

Appendix A:

POLICE, FIRE AND CRIME PLAN

Q3 23/24

PERFORMANCE REPORT



PERFORMANCE REPORT: Introduction

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

PRIORITY 1: Prevention that keeps the county safe

PRIORITY 2: Effective and efficient response

PRIORITY 3: Protect and support those who are vulnerable

PRIORITY 4: Effective justice

PRIORITY 5: Modern services that are fit for the future

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

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

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

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

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

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



Q3 23/24 **Fire** Priority Commentary

At a Glance:

Diversify prevention activity into a wider range of topics: The prevention strategy is structured around five key priorities, encompassing road and water safety, early intervention, youth engagement, and fire safety.

The service has appointed a case officer to collaborate with partners in adult risk management. This role also involves conducting themed work focusing on safer homes, alongside efforts related to Domestic Abuse and Child Protection. As part of the Fire Service's fire safety program, assistance is provided during home fire safety visits (HFSV) to ensure prevention and safety measures for medical equipment such as airflow mattresses and home oxygen. These efforts align with nationally agreed core components for HFSV.

Additionally, enhanced HFSVs conducted by a central team include guidance on preventing domestic burglary, doorstep crime, and fraud, in collaboration with law enforcement agencies.

The service remains an active participant in the Northamptonshire Safeguarding Adults Board, contributing to the development of a hoarding framework for the county in response to increased referrals for hoarding and neglected homes.

With the implementation of the Serious Violence Duty, the Fire Authority has been designated as a statutory agency. NFRS, in partnership with other agencies, has contributed to the initial draft of the Joint Strategic Needs Assessment and strategy aimed at reducing violence in the county, with finalisation expected in the upcoming year.

Further increase the involvement of our staff in prevention activities to target risk in our communities: Northamptonshire Fire and Rescue service has recently engaged in collaborative efforts with Local Area Partnerships of the Integrated Care System to proactively prevent fires and enhance community safety. A notable example of this occurred during Q3 23/24, where White Watch conducted environmental audits alongside partners on the Kingswood estate in Corby. These audits aimed to address issues such as fly tipping and environmental improvement.

Throughout 2023/24, crews across the county have contributed to the delivery of nine waterside responder courses, aligning with the service's water risk program. These initiatives, including the provision of throwlines funded by the OPFCC, aim to enhance water safety awareness and response capabilities.

Furthermore, Northamptonshire Fire and Rescue Service has provided training and support to 945 front-line staff across children and adult safeguarding systems during 2023/24. This training, facilitated by the Services Central team, focuses on raising awareness of fire safety and its interconnection with issues such as self-neglect and hoarding.

Increase organisational capacity in protection, ensuring our warranted Protection Officers can focus on the most complex areas: Northamptonshire Fire and Rescue Service has enhanced training efforts to elevate all existing Fire Protection Officers (FPOs) to the level of 'Fire Safety Inspector.' This strategic decision bolsters the service's ability to handle more intricate and technical fire safety tasks, formal enforcement procedures, and on-call responsibilities. This initiative marks a shift from having five staff members (equivalent to 4.5 full-time equivalents) to now having eight staff members (equivalent to 7 full-time equivalents). Furthermore, all staff members included in the on-call roster are now equipped to offer expert, detailed, and tailored fire prevention advice and activities, further strengthening the service's proactive approach to community safety.



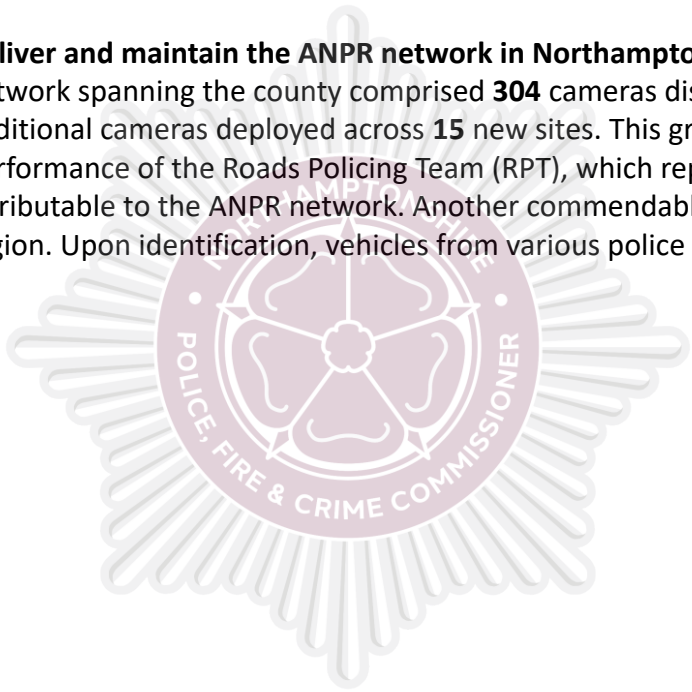
Q3 23/24 **Police** Priority Commentary

At a Glance:

Reduce Repeat Victimization: There has been a continued downward trend in repeat victim rates across all risk levels of domestic abuse. Additionally, there has been a decrease in repeat victimisation rates for serious sexual offences, which is a positive development.

As of the end of 2023, the overall domestic abuse repeat rate stands at **36.7%**, marking a notable improvement of **-5.9%** compared to the end of 2022/23 (42.6%). Notably, the Sunflower Centre has experienced a **10.5%** reduction in repeat victim referrals compared to the same quarter last year. However, it's worth noting that there has been an increase in new victim referrals. Moving forward, the OPFCC remains committed to closely monitoring and supporting the Force in its efforts to empower victims of domestic abuse to come forward and report harm. The VAWG (Violence Against Women and Girls) agenda continues to be a national priority.

Deliver and maintain the ANPR network in Northamptonshire to ensure it supports the prevention, disruption and detection of crime: By the close of December 2023, the ANPR camera network spanning the county comprised **304** cameras distributed across **283** distinct sites. In the preceding nine months, the ANPR network in Northamptonshire saw an expansion, with **20** additional cameras deployed across **15** new sites. This growth has yielded notable benefits, including marked increases in ANPR interactions and favourable outcome rates. Noteworthy is the performance of the Roads Policing Team (RPT), which reports **5,919** vehicle stops, **903** arrests, **3,663** traffic offenses, and **1,511** vehicle seizures within the county over the past 12 months, all attributable to the ANPR network. Another commendable outcome of the ANPR network is evident in a collaborative multi-force operation, which effectively identifies criminals entering the region. Upon identification, vehicles from various police forces are promptly dispatched to pursue them, resulting in the recovery of several stolen vehicles.





Q3 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: The OPFCC 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/>

Develop fraud prevention programme, including reducing the risk of cyber related crime: The OPFCC Digital and Technology Delivery Manager plays a pivotal role in overseeing the Digital, Data, and Technology department (DDaT) to ensure accountability and scrutiny. This role extends to cyber engagement within the county, offering free fraud and cybercrime advice in collaboration with the Cyber Protect and Prevent Officers and the Fraud Protect Officer from Northamptonshire Police. Additionally, she has conducted tailored cyber security presentations and delivered cyber security training.

The development of the Cyber Awareness Game has been successfully completed, and its launch is scheduled for April 2024. This game is designed to educate businesses and individuals about the impact of fraud and cybercrime, while providing guidance on how to protect themselves and others.

Furthermore, the Northamptonshire Cyber Security Forum has been nationally recognised and honoured with the Cyber Public Service Award at The Real Cyber Awards 2023. This prestigious award acknowledges the OPFCC's commitment to delivering high-quality cyber security support and education to SME businesses and organisations, both locally and beyond.





Q3 23/24 **Fire** Priority Commentary At a Glance:

Ensure we fully understand the risk profile of the county, which will enable us to better shape the organisation and the way in which we respond: Appliance availability has maintained relative stability over the past 24 months, but recent data, particularly up to December 23, indicates a downward trend. Seasonal fluctuations, notably lower levels observed in Q3, have impacted response and mobilisation, with appliance availability slightly lower than the same period last year.

Call handling times for Road Traffic Collisions (RTCs) stood at 12 minutes and 16 seconds at the end of Q3 23/24, marking an increase of 28 seconds compared to the preceding year. This growth in demand for RTCs likely contributed to the rise in handling time.

Overall response times to all incidents are showing signs of stabilisation, with Q3 23/24 achieving an average response time of 10 minutes and 31 seconds, consistent with the same period last year. However, variations exist across stations and incident types, with the service conducting monthly checks to address outliers.

Response times to FIRE incidents consistently outpace other incident types, albeit falling just outside the 10-minute target for a third consecutive quarter. The overall response time for fire attendance was 10 minutes and 11 seconds, representing a 33-second improvement compared to the same period last year.

These response times align with other services, as indicated by data from 2022/23 provided to HMICFRS.





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

Police Officer Recruitment: According to the latest data from the Home Office within the framework of the Police Uplift Programme, Northamptonshire Police currently boasts a **37%** female officer representation, slightly up from **36.5%** in Q4 22/23. The recruitment of female officers is steadily increasing, with aspirations for the force to align with the County's female population representation, currently standing at **50.5%**. Similarly, the force aims to reflect the county's BAME population of 8.1%, but currently achieves **4.2%** representation (up from 4.30% in September 2022). Achieving both these goals represents a significant endeavour at both local and national levels, which may require several years to fully mirror the county's demographic makeup. However, the Force, with the support of the OPFCC, has established a proactive positive action team dedicated to realising these aspirations. This proactive approach underscores our commitment to fostering diversity and inclusivity within the force, ensuring it is reflective of the communities it serves.

Strengthen Local Policing: The Home Office mandated Northamptonshire Police with an uplift target of 1,480 officers to be reached by March 31, 2023. In alignment with the Chief Constable's and Commissioner's shared vision, the aim was to surpass this target, striving for over 1,500 police officers within the same timeframe, which was achieved. As of September 2023, the official headcount stood at **1,521**. To sustain these heightened numbers, additional recruitment drives are planned over the next couple of years. Furthermore, as of December 2023, the Force employed **79** PCSOs, up from 75 in February 2023 and it is anticipated there will be further increases in PCSO numbers over the next 12 months as part of ongoing recruitment efforts.

Neighbourhood Crime (burglary, vehicle crime & anti-social behaviour): As of December 2023, the overall neighbourhood crime demand on the force has significantly decreased, falling below the 2-year average. This decline is primarily attributed to a reduction in vehicle crime offenses, while instances of robbery and theft from individuals remain relatively low. However, there are notable concerns regarding a recent upsurge in residential burglary offenses. Over a rolling 12-month period, rates have increased by **7.3%**. December witnessed the highest demand for residential burglary since 2020, propelled by a force tactical operation in Northampton and a series of attempts in Wellingborough.

While the Force currently maintains a ranking of **24th** nationally for residential burglary, sustained high demand poses potential challenges to its directional performance compared to other forces. Should this trend persist, there's a risk of becoming an outlier. Consequently, this represents one of the most significant risk areas for the force, warranting a comprehensive end-to-end review if heightened demand persists in the coming months. The Commissioner will continue to monitor this situation vigilantly.

Furthermore, as part of the Safer Streets Round 5 initiative, the Weston ward in Northampton and Kingswood in Corby will form part of a pilot program. This innovative initiative aims to combine crime prevention and property marking efforts to encourage householders to adopt improved security routines, with the goal of further reducing burglary levels.

Neighbourhood Policing: Elevated Grade 1 demand persists, albeit with December's urban Grade 1 demand only slightly surpassing last year's figures by **0.5%**. Notably, Grade 1 median response times during December dipped below the 24-month mean for the first time since April 2023. The urban Grade 1 12-month rolling average response time stood at **12 minutes and 53 seconds**, indicating a notable improvement compared to the end of September 2023 (13 minutes and 14 seconds). Additionally, rural Grade 1 response times have shown enhancements in comparison to September 2023. The OPFCC remains committed to evaluating response times holistically, considering improvements in investigation standards and advancements in victim satisfaction levels. These efforts underscore the Commissioner's ongoing dedication to optimising operational efficiency and enhancing service delivery.



Q3 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 the OPFCC website:

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

Road Safety Fund:

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

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



PERFORMANCE REPORT: Protect & Support those who are vulnerable



Q3 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.

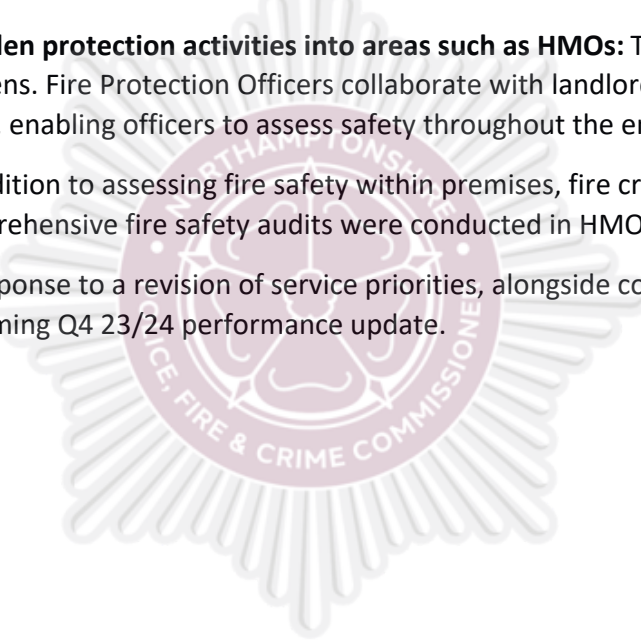
Northamptonshire Fire and Rescue Service to develop a training needs analysis and implement planning for any gaps which are identified as a result of the analysis.

- 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 possesses regulatory authority limited to the common and shared areas of Houses in Multiple Occupation (HMOs), particularly kitchens. Fire Protection Officers collaborate with landlords, offering informal assistance and guidance to ensure their HMOs adhere to safety standards. This collaboration extends beyond shared areas, enabling officers to assess safety throughout the entire property.

In addition to assessing fire safety within premises, fire crews engage with residents, delivering advice and information on fire safety appliances. By the end of December 2023, a total of 120 comprehensive fire safety audits were conducted in HMOs. Over the past 12 months, 11 enforcement notices were issued concerning this type of property.

In response to a revision of service priorities, alongside continued HMO checks, the service has shifted focus to protection assessments in licensed premises. Detailed activities will be outlined in the upcoming Q4 23/24 performance update.



PERFORMANCE REPORT: Protect & Support those who are vulnerable



Q3 23/24 **Police** Priority Commentary At a Glance:

Deliver robust enforcement & awareness campaigns to reduce the number of knives on our streets: Knife crime levels continue to trend below forecasted levels, with a notable reduction of **11.7%** over the past 12 months compared to the 2021/22 baseline. Although the rate of decrease is slowing, there has been sustained progress in reducing knife-related incidents.

Repeat offenders in knife crime have also decreased by **4.4%** year-on-year, reflecting a sustained reduction trend. Notably, involvement of individuals under 18 in knife crime has significantly decreased throughout the year, with the force witnessing an **18.1%** reduction in knife-related incidents involving under-18 suspects or offenders, and an **8.5%** decrease in child-on-child knife crime.

Given the ongoing priority placed on addressing knife crime, it remains imperative for the Force to target repeat offenders, particularly those under 18. Addressing this demographic has the potential to significantly reduce overall demand and mitigate harm resulting from knife offenses.

Regarding the prosecution of perpetrators, as of December 2023, **15.2%** of knife crimes were positively resolved over a 12-month period, representing a slight improvement of **0.2%** compared to the same period last year. This incremental progress underscores ongoing efforts to hold offenders accountable and ensure justice is served.

Reduce harm from domestic abuse, pursuing perpetrators, supporting victims, and using rehabilitation and prevention programmes to improve positive outcomes for victims: During the third quarter of 23/24, domestic abuse demand returned to expected forecasted levels, with December showing a notable increase in recorded incident demand, aligning with seasonal trends. Despite this, there has been a year-on-year reduction of **2.4%** in overall demand. Arrest rates have seen a **3.2%** increase over the past 12 months. As of December 2023, high-risk arrest rates were at **82.6%**, slightly lower than the previous year (82.8%), yet higher than the average of the past four financial years. Medium-risk arrest rates also show improvement and are on an upward trajectory.

However, the positive outcome rate continues to decline, with the past 12 months yielding a ratio of **11%**, down by 2.1% compared to the previous year. It's worth noting that the Force's baseline target of 13.5% will not be met this financial year. Charge ratios for domestic abuse will be pivotal nationally in driving positive outcomes, necessitating focused attention from the force in the upcoming 12 months, which the Commissioner will closely monitor.

Regarding victim support at the Sunflower Centre, referrals from repeat victims remain stable, with just over **52%** of referrals stemming from repeat victims (compared to 62% in Q2 23/24). All referrals into the Sunflower Service undergo subsequent contact by the team for support, advice, and safeguarding.

PERFORMANCE REPORT: Protect & Support those who are vulnerable



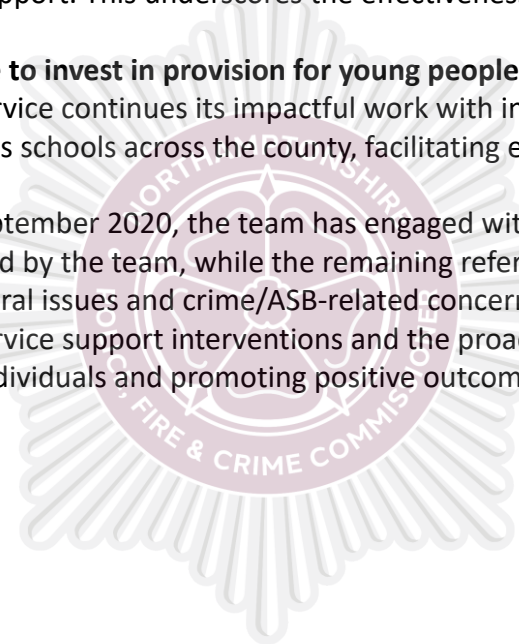
Q3 23/24 **Working Together** Priority Commentary At a Glance:

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 continues to play a crucial role in addressing domestic conflicts through early intervention strategies. By providing families with family and individual support, including guidance on various issues such as domestic abuse, healthy relationships, parenting, online safety, mental health, substance misuse, parenting challenges, and school exclusions, the team aims to mitigate potential risks and promote well-being.

Since February 2019, nearly **1,700** family referrals have been made to the service, with **74.9%** being accepted and directly supported by the ACE team. The remaining referrals have been appropriately escalated to organisations such as CIRV. Of the accepted referrals, **93% (1,177)** have been successfully closed, with all identified needs addressed through early intervention family support. This underscores the effectiveness of the ACE Early Intervention team in delivering timely and comprehensive support to families in need.

Continue to invest in provision for young people, to prevent them from becoming involved in, or victims of, crime with a specific focus on the impact of knife related crime: The OPFCC Youth service continues its impactful work with individuals, focusing on smaller group settings and one-to-one sessions. The team has established positive working relationships with numerous schools across the county, facilitating effective interventions.

Since September 2020, the team has engaged with **1,105** individuals, providing support through group work and personalised sessions. Approximately **77%** of referrals have been directly supported by the team, while the remaining referrals have been appropriately escalated to organisations such as CIRV. The majority of individuals referred to the team seek assistance with behavioural issues and crime/ASB-related concerns. Of the accepted referrals, an impressive **92.8%** have been successfully closed, with all identified needs effectively addressed through the youth service support interventions and the proactive steps taken by the individuals. This demonstrates the significant positive impact of the OPFCC Youth Service in addressing the needs of young individuals and promoting positive outcomes.





PERFORMANCE REPORT: Effective Justice

Q3 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.





PERFORMANCE REPORT: Effective Justice

Q3 23/24 **Police** Priority Commentary At a Glance:

Increasing positive outcome rates for victims of crime: The positive outcome ratio has remained stable for the year to date, standing at **14.5%** as of December 23. This represents a notable improvement of **0.6%** compared to the previous 12 months. Furthermore, as of the end of Q3 2023/24, the Force maintains a strong national position, currently ranking **10th** nationally (up from 11th in September 2023) and **3rd** within its most similar group (MSG).

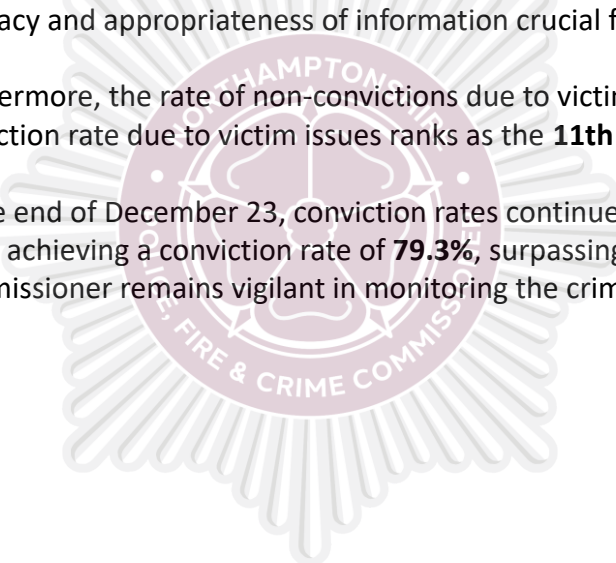
In terms of VAWG (Violence Against Women and Girls) conviction rates, the county has consistently demonstrated strong performance over the latest 12-month period (January 23 – December 23). With a conviction rate of **81.3%**, the Force stands as the top performer within its MSG and rank 2nd best nationally. December also marked a significant achievement in domestic abuse conviction rates, with Northamptonshire recording an impressive **88.6%**, surpassing the national average by **12%** and ranking 3rd highest nationally.

Moving forward, the Commissioner will continue to closely monitor and discuss these outcomes at the East Midlands Local Criminal Justice Board monthly meetings.

Monitoring the quality of investigations and work to further improve standards: The Directors Guidance Assessment (DGA) serves as a vital compliance framework for the police, facilitating the transmission of essential information during charging decisions and investigations to support prosecutions. As of November 2023, Northamptonshire Police achieved an outstanding overall DGA rate of **84%**, surpassing the national average of 57.2% and securing the highest position in the country. This consistent performance throughout 2023 significantly contributes to the accuracy and appropriateness of information crucial for charging decisions and prosecutions.

Furthermore, the rate of non-convictions due to victim issues has remained relatively stable over the latest twelve months, consistently below the national average. At **17.8%**, the non-conviction rate due to victim issues ranks as the **11th** lowest nationally, underscoring the Commissioner's commitment to prosecuting offenders while prioritizing victim support.

At the end of December 23, conviction rates continue to exceed the national average in both Magistrates and Crown Courts. Notably, Q3 23/24 reflects positive improvements, with the Crown Court achieving a conviction rate of **79.3%**, surpassing the 2019 baseline of 67.9%. While the Magistrates Court's conviction rate stands at **84.8%**, slightly below the baseline by 1.2%, the Commissioner remains vigilant in monitoring the criminal justice system and addressing any concerns through engagement with the Local Criminal Justice Board.





PERFORMANCE REPORT: Effective Justice

Q3 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) remains a pressing concern, not only in Northamptonshire but across the region. As of December 2023, only **43.2%** of CPS charging decisions in Northamptonshire were made within the 28-day service level agreement, reflecting a **24%** reduction compared to the 2019 baseline achieved by Northamptonshire and falling significantly below the national average of 60.5%. Additionally, the county is witnessing an increase in hearings per case at the Crown Court, with an average of **4.8** days, slightly outperforming the national average, albeit with a narrowing gap.

In response to these challenges, as chair of the Local Criminal Justice Board (LCJB), the Commissioner directed his office to collaborate with the Force and local Criminal Justice System (CJS) partners to develop a set of Key Performance Indicators (KPIs) for regular presentation at the LCJB. This initiative has resulted in the creation of a comprehensive whole-system approach, encompassing twenty-four measures that provide a holistic view of performance, monitoring inputs such as timeliness, processes, outcomes, and quality across the CJS.

The implementation of this dashboard has proven to be invaluable in assessing the overall performance of the local CJS and ensuring accountability among relevant stakeholders.

Provide effective support for victims and witnesses that meets their needs: During the third quarter of 23/24, referral volumes into VOICE adult services experienced a reduction of **1.8%** compared to the same period last year. Nevertheless, contact times by the VOICE team remain robust, with **97%** of victim referrals being contacted within 3 working days (**53%** within 24 hours).

Conversely, the Sunflower Centre, specialising in support for victims of domestic abuse, witnessed a notable increase of **6.1%** compared to the corresponding period last year. Among these referrals, **44.8%** were new victims, marking a significant surge of **30.6%** compared to the previous year. The OPFCC, in collaboration with the Force, will closely monitor these trends, particularly referral patterns by relationship type, to identify any sustained changes.

As of December 2023, the VOICE Witness Care Team reported an average witness attendance rate of **83%**, aligning with the team's average over a 12-month period. Although Northamptonshire currently trails **3.1%** below the national average, the team continues to excel under considerable pressures, managing a consistently high caseload amidst numerous adjournments to individual cases.

In light of these challenges, the Commissioner remains committed to providing support to VOICE, and the Local Criminal Justice Board serves as a vital platform to highlight the impact of increasing caseloads and adjournments on victims, witnesses, and the VOICE Witness Care Team.

PERFORMANCE REPORT: Modern services that are for the future



Q3 23/24 **Working Together** Priority Commentary At a Glance:

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. Investment in the Microsoft 365 programme will continue to be leveraged 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 which allow the OPFCC, Police and Fire to take advantage of newer technologies but also ensuring they are effectively utilising 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 1st 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 the most competitive pricing is achieved.

