

Appendix 2:

# POLICE, FIRE AND CRIME PLAN

Q2 23/24

PERFORMANCE REPORT



# PERFORMANCE REPORT: Introduction

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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.



## Q2 23/24 **Fire** Priority Commentary

### At a Glance:

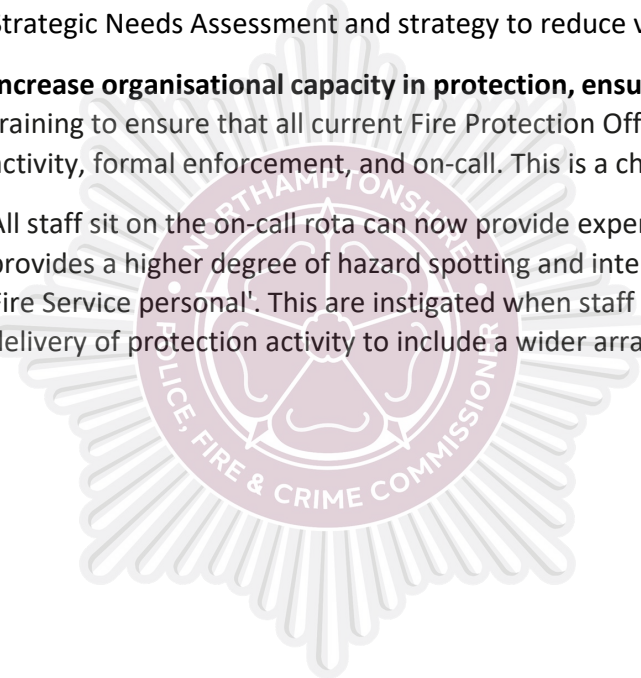
**Diversify prevention activity into a wider range of topics:** The prevention strategy has been developed around 5 priorities including road & water safety, early intervention and youth engagement as well as fire.

The service have recruited a complex case officer to work with partners in adult risk management, where 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 aids 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.

The service continues to be a productive partner of the Northamptonshire Safeguarding Adults Board, to produce a hoarding framework for the county in response to increased referrals for hoarding and neglected homes. With the launching of the Serious Violence Duty, the Fire Authority is a named statutory agency. NFRS, along with partners, have helped to develop a first draft of the Joint Strategic Needs Assessment and strategy to reduce violence in the county. This is due to be finalised in the new year.

**Increase organisational capacity in protection, ensuring our warranted Protection Officers can focus on the most complex areas:** The Northamptonshire Fire and Rescue Service have uplifted training to ensure that all current Fire Protection Officers (FPOs) are operating at the level of 'Fire Safety Inspector'. This supports the delivery and capacity for the more complex/technical fire safety activity, formal enforcement, and on-call. This is a change from 5 staff (4.5 FTE) to 8 staff (7 FTE).

All staff sit on the on-call rota can now provide expert, detailed and bespoke Fire Prevention advice and activity. The service's Community Risk Group (CRG) activity supports protection officers and provides a higher degree of hazard spotting and intelligence reporting to the central team. In the year 2022-23 protection recorded **308** jobs where the job reason was recorded as 'Intelligence form Fire Service personal'. This are instigated when staff have identified issues or have concerns when visiting a premises, either during an incident or during another activity. The service will broaden the delivery of protection activity to include a wider array of premises types. This will include premises which also offer benefits in relation to crew familiarisation and risk intelligence





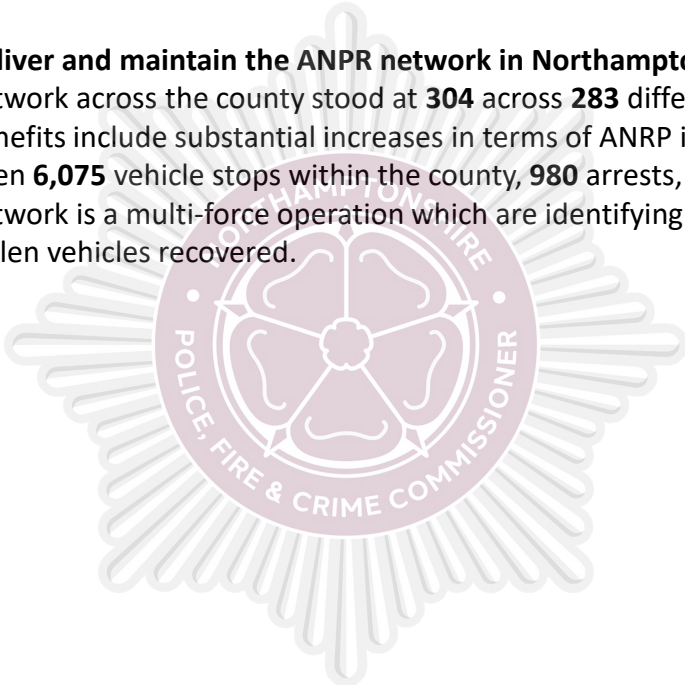
## Q2 23/24 **Police** Priority Commentary

### At a Glance:

**Reduce Repeat Victimization:** Repeat victim rates across all risk levels of domestic abuse continue to be on a downward trend. In addition to domestic abuse repeat victimisation rates reducing, this is also the case for serious sexual offences repeat victimisation rates, which is welcomed.

At the end of September 2023, the overall domestic abuse repeat rate was **44.9%**, this is **3.7%** lower than the previous 12 months. This is also the case for the Sunflower Centre, who have seen a **14%** reduction in repeat victim referrals, however, they have experienced an increase in new victim referrals. 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.

**Deliver and maintain the ANPR network in Northamptonshire to ensure it supports the prevention, disruption and detection of crime:** At the end of September 2023, the ANPR camera network across the county stood at **304** across **283** different sites. Over the last 9 months, the ANPR network in Northamptonshire has expanded by **20** cameras and **15** sites. Some of the benefits include substantial increases in terms of ANPR interactions and positive outcome rates. As an example, the Roads Policing Team (RPT) shows that over the last 12-months there have been **6,075** vehicle stops within the county, **980** arrests, **3,740** traffic offences and **1,572** vehicle seizures because of the ANPR network. A further example of good work because of the ANPR network is a multi-force operation which are identifying criminals coming into the region, where once identified, traffic cars from various police forces are in pursuit of them, including several stolen vehicles recovered.





## Q2 23/24 **Working Together** Priority Commentary

### At a Glance:

**Give people the opportunity to participate in schemes that make the county safer:** A new grants scheme was launched in August 2023, to tackle knife crime and youth violence. The scheme is making up to £10,000 available to voluntary and community sector organisations for projects working to tackle youth violence and knife crime in local communities. The grant scheme is now closed and information about the grants that have been awarded can be seen below:

- [Knife crime and youth violence Grant scheme \(westnorthants.gov.uk\)](https://www.westnorthants.gov.uk)

**Making Northamptonshire Safer:** My office continues to award grants through the Making Northamptonshire Safer Community Fund of between £3,000 and £10,000 for initiatives that support the aims of the Police, Fire and Crime Plan. As an example, three initiatives recently received funds for projects that are working with young people, diverting them away from knife crime, getting them more active and supporting youth engagement in the community. Since April 2019, **31** projects have received funding, totalling **£248,368**. The latest information on the grant scheme can be found in the article below:

- <https://www.northantspfcc.org.uk/opfcc-grants/>

**Invest in target hardening schemes in areas of the highest risk to reduce crime:** During Q2 23/24, work concluded to improve safety for residents in the Queensway estate in Wellingborough. The Office of the Police, Fire and Crime Commissioner successfully bid for more than **£1.7 million** to spend across two different projects in the fourth round of Safer Streets funding by the Home Office, which included a project to improve the safety of women at night in Northampton and Kettering. The project on the Queensway area of Wellingborough, included the installation of **650** new doors for properties in Kiln Way and Minerva Way, in partnership with Greatwell Homes. The installation of **43** alley gates, which have been placed on several alleys that are behind homes, at side entrances and off open spaces. The final phase of the Queensway project included the installation of **15** new CCTV cameras, funded by the OPFCC as part of the project but were installed and are operated by North Northamptonshire Council.

More information on the Safer Streets project can be found below:

- [Safer Streets – Northamptonshire Police & Fire Commissioner \(northantspfcc.org.uk\)](https://www.northantspfcc.org.uk)

**Develop fraud prevention programme, including reducing the risk of cyber related crime:** Within my own office, the Digital and Technology Delivery Manager is key in holding the Digital, Data and Technology department (DDaT) to account and ensuring scrutiny. This role also entails cyber engagement with the public in the county and we have been working on a new cyber awareness campaign and associated assets to launch shortly. Within these assets is a new cyber awareness game which is under development and is looking to launch early 2024. The Cyber Security Forum, which meets with SME businesses and organisations, has been shortlisted for the Cyber Public Service Award at The Real Cyber Awards 2023. This is in recognition of delivering high quality cyber security support and education on a wider scale, not just within the county but also further afield.



## Q2 23/24 **Fire** Priority Commentary At a Glance:

**Emergency Cover Arrangements:** The emergency cover review has been commissioned, and work is now underway in production. The new date set for this is Q3 23/24. Business Services and the Senior Leadership Team have been fully engaged with Greston Associates who have been commissioned to complete the next phase of the emergency cover review. Initial reports will be available at the start of the Q3 23/24 PERIOD. The recommendations have been presented to the Senior Leadership Team and the Commissioner to consider a more effective and efficient service over the medium and longer term. Recommendations will include efficient crewing models relating to known risk, specialist response options and alternative fleet solutions.

**Risk Profile of the County:** The service formed a significant programme of works to bring about more standardised practice around Community Risk Management Plan (CRMP) and recognising its significance within the UK fire and rescue service. All fire and rescue services are in the process of learning and adjusting to the volume of change and the CRMP Manager at Northamptonshire Fire and Rescue Service has undertaken strategic level engagement activity, which included individually meeting all area managers and department leads within Enabling Services. The aim of this engagement was:

- To widen the horizon scanning beyond the immediate business services team,
- To gather any vital business intelligence to sit alongside the data, and
- A first stage discussion about the development of a dedicated CRMP policy.

Since the governance change in 2019, the service have built two CRMP's and each has been approached and delivered differently. For 2023, the focus of improvement has been in developing a dedicated CRMP policy as a way to establish roles and responsibilities around the process.

A review of the CRMP was carried out in November 2023 at the Fire Accountability Board and the implementation plan for the Fire Standard has been grouped together under the themes below.

- Develop and embed a policy and process for CRMP
- Develop engagement activity and consultation – (*Links into Communication & Engagement Fire Standard*)
- Develop analysis (tools, capability, resources, credibility and breadth of data, including external sources)
- Develop evidence base for decisions (data/intelligence) – (*Link into Data Management Fire Standard and development of this function following transfer of analysis into DDaT*)
- Explore how to better use data and business intelligence (held at dept. level) - (*as above link into Head of Performance and Demand*)
- Develop opportunities/collaboration
- Skills gap analysis (who/what required)
- Compliance activity that can only be undertaken at point of next CRMP build process
- Develop evaluation



## Q2 23/24 **Fire** Priority Commentary At a Glance:

**Collaboration Working:** The service continues to work with Northants 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. Examples of this include where the service have taken part and supported Northamptonshire Police during the ASB weeks of action and streamlining our data through the Qlik App for arson to enable better problem solving with Community One partners.

The service have also worked in collaboration with Northamptonshire Police with police crime prevention research into suitable arson safety products to compliment other target hardening products.





## Q2 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 **37.4%** (36.5% in Q4 22/23), 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 aspires to be representative of the county's BAME population of **8.1%** and is currently achieving **4.35%** (4.30% in September 2022). Both aims are a significant 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 31<sup>st</sup> March 2023. The Chief Constable and myself had a shared vision to push this further by having over **1,500** police officers and this was achieved within the same timescales. These numbers now need to be maintained and at the end of September 2023, the official headcount was at **1,518** Further intakes are planned throughout the next couple of years to maintain these numbers.

At the end of September 2023, the Force had **79** PCSOs (75 in February 2023), with further intakes over the next 12-months.

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

The force continues to perform well and are still recording one of the biggest reductions nationally for Neighbourhood crime against the Home Office's 2019 national baseline. The baseline reduction was **-35%**, which is the 7<sup>th</sup> biggest reduction nationally and is significantly better than the **-18%** reduction seen nationally. We're seeing increases over a rolling 12-month period of residential burglary and at the end of September 2023, this has increased by **4%** over the last 12 months. However, after seeing an above average spell earlier in 2023, there has been a clear reduction of residential burglary volumes during Q2 23/24. Volumes in September were very low and the last 3 months were the 3 lowest in the last 12-months. However, as we approach the traditional peak in demand (Nov – Jan), 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.

One of the Safer Streets Round 5 bids that we have been successful in securing, will look to take an innovative approach in x2 pilot locations across the County at a combined crime prevention and property marking initiative aimed at getting householders to adopt better security routines, with a view to further reducing burglary levels.

**Neighbourhood Policing:** At the end of September 2023, response times continue to be slower than the previous 12 months. Elevated Grade 1 demand continues, and overall, throughout September, Grade 1 demand was **10.5%** higher than the same month last year with rural emergency incidents (+21.6%) particularly impactful. The increased calls for service has impacted on all response times, with the urban Grade 1 12-month rolling average response time was 13 minutes and 14 seconds, which is slower than the previous 12-months (12 minutes and 42 seconds). Rural Grade 1 response times have also increased by a similar amount during the same period. Clear expectations have been set with Northamptonshire Police and my office continues to review 'response' with a holistic approach such as improvements with investigation standards and progress being made with victim satisfaction levels.





## Q2 23/24 **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 can be viewed within the newsletter section of our website:

- [Newsletters - Northamptonshire Police & Fire Commissioner \(northantspfcc.org.uk\)](https://www.northantspfcc.org.uk/newsletters)

### **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



## Q2 23/24 **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

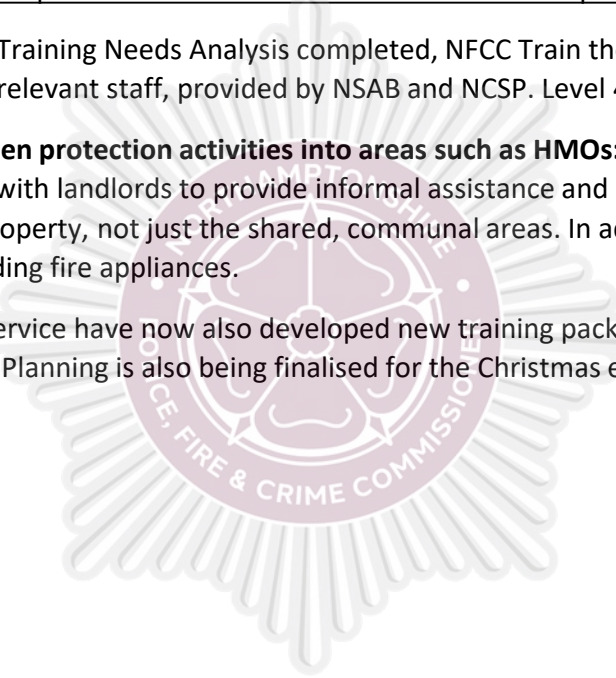
- Safeguarding Standard Gap Analysis completed, one area outstanding to be discussed at Safeguarding Management Group, likely to be led by Enabling Services in relation to DBS checks.

#### 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. 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 allows the Officers on safety throughout the property, not just the shared, communal areas. In addition to the checks being undertaken on the fire safety within the premises, crews engage with residents, providing advice and information regarding fire appliances.

The Service have now also developed new training packages for staff to develop their ability to undertake protection checks in premises beyond HMOs The training is commencing in the Autumn of 2023. Planning is also being finalised for the Christmas exit checks at large retail sites.



# PERFORMANCE REPORT: Protect & Support those who are vulnerable



## Q2 23/24 **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 to be below forecasted levels and over the last 12-month have seen a reduction of **17.9%** in comparison to the previous 12-months. 'Usage' offences remain below average as 'threat' offences continue to account for the majority of knife crime demand within the county. Repeat suspects of knife crime has seen a year-on-year reduction of **0.8%** and is relatively stable. We're now seeing a welcomed reduction of under-18 involvement of knife crime, after a sustained period of an upward trend at the start of 2023. Under-18 involvement has largely been on a decreasing trend since April 2023 and at the end of September 2023, the Force are now seeing a **25.8%** reduction of knife crime with an under-18 suspect/offender and a **20.5%** reduction in child-on-child knife crime. Knife crime remains 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 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, especially on the relationship between youth violence and serious violence. This will form part of the Strategic Needs Assessment which is to be published in December 2023. In terms of perpetrators being brought to justice, at the end of September 2023, **27.7%** of knife crimes were positively resolved over a 12-month period and is **2.1%** above the same period last year. My office have this year also funded a force wide digital and social media campaign aimed at young people and the carrying of knives. This was well received and had significant reach across local communities.

**Reduce harm from domestic abuse, pursuing perpetrators, supporting victims, and using rehabilitation and prevention programmes to improve positive outcomes for victims:** During Q2 23/24, domestic abuse demand returned to the expected forecasted levels after a period of a declining trend, with a year-on-year reduction of **4.5%**. Demand is forecasted to remain stable throughout the Autumn period, however, are expecting a winter demand spike around Christmas. Arrest rates have seen a concerning decline, especially on high risk, which was noticeably below **70%** at the end of September 2023 (82% December 2022), medium risk also seeing a longer-term decline. Many of these issues such as reduced levels of reporting and reduced charge rates relating to offenders are also being reported nationally and this is not well understood. Through my office attendance at Force performance meetings, I have challenged the Force to gain a better understanding of the reasons for this so we can, where required better tailor our responses. An end-to-end review of Force DA processes is due to start shortly. This will continue to be monitored closely.

The positive outcome rate continues to decline overall, the last 12 months saw a ratio of **11.9%**, which is a reduction of **1.1%** since the start of the financial year. The Forces baseline target of **13.5%** is unlikely to be met by the end of the financial year.

In terms of victim support into the Sunflower Centre, referrals from repeat victims remains stable with just over **62%** 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.

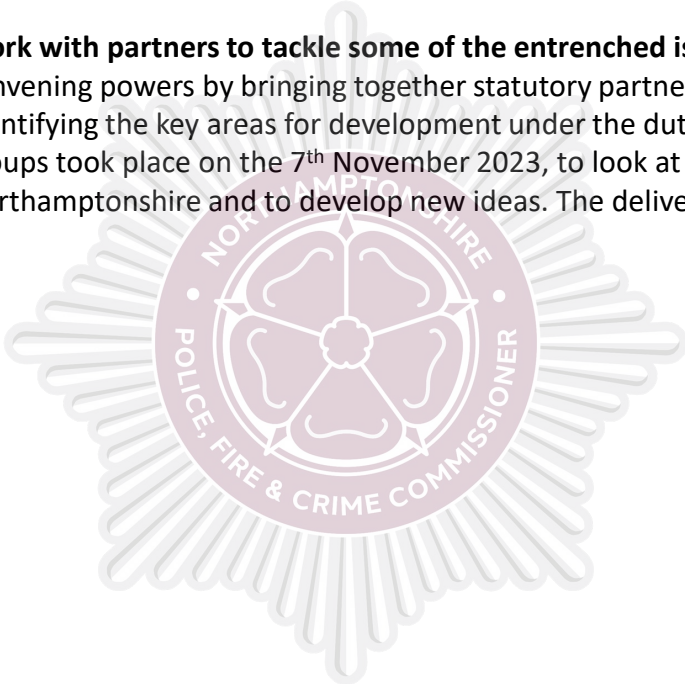
# PERFORMANCE REPORT: Protect & Support those who are vulnerable



## Q2 23/24 **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 **1,600** family referrals have been made into the service since February 2019, with **68.1%** being accepted and worked on directly by the ACE team, with the remaining being escalated to organisations such as CIRV. Of all the accepted referrals, **95.6%** (1,035) have been closed, with all presenting needs having been met following early intervention family support.

**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. The first draft of the Strategic Needs Assessment identifying the key areas for development under the duty (including VAWG, Knife Crime, Violence against the Person) is complete and an away day with statutory partners and community groups took place on the 7<sup>th</sup> November 2023, to look at how the serious violence duty can deliver the most effective and joined up response to serious violence and knife crime across Northamptonshire and to develop new ideas. The delivery plan needs to be in place by January 2024.





## Q2 23/24 **Fire** Priority Commentary At a Glance:

**Ensure that enforcement activity in relation to fire safety legislation prioritises public safety:** Northamptonshire Fire and Rescue Service continue to ensure that enforcement activity in relation to fire safety legislation prioritises public safety and enforce the requirements of the fire safety order, acting when suitable and required. The number of notices are monitored within the department and recorded on the Protection Department scorecard are as follows:

- 2022/23 = 29 x Enforcement notices and 21 x Prohibition notices
- 2021/22 = 24 x Enforcement notices and 7 x Prohibition notices

The service will continue to gather evidence in respect to non-compliance, where persons have been placed at a serious and imminent risk to life and when responsible persons have failed to meet their duties and where required, evidence will be presented to legal services for consideration.





## Q2 23/24 **Police** Priority Commentary At a Glance:

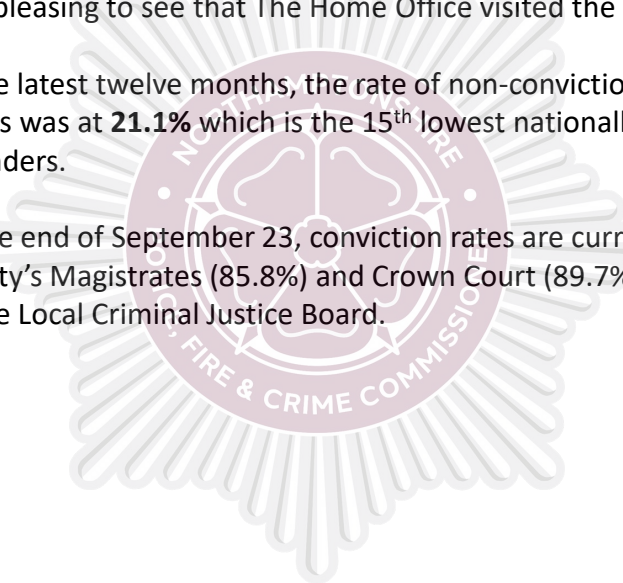
**Increasing positive outcome rates for victims of crime:** The positive outcome ratio is continuing an increasing trend for the year to date (September 23), stands at **14.6%**. This is an improvement of **0.7%** in comparison to the 12-months previous. At the end of Q2 2023/24, the Force remains in a strong national position and one of the leading forces, where they are ranked 11<sup>th</sup> nationally and currently 3<sup>rd</sup> within our most similar group (MSG).

VAWG conviction rates within the county over the latest 12-month period (October 22 – September 23), is in a healthy position. The county recorded a conviction rate of **81.8%** which is 1<sup>st</sup> within our MSG and the 2<sup>nd</sup> best nationally. The month of September also saw a really strong performance for domestic abuse conviction rates with Northamptonshire recorded **93.8%**, which is the highest over the last 12-months and the 3<sup>rd</sup> highest nationally. This will continue to be monitored and discussed further at the East Midlands Local Criminal Justice Board monthly.

**Monitoring the quality of investigations and work to further improve standards:** The Directors Guidance Assessment (DGA) is a compliance framework for information to be sent by the police when a charging decision is sought and when other material is required during the investigation and to support a prosecution. At the end of August 2023, Northamptonshire police had an overall DGA rate of **82.9%**. This is the 2<sup>nd</sup> highest in the country and is well above the national average of **57.6%**. The Force have been consistently strong and stable throughout 2023 and it was pleasing to see that The Home Office visited the Force recently to identify best practice for national learning.

In the latest twelve months, the rate of non-convictions due to victim issues remains relatively stable overall and remains below the national average. Our non-conviction rate due to victim issues was at **21.1%** which is the 15<sup>th</sup> lowest nationally and **1.8%** below the national average of **22.9%**. We continue to monitor this to ensure we're not losing opportunities to prosecute offenders.

At the end of September 23, conviction rates are currently higher than the national average for both Magistrates and the Crown Courts. Q2 23/23 has marked good improvements, where the county's Magistrates (85.8%) and Crown Court (89.7%) conviction rates are now above the 2019 baseline. The OPFCC will continue to monitor the criminal justice system and raise any concerns at the Local Criminal Justice Board.





## Q2 23/24 **Working Together** Priority Commentary At a Glance:

**Working with partners to ensure justice is as swift as possible:** Timeliness for charging decisions by the Crown Prosecution Service (CPS) continues to be a concern. This is a regional issue and not just isolated to Northamptonshire. At the end of September 2023, **62.8%** of CPS charging decisions in Northamptonshire were made within the 28-day service level agreement. This is a **20.5%** reduction in comparison to the 2019 baseline achieved by Northamptonshire and quite significantly below the national average of **76.6%**.

As chair of the Local Criminal Justice Board (LCJB), I requested my office to work with the Force and local CJS partners to devise a set of KPIs which could be presented at the LCJB 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 such as timeliness, processes, outcomes and quality across the CJS. The dashboard is proving to be a very valuable tool in assessing the overall performance of the local CJS and holding the relevant parties to account. The dashboard is also being seen as an exemplar of best practice across the region, with regional PCC offices looking to take a similar approach.

**Provide effective support for victims and witnesses that meets their needs:** Referral volumes into the VOICE adult services during Q2 23/24, have seen a **6.5%** reduction in comparison to the same period last year. Of those who accepted a level of support, **43%** of victims were victims of Domestic Abuse (DA) and DA victims continues to account for the largest group of referrals. The county has seen a reduction in DA incidents and this reduction in demand has also been mirrored into the Sunflower Centre, which has seen a reduction of **6%** in comparison to the same period last year. Despite the reduction in referrals, **36.3%** of all referrals were new victims, which is an increase of **4.8%** in comparison to the Q2 22/23 (31.5%). This will continue to be monitored by my office and the Force along with referrals by relationship type, for any prolonged changes in trend.

At the end of September 2023 the VOICE Witness Care Team reported an average witness attendance rate of **80.9%**, which is the lowest since Q2 22/23 and **4%** below the national average. Despite the dip in performance this quarter, the team are continuing to perform well under the pressures with an increasing caseload and they continue to see numerous adjournments to individual cases. My office will continue to provide support to VOICE and the LCJB is a good platform to show what impact the increasing caseload and adjournments are having on victims, witnesses and the VOICE Witness Care Team.

# PERFORMANCE REPORT: Modern services that are for the future



## Q2 23/24 **Working Together** Priority Commentary At a Glance:

**Strive to ensure that both organisations recognise, reflect, and respect the communities they serve:** Since February 2020, the OPFCC Customer Service Team have been responsible for recording all complaints against the force and from this year the fire service, the informal resolution of low-level complaints and the handling of reviews. Since its inception, the team have dealt with **8,040** contacts from members of the public, ranging from complaints, queries and requests for complaint reviews. The most recorded categories for allegations that have been logged by the team include the general level of service by the Force and decisions made by the Force.

The team continue to perform well, taking on average, **1** working day to contact complainants. This is **4** days quicker than both the national and MSG average. On average, the team are taking **7** days to finalise complaint cases, which is **2** days quicker than what they achieved the same period last year and the team are substantially quicker than the national (18 days) and MSG average (13 days). As the Police, Fire & Crime Commissioner, I take all complaints seriously. One of the most important functions of the police and fire complaints system is to support individuals, the police and fire service and to reflect on and learn from complaints and incidents where something has gone wrong. The customer service team provides a vital source of evidence to help drive improvements in policing and within the fire and rescue service.

**Development of plans to deliver shared systems, networks, and infrastructure:** Progress within the Digital, Data and Technology (DDaT) department has been good over the past year with new systems and upgrades in hardware. The Portfolio Tool, now fully introduced, has allowed the prioritisation of project delivery across Northamptonshire police, Northamptonshire fire and Rescue Service and the Northamptonshire Office of the Police, Fire and Crime Commissioner. It provides a clear view of the pipeline, delivery and tracking of projects ensuring that all three organisations have an auditable log of when projects and their associated benefits will be achieved. We continue to leverage the investment in the Microsoft 365 programme and the most recent rollout of new mobile phones now allows officers and staff to work more collaboratively and efficiently.

The Enterprise Architecture function within DDaT has been producing technical roadmaps so that we can plot our course and take advantage of newer technologies but also ensuring we are effectively utilising our assets and reusing systems where possible. This provides a holistic view of the technology within all three organisations and enables better decision making. As of the 1<sup>st</sup> January 2023, joint savings have been achieved of £322,650.35, by combining contracts across organisations and securing multiyear deals. These savings include £15,000 in joint audits across Police and Fire Services, £14,292.99 in carrying out commercial processes to explore the market and evaluating suppliers and on average £1440 has been saved on hardware orders ensuring we are achieving the most competitive pricing.