

Appendix 1:

POLICE, FIRE AND CRIME PLAN

Q2 22/23

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 my office, Northamptonshire Police and Northamptonshire Fire & Rescue Service.

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



Q2 22/23 **Fire** Priority Commentary

At a Glance:

Diversify prevention activity into a wider range of topics: The prevention strategy has been developed around 5 priorities including road & water safety education as well as fire.

One of the priorities centres around early interventions for young people, and the NFRS have now adopted the NFCC Early Intervention Framework which will ensure activities and programmes are built around bespoke theories of change and pillars of resilience. The NFRS team work closely with the OPFCC Youth Team and Neighbourhood Police Teams to identify young people in the community who would benefit from early interventions and to engage with young people around seasonal trends.

Reduction in arson is another priority and is strongly linked to ASB. Themed proactive work around safer neighbourhoods is strongly linked to ASB reduction and regularly feeds Community One for partnership tasking and problem solving. A Joint Arson Reduction Delivery plan ensures that both Police and fire are focused on reducing arson to create safer neighbourhoods and safer businesses. The use of a Qlik app now draws in data from both Police and NFRS to provide more insight into arson and ASB hotspots and trends. Operation Verso is an example of a joint operation which used this data to address a local arson issue in Northampton, this involved local crews and neighbourhood policing teams as well as other community safety partners.

Themed work regarding Safer Homes is also undertaken in parallel with work relating to Domestic Abuse and Child Protection. Through the Fire Service's fire safety programme and close working with partners in the Integrated Care System, as part of their home fire safety visits (HFSV), the service provides assistance regarding falls prevention and the safety of medical equipment and devices such as airflow mattresses and home oxygen. This forms part of the nationally agreed core components for a Fire Service HFSV. Enhanced HFSVs also involve Fire Officers incorporating advice on preventing domestic burglary, doorstep crime and fraud on behalf of the police.

In Q3 NFRS led the launch of a countywide Hoarding Framework to help agencies to work together consistently to identify risks and support occupiers within cluttered and hoarded homes. This work is supported by the Northamptonshire Safeguarding Adult Board and over 100 partners attended the launch event with many others booking onto dedicated training sessions provided by NFRS.

Further increase the involvement of our staff in prevention activities to target risk in our communities: Other than HFSVs and HMO checks, the Fire Service's plans to widen community engagement includes engaging with seldom heard community groups and to undertake community safety activities based on local risk and national campaigns. Mereway crews hosted a local Hindu group visit so that firefighters could learn more about the Raksha Bandan celebrations and to raise awareness about home fire safety with that community. Northampton crews also attended the Diwali parade and celebrations. The Kettering station supported two local voluntary sector groups, John's Happy Place (mental health day centre) and St Edwards Church Hall (pop-up café for the homeless) to deliver appropriate safety advice which are aligned to national campaigns regarding the homeless. Similar work is also progressing with the Hope Centre in Northampton. As part of our work with Police and Highways some specialist crews attended the Mature Drivers event to support with advice around checking and installing car seats for grand children and young passengers. Most recently our crews have been promoting Road Safety Week along with Police and Highways.



Q2 22/23 **Police** Priority Commentary

At a Glance:

Reduce Repeat Victimization: Progress continues to be made by the Force in the past year in dealing with domestic abuse with small decreasing levels being reported by the Force in the number of repeat victims. At the end of September 2022, the repeat victim rate over a 12-month period was at 44% which is below what it was 12 months ago. There is a continued amount of stability with reductions seen from those victims who are most at harm with repeat rates reducing for both 'high' risk and 'medium' risk persons. The VAWG agenda remains of focus nationally with a new framework setting out how The National Police Chiefs Council (NPCC) and College of Policing will measure the impact of the new VAWG. The first performance report is expected to be published during Q3 22/23, my office will monitor the framework as well as continue to work with the Force to reduce repeat victimisation.

Deliver and maintain the ANPR network in Northamptonshire to ensure it supports the prevention, disruption and detection of crime: Over 150 new ANPR cameras have been installed across the county over the past 18 months, which more than doubled the size of the ANPR network in Northamptonshire. The new cameras marked a £1.3m investment by the Fire and Crime Commissioner and the Chief Constable and has already made a significant contribution to tackling crime in the county. Some of the benefits have been previously reported to the panel and within my latest edition of my November Newsletter which can be located here:-

- <https://northantspfcc.org.uk/newsletter-november-2022/>





Q2 22/23 **Working Together** Priority Commentary

At a Glance:

Give people the opportunity to participate in schemes that make the county safer: As a major part of my strategy to tackle violence against women and girls (VAWG), I have invested £48,000 in an app which is a safe space for women and girls to share their experiences anonymously. The 'Flare' App offers a proactive stance against VAWG within our community and allows members of the public to anonymously report VAWG incidents through the Flare App. The App will provide Northamptonshire Police with intelligence on how to tackle VAWG in our community and does so in a rapid, easy and detailed manner. The App is expected to go 'live' in late November 2022. More information about the Flare App can be found [here](#). This App will allow the Force to receive additional information and intelligence that they may not have otherwise received, which in turn will add to the understanding of this issue in the county and inform operational approaches and deployments.

Ensure that people have access to information and support to help them prevent crime and keep themselves safe: Enhanced survey tool Neighbourhood Alert continues to be a key platform for the OPFCC, Northamptonshire Police and Northamptonshire Fire & Rescue Service to keep local communities across the county informed about relevant incidents, information and events in the local area. Through the support of the OPFCC, Northamptonshire police are currently in the process of enhancing the platform by acquiring a survey tool which will provide the Force to gain a real-time understanding of opinions from various community groups and allowing the opportunity to robustly measure the extent of operational successes around areas of the county. Using the intelligent questioning technology available through this tool, it will ensure the public have every chance to respond and questions will go to active citizens, people who really care about their community and influence others to improve response rates.

Invest in target hardening schemes in areas of the highest risk to reduce crime: During Q2 22/23, my office was awarded almost £1.2 million from the Home Office after two successful bids to the Government's Safer Streets Fund. This funding will invest in projects to improve the safety of women at night in Northampton and Kettering and to prevent crime on the Queensway estate in Wellingborough. The work to be carried out within the night-time economy bid in Northampton and Kettering includes on-going projects to train bar staff to call out harassment. There will also be significant investment in ID scan technology, so that around 30 venues can share information about people who behave inappropriately. In terms of the Queensway, around 650 properties will have new, secure doors fitted in a partnership with Greatwell Homes, and some alleys within the area will be gated. Security lighting will be fitted to some properties as well as a significant roll out of security products to residents. These projects will be completed by September 2023. My office also supported bids that are being led by WNC and NNC to improve security and reduce crime in Bellinge/Blackthorn in Northampton and the William Knibb ward in Kettering.

Develop the way that we share critical data between both organisations and with other partners: Over the past 12 months the formation of the Digital & Technology Department under Enabling Services (Programme Unity) has further imbedded and is continuing to provide benefits. An example of this is £730,300 has been saved and/or avoided since the programmes inception. Over the next 12 months, further collaboration will be achieved from leveraging the Microsoft365 platform, projects are already underway for a new intranet and SharePoint platform. Work continues to update and improve key functions across both services examples of this include desktop upgrades within the Force control room and the command and dispatch system within fire and business intelligence toolsets. The OPFCCs Digital & Technology Delivery Manager is an integral part of overseeing this transition to a more digitally enabled blue light service, ensuring collaboration where appropriate.



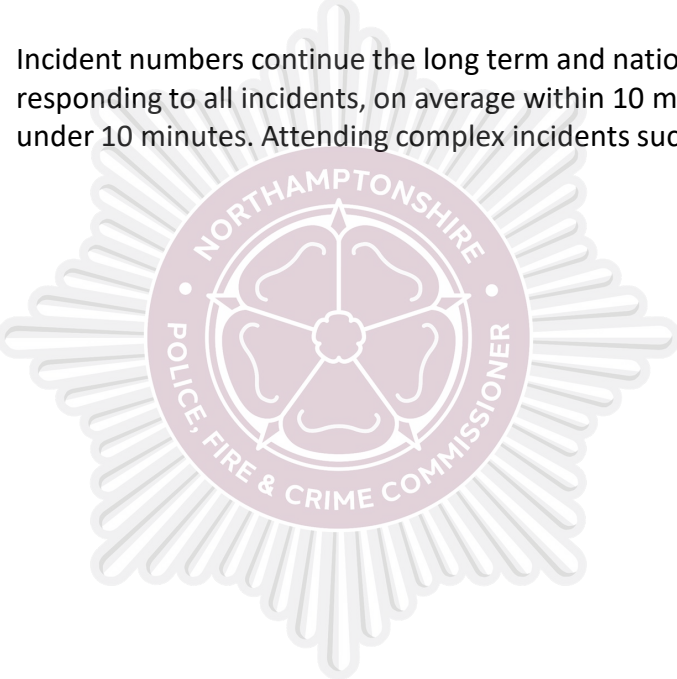
Q2 22/23 **Fire** Priority Commentary

At a Glance:

Emergency Cover Arrangements: Terms of Reference and timescales for the review of emergency cover have been agreed with the Chief Fire Officer. Demand analysis has commenced with a view to consideration of a variety of scenarios or change. The OPFCC are receiving a monthly update on progress and a final report with recommendations is expected to be presented to the Fire Accountably Board during the Autumn.

Risk Profile of the County: Northamptonshire Fire & Rescue Service has published a new Community Risk Management Plan (CRMP). The CRMP was published after a public consultation, and will cover a three-year period up to 2025. The plan is the services response to the recently published Fire & Rescue plan and is supported by the Chief Fire Officer Vision 25 document. Following the publication of the profile, I have agreed with the Chief Fire Officer's recommendations, such as redeployment of resources.

Incident numbers continue the long term and national downward trend, albeit increasing slightly on last year's figures. The fire and rescue service aren't currently achieving their target of responding to all incidents, on average within 10 minutes in any categories such as fire and RTCs for example. Panel members should be reassured however that their response to fires are under 10 minutes. Attending complex incidents such as RTCs are resulting in the average response times to be over 10 minutes.





Q2 22/23 **Police** Priority Commentary At a Glance:

Police Officer Recruitment: Latest data from the Home Office as part of the Police Uplift Programme (Op Uplift), shows Northamptonshire Police currently having 35.5% (35.6% in June 2022), of female representation. Aspirations are for the force to be in line with the county's female population (50.5%); the recruitment of female officers is on an upward trend despite a slight reduction over the last quarter and above the current national representation of 34.4%. Similarly the force has aspirations to be in line with the county's BAME population (8.1%) and is currently achieving 4.3% (4.5% in June 2022). Both of these aims are a large undertaking both at a local and national level and could potentially take several years to mirror the county's population, however the Force with the support from my office has a proactive position action team to implement these aspirations.

Strengthen Local Policing: The Police, Fire and Crime Commissioner and the Chief Constable have a shared vision to have in place over 1,500 police officers by the end of March 2023. This is on track with 1,458 officers in place at the end of September 2022 which is the highest number it has ever been in the county. Estimates by the Force have indicated the recruitment of a further 184 officers between now and the end of the uplift in March 2023 with a long-term aspiration to retain numbers at just over 1,500.

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

Based on the Home Office's Digital Crime and Performance Pack, which uses data to track progress against the national crime and policing measures, the pack shows that the Force continue to hold their own and are still recording the biggest reduction nationally for Neighbourhood crime. At the end of August 2022 the reduction was -45% and significantly above the -27% reduction within our MSG. In terms of geographical districts, areas which have formed part of the main Safer Streets Interventions such as Wellingborough and Kettering have recorded some of the largest reductions in Neighbourhood crime when compared to the national baseline of Jul18 – Jun 19. Wellingborough recorded the 9th (out of 313) reduction in neighbourhood crime (-52%) and Kettering the 14th (-51%). Reductions in neighbourhood crime are starting to diminish slightly both nationally and in Northamptonshire, however we remain the best performing. My office will continue to monitor the trend of neighbourhood crime closely.

Neighbourhood Policing: At the end of Q2 22/23, response times continue to be slower than the previous financial years. Grade 1 (G1) demand continues to be high with the highest level G1 demand ever recorded in August 2022. This has impacted on all response times, which are generally slower than the previous financial years. The G1 urban 12-month rolling average response time was 12 minutes & 57 seconds which is slower than the previous 12 months (12 minutes & 12 seconds). The Police, Fire and Crime Commissioner has set clear expectations with the Chief Constable that he does not expect response times to increase further, and that he will be reviewing 'response' with a holistic approach such as improvements with investigation standards progress being made with victim satisfaction levels. Over the last 12-months there has been an increase with the amount of time spent out of station and currently remains above the Forces target of 63.6%.

Violent Crime: VAWG, continues to be a priority within my Police, Fire and Crime Plan, as well as a national focus for central government. As part of my VAWG strategy, I will continue to fund a Northamptonshire Police operation targeting men who prey on vulnerable women on a night out in Northampton and Kettering into 2023. Op Kayak is where uniformed police officers patrol hotspot areas on Friday and Saturday nights to help reduce crime and keep the public safe. The focus of the operation is particularly on targeting people who are being sexually aggressive, intimidating or whose behaviour causes concern. Since the start of the operation earlier this year, officers have made 100 arrests, which includes 25 for sexual offences – including rape and sexual assault – as well as dealing with numerous people seen acting suspiciously. And more than 435 vulnerable people have been identified and kept safe by the Op Kayak policing team.



Q2 22/23 **Working Together** Priority Commentary

At a Glance:

Communities Accessing Information:

Recent articles ensuring communities have access to the information about the activities that police officers and fire crews have undertaken in their area re as follows:

- <https://northantspfcc.org.uk/newsletter-november-2022/>

Road Safety Fund: My office continues to award grants through the Road Safety Community Fund which awards grants of between £500 and £5,000 that help to support the Northamptonshire Strategic Road Safety Plan. The strategic plan was created through the Northamptonshire Safer Roads Alliance (NSRA), which brings together representatives from Northamptonshire Police, Northamptonshire Fire & Rescue Service, the OPFCC and Northamptonshire Highways. For further information about the amount of funding which has been provided to date can be located here:-

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



PERFORMANCE REPORT: Protect & Support those who are vulnerable



Q2 22/23 **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 has been completed and the standard of safeguarding at NFRS judged to be good by HMICFRS. Any gaps or improvements identified through internal and external audits are included in the Safeguarding Action Plan. This is actively monitored and managed via the Safeguarding Management Group as part of assurance plans.
- Professional supervision for staff undertaking safeguarding case work and Fire setter Intervention has now been formalised to help ensure their wellbeing and to closer monitor workloads.

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 has been completed and Training is up to date from levels 1-4 across the organisation. This is monitored regularly by the Safeguarding Management Group.

Broaden protection activities into areas such as HMOs: The protection department has 13 staff, this includes 8 frontline fire safety inspectors. The headline statistics for protection delivery in 2021/22 are below accompanied by the year-to-date (YTD) statistics:

- 2021/22 - 561 inspections within the Risk Based Inspection Plan (RBIP). 2022/23 YTD – 373 inspections have been undertaken
- 2021/22 - 319 targeted risk management jobs were completed to react to emerging issues or concerns. 2022/23 YTD – 101 jobs have been completed
- 2021/22 - The team reacted to and investigated 80 concerns by 3rd parties over the fire safety in a premises. 2022/23 YTD – 49 concerns have been investigated
- 2021/22 - 99.6% of consultations under Building Regulations were responded to within the initial 15 days. 2022/23 YTD – 99.73% responded to within the initial 15 days.
- 2021/22 - 495 consultations were received and responded to in total. 2022/23 YTD – 254 consultations

Work with housing providers, developers, and businesses to minimise risk and keep people safe: A guide to assessing occupancy levels in licensed premises has been developed by Northamptonshire Fire and Rescue Service, which provides audio, visual and written guidance for public assembly buildings. More information about the guidance and to access the video can be found at: <https://www.northantsfire.gov.uk/guide-to-assessing-your-occupancy-limit/>

PERFORMANCE REPORT: Protect & Support those who are vulnerable



Q2 22/23 **Police** Priority Commentary At a Glance:

Deliver robust enforcement & awareness campaigns to reduce the number of knives on our streets: Levels of knife crime are in line with what they were 12-months ago and continuing a downward trend seen since throughout 2020/21. Knife-related robbery volumes however have shown an increase of just under 5% over the last 12-months and we are a national outlier. The Force have applied additional monitoring and intelligence in recent months for robbery offences to enable a better understanding of the recent trends. Repeat perpetrators of knife crime has seen a year on year slight increase of 0.1% and is relatively stable, however there remains a long-term increase in under-18 involvement of knife crime. Knife crime is a matter of priority for the Force and it is highly important that repeat perpetrators are tackled, especially those who are under-18, as doing so would have a great impact on the overall demand reduction and decline in harm caused by knife offences. We remain 8th in our MSG for the rate of knife crime offences and still significantly below both the MSG and the national average. The Force have developed in association with a number of partners a knife crime awareness and prevention packages to be rolled out into schools across the county to support efforts in the area.

In terms of perpetrators being brought to justice, at the end of September 2022, 24.7% of knife crimes were positively resolved, however this is down from the 2021/22 baseline figure of 26.7%. Positive outcomes for knife-related robbery is also down from the baseline and currently has a rate of 7.6% (10% baseline). This is a concern and is mirrored with the falling victim satisfaction rates for knife crime which is currently at 72.1% and below the baseline of 81.4%. My office will continually monitor our performance against our peers and holding the Chief Constable to account in terms of seeing long-term local improvements and quality of service. 'Threat' offences account for the majority of knife crime demand within the county rather than 'actual' usage offences, which remain low.

Reduce harm from domestic abuse, pursuing perpetrators, supporting victims, and using rehabilitation and prevention programmes to improve positive outcomes for victims: Over the last 12 months, repeat suspects and offenders have reduced in comparison to the previous 12 months. There has been a strong increase with the number of arrests made for medium and high risk domestic abuse crimes, this is opposite to the national trend which has been decreasing overall. More victims are also being successfully protected with more Domestic Violence Protection Orders (DVPO) being heard and an increase of those being granted. The months within Q2 22/23 has seen domestic abuse demand remaining stable and slightly below forecasted levels. Demand is expected to return to more normal levels during Q3 22/23 and remain stable until the Christmas period. We will continue to monitor this closely.

The positive outcome ratio in the last 12 months to September 2022 was at 13.6% and remained stable throughout 2022/23 so far. Over the coming months, the criminal justice system will prioritised VAWG within the court backlogs which should result in charges being fast tracked an increase of charges and an improvement of victim experience overall.

In terms of victim support there continues to be an increase in referrals into the Sunflower Centre during the quarter. Just over a 1/3 of referrals received were from new victims with the remaining were from repeat victim referrals. All referrals into the Sunflower Service are subsequently contacted by the team for support, advice and safeguarding.

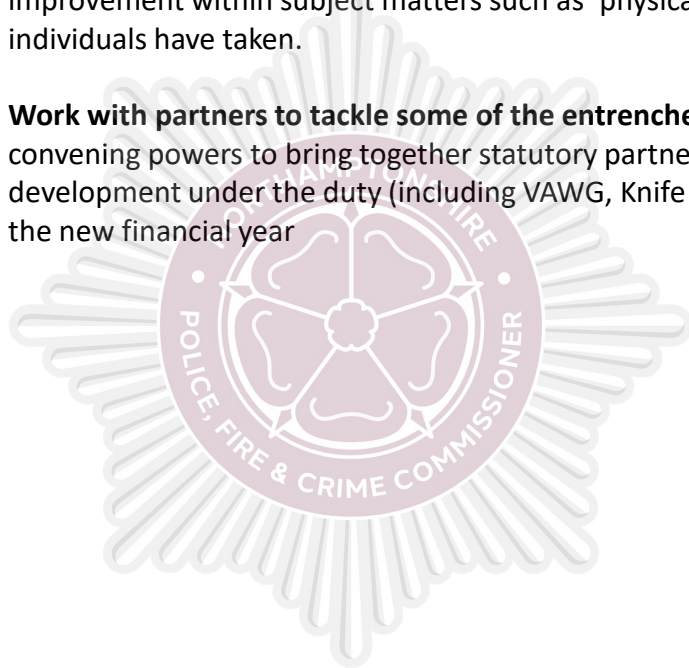
PERFORMANCE REPORT: Protect & Support those who are vulnerable



Q2 22/23 **Working Together** Priority Commentary At a Glance:

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 Team continue to conduct interactions with young people around 6 main areas around the county (Corby, Daventry, Kettering, Northampton, Rushden and Wellingborough), providing educational sessions through detached work and have now had interactions with over 13,200 young people. To date the team have delivered over 940 individual detached sessions, targeting interventions such as emotional wellbeing, forming positive relationships, staying safe and gang awareness. The service also works with individuals within smaller groups and on a one-to-one basis where the team have established positive working relationships with a multitude of schools across the breadth of the county. Individuals who finish their interventions with the team through groupwork and one-to-one sessions, continue to make good progress. This has been demonstrated with on average 86% of those individuals who are most vulnerable noticing an improvement within subject matters such as 'physical health', 'being safe', 'relationships' where you live' and 'friends' following interventions with the youth service and positive actions the individuals have taken.

Work with partners to tackle some of the entrenched issues in our communities and improve use of collective resources to support the most vulnerable: My office are currently using our convening powers to bring together statutory partners on the new Serious Violence Duty which will be enacted in early 2023. A Strategic Needs Assessment identifying the key areas for development under the duty (including VAWG, Knife Crime, Violence against the Person) is currently underway with a coordinated partnership investment and delivery plan to be in place for the new financial year





Q2 22/23 **Fire** Priority Commentary At a Glance:

Ensure that enforcement activity in relation to fire safety legislation priorities public safety: Under The Regulatory Reform (Fire Safety) Order 2005, all enforcement and formal action must relate to the protection of life. In 2021/22, 24 enforcement notices were issued, 7 prohibition/restriction notices and 78 informal notifications of deficiencies. 2022/23 YTD - 24 enforcement notices were issued, 8 prohibition/restriction notices and 93 informal notifications of deficiencies.





Q2 22/23 **Police** Priority Commentary At a Glance:

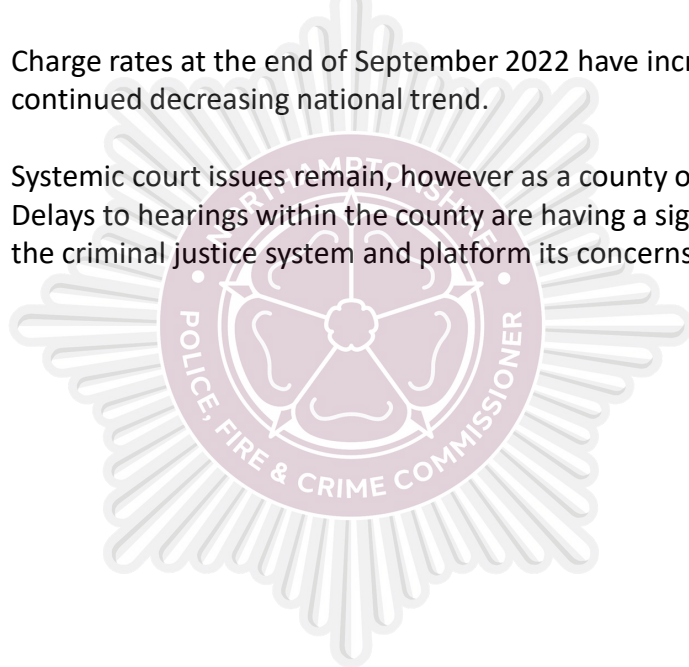
Increasing positive outcome rates for victims of crime: The percentage of crimes in the county that resulted in a positive outcome see continual improvements and for the year to date (September 22), stands at 14.2%. This has reduced slightly in comparison to the previous quarter however this is in line with the national trend which has also experienced a decrease during the period. At the end of Q2 2022/23 the Force recorded the 2nd highest positive outcome ratio and we remain first within our MSG.

Guilty pleas at first hearing in the Crown Court saw significant drops recently. The county are currently 10% lower than the national rate and significant challenges remain within both the Magistrates and Crown Courts, particularly with staffing issues, however this is impacting the whole of the East Midlands.

Monitoring the quality of investigations and work to further improve standards: In the latest twelve months, the amount of criminal investigations closed because of 'evidential difficulties' remains stable overall standing at around 40%. Cases closed for evidential difficulties where the a suspect has been identified and the victim supports action is currently at 17.5%. This is above the national average but as a county we're slowly decreasing towards the national average.

Charge rates at the end of September 2022 have increased over the last 12 month period. The Force are currently ranked 12th nationally for charge ratios where we're currently counter the continued decreasing national trend.

Systemic court issues remain, however as a county our conviction rates over the last 12 months are currently higher than the national average for both Magistrates and the Crown Courts. Delays to hearings within the county are having a significant impact on victims and witnesses, however this is a national issues, not just within the county. The OPFCC will continue to monitor the criminal justice system and platform its concerns at the East Midlands Criminal Justice Board.





Q2 22/23 **Working Together** Priority Commentary At a Glance:

Working with partners to ensure justice is as swift as possible: Challenges, within the criminal justice system continues to remain poor and is unlikely to be performing to pre-COVID levels for the foreseeable. Workloads and backlogs continue to build and Northamptonshire is no exception to this. Northamptonshire currently have the highest vacated trial rate (75.6%) in the Magistrates Court nationally and will continue to have an impact on witness attendance rates and support services. This remains a focus for discussion in the East Midlands Criminal Justice Board.

As chair of the East Midlands Criminal Justice Board, I continue to raise concerns with partners over timeliness and the backlog issues, with the OPFCC presenting the local findings from the Criminal Justice System Scorecard on a quarterly basis. The latest version of the scorecard highlighted the county was making improvements in how many days (median) from when a crime is recorded to either the police making a charging decision or where the decision is to pass to the CPS for that decision. Previously this was at 76 but the latest information shows that this has now reduced by 16 days. Although we are still above the national average we are counter to the regional and national trend which is on an upward trajectory. We will continue to feedback trends and concerns with the force and partners.

Provide effective support for victims and witnesses that meets their needs: VOICE continues to deliver services to a wide range of victims, with referral volumes continue to be in line with pre-COVID levels. Domestic Abuse (DA) continues to account for the largest group of referrals and generally accounts to around a quarter of all VOICE referrals. Demand into the Sunflower Centre remains above pre-COVID levels, and the last quarter has experienced the highest referral volume in 2 years. Sunflower are also experiencing more DA referrals accepting support. Q2 22/23 for example saw 48.5% of all valid referrals accepting a level of support, this is quite significantly higher than the 12 month average of around 32%.

Referral volumes into the main adult service are on a slight downward trajectory with referral volumes for Q2 22/23 around 3.8% lower than what they were during the same period last year.

At the end of September 2022 the VOICE Witness Care Team reported an average witness attendance rate of 72.8%, this is a slight improvement compared to the previous quarter, however we're still well below the national average of 83.6%. Notable reductions in comparison to pre-COVID19, however this is a similar picture nationally with the increased workload of the courts.

Voice Ltd will be wound down and all victim functions and staffing will be transferred to the OPFCC employment in the new financial year.

PERFORMANCE REPORT: Modern services that are for the future



Q2 22/23 **Working Together** Priority Commentary At a Glance:

Embed and further develop the enabling services approach so that both organisations have strong professional support to take forward transformation: Over the last 12-months good progress has been made with Northamptonshire Police and Northamptonshire Fire and Rescue, with them now sharing key enabling services operations such as Human Resources, finance, estates, transport and digital departments. The information governance has now been implemented and shared between both organisations.

Make sure that both organisations have access to technology giving them the best data to inform service delivery: The building blocks to ensure that both organisations have access to the best data are increasingly in place. The tools, processes and structures between both organisations are making real progress and on a more consistent basis.

Ensure greater, and more effective, collaboration between both services to maximise effectiveness and efficiency: Northamptonshire Police and Northamptonshire Fire and Rescue service joined forces in April 22 to take part in a mock-up road traffic collision exercise. The drill involved a simulated two vehicle accident, with one colliding into a train carrying flammable materials. Exercises such as this help each agency to work collaboratively and strategically to use their specialist skills and equipment to safely release and 'save the lives' of casualties. The Commissioner has requested in his Strategic Outcomes Requirements letter to the Chief Constable and Chief Fire Officer, as part of the budget setting process for 2022/2023, that they both openly explore potential future collaborations for enabling service functions.

Prepare our fleet, estate, and processes to allow us to meet the Government carbon targets: The Government has set a goal of 2030 to have an established roadmap of how businesses, including public sector organisations, will be working towards becoming carbon neutral by 2050. In light of this, Northamptonshire Police and Northamptonshire Fire and Rescue Service hosted a Sustainability Forum to consider how both organisations can become carbon neutral and to start to refine their strategies for the future sustainability of their fleet, equipment and estate. Northamptonshire were the first to host such an event and we are leading in this area nationally.

Ensuring that the estate and fleet of Northamptonshire Police and Northamptonshire Fire and Rescue service are affordable and sustainable into the future is very important. Darby House, is the flagship shared building for the OPFCC, Northamptonshire Police and the Fire and Rescue service. When the building was purchased in 2020, it had an energy rating certificate of E, which much below the average for a commercial building. However following the refurbishment of the Darby House, the building now has an energy rating of A+. Sustainable improvements included LED lighting on a sensor system, air source heat pumps and data driven thermostats.