

The table below provides a latest assessment on some of the key priority areas which form part of the Police and Crime Plan. The Performance Framework allows for a robust, wide ranging assurance to take place. Ensuring that outcomes are on track and to articulate whether the delivery of services are being provided in an efficient and effective matter.

Measures are being reviewed on a continual basis and latest commentaries on each priority area will be provided within this report on a quarterly/annual basis.

## **Police and Crime Plan Performance Framework Q2 21/22 Update**

<b>Intervening Early &amp; Preventing Crime</b>		
<b>Plan Priority</b>	<b>Key Outcome</b>	<b>Commentary &amp; Assessment</b>
Road Safety	Reduce KSI	<p>KSI incidents remain low with 158 incidents recorded over the last 12 months. This is a 16% reduction in comparison to the previous 12 months and 40% reduction from 3 years ago. Contributing factors to the lower volumes will be linked to the reduction in travel in lockdown restrictions.</p> <p>15 fatalities over the last 12 months, this is 4 less than volumes recorded the previous 12 months, but in line with volumes recorded 3 years ago. The last 12months has seen on average 3.75 fatalities a quarter which is below the average taken from the previous 12 months (4.75).</p> <p>With traffic returning to pre-pandemic levels, FPNs issued for speeding has seen a 12 month increase of 22.4%. During the quarter, the Safer Roads team at Northamptonshire Police carried out a traffic survey which found that a high proportion of drivers were exceeding the 30mph limit. Temporary vehicle activated signs (VAS) were initially installed to remind drivers of the speed limit, which has been followed up with visits from the mobile enforcement team.</p>
Domestic Abuse	Respond effectively to domestic abuse	<p>At the end of Q2 21/22 domestic related incidents remain within forecasted volumes. There was a small increase seen nationally over the period, however the force has seen a higher increase than the national trend. Over the latest 12-month period, domestic incidents accounted for 7.8% of all incidents which is higher than previous years which averaged at 7.2% of all incidents. HMICFRS CDI inspection data provides some assurance that these incidents are being recorded correctly.</p> <p>At the end of September 2021, response times to domestic abuse incidents continue to be an issue across the force, which is as a result to higher workloads in general. Grade 1 Urban times have remained stable (00:12:41), however Grade 1 Rural</p>

		<p>(G1R) incidents remain a significant concern to the force, especially the West LPA. The 12-month rolling average for G1R at the end of September 2021 was 00:16:32 (00:16:15 in Q1) and continues to be above the forces local 21/22 baseline target of 00:16:03.</p> <p>The forces target of increasing the arrest rate for DA crimes to at least 30% continues to be met. Based on the last 12-months, the arrest rate was 30.7% at the end of September.</p> <p>Positive Outcomes remain stable at a higher level than previously. The latest 12-month period shows the resolution rate currently achieving 12.5% (previously 11.3% at the end of Q1 21-22) and is above the baseline target set by the force of 10.7%.</p>
Children's Safety	More children are safeguarded	<p>In Q2 21/22, the volume of crimes flagged using a CSAE element has seen decreases in comparison to previous months and is in line with regional peers. As of September 2021, the latest 12-month period has seen an increase of 7.6% in comparison to the previous 12-month period for volumes of sexual offences with a child victim.</p> <p>During the quarter, the force carried out an audit on Child Concern PPNs for crime recording compliance. The audit found that improvements are required in reporting offenses such as child neglect being recorded in multiple circumstances. This audit activity is set to continue by the force in the coming months where the force will focus on measuring the households experiencing neglect rather than the victims. This should remove any issues around multi child households.</p> <p>The positive outcome rate for child sexual offences remains stable with 8.9% reported in September 2021 and 8.4% over the current 12-month period (8% at the end of Q1 21/22).</p> <p>At the end of Q2 21/22, the demand from missing children has remained stable and has not seen further increases after being in exception at the end of Q1 21/22. At the end of September 2021, the last 12-month period is showing an increase of 5.9% in comparison to the previous 12-month period in relation to the volume of missing children reports. Child Sexual Exploitation (CSE) missing risk demand has seen an overall decline during the quarter.</p>
Youth Service	Reduction in the number of young people who are not in education, training or employment (NEET)	<p>The team received 72 referrals during Q2 21/22 which is the second highest number of referrals received in a quarter. This is 27.3% of total referrals received (242) since the inception of the youth service. Despite the school summer break during the quarter, 77.8% of the referrals received (56/72) originated from schools.</p> <p>The team are currently working with 24 individuals who are either not in education, training or employment (NEET) or at risk of being so. This equates to 9% of all youth service referrals to date and continues to increase quarter on quarter as the team continue to establish working relationships with several schools across the county.</p>

## Appendix A

		<p>With the new school year well underway and with the service able to continue with group work &amp; 1:1 interventions, NEET referrals are expected to increase quite significantly over the coming quarters. Designated Safeguarding leads in each school within Northamptonshire, continue to be made aware of the NEET services offered by the youth team and will continue to branch out into new areas within the county. Initiating and leading the development of contextual safeguarding meeting has resulted in schools referring young people earlier for support.</p>
Youth Service	Improvement in behaviour and capabilities of vulnerable young people	<p>During Q2 21/22, the youth service had 1,310 interactions with young people around various areas of the county through detached work and have now had interactions with over 5,700 young people since January 2020. This has included delivering 647 individual detached sessions to date (82 in Q2 21/22), targeting interventions such as emotional wellbeing, forming positive relationships, staying safe &amp; gang awareness to name but a few.</p> <p>The service currently has 5 'live' detached projects running across the county; this includes a longer term detached provision in Wellingborough. This project specifically focuses within the areas of the Hemmingwell &amp; Queensway where the team, through collaborating working with the force, focusing on community engagement as part of Operation Revive. This includes working closely with schools, young people &amp; the force within these communities.</p> <p>As previously stated, the team are using 'My Star' to enable the service to track &amp; monitor the journey and progress a young person is on. This is a strength-based approach which allows the team to monitor progress at the midway and at the end of an intervention with the team. Groupwork &amp; 1:1 interventions are now continuing, with good progress being made, especially to those individuals who have completed their intervention with the team. This has been demonstrated with 80% of those individuals who are most vulnerable within subject matters such as 'education &amp; learning', 'being safe' &amp; 'relationships' feeling more confident &amp; noticed an improvement following interventions with the youth service and positive actions the individuals have taken.</p>
ACE Team	Reduce & influence the need for higher cost services	<p>Q2 21/22 saw 75% (59 cases) of all referrals from the local authorities accepted by the ACE team, this is slightly below the team's 12-month average of 76% and the 4th quarter in a row where acceptance levels have been above 70%.</p> <p>In Q2 21/22, the ACE team directly supported 78% (46 cases) of all 'accepted' referrals. The remaining 22% are either awaiting to be triaged or have been escalated to higher need services following new needs being identified by the team.</p> <p>As previously reported, the ACE team's work has now been complemented by specialist domestic abuse (DA) support officers, who continue to receive high referral demands. Since its inception in January 2021, 673 incidents have been assessed as suitable and allocated to be supported by the DA ACE team. 42% of all referrals occurred during Q2 21/22 (281).</p> <p>At the end of Q2 21/22, 1,219 children have been supported, 41.9% of these (511 children) were supported during the quarter. In total, 58% of cases were offered advice &amp; assessed as not needing further support. 9% were provided direct</p>

		support by the ACE team & 18% were referred to specialist services for further support. Without this support provided by the ACE team, these families are likely to come into contact with the police and may enter the criminal justice system.
ACE Team	Reduce the likelihood or impact of adverse childhood experience	<p>To date, out of the 655 'accepted referrals' closed, 82% (536) were closed with all presenting needs having been met following ACE team support. This appears to be on an upward trend and has improved slightly from the previous quarter where 81% with all presenting needs been met.</p> <p>In Q2 21/22, 68% of all cases which closed during the quarter had their needs met or were escalated to higher needs services. The remaining 32% were not worked by the team i.e., support declined by the family or has been triaged to other appropriate services.</p> <p>There is an upward trend with the number of cases that have 'mental health &amp; emotional wellbeing' as the main presenting issue; this amounted to 27% of all cases which opened in Q2 21/22. This is a significant increase in comparison to 4.3% in Q4 20/21 &amp; 17% in Q1 21/22.</p>
ACE Team	Improve families in their situation and/or ability to deal with it	<p>The ACE team started a family feedback project which initially ran from January – March 2021. The project aimed to provide qualitative feedback about the service &amp; most importantly to find out if the families felt they were more able to use the skills &amp; techniques offered to reduce the likelihood of a similar incident reoccurring. The pilot has now been made business as usual with all families approached to provide permission to give initial feedback on the support, they have received from the ACE team &amp; an agreement to contact them within a 6-month period.</p> <p>Feedback will be used to develop the service &amp; make service improvements where required. Qualitative feedback will allow the ACE team to meet the dynamic needs of our communities &amp; enables the team to offer further support if the family felt they are not maintaining change or are experiencing additional difficulties.</p> <p>During Q2 21/22, 32 families provided feedback, where 50% confirmed they felt their situation wouldn't have changed without ACE support; however, 6 months after the ACE intervention, 69% felt their family were now in a better place. The remaining felt some improvement has been made (22%) or felt there had been no improvement made (9%). Finally, 78% of the families scored the ACE support 10/10, with the remaining scoring the service between a 7 – 9.</p> <p>Feedback will continue to be collated on a monthly basis. Key measures include tracking reduced demand on police call outs &amp; improved school attendance (where applicable). These will be captured at the 6-month feedback review, thus allowing more time to have elapsed &amp; longer-term outcomes to be evidenced. The first 6-month review will take place in December 2021.</p>

<b>Fight Crime &amp; Protect People</b>		
<b>Plan Priority</b>	<b>Key Outcome</b>	<b>Commentary &amp; Assessment</b>
Officers on the Frontline	Public feel that police are more visible	<p>Neighbourhood Officers time spent outside of stations continues to hover just below the 60% target, however, is on an upward trend. Q2 saw officers spend 58.9% (57.5% in Q1) of their time outside of stations and 58% over the 12-month period which is an improvement from the 56.7% recorded at the end of Q1 21/22. This has been a matter of recent discussion with the Chief Constable and my desire to see this increase or reasons for not doing so well articulated, so we are jointly able to consider additional strategies or requirements such as technology provision.</p> <p>At the end of September 2021, the median time for all Grade 1 Urban incidents was 12:13 (11:44 at the end of Q1 21/22). This is 5.9% slower than the same period last year (11:45). The 12-month rolling average was 11:46 where the force are achieving the national target of 15 minutes. At the end of September, the 12-month rolling average for Grade 1 Rural incidents is currently at 15:00 (14:54 at the end of Q1 21/22) which is 5 minutes below the national target of 20:00.</p>
Officers on the Frontline	Public feel that police are more accessible	<p>88.7% of all 999 calls were answered within 10's in the quarter and the rolling 12-month average is currently at 88.4%. By September this had increased again to over 89%. July 2021 saw the highest volume of 999 calls into the force on record. This increased demand saw only 83% of calls handled within the national target of 10s, however demand fell to more typical levels of demand during August &amp; September where 90.2% of calls were handled within the national target.</p> <p>The average answer time for 999 calls during the last 12 months remains at 2 seconds and has done for the past 2 years. The average answer time for 101 (triage) calls for the quarter was 4 seconds; this remains stable.</p> <p>At the end of Q2 21/22, FTE stood at 1,401 (1,420 in Q1 21/22). The force is currently below its quarterly target of 1,408, however this is in line with revised predicted levels as it was agreed between the Chief Constable &amp; the PFCC for recruitment events structured to take place towards the backend of 2021. This will enable numbers to catch up and exceed again by the end of the financial year; where the force remains confident that the target to recruit over 1,460 police officers by the end of March 2022 will be met.</p>
Neighbourhood Watch	Public feel supported with interventions available	<p>Currently 1,100 registered schemes in Northamptonshire, which continues to cover approx. 40,000 households and the scheme continues with aspirations to grow further in the county. My office continues to support NHW with funds to attempt to increase its footprint in higher crime locations.</p> <p>As part of our successful Safer Streets Round 2 bid to make the Hemmingwell estate safer, during the quarter we have delivered around 100 free enhanced security packs to residents within the estate and will replace in the region of 270 rear</p>

		doors. We have secured match funding from Greatwell Homes to replace front doors at the same time to further improve safety and security. The security pack includes specific crime prevention products such a selection of house, window & driveway alarms, plus shed & bike locks. This is one of several crime prevention interventions which the local community in the Hemmingwell will benefit from. All interventions (including new CCTV cameras) will be in place by the end of March 2022.
Neighbourhood Alert	Public feel informed	At the end of September 2021, membership currently stands at 23,323 and has increased slightly by 1.5% over the quarter. PCSOs continue to encourage localised sign up when out on patrol, this was especially the case in Northampton where local PCSOs increased the membership by 210 whilst out in their beat area. This will continue to be emphasised to PCSOs across the county to encourage take up as part of their daily engagements.
Victim Satisfaction	Confidence of victims in the system	<p>At the end of June 2021, a quarterly comparison was made to show the opinion of the police &amp; confidence from domestic abuse (DA) victims. The analysis showed that 83.8% of DA victims felt safer as a result of contacting the force &amp; 89.1% felt the force cared about them. These scores have increased since the previous analysis in Q4 20/21.</p> <p>The analysis also showed that 93.1% would recommend contacting the police to others &amp; 91% felt confident contacting the police again.</p> <p>Due to the pandemic, all in-home face-face surveys for the Crime Survey for England &amp; Wales (CSEW) were suspended in March 2020. This meant a shortened telephone-operated survey was set up to enable estimates of crime victimisation.</p> <p>The ONS have recently announced that a reintroduction of face-to-face interviews are to commence during Q3 21-22. This will enable a return to full topic coverage for the CSEW, where they are aiming to complete 15,000 – 17,000 interviews nationwide by the end of March 2022 with the publication of results during Q1 22/23.</p>
Victim Satisfaction	Increased victim satisfaction	Survey reporting still currently behind schedule due to the pandemic. The latest victim satisfaction report is up to July 2021. In July 2021, 85.3% (81.1% in February 2021) of burglary victims stated they were satisfied and the 12-month rolling average has maintained over the 80% target since it was first established in November 2020. The current 12 month rolling average is 81%. Victim satisfaction for domestic abuse was 93.8% in July, with the 12-month rolling average currently up to 89.9% (89% February 2021). Overall satisfaction for all crime is 76.2% (12m rolling), which is a decrease of 0.4 in comparison to the same period last year (76.6%).
Serious Sexual Offence	Respond effectively to serious sexual offences	Recorded levels of rape over the last 12 months have increased by 7.2% and the force saw continued higher levels in September. This is also the case nationally, where rape offences are above the 2019 & 2020 levels and are forecasted to remain high. Serious sexual offences have also seen a 7.8% increase in volume over the last 12 months & are on an increasing trend for both LPAs.

		<p>The force remains an outlier against its peers and are ranked 8/8 within their MSG for recorded offences for rape &amp; serious sexual offences. However, there are signs that the force are closing the gap and have improved their national ranking of 2 places since Q1 21/22 (39/43). Reassurance can be provided through audit that recording compliance is good.</p> <p>The force continues to make strides with their positive outcomes for rape &amp; serious sexual offences (RASSO). At the end of September, 8.4% of RASSO crimes were positively resolved (7.6% in Q1 21/22) and remain high compared with peers. The force is currently ranked 4th in the MSG &amp; 23rd nationally. The pandemic is having a knock-on effect with the length of time the criminal justice process is taking. This is also the case nationally.</p>
Violent Crime	Reduction in levels of violent crime	<p>Violence against women &amp; girls (VAWG), very much a national focus for the government &amp; will continue to be so over the coming months. My office was once again successful in securing Home Office funding (more than £500,000) for the Safer Streets round 3 initiative and an additional £300,000 in the Safer Women at Nights (SWAN) fund. Round 3 is aimed at helping woman and girls feel safer when out and about in bust centres and public spaces. Northamptonshire's bid, written by OPFCC but submitted by West Northamptonshire Council, will be used to deploy several interventions, including additional CCTV coverage in the Racecourse &amp; Becketts park in Northampton. The SWAN fund is specifically related to the night-time economy.</p> <p>The last 12 months have seen recorded levels of violence against the person increase by 5.6% in comparison to the previous 12 months and are returning to pre-pandemic levels. 66% of all stalking &amp; harassment victims are female and in the last 12 months there has been a decreasing trend in all recorded volumes of stalking &amp; harassment offences with levels gradually decreasing to levels seen prior to COVID.</p> <p>I have recently convened a workshop with key partners across the County aimed at ensuring a joined-up approach to tackling knife crime. This was well received, and I look forward to being able to provide additional details to the panel in the future.</p>
Alcohol Fuelled Crime	Reductions in alcohol linked violent offences in night-time economy	<p>Since the reopening of the night-time economy during the summer period, the force have increased numbers of officers working in town centres across the county, this included further patrols as the start of the new university term in Northampton.</p> <p>There have however been increased reports of people who believe their drinks have been spiked during nights out in Northampton. During September there were a number of alleged drink spiking across 9 different venues within the town. As a result, the force has launched Operation Kalon to investigate &amp; are repeating their reminder that drink spiking is a crime. This involves working closely with licensing partners, alongside trained door &amp; venue staff. This will be continued to be monitored.</p>

Drug Dealing	Positive activities in reducing street level drug supply	<p>Drug trafficking demand remains relatively stable and continue to have successes through proactive policing. Throughout Q2 21/22, cannabis grows continued to be a force priority where the force continue to discover more grows and generally responding well to intelligence. Following the success of the County Lines Intensification week during Q1 21/22, the force continued to disrupt local drug lines during Q2 21/22. The county remains 5/8 in MSG; however, the force are moving further away from the MSG average (12.5% above the average, 11% in Q1 21/22).</p> <p>During September 2021, as part of an operation (Operation Serpent), over a dozen members of an organised crime gang which supplied drugs in Kettering &amp; exploited children were imprisoned, this was as a result of one of the biggest county lines busts across the county &amp; London which involved more than 250 officers.</p> <p>Drug related Stop Searches equated for 66% of all stop searches over the past 12 months, this is slightly below the previous 12 months of 68.6%. Q2 21/22, saw 399 (390 in Q1 21/22) drug possession offences committed which is a 20% increase in comparison to the same period last year.</p>
Modern Slavery & Human Trafficking	Reduce all forms of modern slavery & human trafficking	<p>Modern Slavery &amp; Human Trafficking (MSHT) continues to be one of Northamptonshire Police's matters of priority &amp; Q2 21/22 have seen MSHT occurrence remain high &amp; increasing. Emerging shift in recent MSHT offences are occurring in the county, particularly those involving young people &amp; minding cannabis grows. The force have highlighted how critical the safeguarding of those vulnerable children is to avoid future risks to all agencies across the county. The force has had proactive success at discovering cannabis grows during October 2021 in particular, where more than 70 officers took part in a series of raids across Corby. In total 5 people were arrested in connection to a MSHT investigation with further arrests for the cultivation of &amp; possession with intent to supply cannabis &amp; the possession of firearms. Two people were later charged with 11 counts of MSHT.</p> <p>My office continues to raise awareness of MSHT crimes in the county &amp; chairs the countywide MSHT group.</p>
Burglary	Reduction in residential burglaries	<p>Outcome on track and at the end of Q2 21/22 residential burglary reduced by 11.8% over a 12-month period. Despite the continued positive reductions, at the end of September, the force remained in 7/8 within their MSG, which suggests similar reductions were experienced within the MSG. The force has indicated however, that based on the last 6 months performance (April – Sept 21), the force would be placed 4th in the MSG. This also should not undermine the huge and sustained reduction in burglary levels over the past 2-3 years.</p> <p>Despite the reopening of business and commercial units, at the end of Q2 21/22, business and community burglaries volumes saw a 31.2% reduction in comparison to the same period last year.</p>

Burglary	Improved service for victim of burglary	<p>Burglary satisfaction in August 2021 maintained their rolling 12-month average of over 80% (80.6%). Burglary did drop to the third highest crim/incident type (behind domestic abuse &amp; violence); however, it is still only 1 of 3 crime types which are over 80%. The force continues to exceed the force's target of 80% &amp; August's score of 80.6% is higher than the same period last year (79.3%).</p> <p>This sustained satisfaction level pleases me and provides a level of assurance that as well as managing a reduction in numbers of offences committed the service being provided to victims is generally high.</p>
Cyber Crimes	Reduction in cyber crime	<p>Outcome currently on track with the force reporting that cybercrime continuing to fall in Q2 with volumes 20.5% below what they were during the same period last year. Volumes over the last 12-months are still above pre-COVID levels however, but this is the same nationally. The force is currently 2nd in the MSG for cyber-flagged crimes &amp; some 38% below the MSG average.</p> <p>It is hoped that volumes continue to fall, especially as we approach the festive period, which may see a reduction in Cyber Monday online purchasing in favour or a return to in-store physical promotional events.</p> <p>The force is currently achieving their targets of reducing victimisation for victims of cyber-flagged crimes. At the end of September 2021, the repeat rate was 31% which is 0.3% below the baseline target of 31.3%. Positive outcome ratios currently at 8.8%, following an upward trajectory &amp; currently above the baseline target of 7.3%.</p> <p>I recognise that fraud offences, many of which are committed online has increased nationally. I have invested this year in an innovative way of delivery of advice to prevent this by the provision of training to care workers and care establishments so that they can provide advice to those in their care and spot fraud warning signs. This has been universally welcomed</p>
Anti-Social Behaviour	Deal with ASB more effectively	<p>At the end of September 2021, the number of ASB incidents (including COVID-19 incidents) decreased by 22.1% over the last 12-months. Non-COVID ASB saw a 15.9% decrease over the same period. Other police forces within our MSG have also seen a similar reduction on average, with Northamptonshire remaining in 4/8 &amp; 22nd nationally. Criminal damage &amp; arson also witnessing a decrease (-4.5%) over the 12-month period.</p> <p>As of August, the rolling 12-month average for ASB victim satisfaction was the lowest of all recorded incident types at 64.9% &amp; is seeing a decreasing trend (70.2% in August 2020). The main contributing factor for this downward trend is continued low rates of attendance. This has been caused by an increase of ASB incidents graded as G4, whereas a year ago ASB was more likely to be graded higher due to the risks imposed by the pandemic. A new 3-month trial process started in October 2021 for attending G3 ASB incidents. The impact of this will be reviewed over the coming months.</p>

Hate Crime	Deal with hate crime more effectively	<p>Hate crimes over the past 12 months have increased by 7.7% in comparison to the previous 12-month period, driven by an increase of 46 (22.4% increase) in sexual orientation related hate crime occurrences (251 occurrences over a 12-month period) and disability related hate crime which has increased by 25% over the period (+51 occurrences) with a total of 155 occurrences over a 12-month period. This is a national concern with support services across the country seeing a huge jump in the number of people seeking support for these related hate crimes. This will be continued to be monitored.</p> <p>As of August 2021, the force achieved a rolling 12-month average of 71.8% for hate victims which is above pre-COVID levels (68.5% Aug 19).</p> <p>I have in conjunction with the West and North Northamptonshire Community Safety Partnerships funded a pilot of a telephone help service for victims of hate related crime, that will allow 24/7 additional support and assistance to victims of this type of criminality.</p>
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<b>Victims at the Heart of Justice</b>		
<b>Plan Priority</b>	<b>Key Outcome</b>	<b>Commentary &amp; Assessment</b>
VOICE: Victims & Witnesses	Better recovery from victimisation	<p>After high volumes during the pandemic, referral volumes in Q2 21/22 now in line with pre-COVID levels (0.1% lower than Q2 19/20). The month of September 2021 saw 2,900 referrals which is 26% below what they were during the same month in 2020. 94% of referral volumes were from the police &amp; 1% were self-referrals.</p> <p>Domestic abuse remains the highest crime type in terms of volume of referrals. Q2 21/22 saw domestic abuse account for 22% of all referrals (23% in Q1 21/22), however there are signs that this is on a downward trend with domestic abuse accounting for typically 25-27% of all referrals during the heights of the pandemic.</p> <p>The service level agreement during the months of August &amp; September saw 99.8% of victim referrals contacted within the service level agreement (SLA) within 72hrs. July however did see a concerning dip in performance with only 57.9% being contacted within the SLA. This was raised by my office where contributing factors such as staff shortages were established. Plans have been put into place where the matter has now been resolved.</p> <p>5.9% of all valid victim referrals accepted a level of support in Q2 (5.2% in Q1). This is the highest recorded over the past 12 months and higher than what was recorded during the same quarter last year (5.5%).</p>

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		During Q2 21/22 95.7% of individuals who provided a closing assessment reported that they were better to cope with aspects of everyday life, this is a vast improvement on the previous quarter which recorded 85.7%. 91.5% also saw an improvement with their increased feelings of safety & being better informed and empowered to act on information.
VOICE: Road Harm	Increased support and satisfaction	<p>With traffic levels nearing to pre-COVID levels, referral volumes into the VOICE Roadharm service increased by 29.7% in comparison to the previous quarter, however 14% below what they were during the same quarter in 2019/20.</p> <p>The ratio of all referrals accepting support from the Roadharm service remains high (33.7% in Q2) and significantly above the 12-month average of 24.1%. 95% of all referrals were contacted within the SLA of 48hrs.</p> <p>The number of clients seen for support &amp; therapy during Q2 21/22 continues to increase with 40 individuals seen during the quarter. This compares to 25 in Q1 21/22 &amp; 24 during the same quarter last year. However, this is still some way short of pre-COVID levels where 94 individuals were seen during Q2 19/20. Main contributing factors for this are due to less referrals in comparison to pre-COVID &amp; despite restrictions largely being lifted, reservations naturally remain for some individuals to meet face to face; the team do, however, continue to be flexible in supporting all clients virtually.</p>
VOICE: Witness Care	Increased support and satisfaction	Outcome not currently on track. For the 2nd quarter in a row, witness attendance rates fell. At the end of Q2 21/22 attendance rates were at 76.10% (87.9% in Q1 21/22), which is the lowest recorded by VOICE over the past 30 months & the first time over a longer period where we've been above the national average (83%). Unsuccessful cases in Q2 due to victims failing to give evidence was particularly high (49). This is an increase of 81.5% in comparison to Q1 21/22 and above the 12-month quarterly average of 32 cases.
VOICE: Restorative Justice	Better recovery from victimisation	1 referral during the quarter (2 in Q1). The restorative justice (RJ) process continues to be recognised by the Chief Constable of being an effective method of achieving a positive outcome. During the quarter, the VOICE team continue to receive RJ awareness training & have been proactively working with volunteers to deliver presentations about the process covering Northamptonshire churches & other local agencies. Additional dates are planned for this to continue during the next quarter. Covid restrictions are being slowly and cautiously lifted within prison & probation settings & the team will be looking to progress the number of cases on hold in the coming months.
VOICE: Children & Young People (Child Psychology Service)	Better recovery from victimisation	<p>Referrals into the Children &amp; Young People's service continue to see referral volumes dip. During the quarter the service received 1,040 referrals (1,287 in Q1 21/22) which is 29.4% lower than the same period last year and the 12-month average of 1,120. The speed of service remains high despite a slight dip in comparison to the previous quarter, where 95.5% of individuals were contacted within 48hrs of a referral (98.99% in Q1 21/22).</p> <p>The accepted levels of support during Q2 21/22 were at 2.5% which is higher than the levels recorded in the previous quarter (2.2%) and is above the 12-month average.</p>

## Appendix A

		56 hours of counselling & therapy sessions were held during the quarter and a positive increase remains quarter-to-quarter (50hrs in Q1 21/22). Although this is on an upward trend it still remains below the levels recorded pre-COVID where in the same quarter in 19/20, 98hrs of counselling & therapy were held. We expect this to continue to increase over the coming months.
Independent Domestic Violence Advisors (Sunflower)	Better recovery from victimisation	<p>Referrals during Q2 21/22 were the highest into the service since at least Q1 19/20 with 950 referrals. An upward trend since Q2 20/21 &amp; referrals this quarter are 24.3% higher than they were in Q2 20/21. Despite increased demand, the speed of service remains high, with 98% of individuals being contacted within 24hrs (93% in Q1 21/22).</p> <p>Repeat victim referrals remain high. Q2 21/22 saw 69.9% of all referrals were repeat referrals which is the highest breakdown since at least Q3 19/20. The same quarter last year saw 42.5% of all referrals being repeats; this is an increase of 64.5%.</p> <p>Over 400 referrals were heard at MARAC hearings during the quarter, which is an increase of 12.1% from the following quarter (360). There are early signs of an upward trend in referral volumes, with a quarter-on-quarter increase for the first time since Q1 20/21. During Q1 21/22, additional meetings were implemented to ensure referrals were being heard in a timelier fashion and this change seems to be have a notable positive effect on the additional number of hearings which can now be heard.</p>
Swift & Sure Justice	More efficient & effective system	<p>Not on track &amp; continues to be a similar pattern across the country. During the quarter, Northampton Magistrates Court, has shown signs that the case load backlog is reducing and at a greater rate than the national trend. At the end of August 2021, the last 6 months (March – August 2021), saw a reduction of 5.5% which is greater seen within the region (-3.6%) and nationally (-3.9%).</p> <p>Over the past 12 months, the Northampton Crown Court caseload backlog in the county had been on an upward trajectory, however July – August has shown early signs that caseload volumes are starting to reduce. Volumes reduced by 9.7% over the 2-month period which is substantially more than the decreases seen within the Midlands (-2.34%) &amp; nationally (-1.3). This will be continued to be monitored over the coming months.</p> <p>Q2 21/22, has seen a significant decline in the first-time guilty plea rate at the Magistrate court in the county. At the end of September, the first-time guilty plea rate was at 69.2%, which is the lowest seen since 2018. This highlight concerns around the quality of the police files not being effective enough (case material &amp; evidence for example). The force has recognised the necessity to improve &amp; increase the productivity of case files &amp; have put additional processes in place. This is being closely monitored.</p>

Substance Misuse	Fund an effective referral treatment service from the Criminal Justice system.	Current reporting arrangements provided by Change Grow Live (CGL) are not adequate and frequent enough. Clearer contract outcomes and arrangements required and to be reviewed with provider. The PFCC funding currently provides for daily coverage at Northampton Magistrates & Crown courts to access the sustainability and carry out assessments for Alcohol Treatment Requirements (ATR) and/or Drug Rehabilitation Requirements (DRR). This is work that will continue to better establish the value being achieved from this investment. A new framework for the delivery of treatment and recovery services is due in 2022 and with it will come a more robust performance management framework.
Mental Health	To provide a more appropriate service for service users and help to reduce police time spent on mental health related incidents.	A welcomed reduction in mental health flagged incident demand occurred in Q2 21/22. September saw mental health incidents account for 5.1% of all incidents in the force which is the lowest seen in the past 12 months. This has been a continued decreasing trend over the past 12-months & is reflective of the national trend. Only a small increase was seen in September in comparison to 2019 pre-COVID levels but the force has stated that this is in line with the national changes.  The use of S136 in Q2 saw a decreasing trend over the quarter. In September, S136 was used 33 times which is the lowest volume since the winter lockdown in November 2020. Nationally there has been an increase over the quarter & there are suggestions within the force that one of the main contributing factors with Northamptonshire not seeing this increase is due to the increased utilisation of Op Alloy service which the Commissioner recently funded for an uplift to the existing service. During the quarter, Op Alloy provided the force with advice to 74.4% of all mental health incidents.  Officer spending more time at mental health incidents has also continued to see a long-term decline, however, there continues to be some incidents where S136 has been used & the total incident time being more than 10 hours which does have a big impact the number of hours the officers spend at mental health incidents & S136. This will continue to be monitored by the force.