends of overtime last year but was provided with assurances that this was now much more robustly managed. I asked for some further assurances relating to the continued use of sessional workers to deliver Fire Safety Checks, as the business case to employ full time staff was predicated on the fact that these would cease. I was also provided with assurances that the NFRS capital programme was being refined regularly and was improving in terms of delivery. It was important to be ambitious, but this needed to be balanced with deliverability. I then formally accepted this paper as the outturn budget report for NFRS for 2022/2023.

HMICFRS update - I was provided with an update on the fourteen identified areas for improvement and the cause of concern from the 2021 HMICFRS inspection of Northamptonshire Fire and Rescue Service. I was then given assurances that they will be in the position to provide evidence that most of the fourteen areas for improvement will have been completed by the time of the next inspection. The Chief Fire Officer made the point that the cultural issues will take longer to evidence the effect of them, although the tangible interventions to change them might have been put in place. There was discussion about the fact that the report made it clear that there was significant work being undertaken but there was a difference between informing people what was taking place and seeing positive change as a result. He was seeking that assurance. I remained concerned about the discharge of the cause of concern and reiterated to the Chief Fire Officer that this work was key and critical.

3.6 **Fire Accountability Board – 11th September 2023**

Internal Audit Report - I welcomed the update and set out his expectations that NFRS sets high standards that underpin the delivery of an efficient service. I also emphasised the need for the service to have a suite of options when encountering any issues or challenges that may arise. Although I was assured that progress and improvements are being made, I did raise my concerns in relation to safeguarding and compliance and requested further updates on these to ensure I was fully assured that the service was managing these issues effectively. I also reminded colleagues that Enabling Services was not a separate organisation, and it was essential that effective data sharing procedures were in place to support the delivery of front-line services.

Fire Standards Update – I noted the challenge in meeting over six hundred actions in relation to fire standards and reiterated my stance that the service needs to ensure that meeting the standards is a key aspect of the day-to-day work so that it helps to underpin the delivery of an efficient and effective fire and rescue service. I was assured that progress was being made but suggested that any timescales associated with his work were realistic and achievable.

Medium Term Financial Plan - I welcomed the update and acknowledged the ongoing financial challenges facing the public sector. I was assured that the MTFP was robust and provided a realistic set of potential outcomes based on informed professional opinion. I was also assured that the MTFP was within previously assumed budgetary boundaries and that potential pressures were identified and the need for savings as appropriate as it was important the service was prepared to meet future challenges.

3.7 **Police Accountability Board - 11 April 2023**

Manchester Arena report - I welcomed the joint update and sought assurance in relation to the gap analysis work that relevant individuals have been identified to ensure all work streams are owned and accountable. I then suggested that a full exercise be undertaken in the county and was prepared to provide funding to stress test the structures that have been put in place, relating to a marauding terrorist attack. I also placed on record the fact that I was pleased with the work that had been delivered and questioned how this could be built upon to deliver additional benefits. I was assured that both organisations were working well on this and that the services have responded to the report in a thorough and professional manner.

Strategic Outcomes Requirements Letter - I was pleased with the update and the level of detail the force was able to provide and that this work will become part of the ongoing accountability process. I sought further clarification on the figures relating to repeat victimisation and that in relation to Domestic Abuse and VAWG, I wanted reassurance that the investment is being used to improve frontline operational policing. I also requested further information and assurance in relation to the difference in the DA outcome figures between the North and West areas of the County. I then sought assurance on the figures relating to out of court disposals as I felt this was an issue that needed to be raised at the LCJB. Overall, I was assured that good work and improvements are being delivered and he would like the force to be able to maintain and increase this momentum to delivery more improvements.

Force Matters of Priority update for 2023/2024 - I welcomed the update and noted that the Force were still undertaking work in relation to the matter of priority for 2023-34. I noted that there should be an agreed baseline to enable accurate monitoring and performance management and I sought some assurance that progress and success can be easily identified and communicated. Overall, I was assured with the direction of travel and would discuss the priorities with colleagues in the OPFCC and provide feedback to the Force.

3.8 **Police Accountability Board - 9 May 2023**

Integrated Offender Management – I was pleased to receive this update and was confident that IOM was developing under the revised management and governance structures put into place by the Chief Constable. I was assured to see that the scheme was developing to include some IOM activity in relation to a cohort of lower risk registered sex offenders, aimed at robust management and behavioural change. I was similarly assured with the ongoing work relating to Domestic Abuse and MAPPA offenders. The IOM work is showing early indications that offending behaviour of IOM cohort members reduces both during and after engagement with the scheme. I welcomed the report, was assured that positive progress had and was being made and looked forward to the full evaluation once completed.

3.9 **Police Accountability Board - 13 June 2023**

HMICFRS value for money profiles - I welcomed the presentation and there were discussions relating to the detail as contained within the VFM profiles. There were some areas where the Force was to be considered as an outlier, but I was assured that where this is the case the reason for it is understood. I commended the work completed by the Force's Performance and Demand team, to get the Force to the position where the data provided through this process was well understood and was used to inform future decisions relating to resourcing within the Force. I described the data as very insightful and was assured about both the understanding and the use that the Force made of it.

Firearms and Explosives Licensing Unit – I made it clear that I was unhappy that I had been provided assurances by the Chief Constable through this process on two previous occasions and neither had been delivered. I was frustrated that there appeared to have been little understanding or grip on the processes within this team. As a result, I required a further update at the next meeting from the Chief Constable. I sought and was provided with assurance that there was now better understanding, with processes being put in place to resolve these matters and I welcomed the fact that risk profiling was considered more important but made the point that this needed to be done, without any compromise to it, alongside the provision of a good level of customer service more generally. I requested a verbal update at the July meeting on the progress of the implementation of recommendations and actions from the peer reviews and other findings.

Internal audit on reasonable adjustments - Having received this update relating to the responses put into place following this audit I was assured that the proper and appropriate governance had been put into place to resolve these identified issues.

Internal audit - This update was submitted as part of the annual assurance check of the previous year's internal audit process and inspections. I was assured that proper governance arrangements were in place to receive, assess and action any internal audit recommendation. I thanked the Chief Constable and ACO Paul Bullen, for the work undertaken on these processes alongside the previous Deputy Chief Constable.

3.10 **Police Accountability Board - 11 July 2023**

Strategic outcomes requirements letter update - I welcomed the first of these updates and acknowledged that it was early in the year and as such was generally satisfied with progress against the outcomes identified within the letter. There was more to do to deliver all the required and agreed outcomes, but I was pleased that the Force were adopting dynamic approaches to solving problems and were changing these if they did not reap the benefits and successes that had been anticipated.

Force matters of priority update - I welcomed the fact that in many instances the Force performance was positive in comparison with the baseline figures set in the Home Office Digital Poling and Crime Measures and in comparison, with peers. I was clear however that I was less satisfied with the data that showed neighbourhood crimes were increasing and, that positive outcomes were still below where he would expect them to be. More work was required to deliver better results for local people, and he requested a further update relating to these offences in September. I reinforced my view made at a previous accountability board that serious violence was an area also that required additional focus and work this year and welcomed the fact that there was renewed focus on this and strengthened resources being brought to bear in relation to it.

Rape and serious sexual offences update - I was pleased that on an initial assessment of the new national guidance the Force felt it was in a strong position because of the early work it had implemented. I was further assured moves to align the SOLAR teams more closely with child protection and domestic abuse units. I then acknowledged the positive work that had taken place and already demonstrating improvements in these hugely important investigations.

3.11 Police Accountability Board – 8th August 2023

Budget Outturn 2022/2023 - I commented favourably in relation to the budget monitoring and management processes in place within Northamptonshire Police and was assured that they were robust, meaning that the Chief Constable and I were able to have confidence in this. During the presentation of the paper there were discussions about Police Community Support Officer vacancies and staff vacancies in Digital Forensics Unit (DFU) and Firearms Licensing Unit (FELU). The Chief Constable provided some assurances that observations about PCSO numbers and role played in neighbourhood policing would be answered in the paper that the PFCC is to receive relating to the future vision of neighbourhood policing by the end of August. I was assured that all available efforts were being made to fill vacancies in the DFU and FELU, and there were additional details relating to this in the paper relating to FELU later in the meeting. I formally agreed and accepted the report as the final Northamptonshire Police budget outturn report for 2022/2023.

Investment proposal update – I received an update on the implementation of the investment proposals that had been agreed with the Chief Constable as part of the budget setting process for 2023/2024. All investments were examined, and I was overall assured with collective progress. I did express some concerns over the length of time taken to procure and implement a rapid video response facility as described in the initial proposals but was pleased to hear that this was nearing completion and that an operational system should be in place ahead of Christmas 2023. I was also pleased and assured that the investments made in additionality for occupational health and clinical supervision were proving to be highly effective, well used and well received with staff.

Firearms Licensing – I did note the positive progress that had been made in recent months to remove the backlog, relating to renewals and was assured that this was moving in the right direction. I was also assured with balance that the Force was taking to manage risk rather than customer expectations, as borne out in external peer reviews was the right approach and should not be compromised, but I did reiterate points made previously that there still needed to be a good quality of service. There was discussion about the feasibility of alternative charging models for grants and renewals and the OPFCC Director for Delivery confirmed he had written to the Home Office in relation to this and was awaiting a response. I then raised some concerns that the focus on renewals, while being right did not lead to a backlog in grants of applications. This was noted by the Chief Constable and assurances were provided that additional staff recruitment was in progress, and this could be managed. I then indicated that I was likely to seek further assurances on this subject in the coming months.

3.12 Police Accountability Board - 11 September 2023

Complaints and Reflective Practice Update - I welcomed and acknowledged the fact that since I last received a report on this matter the timeliness of complaint handling within the Force had seen some improvements. However, I did reiterate that I still saw this as an area where improvements could and should be sought, as this was a key part of the legitimacy of policing. I was particularly interested to see in the future how the use of techniques such as practice requiring improvement could be used more widely to improve customer contact and improve confidence and service delivery. The Chief Constable stated that he saw this whole area as an area that will require investment in the future and had requested an update from the Head of PSD as to what a future structure might look like.

Neighbourhood crime update - I acknowledged that looking at the Home Office 2019 baseline figures for Neighbourhood Crime, the Force is not an outlier, and its performance was strong against peers. I did recognise that the improvements have been made, especially relating to offences of robbery but expressed my desire to see a more joined up approach relating to vehicle crime specifically and questioned as to why there was not a cohesive Neighbourhood Crime prevention of reduction strategy and approach. I requested a further update when the Force had considered this point.

Medium term financial plan update – I thanked those that had been involved in the development of this revised MTFP and stated that I had high levels of confidence in the assumptions made and the projections demonstrated in the paper as a result. It was pleasing that we had a sound understanding of any potential challenges that lay ahead and I was assured that the update was thorough and well presented.

4. Summary of PFCC Decisions taken

- [Decision Record 346 - Voice for Victims and Witnesses novate contract with Assist Trauma Care](#)
- [Decision Record 347 - Fleet Purchases with Cupra-VW](#)
- [Decision Record 348 - Fleet Purchases with Ford](#)
- [Decision Record 349 - Fleet Purchases with Kia](#)
- [Decision Record 350 - Fleet Purchases with Peugeot](#)
- [Decision Record 351 - Fleet Purchases with Seat-VW](#)
- [Decision Record 352 - Fleet Purchases with Skoda-VW](#)
- [Decision Record 353 - Fleet Purchases with Toyota](#)
- [Decision Record 354 -Fleet Purchases with Vauxhall](#)
- [Decision Record 355 - Fleet Purchases with Volvo](#)
- [Decision Record 356 - Fleet Purchases with Yamaha](#)
- [Decision Record 357 - Taser Contract with Axon Public Safety UK](#)
- [Decision Record 358 -Adobe Licenses to Police Digital Services](#)
- [Decision Record 359 - Police National Legal Database](#)
- [Decision Record 360- Travel Management with Travel Perk](#)
- [Decision Record 361 - Novation for Provision of ISVAs and CHISVAs with Northamptonshire Healthcare NHS Foundation Trust](#)
- [Decision Record 362 - Extra Ports in FCR with Getech](#)
- [Decision Record 363 - Renewal of WPC Software Contract](#)
- [Decision Record 364 - Recipero Financial Investigation Tool](#)
- [Decision Record 365- Hardware Maintenance Contract with CDW Variance](#)
- [Decision Record 366 - Internal Audit Services with Mazars](#)
- [Decision Record 367 - Variation of ERP HR Module with Softcat](#)
- [OPFCC Decision Record 368 - Pension Forfeiture Policy and Procedure](#)
- [Decision Record 369 - Variation of ERP HR Module with Soft Cat](#)
- [Decision Record 370 - Variation of Contract for Data Network and Telephony Infrastructure with CAE Technology Services](#)
- [Decision Record 371- MOU for Funding of Business Analyst Post with the Youth Offending Service](#)
- [Decision Record 372 - Appointment of Grant Thornton as External Auditor](#)
- [Decision Record 373 - Purchase of Five Transits Vans with Ford Motor Company](#)
- [Decision Record 374 - Contract for Psychological Health Services with St John Red Cross](#)

- [Decision Record 375 - Proposed Sale of Corby Police Station with Oakwood Developers](#)
- [Decision Record 376 - Voice for Victims and Witnesses](#)
- [Decision Record 377 - Variation of ERP Payroll Expenses Module with Softcat](#)
- [Decision Record 378 - Extension to DHEP with University of Northampton](#)
- [Decision Record 379 - Variation of Data Network and Telephony Maintenance and Support with CAE Technology](#)
- [Decision Record 380 - Contract Extension to Trend Micro Anti-Virus Maintenance with Boxxe](#)
- [Decision Record 381 - Contract Variation of Mental Health Nurses in the FCR with Northants Healthcare NHS Foundation Trust](#)
- [Decision Record 382 - Variation of Graykey Licences with Grayshift](#)
- [Decision Record 383 -Variation to Target Hardening Contract with 24-7 Locks](#)
- [Decision Record 384 -Motorcycles Contract with Kawasaki Motors](#)
- [Decision Record 385 - Communications Data Acquisition Solution with Geoff Smith Associates](#)
- [Decision Record 386 - Extension of Grounds Maintenance Contract with RG Grounds Maintenance](#)
- [Decision Record 387 - Creating Equalz 22-24](#)
- [Decision Record 388 - Contract Variation Enterprise Resource Planning HR Module with SoftCat](#)
- [Decision Record 389 - Variation to Microsoft Licences with CDW Ltd](#)
- [Decision Record 390 - Extension to PCDA's with University of Northampton](#)
- [Decision Record 391 - Variation to Pensions Administration Contract with XPS Administration](#)
- [Decision Record 392 - Emergency Vehicle Specialist Services with Mawsley Emergency Vehicle Specialist](#)
- [Decision Record 393 - Variation to Data Network and Telephony Infrastructure with CAE Technology Services](#)
- [Decision Record 394 - Contract variation for XAMN and XRY licences with Micro Systemation Ltd](#)
- [Decision Record 395 - Contract variation for Appropriate adult services](#)
- [Decision Record 396 - Contract Extension for Catering Provision at FHQ with ABM Catering](#)
- [Decision Record 397 - Extension to Access Control System with Chubb Fire and Security](#)
- [Decision Record 398 - Variation to Provision of Firearm Command Training Venues with Calder Conferences](#)
- [Decision Record 399 - Extension for Scene of Crime Consumables with WA Products](#)
- [Decision Record 400- Contract for Mobile Hardware Devices Associated Software with British Telecom](#)
- [Decision Record 401- Variation for Software Licence Support and Maintenance with WPC Software Ltd](#)
- [Decision Record 402- Mobile Hardware Devices Refresh with British Telecom](#)
- [Decision Record 403- Contract for IT Hardware with Softcat](#)
- [Decision Record 404- Body Worn Video Managed Systems with Insight Direct](#)

Key Fire and Rescue Decisions

- [NFRS Decision Record 103- Variation for Additional OH Clinics with BHSF](#)
- [NFRS Decision Record 104 - Contract Extension for Vehicle Servicing Parts with Truck East](#)
- [NFRS Decision Record 105 - Internal Audit Services with Mazars](#)
- [NFRS Decision Record 106 - Extension to Area 1 RTC Vehicle Contract with Burtons](#)
- [NFRS Decision Record 107 - Contract for Cobra System Maintenance with Cold Cut Systems](#)
- [NFRS Decision Record 108 - Appointment of Grant Thornton as External Auditor](#)

- [NFRS Decision Record 109 - Officer Cars with Kia UK Ltd](#)
- [NFRS Decision Record 110 - Variation of Command Control System with SSS Public Safety Ltd](#)
- [NFRS Decision Record 111 - Extension of Reactive Maintenance to Appliance Bay Doors with Royal Industrial Doors](#)
- [NFRS Decision Record 113 - Apprenticeship Courses with The Fire Service College](#)
- [NFRS Decision Record 114 - Variation to the Command and Control System Contract with SSS](#)
- [NFRS Decision Record 115 - Extension for Provision of Pallets with Brian Martin Pallets](#)
- [NFRS Decision Record 116 - Operational Vans with Vauxhall](#)
- [NFRS Decision Record 117 - Contract for OSB Timber with Premier Forest Products](#)
- [NFRS Decision Record 118 - Emergency Vehicle Specialist Services with Mawsley Emergency Vehicle Specialist](#)
- [NFRS Decision Record 119 - Variation to Level 2 3 Incident Command Courses with Katherine Lamb Associates](#)
- [NFRS Decision Record 120 - Contract for Mobile Hardware Devices Associated Software with British Telecom](#)
- [NFRS Decision Record 121 - Mobile Hardware Devices Refresh with British Telecom](#)
- [NFRS Decision Record 122 - Estates Masterplan Services with Perfect Circle](#)
- [NFRS Decision Record 123 - Contract for IT Hardware with Softcat](#)

5. Recommendations

- 5.1 That the Northamptonshire Police, Fire and Crime Panel considers the content of the report and its appendix.

Stephen Mold
Northamptonshire Police, Fire and Crime Commissioner