

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 providing 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 Q3 21/22 Update

Intervening Early & Preventing Crime		
Plan Priority	Key Outcome	Commentary & Assessment
Road Safety	Reduce KSI	<p>172 incidents recorded over the last 12 months. This is a 17.8% increase in comparison to the previous 12 months (148 incidents), however incidents are 39.2% down from 3 years ago (Jan 19 – Dec 19). Main contributing factors to the lower volumes in comparison to 3 years ago are more people tending to work from home and generally driving less than they were pre-COVID.</p> <p>30 fatalities over the last 12 months, this is an increase of 42.9% in comparison to the previous 12 months (18), but a reduction of 30.2% in compared to in line with volumes recorded 3 years ago (43).</p> <p>December 2021 saw Northamptonshire Police launch their annual drink & drug driving campaign, which consists of a widespread crackdown to target those who choose to drink or take drugs & drive in a bid to keep the county’s communities safer over the festive period. During the month, 294 tests were administered to people who were not involved in a collision. As a result, there were 66 arrests in total following a breath test to those who were not involved in a collision.</p> <p>The figures for 2021 calendar year show</p> <p>308 collisions involving someone being killed or seriously injured, up 11.6% from 2019 but down 11% from 2019. 1317 total collisions, up 20% from 2020 but down 12% from 2019/ Fatalities were 29 from 27 collisions, this compares with 19 from 17 in 2020 and 44 from 38 in 2019.</p>

		<p>2020 figures do not provide a good comparator for any category given the reduction in road usage during Covid.. Example of this is that in 2019 there were 6m recorded vehicle miles in the County, reducing to 4.7 in 2020.</p>
Domestic Abuse	Respond effectively to domestic abuse	<p>During Q3 21/22 domestic abuse demand remained relatively stable; demand in December saw a large increase but this was in line with the expected seasonal variations, with a spike occurring in the run up to Christmas and continued through to New Years. During this period, the force ran a zero-tolerance approach, pushing arrests and provided additional specific domestic abuse patrol cars.</p> <p>Over the latest 12-month period, domestic abuse incidents are down 6.6% in comparison to the previous 12-months. The volume of victims of domestic abuse crime has also seen a 4.9% reduction over the latest 12-month period.</p> <p>At the end of December 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. Over the last 12 months, Grade 1 Urban (G1U) times increased to 00:12:59 (00:12:41 at the end of Q2 21/22). Grade 1 Rural (G1R) incidents also continue to increase with the 12-month rolling average for G1R at the end of December 2021 was 00:16:44 (00:16:32 in Q2) and continues to be above the forces local 21/22 baseline target of 00:16:03. The Commissioner has had a number of discussions with the Chief Constable in relation to his expectations of improvements in relation to response times for emergency graded calls.</p> <p>The domestic abuse arrest rate at the end of Q3 21/22 continues to remain above the forces target of increasing the arrest rate for DA crimes to at least 30%. At end of December, the arrest rate in the last 12 months was 33.5% (30.7% at the end of Q2 21/22).</p> <p>Positive Outcomes continue to see increases across all risk levels of DA. The latest 12-month period shows the resolution rate currently achieving 13.2% (previously 12.5% at the end of Q2 21-22), this is above the baseline target set by the force of 10.7% and maintaining an increase to the positive outcomes ratio during high demand as seen in December is positive.</p>
Children’s Safety	More children are safeguarded	<p>In Q3 21/22, crimes flagged using a CSAE element continue to remain stable, and demand is below the county’s peers. As of December 2021, the latest 12-month period has seen a reduction of CSAE crimes by 14.1% in comparison to the previous 12-month period. All sectors of CSAE, such as sexual offences with a child or familial child sexual offences, were within the forces expected variation and were not of a concern.</p> <p>The rolling 12-month positive outcome rate for child sexual offences continues to increase. At the end of December, the ratio was 8.7%, which is slightly higher than at the end of Q2 21/22 (8.4%) but a sizeable improvement in comparison to the same period last year were the ratio was at 7% over a 12-month period. Changes in recording practices has led to better recordings of PPNs being heard at the MADRA meeting (Multi Agency Daily Risk Assessment) and being shared with partners. As an</p>

		example, 64.7% of PPNs were shared with partner agencies in December, this is a vast improvement to the 45.2% in December 2020.
Youth Service	Reduction in the number of young people who are not in education, training or employment (NEET)	<p>The team received 126 referrals during Q3 21/22. This is the highest number of referrals received in a quarter to date by 23.5%. During the quarter, 83.3% of all referrals were received from schools (105). The team have established positive working relationships with a multitude of schools across the breadth of the county.</p> <p>The team are currently working with 18 individuals on a one-to-one basis, who are at risk of either not being in education, training, or employment (NEET) and supporting these individuals with focus areas such as emotional wellbeing with issues such as anger & sexuality. Other focus areas include providing support relating to gang awareness and knife crime.</p> <p>In total, the team have worked with 81 individuals who are at risk of being NEET through one-to-one or groupwork sessions. This relates to 23% of all youth service referrals to date.</p>
Youth Service	Improvement in behaviour and capabilities of vulnerable young people	<p>The youth team continue to conduct interactions with young people, providing educational sessions around various areas of the county through detached work and have now had interactions with over 6,365 (5,700 in Q2 21/22) young people since January 2020. To date, the team have delivered 700 individual detached sessions to date (647 in Q2 21/22), targeting interventions such as emotional wellbeing, forming positive relationships, staying safe & gang awareness to name but a few.</p> <p>The service currently has 6 'live' detached projects running across the county; this includes needs-based analysis and addressing the risk of being involved criminal activity. It has resulted in addressing the need through diversion projects in Kettering, Corby, and the Racecourse in Northampton.</p> <p>During the quarter, the youth team were commended by the force for its work with young people in the north of the county. The team led on engagement work in Op Revive, aiming to build trust between young people and the police, and have worked with partner agencies to help with engaging school curriculums on neighbourhood issues in North Northamptonshire. This has included work to educate young people about the risks of being groomed into a gang and the repercussions of carrying a knife, as well as setting up forums to work with schools in identifying early warning signs of gang involvement.</p> <p>Individuals who finish their interventions with the team through Groupwork & 1:1 sessions continue to make good progress. This has been demonstrated with over 80% of those individuals who are most vulnerable noticing an improvement within subject matters such as 'physical health', 'where you live', 'being safe', 'relationships', feelings & behaviour', 'friends' and 'confidence & self-esteem' following interventions with the youth service and positive actions the individuals have taken.</p>
ACE Team	Reduce & influence the need for higher cost services	75 referrals received during Q3 21/22 of which 61% (46 cases) were accepted by the ACE team. The ACE team directly supported 80% (37 cases) of all 'accepted' referrals. The remaining 20% are either awaiting to be triaged and allocated to a Family Support Practitioner or have been escalated to higher need services following new needs being identified by the team.

		<p>Q3 21/22 saw 24 referrals received through schools (32% of all referrals). This is the highest received to date and above the 12-month average of 19.6% of all referrals. This is a trend we expect to continue as children return to school after the various lockdowns.</p> <p>The ACE team’s specialist domestic abuse (DA) support officers continue to receive high referral demands. The team have received 863 referrals since January 2021 which have been assessed as suitable and allocated to be supported by the DA Support Officers. Q3 21/22 saw 186 referrals into the team of which 121 (65%) were supported directly or advice and guidance given. Communication issues and harassment continue to be the main 1st presenting issues, making up 46.5% of all referrals received.</p> <p>At the end of Q3 21/22, 719 children have been provided a level of support, 20.4% of these (147 children) were supported during the quarter. In total, 68.1% of cases were offered advice & assessed as not needing further support. 11% were provided direct support by the ACE team & 19.2% 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.</p>
ACE Team	Reduce the likelihood or impact of adverse childhood experience	<p>At the end of Q3 21/22, 94.2% (672) of all ‘accepted’ referrals closed, with all presenting needs having been met following Early Intervention Family Support. This continues to be on an upward trend and has improved significantly from the previous quarter, with 82% in Q2 21/22, having all presenting needs met.</p> <p>In Q3 21/22, 82% of all cases closed during the quarter had their needs met or were escalated to higher needs services. The remaining 18% were not worked by the team i.e., support declined by the family or has been triaged to other appropriate services.</p> <p>During the quarter, 26.7% of all referrals had mental health & emotional wellbeing as their main presenting issue; this is above the 12-month average of 17.4%. There has also been a notable rise in the number of referrals made with behavioural issues as the main presenting issue; this made up 20% of all referrals during the quarter (13.1% during the last 12-months). This reflects the increased referral rates from schools and professionals are recognising the impact of lockdowns on mental health and wellbeing.</p>
ACE Team	Improve families in their situation and/or ability to deal with it	<p>The Early Intervention Family Support team started a Family Feedback Project in January 2021., This aims to provide qualitative feedback about the service & most importantly to find out if the families felt they were more able to use the skills & techniques offered to reduce the likelihood of a similar incident reoccurring. The project sees all families approached to provide permission to give initial feedback on the support they have received from the Early Intervention Family Support team & an agreement to contact them within a 6-month period.</p> <p>During Q3 21/22, 32 families provided feedback (the same as Q2 21/22), where 100% confirmed they had good communication with their support worker only 9% felt their situation ‘would’ have changed without ACE support</p>

		<p>6 months after the intervention, 65.6% felt their family were now in a better place. The remaining felt some improvement has been made (34.4%). 90.6% of the families scored the ACE support between 8-10, 72% scored the service 10/10.</p> <p>Feedback will continue to be collated on a monthly basis. Key measures include tracking reduced demand on police call outs & improved school attendance (where applicable).</p>
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Fight Crime & Protect People		
Plan Priority	Key Outcome	Commentary & Assessment
Officers on the Frontline	Public feel that police are more visible	<p>At the end of December 2021, the median time for all Grade 1 Urban incidents was 12:23 (12:13 at the end of Q2 21/22). This is 8.6% slower than the same period last year (11:26). This is based on a 12-month rolling average. The 12-month rolling average for Grade 1 Rural incidents is currently at 14:53 which is an improvement on the 15:00 average recorded at the end of Q2 21/22 and is below the same period last year (14:58). The force have made a recent concerted push in responding to G2's. This effort has made a vast improvement in the short-term where the mean time for November was 2hr 22min and 20sec (compared to 2hr 41min & 20sec in October 2021). We will continue to monitor this in the coming months.</p> <p>I have had a number of discussions with the Chief Constable where I have expressed my requirement for improvements on overall Grade 1 emergency call response times.</p> <p>At the back end of last year, I funded for two new Neighbourhood Beat Buses which are being used to help boost police visibility and provide easier access to local officers in towns and villages across Northamptonshire. The dedicated neighbourhood vehicles will be used for regular surgeries and community visits across the county. The investment in the new 'beat buses' is part of the wider investment in local policing which will see the number of neighbourhood constables more than double over the next 18 months.</p>
Officers on the Frontline	Public feel that police are more accessible	<p>At the end of December 2021, 88.6% all 999 calls were answered within 10's over the last 12 months, which is a slight reduction in comparison to the previous 12 months (89.6%). However, the force are continuing to see high levels of 999 calls and internal investigations within the force have shown that they're seeing a genuine increase in 999 calls (rather than an increase in inappropriate calls). G1 Incident demand is currently 2.4% above forecasted levels and in December 1 in 4 incidents required a G1 response which is the highest in 2 years.</p>

		<p>During November 2021, 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 and continues to remain stable.</p> <p>At the end of Q3 21/22, headcount stood at 1,408 with an FTE of 1,341. FTE is down in comparison to Q2 21/22 (1,341) and is currently below its quarterly, however this is in line with revised predicted levels as it was agreed between the Chief Constable & the PFCC for recruitment events structured to take place towards the backend of 2021. These recruitment events have appeared to have a positive effect with 261 individuals currently in the recruitment stage and 154 awaiting vetting. This will enable numbers to catch up and exceed again by the end of the financial year.</p> <p>The force remains confident that the target to recruit to over 1500 officers by March 2023</p>
Neighbourhood Watch	Public feel supported with interventions available	<p>Over 1,100 registered schemes continue to operate in Northamptonshire and covers approx. 40,000 households. 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. Of particular note is the welcome news that NHW have supported us with securing a small number of additional schemes on some of the areas where we have been undertaking Safer Streets work in the County. These have largely been locations where establishing schemes has been difficult.</p> <p>The OPFCC have carried out an interim evaluation on the Safer Streets round 1 (SSF1) intervention’s which covered areas in Kettering, Northampton, and Wellingborough. The evaluation looked at crime data over 6-month period post interventions and making comparisons to previous years. Initial analysis suggest that interventions completed as part of SSF1 funding are starting to make a positive impact on volumes and detections of acquisitive crime in these areas; however longer time period (12-months) and larger sample size is required in order to ascertain the scale of crime reduction as a result of SSF1 interventions. This analysis will take part in April 2022 and will be shared more widely once we’re in a position to do so.</p> <p>Safer Streets Round 2 bid in the Hemmingwell estate has continued to progress with all interventions in place by the end of March 2022.</p>
Neighbourhood Alert	Public feel informed	<p>At the end of December 2021, membership stood at 24,505, increasing by 5% over the quarter (23,323 in Q2 21/22). Over the past 7 months (June 21 – Dec 21), 1,634 messages have been sent (an average of approx. 230 messages a month) and 2,006 people have registered to the system during this period.</p>
Victim Satisfaction	Confidence of victims in the system	<p>Decreases have been observed across all elements of satisfaction with 83.4% of victims satisfied with ease of contact (Dec 20 – Nov 21), this has decreased from 85.9% in November 2020. At the end of November 2021, victims tend to be least satisfied with follow up and being kept informed of progress. Satisfactions levels were down from 53.4% in November 2020 to 51.6% in November 2021.</p> <p>The Deputy Chief Constable is leading some work to identify issues and causes of this and to rectify.</p>

<p>Victim Satisfaction</p>	<p>Increased victim satisfaction</p>	<p>The latest victim satisfaction report is up to November 2021. The latest results showed an overall satisfaction for all crime types to be 74.8%. This is over a 12-month rolling period (Dec 20 – Nov 21) and has decreased from the 77.2% reported during the same period last year. One of the crime types which has contributed to the decrease is ASB, where satisfaction levels are currently at 62.4% which is a considerable decrease from the same period last year (70.1%). The force has undertaken analysis to provide an insight to current low satisfaction levels. These investigations have shown that there are a considerable amount of low-level “personal” incidents included within the satisfaction rates, which are subjective and do not necessarily constitute as a crime i.e., youths playing loudly in a local park. The force are undertaking a range of activities to improve satisfaction levels moving forward.</p> <p>Domestic Abuse victims continue to be the most satisfied with overall experience. At the end of November 2021, satisfaction levels are currently up to 89.7% (88.4% same period last year). At the end of November 2021, Violent crime satisfaction levels has also seen a noticeable increase where it has increased from 74.3% in November 2019 to 79.7%.</p>
<p>Serious Sexual Offence</p>	<p>Respond effectively to serious sexual offences</p>	<p>Recorded levels of rape over the last 12 months have increased by 2.9% and after a 4-month period (August – November 2021) of above average demand, December saw more typical sexual offence crime levels. Although December’s demand was somewhat suppressed, this was during a period where the government advised people to work from home again and restrict social gatherings over the Christmas period due to the threat of the Omicron variant. Demand is therefore expected to resume above seasonal levels once restrictions ease in the New Year. The force have made available additional capacity to provide support for investigation and understanding into the RASO operational teams.</p> <p>The force remain an outlier against its peers and are ranked 8/8 within their MSG for recorded offences for rape & serious sexual offences and are currently have a national ranking of 39/43.</p> <p>The force continue to make strides with their positive outcomes for rape & serious sexual offences (RASSO). At the end of December, 9.8% of RASSO crimes were positively resolved (8.4% at the end of Q2 21/22) and remains high compared with peers. We have sought assurances from The Crown Prosecution service who state that there is a noticeable improvement being observed in the quality of these types of investigations. One of the greatest risks for the force with RASO however is the witness attrition rates which is being caused by court delays. During Q2 21/22 for example, attrition rates rose from 16% to 31% due to court timeliness, backlogs & resource issues. This is also the case nationally and my office have made the resident judge aware and is supportive of these frustrations.</p>
<p>Violent Crime</p>	<p>Reduction in levels of violent crime</p>	<p>Violence against women & girls (VAWG), very much a national focus for the government & will continue to be so over the coming months.</p> <p>Following a successful bid from West Northamptonshire Council (WNC) in partnership with my office to the Home Office Safer Street Fund, round 3, it was announced during Q3 21/22 that WNC would receive more than £500,000 to help reduce crime and</p>

		<p>make communities safer in parts of Northampton. This funding is being used to improve safety in and around The Racecourse and Becketts Park. This round of funding had a focus on reducing violence against women and girls (VAWG) and increasing women and girls’ feelings of safety in public spaces. Plans include improved lighting and CCTV coverage at the Racecourse as well as installation of ANPR cameras in the Racecourse car park and improved signage and floor markings that will be visible at night in Becketts Park.</p> <p>The last 12 months have seen recorded levels of violence against the person decrease by 0.7% in comparison to the previous 12 months and are now similar to pre-pandemic levels. After spiking in the first quarter of 21/22, stalking & harassment levels have been stable in recent months and now returning to average levels seen prior to COVID with a current year on year reduction of 1.7%.</p>
Alcohol Fueled Crime	Reductions in alcohol linked violent offences in night-time economy	<p>December 2021 saw the launch of the Safer Nights Out van (SNOvan) which I have funded to provide a base for volunteers to support hundreds of people in Northampton’s night-time economy. The SNOvan is to provide a safe haven for anyone who feels vulnerable or needs assistance, particularly women, and on the first weekend alone, assisted more than 200 people who provided help such as warmth, water, first aid, phone charging or reuniting them with friends. The SNOvan is in Northampton town centre between 10pm and 5am on Fridays and Saturdays.</p> <p>During the quarter, my office were also successful in receiving £300,000 following a successful bid for round 4 of the Safer Streets Fund, which focuses on helping to make Northamptonshire streets safer for women and girls during the night-time economy. Plans will include training and awareness for staff in licenced premises so that they can spot unacceptable behaviour and customers who are more vulnerable, and other measures to provide support to people who find themselves in difficulty during a night out. Other initiatives include creating well-lit, safe routes to and from their night-time economies. All interventions are due to be in place by the end of March 2022.</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. At the end of Q3 21/22 drug trafficking offences were below the L24 month average.</p> <p>Cannabis grows continue to be a force priority where the force continue to discover more grows and generally responding well to intelligence. The force are working with regional partners to identify, disrupt and deter criminals. This included a raid at a huge cannabis factory in December, where more than 700 plants spread across three floors of a derelict nightclub in Northampton were uncovered by Northamptonshire Police.</p> <p>At the end of December 2021, 9 in 10 offences of drugs possession result in a positive outcome. The force have developed a local drugs profile; however, this has been temporarily delayed so consideration to the recently published National Drug Strategy can be reviewed to ensure it is fit for purpose and without need for further changes after publication.</p>

Appendix A

		Drug related Stop Searches equated for 64.3% of all stop searches over the past 12 months, this is below the previous 12 months of 70.9%. However, the force have engaged in a more proactive response to stop search over the current financial year and over the last 12 months there has been a 20% increase in stop searches overall; this includes +163 additional drug related searches in comparison to the previous 12-months.
Modern Slavery & Human Trafficking	Reduce all forms of modern slavery & human trafficking	Modern Slavery & Human Trafficking (MSHT) continues to be one of Northamptonshire Police’s matters of priority & Q3 21/22 have seen MSHT occurrence remain high, however this has been linked to Op Constrictor which is a Northamptonshire Police investigation into the organised large-scale supply of Class A drugs in Kettering and includes safeguarding teen drug runners.
Burglary	Reduction in residential burglaries	Home Invasion burglaries during December was the highest it’s been for 2 and a half years, however overall, over the last 12 months, volumes are down 16% for residential burglaries (-15.4% reduction for home invasion) in comparison to the previous 12 months. The latest understandings of the recent increase seen in December is down to seasonality and a small number of offences with numerous offenders that have now been arrested and charged with multiple offences and remanded in custody. At the end of Q3 21/22, business and community burglary volumes over the last 12 months have seen a 33.2% reduction in comparison to the same period last year and -61.6% in comparison to 2 years ago.
Burglary	Improved service for victim of burglary	The 12-month burglary satisfaction rate at the end of November 2021 was at 79.9% which is just below the forces target of at least 80%. November’s score is lower than the same period last year (81.5%) however continues to be significantly higher than it was 2 years ago (72%). Burglary is the second highest crime type recorded at the end of the quarter (behind domestic abuse at 89.7%).
Cyber Crimes	Reduction in cyber crime	The force are on track to achieve their targets of reducing victimisation for victims of cyber-flagged crimes. At the end of December 2021, the repeat rate was at 32% which is slightly above the baseline target of 31.1%. Positive outcome ratios continue to be on an upward trajectory at 9.5% (8.8% in Q2 21/22) and far exceeding the target of 7.3%. Cybercrime volumes over the last 12-months (4,889) are currently 4.8% above what they were the previous 12-months (4,664) and still above pre-pandemic levels, but this is the same nationally. Q3 21/22 did however record the lowest cybercrime volumes of the financial year to date and 17% less than they were during the same period last year.
Anti-Social Behaviour	Deal with ASB more effectively	At the end of Q3 21/22, the number of ASB incidents continue to be on a downward trend. Over the last 12-months ASB incidents (including COVID-19) decreased by 29.5% (22.1% in Q2 21/22) and non-COVID ASB saw a 12.5% decrease over the same period. The county are also recording a 12.2% reduction for the period April to December 2021 vs. the same period of 2019 (pre-COVID). Reductions seen locally are above our MSG average. We remain 4/8 in our MSG however have improved our national ranking slightly moving from 22 nd to 21 st . At the end of December 2021, the number of ASB repeat victims was at 5.7% which is below the forces target of 6.1%. The demand they account for recorded at 10.1% (11.4% baseline target). November 2021 also saw repeat callers and the volumes

		of calls they make at the lowest month recorded in the past 5 years. The force are confident that this is as a result of their proactive approach to tackling ASB in the local communities.
Hate Crime	Deal with hate crime more effectively	<p>Hate crimes over the past 12 months have decreased by -3.2% in comparison to the previous 12-month period. During this period racial hate crime has experienced 1,017 occurrences which is a decrease of -3.1%. Other notable decreases during the period includes hate crimes concerning disability, which has seen a decrease of -12.2% (a difference of -18 crimes).</p> <p>At the end of Q3 21/22, arrest rates increased by 8% over the last 12-months in comparison to the previous 12-month period (+20 arrests). Despite the increase in arrests however, the volume of positive outcomes over the last 12-months has decreased by -17.6%. 0.1% of hate crime.</p>

Victims at the Heart of Justice		
Plan Priority	Key Outcome	Commentary & Assessment
VOICE: Victims & Witnesses	Better recovery from victimisation	<p>Referral volumes for all victims in Q3 21/22 now in line with pre-COVID levels and are approx. reducing by 200 referrals per quarter. Volume are 14.6% below what they were during the same quarter last year.</p> <p>Domestic Abuse (DA) continues to account for the majority of referrals & has accounted for 22% of all referrals during 21/22 to date. This is in a downward trend in comparison to Q1-Q3 20/21 where DA accounted for 25.9% of all referrals. Referrals relating to public order, theft/fraud & violence against the person however are now accounting for more than they were in 20/21 and this generally mirrors the increase in crime volumes seen recently in the county.</p> <p>The service level agreement during the quarter saw a big improvement in comparison to the previous quarter. Q3 saw 98.7% of victims contacted within 72hrs (91.3% in Q2), which is the highest quarterly ratio since the same quarter last year.</p> <p>4.1% of all valid victim referrals accepted a level of support in Q3 (5.5% in Q2). This is the lowest recorded during 21/22 which has averaged 4.9% to date.</p> <p>During Q3 21/22 95.6% of individuals who provided a closing assessment reported that they were better to cope with being empowered to act on information and 93.5% felt they had an improved feeling of support.</p>

Appendix A

<p>VOICE: Road Harm</p>	<p>Increased support and satisfaction</p>	<p>Road usage is now back to normal levels (pre-covid) and referral volumes into the service are 15.8% higher than they were in comparison to the same quarter pre-pandemic (Q3 19/20).</p> <p>18.9% of all referrals in Q3, accepted a level of support from the Roadharm service. This is a sizeable drop compared to the previous quarter (33.7%), however the ratio remains similar to the same quarter pre-pandemic which recorded 19.5% during Q3 19/20.</p> <p>The service level agreement remains high and stable with Q3 seeing 94.6% of all referrals being contacted within 48hrs (85% in Q2).</p>
<p>VOICE: Witness Care</p>	<p>Increased support and satisfaction</p>	<p>Outcome not currently on track, however witness attendance rates have seen slight improvements this quarter following a prolonged downward trend. Rates were up to 81% during Q3; this is an improvement on 76.1% recorded in Q2 21/22, however the county is currently below the national average of 84%. Notable reduction in comparison to the same period last year (89.9%) with court backlogs in the county increasing which is having a knock-on effect on a reduction of first hearing guilty pleas. This is a national issue.</p>
<p>VOICE: Restorative Justice</p>	<p>Better recovery from victimisation</p>	<p>2 referrals during the quarter (1 in Q2). 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.</p>
<p>VOICE: Children & Young People (Child Psychology Service)</p>	<p>Better recovery from victimisation</p>	<p>During the quarter the service received 1,123 referrals which is an increase 7.8% in comparison to the previous quarter (1,040 in Q2 21/22) but is lower than the 12-month average of 1,153. The speed of service continues to remain high, where 99.6% of individuals were contacted within 48hrs of a referral (98.99% in Q1 21/22).</p> <p>The accepted levels of support remains stable. 2.6% accepted a level of support during Q3 21/22; this is above the 12-month average however slightly down on the levels recorded during the same period last year where 2.8% accepted a level of support.</p> <p>Counselling & therapy sessions still remain below the levels recorded pre-COVID, however the gap is closing. Q3 21/22 saw 33hrs of counselling & therapy sessions (40hrs in Q3 20/21).</p>
<p>Independent Domestic Violence Advisors (Sunflower)</p>	<p>Better recovery from victimisation</p>	<p>Upward trend in referrals continues with 1,015 recovered during Q3 21/22 (950 in Q2 21/22). This is the highest received into the service since at least Q1 19/20 and has been on an upward trend since Q2 20/21. Despite increased demand, the speed of service remains high, with 98% of individuals being contacted within 24hrs.</p>

		<p>Repeat victim referrals remain high at 67.3% (69.9 in Q2 21/22) and has averaged 66% over the last 12-months. This is above repeat rates seen last year, where 47% of all referrals being repeats during Q3 20/21. The increase in repeat rates does appear to correlate with what the force are currently witnessing, where over the last 12 months, there has been a 65% 'high' risk repeat rate.</p> <p>Referrals heard at MARAC meetings remain high and comparable to pre-pandemic levels, with over 400 heard for the second quarter in a row (412 in Q3 19/20). Additional meetings have been implemented to ensure referrals were being heard in a timelier fashion & this change is having a notable positive effect on the additional number of hearings which can now be heard.</p>
<p>Swift & Sure Justice</p>	<p>More efficient & effective system</p>	<p>Not on track & continues to be a similar pattern across the country. The short-term performance at Northampton Magistrates Court during December 2021 has seen the county's backlog increase by 5.75% This is against the longer-term trend experienced in 2021 where significant strides were made in reducing the backlog and at a greater rate than the regional & national trend. The sharp rise in the backlog experienced during December is a concern and this is being felt by the force, who are experiencing high witness attrition rates, being caused by court delays. The backlog at the end of December was 4,923 (4,655 in November 2021). The midlands also experienced a sizeable increase from October to December 2021, where the backlog increased by 4.6% overall.</p> <p>Partners around the county, have explored issues around the Magistrates court, however the force have confirmed that they are unable to find capacity or funding to address the current backlog issues. I will continue to raise these concerns as chair of the East Midlands Criminal Justice Board.</p> <p>Since June 2021, the Northampton Crown Court caseload backlog in the county had been on a downward trajectory, where they have reduced by 17.2% over the last 6 months (July – December 2021) and have returned to what they were in September 2020. At the end of December 2021, the backlog in the county was 545; this is 12.4% higher than they were pre-COVID (March 20), however volumes have increased at a much slower rate than seen in the midlands (41.5%) & nationally (41.6%). My office will continue to monitor over the coming months.</p>
<p>Substance Misuse</p>	<p>Fund an effective referral treatment service from the Criminal Justice system.</p>	<p>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.</p>

<p>Mental Health</p>	<p>To provide a more appropriate service for service users and help to reduce police time spent on mental health related incidents.</p>	<p>A reduction of mental health flagged incident demand continued in Q3 21/22 occurred in Q2 21/22. At the end of the quarter, mental health incidents accounted for 5.9% of all incidents in the force over the last 12-months, which is a sizeable reduction in comparison to the previous 12-months (6.9%). December in particular saw a decline in mental health related incidents, but this is in line with the national picture which also saw a decrease.</p> <p>The use of S136 remains stable and is a welcomed picture, with 83% requesting advice from Op Alloy with the force seeing high engagement with relevant parties. Recent national comparative data undertaken by the force, suggests that the county has a low use of detentions under the mental health act when compared to other forces and one of the main contributing factors with this is due to the increased utilisation of Op Alloy service which the Commissioner funded in 2021 for an uplift to the existing service. During the quarter, Op Alloy provided the force with advice to 81.7% of all mental health incidents and this is on an upward trend (74.4% at the end of Q2 21/22).</p> <p>Officers spending more time at mental health incidents continues to be on a downward trend, with officers spending 10.8% of their hours at mental health incidents over the last 12-months. This is in comparison to 13% at the end of December 2020. This continues to be monitored by the force.</p>
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