PERFORMANCE SCRUTINY MEETING

AGENDA

DATE OF MEETING	21 MARCH 2023
TITLE OF MEETING	THE COMMISSIONER'S POLICE & CRIME PLAN 2021-2025 - PRIORITY 2: NEIGHBOURHOOD CRIME & ANTI-SOCIAL BEHAVIOUR
TIME OF MEETING	1:30 PM
LOCATION	VIRTUAL
CONTACT	OFFICE OF THE POLICE & CRIME COMMISSIONER FOR DERBYSHIRE 0300 122 6000
DISTRIBUTION	POLICE & CRIME COMMISSIONER CHIEF CONSTABLE DEPUTY CHIEF CONSTABLE ASSISTANT CHIEF CONSTABLES ASSISTANT CHIEF OFFICER (RESOURCES) HEAD OF CORPORATE SERVICES OPCC CHIEF OPERATING OFFICER OPCC HEADS OF DEPTS OPCC COMMUNICATIONS OPCC PERFORMANCE & DATA ANALYST

AGENDA ITEM	SUBJECT
1.	INTRODUCTIONS
2.	ANNOUNCEMENTS FROM THE COMMISSIONER
3.	ANNOUNCEMENTS FROM THE CHIEF CONSTABLE
4.	THE COMMISSIONER'S POLICE & CRIME PLAN 2021-2025 - PRIORITY 2: NEIGHBOURHOOD CRIME & ANTI-SOCIAL BEHAVIOUR REPORT FROM THE CHIEF CONSTABLE
5.	PUBLIC QUESTIONS ON NEIGHBOURHOOD CRIME & ANTI-SOCIAL BEHAVIOUR
6.	ANY OTHER BUSINESS

PERFORMANCE SCRUTINY MEETING

REPORT TITLE	THE COMMISSIONER'S POLICE AND CRIME PLAN 2021-2025 - PRIORITY 2: NEIGHBOURHOOD CRIME AND ANTI-SOCIAL BEHAVIOUR
REPORT BY	CHIEF CONSTABLE
DATE	21 MARCH 2023

PURPOSE OF THE REPORT

To provide assurance to the Police and Crime Commissioner that the Constabulary are making progress towards the Commissioner's Police and Crime Plan 2021-2025 Priority 2: Neighbourhood Crime and Anti-social Behaviour.

ATTACHMENTS

1. None

RECOMMENDATIONS

To determine if the Commissioner can gain direct assurance that this area of business is being managed efficiently and effectively

CONTACT FOR ENQUIRIES

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1.   **OVERVIEW OF THE POLICE AND CRIME PLAN PRIORITY**

1.1   Derbyshire Constabulary has an embedded governance structure to ensure accountability and oversight of Neighbourhood Crime and Anti-Social Behaviour (ASB) in addition to performance management and delivery of key workstreams. There are working groups and workstream meetings at practitioner level chaired by a Chief Inspector. A Superintendent chairs the Neighbourhood Policing Board which feeds into the Responsive and Visible Policing Board chaired by an Assistant Chief Constable

1.2   Supporting this area of work Derbyshire Constabulary have a Neighbourhood Policing Strategy and Delivery Plan 2023-2025, which sets out our aims, objectives and progress. The Neighbourhood Policing Board has oversight of the strategy and plan.

1.3   Problem Solving remains a key area when looking to reduce demand and ASB. It is an evidence-based approach that demonstrates the value in understanding the root cause of an issue so that we can properly respond, finding long term sustainable solutions. Derbyshire Constabulary continue to embed this methodology across the force working closely with our Safer Neighbourhood Teams (SNTs) to ensure its effective use is maintained.

1.4   The police can act on incidents of ASB which involve a criminal offence. This can range from threatening and abusive behaviour, stalking and harassment to criminal damage. The police also have powers to act in cases where the threshold for a criminal offence has not been met but the ASB is such that a person is acting in such a way that causes or is likely to cause harassment, alarm, or distress to a person not of the same household. This could range from vehicle nuisance and inappropriate use, rowdy or inconsiderate behaviour to street drinking and nuisance calls

1.5   In addition to the police there are many other agencies involved and responsible for tackling ASB and taking the lead with various powers under the Anti-Social Behaviour Act 2014. The Local Authority (LA) for example lead on Public Spaces Protection Orders, dog fouling and the LA's Environmental Health Team for noise nuisance complaints e.g. loud music and dogs barking and fly tipping. Registered

Social Landlords also have responsibility and can help with noise nuisance but may need to work with the LA or police who have specific legal powers to tackle ASB issues.

2. SUMMARY OF ACHIEVEMENTS IN THE PAST 12 MONTHS

2.1 The following has been achieved in the past 12 months:

- Development and implementation of the engagement app, allowing SNT officers to update on the engagement work they are doing so that we can update our communities and also understand where our gaps are.

- Development of the abstraction app supporting a force wide understanding of the level of abstraction impacting our SNTs, allowing us to put measures in place to prevent this from happening.

- Creation of the Neighbourhood Acquisitive Crime Teams to support central co-ordination and investigation of neighbourhood crime, specifically burglary. The Neighbourhood Acquisitive Crime Teams (NACTs) will focus on outstanding suspects for burglary to ensure we maximise opportunities to secure early arrests thereby reducing opportunities to reoffend.

- We have launched a learning portal for our SNT officers, allowing continual professional development on the key areas of Neighbourhood Policing.

- In collaboration with the Office of Police and Crime Commissioner (OPCC) and partners we have secured government funding through Safer Streets which has allowed local level projects to take place supporting communities to feel safer and reducing crime and disorder.

3. SUB-OBJECTIVE 1: A PROACTIVE APPROACH TO MONITOR LEVELS OF CRIME AND ANTI-SOCIAL BEHAVIOUR TO IDENTIFY 'HOT SPOTS'

3.1 Crime and Anti-Social Behaviour (ASB) is reviewed daily to identify threat, risk, and vulnerability. This is raised daily in either a morning or afternoon force tasking meeting which is chaired by the Duty Critical Incident Manager to ensure the correct resources are allocated and relevant safeguarding and investigation takes place.

3.2   The Local Policing Unit (LPU) Inspector who has day to day responsibility for crime and ASB incidents, receives weekly ASB data and holds a fortnightly meeting with both internal and external partners and stakeholders to review trends, themes, emerging problems, and hotspots to consider risk and vulnerability.

3.3   To ensure a force-wide understanding of ASB and crime reported to Police, Analytical Services research this data each month breaking it down to each individual Local Policing Unit across the force presenting it for Senior Officers to review at the Divisional Monthly Performance meetings who discuss these areas of emerging trends, themes hotspots, risk and vulnerability ensuring any areas of concern are progressed.

3.4   Quarterly Independent Scrutiny Panels now take place where cases of ASB are reviewed by the Independent Panel who provide feedback to the attending officers and any key learning will be shared across the force to embed best practice.

3.5   Derbyshire Constabulary have adopted a problem-solving approach to Crime and ASB and use Problem Management Plans (PMPs) to record and mitigate against identified problems. They ensure a partnership approach is taken in a bid to seek a long-term solution. Governance of these plans is through SNT Supervisors, Inspectors and dedicated Sergeants who work within the Problem-Solving Team.

3.6   The force is recruiting two ASB Coordinators. These will support the force ASB lead and contribute to the delivery of the Multi Agency Action plan. This will ensure a consistent and coordinated service in all cases of ASB incidents and crimes.

        The Coordinators will provide specialist support and guidance with community engagement and enforcement tactics to officers and support community policing teams to deal with nuisance and disorder that affects the quality of life of Derbyshire residents. The role will involve the scrutiny of investigations involving ASB and will introduce and embed best practice across the force.

3.7   The Constabulary continues to focus on recognising crime and vulnerability within reports of ASB, particularly in offences of harassment and stalking. This is a national theme identified across several forces by His Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS). The Constabulary has been pro-active in addressing this by delivering training to call takers and frontline officers to ensure repeat callers and repeat victims are recognised ensuring that

crimes are identified, recorded, and correctly investigated. All frontline staff have completed their training and to support continual improvement a further schedule of training for all staff within Contact Management has commenced in January 2023 to ensure continual improvements are made.

3.8   A satisfaction survey has been delivered to the public seeking their views and feedback on ASB in their communities that they have reported to police. This includes views on how the incident was handled and considers the impact the ASB has had on them and their community. 209 responses have been received between October and December 2022 with the data being used to inform the on-going plans to improve the force's approach and response to ASB for those impacted by it.

3.9   A strong example of where we have effectively used problem solving was in tackling ASB on Doncaster Recreation Ground in Sandiacre.

3.10   The park was suffering a high level of ASB and Erewash SNT commenced a problem solving plan to tackle the problem. The PMP owner scanned the problem and discovered who the main offenders were and when the main problems were occurring.

3.11   Established and strong partner relationships ensured that the approach to the concern was multi-faceted with other agencies providing support with interventions on the park and education about the impact of their actions. A structured response to manage the behaviour of the main offenders took place.

3.12   Ongoing engagement with the community detailed the work that was taking place and the positive impact it was having in the area. Calls for service to the police reduced and the community feedback was positive demonstrating the success and sustainability of problem management for ASB.

4.   **SUB-OBJECTIVE 2: IMPROVING THE 101 NON-EMERGENCY CALL HANDLING PERFORMANCE**

4.1   The Public Contact Improvement Programme (PCIP) is in the process of implementing a new operating model. Within that model there is the introduction of Performance Managers to assist with monitoring performance across the

Control Room and ensuring the service provided is as required. There is also an increase in establishment at supervisor level, providing increased capacity to support operators. In addition, the introduction of dedicated functions such as training and recruitment and resource planning prevent the need for abstracting operators, therefore providing more capacity to service demand.

4.2   The PCIP has overseen enhancements to the Single Online Home such as the Foreign Force Request offering and including more diverse categories for easier public reporting in the Contact Us facility.

4.3   Under PCIP, there is a communications workstream, which includes an 'education' piece aimed at the public, advising what the police will deal with, the channels of contact and the most appropriate channel for the circumstances, as well as what partners deal with. There is also additional work ongoing with partners to reduce unnecessary demand.

4.4   Investment into PCIP is estimated capital costs of just under £4 million and ongoing annual revenue costs for the next ten years estimated at just over £1.1 million per year. This will see enhanced technology, increased staffing, and upgrade of the estate.

4.5   With regards to digital and social media the new operating model implements a dedicated digital contact function with a view to expanding as the force shifts demand to digital contact channels to meet internal and societal needs. This work supports our SNTs, allowing our officers and staff to maximise use of social media to contact the public. It is also directly linked to our engagement standards for SNT, which sets out standards regarding social media engagement.

4.6   The Constabulary has recently invested in a Social Media Management Tool called Orlo to provide a unified platform to administering social media accounts across the force. This will also provide management information we do not currently have, and a robust management platform for all social media contact. Following the implementation of Orlo the August/September 2022 figures for SNT social media comments are 9,871 with an estimated 59,226 over the next 12 months. This is through Twitter and Facebook.
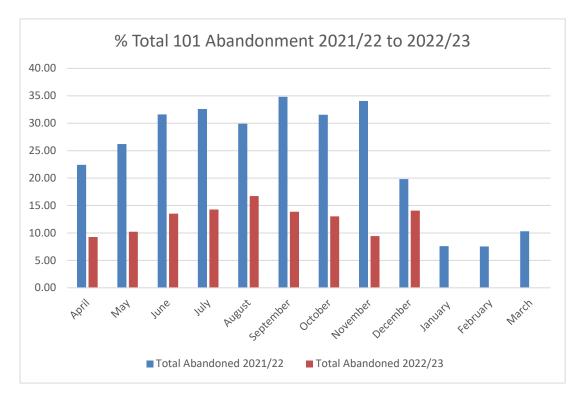
4.7   999 Call Data over last five years

Period (April – March)	Total number of calls recorded	Total number of calls longer than target	% Calls longer than target (against total calls)	Total Number of Abandoned Calls	% Abandoned calls (against total calls)
2017-2018	131,113	22,168	17%	2,196	1.16%
2018-2019	138,406	27,666	20%	1,003	0.72%
2019-2020	152,944	49,311	32%	1,392	0.9%
2020-2021	138,575	35,880	26%	966	0.7%
2021-2022	167,358	42,848	26%	949	0.56%

4.8   999 Call Data Average Wait time over last 5 years

Date	Average Wait Time
February 2017	7 sec
February 2018	7 sec
February 2019	6 sec
February 2020	8 sec
February 2021	6 sec
February 2022	7 sec
August 2022	9 sec
December 2022	6 sec

4.9   999 Call data has increased over the past five years. There has been an increase in the number of calls received and a reduction in abandonment rates. Looking at the period 1 April to 31 December 2022, the force ranked 12th of 43 forces for 999 waiting time.

4.10   Context is important around changes in performance. From late 2019 through to late 2022 period reflects the introduction of Threat, Harm, Risk, Investigation, Vulnerability and Engagement (THRIVE) and vulnerability assessment and the fact that crime recording at first point of contact was introduced to the 101 call handling

process with no significant increase in staffing, resulting in longer processing times which in turn led to longer wait times and higher abandonment rate.

4.11   The force value the importance of an effective non-emergency response and in late December 2021, a change was made to 101 call handling. An initial triage service was introduced which has allowed calls to be assessed and processed more quickly with a proportion of calls requiring complex action to be transferred to specialists thereby improving our Service Level Agreement (SLA), wait times and abandonment rates as a result.

4.12   As can be seen in the above graph, the percentage of abandoned calls has decreased significantly since the introduction of the triage system in December 2021 and this level for overall abandonment remains static. Staffing shortages August through to October had however impacted performance but there is a plan to improve this through ongoing recruitment and the PCIP workstreams.

4.13   This initial triage service is handled through Alcatel telephony system and has managed two thirds of the 101 calls received since December 2021. Of the calls received into the triage system 80.81% were answered within 60 seconds in December 2021, 76.55 % in March 2022 and 67.40% in December 2022. Due to number of factors affecting performing it is difficult to confirm with certainty the reason for decrease in December 2022; however, this is believed to be for a

combination of i) the introduction of the new IVR front end service, which is automatically resolving / directing the simplest calls that would have previously been dealt with by Triage, ii) reduction in staff and the recruitment of new starters i.e. temporary loss of proficiency, and iii) the work undertaken to improve performance on the 'ControlWorks 101' calls i.e. the complex calls, which saw wait times and service level improve significantly (this is the reactive movement of call handling staff between the 101 Triage and the CW 101 calls to maintain the best service to each).

4.14   The calls are either resolved at this point (two thirds of all calls) or are rerouted back to the control room function. (This may be because the caller is reporting a crime or incident). Callers can have their expectations managed at this stage and it is explained that they are being transferred to a second queue. The caller at this stage has already spoken to somebody so a level of risk assessment has already been undertaken and the caller knows the reason for being transferred. The time from the transfer to the call being answered is also monitored against the 60 second SLA.

4.15   The average wait times have decreased significantly for 101 calls and are now at a relatively consistent level. There is seasonal fluctuation in calls for service with higher wait times experienced in June to August due to an increase in demand that we see over the summer months. It should be noted that the data for November 2022 is not truly representative due to approx. 8-10 days of missing data due to hardware upgrade work.

Month	Average Triage Wait Time (hh:mm:ss)	Average Controlworks 101 Wait Time (hh:mm:ss)
Nov-21	N/A	00:08:52
Dec-21	N/A	00:06:49
Jan-22	00:00:37	00:03:42
Feb-22	00:00:34	00:03:32
Mar-22	00:00:37	00:04:52
Apr-22	00:00:39	00:05:28
May-22	00:00:49	00:06:15
Jun-22	00:01:21	00:07:55
Jul-22	00:01:15	00:08:47
Aug-22	00:01:37	00:09:56
Sep-22	00:01:35	00:08:29
Oct-22	00:01:21	00:08:08
Nov-22	00:01:20	00:14:50
Dec-22	00:00:53	00:03:09

4.16 A Crime Resolution Investigation Management team (CRIMt) was created in January 2022. The purpose of the team was to improve the quality of the initial response and investigation, ensuring a focus on vulnerability during that early contact and the improvement of crime recording compliance. In turn, this alleviated pressure from our 101 operators by removing the crime recording requirement.

4.17 We are seeing consistently good results, with over 40% of crime resolved through the team to date, equating to over 19,000 crimes.

4.18 February 2023 will see the implementation of an Incident Management Team to build on the work of CRIMt, supporting appropriate resolution at first point of contact, improving the service, and creating time and space for our frontline officers and staff to focus on the crimes they need to.

4.19 Over the past few months clear improvements have been made. This has been an organisational priority set by the Chief Constable to improve the service and performance in this area and the changes have seen this achieved. The average call waiting times are now fairly static and significantly reduced from previous years.

4.20 Interactive Voice Recognition (IVR) telephony system went live on the 6 December 2022 which is supporting the 101 functionality through providing self-service options for the public.

4.21 This system allows service users to direct their call from the outset to the department/staff member or officer without having to wait for their call to be answered by an operator. Once fully embedded, this IT solution will further support the improvement of the 101 Service Level Agreement (SLA) whilst improving service to the public.

4.22 This will be monitored via dashboards which will have the functionality to export effectively into Power BI. This will enable an effective monitoring process and continual evaluation will be undertaken. Initial evaluation shows that in the first month 8,000 calls were diverted through the IVR telephony system.

5. **SUB-OBJECTIVE 3: THE POLICE AND COMMUNITY SAFETY PARTNERS WORKING TOGETHER TO EFFECTIVELY DRIVE DOWN ANTI-SOCIAL BEHAVIOUR BLIGHTING COMMUNITIES**

5.1 ASB can constitute personal, nuisance or environmental ASB. The following definitions are used by our call handlers to allocate closure codes to ASB incidents or Records of Contact (ROCs).

- **ASP – Personal** - incidents that the caller, call handler or anyone else perceives to be deliberately targeted at or having an impact on an individual or group rather than the community at large.

- **ASN – Nuisance** - an act, condition, thing, person causes trouble, annoyance, inconvenience, offence or suffering to the local community in general rather than to individual victims

- **ASE – Environmental** - the interface between people and places. Incidents where individuals and groups have an impact on their surroundings and spoil it for others wishing to use and enjoy those surroundings

5.2 Comparing the latest 12 months (to December 2022) to 2020-2022, the volume of incidents continues to reduce.

ASB incidents by type	2018-2019	2019-2020	2020-2021	2021-2022	Jan 2022-Dec 2022
Environmental	761	606	5,354	925	646
Nuisance	20,829	17,187	39,741	21,475	18,211
Personal	15,815	7,755	7,301	5,391	4,363
Total	37,405	25,548	52,396	27,791	23,220

5.3 All types of ASB calls have seen reductions, with the largest numeric reductions being seen in those flagged as 'Nuisance'. Part of the reason for these reductions are the way ASB incidents that amount to a crime are dealt with, which changed during 2021. Previously, an ASB incident would be raised from which the crime would be recorded. Now, the crime is generated direct from the call with no ASB incident being recorded. Many of these would previously have been recorded as ASB incidents. This has also been reflected in the increase in crimes especially in cases of harassment.

5.4   'Environmental' ASB incidents, have now fallen back to levels previously seen pre-pandemic, after seeing a significant spike in 2021 due to Covid.

5.5   'Nuisance' incidents, which made up two-thirds of ASB pre-pandemic, now make up over three-quarters of incidents.

5.6   'Personal' incidents have now reduced to 18% of calls whereas pre-pandemic they accounted for 30%.

5.7   Officers and staff are receiving training to support crime identification within ASB incidents. We are also reviewing incidents of ASB and whilst it is unlikely to change the response outcome it ensures that we are meeting the crime data integrity national requirements and can support ongoing learning in this area.

5.8   ASB sits within daily tasking which highlights hotspots, vulnerability and repeat victims, again supporting broader understanding of the reported incident. Repeat victims of ASB are identified through a review of the incidents, the tasking process, and data checks such as through Power BI. Throughout the initial call control room operators use the THRIVE model which aims to draw out information around repeat victims, locations, and vulnerability

5.9   Recruitment is taking place for the force ASB Coordinators who will contribute to the delivery of the multi-agency action plan ensuring a consistent and coordinated service is provided to all victims ASB. They will provide specialist advice, support, and guidance with community engagement and enforcement tactics to officers investigating ASB.

5.10   With our partners we are reviewing the use of our multi-agency data sharing platform, ECINS (Empowering Communities with Integrated Network Systems). The platform is funded through the Police and Crime Commissioner (PCC) and is an effective tool to share information on ASB so that partners can manage a case from one location.

5.11   Work continues to ensure that we meet data protection requirements and ongoing appropriate governance is in place, to oversee and coordinate use of ECINS, with an ECINS Coordinator being recruited and in post by March 2023.

5.12   Police and partners continue to be engaged with the use of ECINS and following the work outlined above and a refresh of training we will be able to reinvigorate use of the system internally and with our partners.

5.13   Through strong partnership relationships our SNTs work with key partners to ensure information is shared effectively. This is through regular contact, either face to face or via phone/email or attendance at the local tasking processes which support discussion on key areas of risk and a collective understanding of who owns the risk and how each partner can support a response.

5.14   A recent review of LPU tasking has ensured that a partnership approach is taken to identified risk areas such as acquisitive crime, child exploitation and ASB. Partners from areas such as Community Safety Partnerships (CSP), Housing, and Probation are encouraged to attend so that we can maximise opportunities to safeguard, prevent further re-offending and keep communities safe.

5.15   A lot of work takes place in partnership with CSP colleagues, this can vary in approach based on resourcing with separate governance arrangements between the City and County. The review of the LPU tasking process has supported a more consistent approach at CSP level, with the police led Neighbourhood Policing Board continuing to provide ongoing oversight in this area.

5.16   Following a partner led review of strategic partnership board arrangements a County/City Partnership Board for Neighbourhood Crime and ASB has been implemented. The aim of the board is to give strategic oversight to the multi-agency working across Derbyshire to provide governance to related workstreams.

5.17   Reducing abstraction of our SNT officers and staff has been a key priority in force. We recognise that to enable long term preventative work to take place we need to give our staff the time and space to achieve positive outcomes.

5.18   To support our force SNT abstraction policy, an abstraction app has been developed which will allow our staff within SNT to record if they are abstracted from their core role and providing reasons why. This will be reviewed monthly allowing us to put measures in place that address areas where abstraction is not appropriate.

5.19   Our force control room are reviewing the process used to allocate incidents. Allocation of SNT staff forms part of this review re-enforcing the need to ensure that any allocation is in line with the local area priorities.

5.20   Our minimum standards for engagement have been embedded with our expectations communicated to all our SNT's. This is very much in line with the force's Neighbourhood Policing Charter which sets out how our policing teams will engage with residents, groups, and key stakeholders, such as Town/Parish Councils. Both initiatives are designed to improve the standards, frequency, and effectiveness of communication with our communities so we can highlight areas of concern and respond accordingly.

5.21   Engagement is monitored at the Neighbourhood Policing Board, with the launch of the engagement app (January 2023) being key to understanding how our SNTs are performing in this area.

5.22   Problem solving is one of the best evidenced policing strategies, shown to reduce crime, ASB, and demand. Training has been rolled out to nearly 3,000 police officers and staff as well as partners, highlighting the Scanning, Analysis, Response, Assessment (SARA) approach to this methodology. By following the SARA approach, we can understand the root causes of a problem, working with communities and partners to analyse the problem and thereby respond in the most effective and efficient way.

5.23   Problem Management Plans (PMPs) are reviewed at LPU tasking ensuring that the owner is progressing the work and the local Inspector has oversight. All supervisors are required to review the plans on a regular basis ensuring there is ongoing update around the action being taken. Our problem-solving Sergeant reviews all the plans and provides advise and support to the plan owner, recommending evidence based policing approaches and driving partnership and community engagement.

5.24   Every plan is evaluated at a local level to ensure we have maximised all opportunities before closing the plans. Derbyshire Constabulary are keen to continually improve in this area and we take part in an independent annual evaluation which allows us to reflect on the work we have completed and set targets and improvements for the following year.

5.25 Training is ongoing in problem solving with regular inputs to student officers and officers and staff moving on to SNTs. This training is delivered by our problem-solving Sergeant. A tabletop exercise was held between police and partners for repeat callers in January 2023, identifying opportunities to problem manage individuals who place excessive demands on police call takers.

5.26 Currently we have 40 active problem management plans for ASB, with a summary included below:

Amber Valley   6

Juvenile male causing ASB in Belper
Nuisance motorcycles in Heanor
ASB in Langley Mill
Juvenile offenders causing ASB in Somercotes & Riddings
Nuisance motorcycles in Ilkeston
Nuisance youths around Alfreton town centre

Chesterfield   8

ASB at Tesco on Lockoford Lane
ASB in Hasland
Adult female causing ASB outside school gates
Neighbour nuisance
Neighbour nuisance
Male causing issues in the community
Night Time Economy on Chesterfield
Adult male causing ASB

Derbyshire Dales   2

Adult female committing low level criminality in her local community
Car cruising – Matlock Bath

Derby East   5

Car cruising in Chellaston
Adult female causing neighbour issues in Osmaston
Juvenile males causing ASB on Normanton Park
Nuisance motorcycles in Alvaston
ASB in Alvaston apartment block

Derby North   5

Male begging in city centre
Male begging in city centre
ASB around Derby apartment block
Reachout (community engagement) – Male causing ASB
Reachout (community engagement) – Male causing ASB

Derby South   2

Neighbour dispute
Neighbour dispute

Derby West   5

On street sex workers
Operation Barbosa – On street drug use, ASB & begging
Neighbour dispute
ASB on Church Street and Rawdon Street
Drug use and ASB in car park

Erewash   1

Street drinking on Ilkeston Market Place

High Peak   1

ASB at Buxton Hotel

North East   4

Male causing ASB in Hasland
Neighbour dispute
ASB in Dronfield
Neighbour dispute

Rural Crime Team 1

Sheep worrying in Derbyshire

5.27   The range of problem management plans demonstrate the commitment and ongoing work of our SNT's, working closely with partners and communities to resolve long term problems.

5.28 The Government is developing a national, multi-agency ASB action plan ranging from visible enforcement, interventions, outcomes, and prevention in local 'hot spot' areas. We have a roundtable event planned for Spring 2023 to discuss the next steps. This will impact how police and partners tackle ASB across the country.

5.29 In 2022 we celebrated 20 years of PCSOs. A national award ceremony was held in London with one award category being problem solving. PCSO Sam Coleman from Derby East was successful in being shortlisted for this award.

5.30 PCSO Coleman had identified a group of youths causing ASB in Shelton Lock. The group had a growing negative identity and presence in the area. PCSO Coleman worked with the LAs and education departments, as well as the residents in the area, to identify and stop the behaviour of the youths.

5.31 By initiating hotspot patrols at critical times and targeting the youths with education and partnership working (as well as enforcement where required) the group was split up and the behaviour stopped. When the situation was assessed a year after the work was started none of the identified young people were causing issues in that area anymore.

5.32 Further to this the force also support the use of Criminal Behaviour Order (CBO). This is an order designed to tackle the most serious and persistent anti-social individuals where their behaviour has brought them before a criminal court.

5.33 A CBO can deal with a wide range of anti-social behaviours following the offender's conviction, for example threatening violence against others in the community, or persistently being drunk and aggressive in public.

5.34 Derbyshire Constabulary were successful in obtaining 8 Criminal Behaviour Orders between July and December 2022. This was an increase on the previous six months where only three were granted by the court.

5.35 Some of this success can be attributed to an operation in Derby City called Reachout. This project has been designed to reduce anti-social behaviour within communities through a multi-agency approach to problem solve ASB issues. The project used a grading matrix that considered threat, risk, harm and vulnerability to identify those that posed the most risk within Derby City. Problem management plans were created, and multi-agency discussions held. This identified the most

appropriate interventions, support, or enforcement options to be taken with an aim of preventing further anti-social behaviour and reassuring the local community.

5.36   The Community Trigger gives people affected by ASB the right to request a review of their case, if their concerns have not been dealt with, or acted on, and organisations have been unable to resolve the serious persistent, or targeted, anti-social behaviour successfully.

5.37   In Derbyshire, the Community Trigger process is managed by the local council however Derbyshire Constabulary support this process, along with other partners such as housing and local health teams.

5.38   The table below shows the number of community trigger applications recorded during 2021/2022. (Source Safer Derbyshire website)

Local Authority Area	Number of Community Trigger applications	Number that did not meet the threshold	Number of ASB case reviews conducted
Amber Valley	2	2	0
Bolsover	2	0	2
Chesterfield	0	0	0
Derby City	0	0	0
Derbyshire Dales	0	0	0
Erewash	2	1	1
High Peak	3	3	0
North-East Derbyshire	7 (1 withdrew application)	4	2
South Derbyshire	0	0	0

5.39   Recommendations were made in all cases where an ASB case review was conducted. No appeals have been received regarding any of the threshold reviews or ASB case reviews.

6. **SUB-OBJECTIVE 4: THE POLICE AND PARTNERS WORKING TOGETHER, USING LOCAL INTELLIGENCE, TO TACKLE DRUG DEALING AND MISUSE OF DRUGS**

6.1 The number of recorded drug possession offences is down 5% compared 2021 figures, while there is a 19% reduction in recorded drugs trafficking offences over the same period.

	Possession	Trafficking
2019	1713	637
2020	1806	814
2021	1626	900
2022	1546	725

The reduction in 2022 is multifaceted and cannot be determined by one given reason. Covid and impact of lockdown made dealing activity more pronounced in 2021. The recent force restructure has seen realignment of our Divisional County Lines Teams to a central Exploitation Team. As a force we will monitor the impact this has on our proactive operations.

6.2 His Majesty's Government's 10-year strategy From Harm to Hope was published in December 2021 while the outcomes framework that accompanies the strategy was published in 2022.

6.3 Work is ongoing to embed the strategy across Derby and Derbyshire. An Assistant Chief Constable represents Derbyshire Constabulary at the newly formed Derby and Derbyshire Drugs and Alcohol Strategic Partnership, which is chaired by the Director of Public Health. The Group have commissioned the development of a county-wide needs assessment, which will inform the development of a strategic action plan to drive tactical and operational activity during 2023 and beyond.

6.4 To support this work the force has approved the recruitment of a Drugs Coordinator to support the force's tactical drugs lead in delivery of the strategy.

6.5 The implementation of Drug Testing on Arrest (DToA) within custody suites across Derbyshire is ongoing. A Task and Finish Group has been established to oversee delivery of this workstream; Home Office funding has already been secured and equipment and training purchased.

6.6 SNTs across Derbyshire proactively tackle reports of ASB, including that reported to be linked to substance/drugs misuse. SNTs adopt a problem-solving approach and have access to additional force/regional resources through well-established tasking and coordination processes, threat, and risk dependent.

6.7 There are many ways in which to report information around suspected drug dealing and misuse, including via local SNTs, by contacting Derbyshire Police via its social media profiles (including the dedicated County Lines/Serious Organised Crime (SOC) social media profiles) or alternatively, anonymously via Crimestoppers.

6.8 Operation Nelly was an investigation into members of a Shirebrook drugs gang who dealt hundreds of thousands of pounds worth of class A drugs in the Derbyshire town. The investigation was intelligence-led and multi-faceted.

6.9 The enforcement was supported by officers from Operations Support, while the local Shirebrook Safer Neighbourhood Team worked with partners post enforcement to reassure the community and develop strong community links. Following trial, the gang have been jailed for a combined total of over 45 years and initial benefit from a Proceeds of Crime Act perspective are estimated to be around £500,000.

7. **SUB-OBJECTIVE 5: THE DELIVERY OF TARGETED ACTIVITY DESIGNED TO REDUCE BURGLARY AND THEFT**

7.1 Overall neighbourhood crime has seen a 22% reduction compared with the 2018/2019 benchmark used by the Home Office to monitor this area of crime. During and after the Covid pandemic changes in behaviour, such as working from home meant more properties were occupied during the day and fewer motor vehicles have been left for long periods making both these targets less susceptible to crime. Most crime types have seen a decrease compared with this baseline, except for robbery of personal property, theft from a person and theft of a motor vehicle.

7.2 The most recent figures ending December 2022 show that compared with the previous 12 months, neighbourhood crime has seen an increase of 5%, although overall neighbourhood crime is still below pre-Covid levels. Theft from the person,

theft of motor vehicle, robbery of personal property and thefts from vehicles have all seen increases in the past 12 months after large decreases during Covid lockdowns, only residential burglary and vehicle interference have seen a decrease. Whilst we cannot attribute the increase to one thing, societal changes following Covid lockdown and cost of living crisis all impact this crime type.

Crime Type	2018/2019	2019/2020	2020/2021	2021/2022	*YTD Dec 2022	% change 2021/22 to YTD
BURGLARY - RESIDENTIAL	4,268	3,890	2,966	2,668	2,560	-4%
ROBBERY OF PERSONAL PROPERTY	573	739	510	576	674	17%
THEFT FROM MOTOR VEHICLE	3,062	2,907	2,089	2,099	2,225	6%
THEFT FROM THE PERSON	721	722	432	582	728	25%
THEFT OF MOTOR VEHICLE	1,392	1,490	1,312	1,482	1,737	17%
VEHICLE INTERFERENCE	971	897	744	753	643	-15%
Total	10,987	10,645	8,053	8,160	8,567	5%

*12 month rolling total

7.3   Attendance rate at residential burglaries (which includes sheds/garages/ outbuildings) averages 91% between 17 October 2022 and 13 January 2023.

7.4   The attendance rate at residential (Home) burglaries (not including garages/ sheds/outbuildings) averages 95% between the same period.

7.5   Derbyshire Constabulary are committed to attending all home burglary offences. This does not include sheds, garages, and outbuildings, although as outlined in the figures, we do still attend many non-home burglaries. If a home burglary is not attended by officers, they are subject to review by local policing Inspectors, analysts, and the force lead (DCI rank). It is important to note, there will occasionally be exceptions where home burglaries are not attended, which the stringent review process supports.

7.6   Between week ending 11 November 2022 and 13 January 2023, the average attendance rate of Crime Scene Investigators (CSIs) at home burglary (not including sheds, garages, outbuildings) was 65.8%.

7.7   There are processes in place whereby attending officers request a CSI to attend a home burglary, allowing the CSI to decide the necessity. Rationale is documented and subject to line management review. This process and performance data is also subject to a monthly board meeting chaired by an Assistant Chief Constable.

7.8 Derbyshire's current positive outcome rate for burglary is 5.5%, an increase from 4.9% in 2022. Nationally the positive outcome rate across all forces is 5.2%.

7.9 On the 9 January 2023 Derbyshire Constabulary implemented a Neighbourhood Acquisitive Crime Team at North and South Divisions. We are confident we will see improvements in service delivery, prevention, and positive outcomes.

7.10 The Neighbourhood Crime/Serious Acquisitive Crime profile for 2023 is due for completion. To ensure there is ongoing review in this area, LPU Inspectors and Senior Leaderships Teams on each division, with the support of analysts, use our analytical tool, Power BI to maintain oversight of local, divisional and force wide trends to direct tactical activity.

7.11 There is a robust performance management process in place for burglary, at a local (LPU), divisional and force level.

7.12 On a weekly basis, analytical reports are sent to all LPU Inspectors, Operational Superintendents and Force Tactical and Executive Leads. Officer and CSI attendance rates are monitored, alongside other metrics including the number of outstanding suspects for acquisitive crime offences and more specifically home burglary. Local Inspectors monitor burglary performance, trends in their area and attendance rates to ensure we are providing the required level of service.

7.13 At a divisional level, there are bi-weekly tasking meetings where Inspectors can request additional resources to deal with local crime trends in their area. Further to this there are monthly performance meetings on each division, whereby acquisitive crime including burglary, robbery and vehicle crime data is monitored and scrutinised.

7.14 At a force level we have several governance boards that are chaired by Chief Officers. Acquisitive crime reports into the Fighting Crime Board, chaired by an ACC. This holds key internal stakeholders to account and drives the strategic delivery. The Performance Assurance Board, chaired by the Deputy Chief Constable also ensures progress and accountability for performance of serious acquisitive crimes.

7.15 The force is completing a comprehensive performance framework that measures key neighbourhood crime offences, particularly those involving vehicle crime,

robbery, and burglary. Each are included in local, divisional and force wide performance/board meetings. Performance metrics include positive outcome rate, attendance rates (burglary), outstanding suspects, user satisfaction and overall crime volume.

7.16 Minimum standards for investigation of neighbourhood crime, specifically in relation to burglary and robbery have been produced and our internal intranet pages provide updates so officers can refer to them to ensure understanding and compliance. To support compliance in this area crime reports will be audited as part of a quality assurance framework that is being introduced in Spring 2023.

7.17 In November 2022, the force lead planned a week of action to target burglary. The week focussed on evidence-based methodology to reduce offending including robust pursuit of suspects, proactive patrols, target hardening and bail checks. There was a reduction of 43% offences when compared to the previous week.

7.18 The force also took part in the national robbery week of action in December, which resulted in several arrests, stop searches and community engagement events relating to robbery and knife crime.

7.19 Following the burglary action in November 2022 there was an increase in information recorded to help drive a proactive policing response. The minimum standards were launched during this week and will assist the ongoing investigation of acquisitive crime supporting prevention and detection of further offences. We will continue to monitor the positive outcome rate and embed the minimum standards.

7.20 Work is ongoing to develop a 'burglary pack' containing key security advice and target hardening information for victims as well as checklists for officers allowing them to complete information on property stolen. This will help ensure we maximise opportunities to recover stolen property and investigate further offences such as, handling stolen goods.

7.21 Neighbourhood Investigation Officers (NIOs) work alongside every SNT. Each SNT has two NIO roles, (20 across the force). They support investigation into neighbourhood offences and seek opportunities to reduce crime and ASB through application of orders, such as Criminal Behaviour Orders (CBOs) and Closure Orders on premises.

7.22   Through a workstream under the Fighting Crime Board, a proposal has been put forward to further enhance the way we deal with forensic hits. The proposal will seek to separate out burglary dwelling and any other forensic identifications and provide the oversight of a Detective Inspector and Detective Chief Inspector for dwelling identifications. This will enhance the scrutiny and direction of targeting forensic hits in a timely manner. Dwelling burglaries are a national and local priority, and the proposal reflects the robust approach Derbyshire Constabulary intends to take in progressing forensic hits.

7.23   Derbyshire Constabulary has recently implemented new governance regarding improving investigative standards. The Strategic Improving Investigations Board is held once a month, chaired by a Detective Chief Superintendent (Head of Crime) and is attended by key stakeholders from across the organisation.

7.24   The purpose of the board is to strategically lead, develop and deliver investigative capability, ensuring that the quality of investigations consistency meets or exceeds national standards, to deliver against organisational priorities, building professional competence. The overall aim of the Improving Investigations Board is to improve confidence and capability to deliver quality investigations to improve service to victims, protect the vulnerable from future harm and bring offenders to justice. A tactical improving investigations board sits beneath this to lead the tactical delivery of the forces strategic improving investigations strategy. A force wide quality assurance (Quality Assurance Thematic Testing) framework is under development which will inform and underpin both boards

7.25   Derbyshire Constabulary review performance on outstanding suspects to ensure opportunities for the continued commission of crime are minimised and evidence is secured at an early stage. This area of work is being overseen by the Head of Crime.

7.26   The Neighbourhood Acquisitive Crime Teams (NACTs) will focus on outstanding suspects for burglary to ensure we maximise opportunities to secure early arrests thereby reducing opportunities to reoffend.

7.27   A new process has been implemented on the NACT whereby any suspects identified that cannot be arrested by the on-duty team, will be rolled over for progression to the next team until the arrest is made.

7.28 There have been early discussions at a tactical and strategic level regarding the use of Taken Into Consideration (TICs) with the Crown Prosecution Service (CPS). This will continue as the implementation of the NACT teams continues to develop.

7.29 Through our force commitment to attend all home burglaries we will be having a positive impact on victim service. Our attendance rate of CSIs is also one of the highest in the East Midlands Region and this reassures victims that their report of burglary is being taken seriously, that we are doing everything we can to investigate the offence, improving the quality of service and opportunity of a positive outcome.

7.30 The burglary packs mentioned previously will also help, support, and reassure victims along with the increased services provided by the NACT teams. Burglary User Satisfaction Surveys (USAT) will be reviewed to ensure we are continually looking at areas we can improve.

7.31 A force restructure has ensured there is a dedicated team of intelligence officers allocated to acquisitive crime research and supporting the NACT in terms of identifying trends, hotspot areas, and key suspects. This product will identify the key individuals who are likely to be committing crime and enable the proactive nature of the NACT to target those committing acquisitive crime.

7.32 To support structured training for our SNTs every PCSO supervisor is undergoing training to a level 4 qualification standard with the Police Crime Prevention Academy as well as 23 points of contact, who will be PCSO officers on each SNT (they will be qualified to level 3).

7.33 Both groups of candidates have attended the classroom phases and are currently progressing to their practical stage. This course and its use will be evaluated and a decision as to whether to train any further officers will be made.

7.34 The force has developed an area on the Learning Portal for neighbourhood policing continual professional development. A chapter of this course is crime prevention and evidenced based policing. All SNT officers will complete this course and the training is available for all officers, staff, and volunteers in force.

7.35 We have a crime prevention hub which provides national guidance, information, and resources on crime prevention both locally and nationally. There is also a

section on the crime prevention hub on both problem solving and evidenced based policing which are key principles and methodologies to ensure we look at long term prevention.

7.36 The force is investing in further training of SNT officers on the evidenced based theory of Hot Spot Policing with Cambridge Centre for Evidenced Based Policing which will support our ongoing commitment to preventative working the area of serious acquisitive crime.

7.37 Derbyshire's Integrated Offender Management (IOM) strategy is consistent with the National Neighbourhood Crime Integrated Offender Management Strategy, a unified approach to offender supervision in the community (December 2020). The scheme's fundamental function is to work with partners to add rigor to the management of offenders and provide opportunity for offenders to engage with pathway providers either out of crime or via enforcement should they continue to offend. IOM partners include police, probation, prison, substance misuse and housing providers. The exact number of offenders included on the scheme fluctuates and has grown to exceed two hundred offenders.

7.38 The IOM cohort is focused on those offenders with convictions for serious acquisitive crimes of robbery, burglary, and other thefts, excluding shop theft. It allows some flexibility to include offenders who may fall outside this criterion but would benefit from inclusion on the scheme such as female offenders. The cohort also includes offenders with recent convictions in relation to drug possession with intent to supply type offences.

7.39 Since September 2021 Derbyshire Constabulary was included in the Acquisitive Crime Electronic Monitoring Pilot, again this is focussed on serious acquisitive crime offenders. The pilot mandated that a Global Positioning System (GPS) Electronic tag is fitted to offenders who meet certain criteria based on their previous convictions and sentence. The system is owned by the Probation Service. It allows the location of the wearer to be monitored and trail data to be generated. The primary aim of this is for challenge and trust to be built between the offender and their Probation Offender Manager. This data is used as a tactical tool by Derbyshire Constabulary to compare the tagged offender location to reported SAC to provide potential lines of investigation.

7.40   Since January 2022 over eight thousand crimes have been compared to the GPS position of tagged acquisitive crime offenders released into the county. These have produced 236 proximity alerts. Each of these have generated a line of investigation into that reported crime. This relatively low number is encouraging as the emphasis of the pilot is for desistance from crime.

7.41   The 236 proximity alerts have each been evaluated and led to 3 offenders being charged with several offences including those linked to the proximity alerts. This included a knife point robbery of a lone female victim in a city centre car park who had their bag and keys stolen along with their vehicle.

7.42   The other proximity alerts have value are used by the IOM Police officers when talking to the offenders and explaining that their involvement was considered but disproved. This adds rigor to the management of the offenders by letting them know that they are being closely supervised by Police and Probation Service working in partnership to assist them in desistance from crime.

7.43   In October 2022, the Acquisitive Crime Electronic Monitoring criteria was extended to include many more offenders as the length of custodial sentence to qualify was reduced from 12 months Standard Determinate Sentence to three months. This change is impacting the custody release population and generating an increase in offenders included onto the IOM scheme and management of information associated with these offenders.

7.44   Further expansion beyond mandatory tagging is planned with the use of voluntary tags and alcohol abstinence tags all geared towards reducing the severity and frequency of offending. To reduce reoffending the scheme adds value to the management of offenders via enhanced monitoring, sharing of information and intelligence. This 'holding to account' allows for opportunities to be quickly identified for early intervention with offenders to support them out of committing further crime or through enforcement, ideally prior to further offending.

7.45   The use of Serious Crime Prevention Orders (SCPO) has increased year on year since 2021. Operation Figment was created to manage SCPOs within South Division. SCPOs are applied for by the Officer in Charge (OIC) or Senior Investigating Officer (SIO) through the courts to offenders who have been convicted of a serious offence by the Crown Court. The order can require the

person to comply with various conditions, for example, only allowed one communication device at one time or a requirement to notify ownership, possession, or use of a vehicle. Each requirement being tailored to the individual and their risk. A breach of this order without reasonable excuse is punishable with:

- On summary conviction, imprisonment for a term not exceeding six months, or a fine not exceeding the statutory maximum, or both.

- On conviction on indictment, imprisonment for a term not exceeding five years, or a fine, or both.

7.46   The number numbers of SCPOs are:

- January 2023, there are 13 live SCPOs (with a further four in HMP, with an authorised SCPO waiting to start upon their release)

- January 2022, there were seven live SCPOs

- January 2021, there were five live SCPOs

8.   SUB-OBJECTIVE 6: SUSTAINABLE SOLUTIONS TO LOCAL ISSUES, SUPPORTING AND RESOURCING COMMUNITY INITIATIVES THAT AIM TO CUT CRIME

8.1   Derbyshire Constabulary work closely with statutory and non-statutory partners to effectively deliver crime prevention initiatives, diversionary activity, and intervention work across all areas of Derbyshire. Under the governance of the County and Community Safety Boards, partners and the police have prioritised key workstreams in order to better integrate community safety structures across the City, County, and District/Boroughs. The intention is not to dictate CSP arrangements at a local level, but to recognise and support the work that is happening in localities, to improve co-ordination, to reduce duplication and ensure consistency across the whole of Derbyshire.

8.2   Overseeing Neighbourhood Crime and ASB work is the new Neighbourhood Crime and ASB Board (NCAB) board which will also provide partnership governance to multi-agency work targeted at improving the safety of the Night-time Economy as well as the partnership response to tackling Hate Crime.

8.3   At an operational level, the way the force carries out local police tasking has been amended to ensure it has sufficient time to prioritise partnership work that will tackle crime, ASB, and vulnerability along with community tensions negatively impacting on the local area.

8.4   Through the tasking process partners and key stakeholders supported ongoing work to deal with two young people who were causing ASB on Racecourse Park in Chaddesden, Derby. The offending behaviour of the young people was escalating from ASB to theft, and they became subject to our local tasking process where partnership working was prioritised, allowing for joint visits, sharing of information and joined up working with the families of the young people.

8.5   Community updates were given so that they were aware of the work taking place, including positive police action and intervention.

8.6   The negative impact the young people were having on the community significantly reduced, with the emphasis on partnership working, intervention and sharing of information being key to the positive outcome.

8.7   The views of the community are also sought through Parish Council meetings, Community Surveys (Derbyshire Talking) and planned events such as 'Cuppa with a Copper'. The SNTs will collate community and feedback to help them decide on their quarterly neighbourhood priorities which are updated to the force website under 'your area'.

9.   **SUB-OBJECTIVE 7: SUPPORTING THE EXPANSION OF NEIGHBOURHOOD WATCH SCHEMES ACROSS THE COUNTY AND CITY HELPING TO KEEP LOCAL COMMUNITIES SAFE**

9.1   Derbyshire Constabulary are committed to supporting the expansion of Neighbourhood Watch (NHW) schemes. Our Partnership and Prevention Inspector has recently refreshed and rewritten the joint NHW policy to ensure that it is up to date and reflects our current practices. There is also an up-to-date information sharing agreement in place to allow for collaborative working.

9.2   The below table shows the number of watches in each local policing area within Derbyshire. Whilst there has been a decrease, it is due to a proactive review of in-active watches.

CSP area	NHW Schemes	Co-ordinators	Members attached to a scheme online
NORTH DERBYSHIRE TOTAL	**615**	**547**	**1895**
Amber Valley	58	47	199
Chesterfield	106	96	373
Derbyshire Dales	81	71	347
High Peak	81	69	176
North East	289	264	800
SOUTH DERBYSHIRE TOTAL	**184**	**168**	**844**
Erewash	105	97	419
Derby South	79	71	425
CITY TOTAL	**216**	**194**	**348**
Derby North	93	88	93
Derby East	41	34	84
Derby West	82	72	171

9.3   Derbyshire Constabulary fund the position of Derbyshire Neighbourhood Watch Project Manager and have provided access to a police office and computer (limited access), equipment and stationery.

9.4   Through merging data on Derbyshire Alert we have allowed for strong collaborative working between Neighbourhood Watches and our SNTs. Our SNTs can access the watch, member, and coordinator details supporting engagement.

9.5   We promote effective communication through our Derbyshire Alert system which allows our officers to send messages to members about local crime. We monitor the engagement through Alert to ensure that all our SNTs adopt this approach, allowing for more informed watches and pro-active activity.

9.6 The Derbyshire Alert Coordinator has a good working relationship with the Neighbourhood Watch Project Manager. The Derbyshire Alert Coordinator attends quarterly meetings of the Neighbourhood Watch Board and gives updates on how Derbyshire Alert users are performing, reviewing any barriers, and working with SNTs to resolve issues.

9.7 Both roles worked together to set up a group in Derby North called 'Allotment Watch.' The Derbyshire Alert Coordinator assisted with training officers to add members to the group with the Neighbourhood Watch Project Manager assisting with the process of setting up the group and speaking to members.

9.8 As detailed earlier in the report, Neighbourhood Acquisitive Crime Teams (NACTs) were set up in January 2023. They are dedicated to investigating neighbourhood acquisitive crime, specifically burglaries. The team will support work with Neighbourhood Watch to ensure that information regarding crimes, trends and patterns are being communicated to Neighbourhood Watch for awareness and crime prevention information so that members can be educated to protect themselves and others.

9.9 In January 2023, an engagement tracker was launched for our SNT officers and staff. This allows them to record the engagement activity they do on a day-to-day basis which will allow us to understand the good work taking place and engagement gaps in communities.

9.10 In collaboration with the Neighbourhood Watch Project Manager and SNTs in Abbey Ward, Derby we are looking to support a community-based watch. This pilot scheme looks to engage with seldom heard communities bringing together a community through an attended location as opposed to home address. Through ongoing visits by our PCSOs, we are building confidence within the community so they can trust regular contact and support preventative policing.

9.11 A scheme has been set up across Derby City Centre in Castle Ward. SNTs have attended multiple family days at Castle Ward supporting engagement with communities. Feedback from the community to our Neighbourhood Watch Project Manager is positive with the ongoing PCSO engagement highlighted as key to maintaining confidence within policing.

10. **SUB-OBJECTIVE 8: IMPROVE COMMUNICATION SYSTEMS TO KEEP RESIDENTS BETTER INFORMED OF LOCAL ISSUES AND POLICE RESPONSE IN THEIR LOCAL AREA**

10.1 Our minimum standards for engagement have been launched and communicated through our SNTs. This is very much in line with the force's Neighbourhood Policing Charter which sets out how our policing teams will engage with local residents, groups, and key stakeholders. Both initiatives are designed to improve the standards, frequency, and effectiveness of communication with our communities.

10.2 The minimum standards include directions around the use of Derbyshire Alert as a quick method of updating communities as well as seeking feedback on local issues through Derbyshire Talking Surveys. The standards and charter set out the expectation to have regular contact with Neighbourhood Watch, Farm Watch, and Community Speedwatch Coordinators. They also place an emphasis on police attending local meetings and community groups to feedback on police activity that has taken place to tackle the local crime, ASB or community safety issues.

10.3 The table below show the increase in use for Derbyshire Alert and Derbyshire Talking surveys.

MONTH	MEMBERS	MESSAGES	D/T SURVEYS
Dec-21	34014	286	104
Jan-22	34411	378	271
Feb-22	34316	344	186
Mar-22	34458	262	138
Apr-22	34735	347	216
May-22	34478	no data	299
Jun-22	34730	205	339
Jul-22	35207	320	371
Aug-22	35392	256	234
Sep-22	35549	146	256
Oct-22	35819	268	453
Nov-22	36003	574	365
Dec-22	36503	525	522

10.4   The increase supports our commitment to engagement which is supported through our minimum standards discussed in 10.1.

10.5   Whilst there is no expectation that our SNTs attend every Parish Council meeting we do expect that they update parish councils with specific issues that require a police response. This is embedded within our engaging communities and Neighbourhood Charter commitments.

10.6   Youth Engagement is promoted through the work that we do. The Force has a Youth Commission that have provided valuable scrutiny and feedback on Stop Search and Use of Force, as well as representing the voice of hundreds of young people in Derbyshire (through surveys and workshops) on issues such as substance misuse and sexual harassment. The work has helped develop our youth Instagram account ensuring it is supportive of the needs of young people. We hope to continue working with the Youth Commission to support further scrutiny work.

10.7   Youth Engagement Teams are being embedded in all SNTs to allow for dedicated officers to work with young people, communities, and partners (such as Education and Community Safety Managers) improving engagement and providing early intervention opportunities for those young people at risk of harm or criminality.

10.8   The force promotes social media use to aid communication with our communities. With regards to Derbyshire Constabulary's main Facebook account activity, there were 790 posts (approximately 1.6k pa) resulting in c164k total engagements pa. During a six-month period, July 2022 to January 2023, there have been 730 (1.4k) Twitter posts with 7.6k (15.2k) total engagements. 32 (64) LinkedIn posts have resulted in 184 (368) total engagements with c120 Instagram posts (including videos) plus 285 Stories with a reach of 540k and 16.1k engagements.

10.9   The overall audience on our main accounts as of 26th January 2023 stands at 400k which is a growth of 25% on the previous 12 months.

10.10 The number of social media accounts in January 2023 is broken down to:

10.11 Twitter: Local Policing (including SNT and Response) 9, Operations department accounts 9, Forcewide Accounts 9

10.12 Facebook: Local Policing 42, Forcewide 7

10.13 Instagram: 4

10.14 We have recently reduced the number of accounts we have so we are able to provide the public with a clearer understanding of who to follow by aligning accounts to Safer Neighbourhood areas, this ensures that the public are receiving news and updates that are most relevant to them.

10.15 Safer Neighbourhood Teams social media account activity in the last year was 8.3k posts resulting in 67k engagements. The overall followers of Safer Neighbourhood accounts in January 2023 stands at 190k, which is a 4.5% reduction on the previous year. This was expected due to the merge of accounts. In the last 6 months there have been 220 mentions of ASB & Anti-Social Behaviour by our SNT social media account, in our work to tackle the problem.

10.16 In August 2022 we implemented a single platform social media management tool, Orlo, as advised by the Police Digital Service as part of the National Police Chief Council's purchasing framework. This has so far brought us many benefits including:

- Orlo is used to publish to Facebook/Instagram/Twitter/LinkedIn from a single core post - saving time across the force.

- Police officers are now willingly putting themselves forward as Social Media points of contact as the managed logins now means they do not need to use their personal accounts or devices.

- Company (Force) Lockdown option meant we were able to stop all comms when the Queen died to stop any non-essential messages.

- The force has set up triggers and will get regular alerts when someone mentions guns or stabbing, this reduces the risk of messages being missed with time critical/key crimes.

- A Tamper Check Tool means we have been able to export messages to prove harassment from a number of users.

- We now offer a 'click this link' for private conversations to take the user to a Direct Message for call logging and gathering private information.

- We are better able to use visual analytics via the dashboard, focussing on campaigns and tags such as #priorities - this is being used and shared within force.

10.17 The force expects to see more engagement from posts, and a higher number of posts on Twitter, due to the changes through Orlo. We will be able to measure these benefits using the analytics packages as we fully develop use of the platform.

10.18 In January 2023 the force also launched its use of TikTok, to support an increase in engaging with a younger audience. Initial review shows that 55% of followers are aged between 18-24. The use and reach will continue to be reviewed.

10.19 As detailed earlier in the report, our contact management department have introduced a range of different channels to allow the public to contact the constabulary to both seek advice and report incidents and crimes; this includes a range of digital channels as well as the traditional 101 and 999 services. These additional options, improvements in call wait time, and abandonment rates, along with high satisfaction levels through customer surveys allows the public to have confidence when reporting matters involving crime and ASB.

11. <u>SUB-OBJECTIVE 9: INCREASING COMMUNITY CONFIDENCE IN REPORTING CRIME AND ANTI-SOCIAL BEHAVIOUR</u>

11.1 Two-way communication is key to effective engagement between the police and public. To make our local priorities clear, we will show these on the website for each Safer Neighbourhood Area. The priorities are set on a quarterly basis based on crime data, survey feedback, local knowledge, and community consultation.

11.2 The website will also have details of the dedicated officers allocated to each neighbourhood policing area. These officers will update communities on their plans and success in tackling these priorities, through a variety of communication methods including newsletters, social media, and direct contact at local meetings.

11.3 The public can contact the police via phone, website, email, social media, and Derbyshire Alert; however, we recognise that having a local footprint in the community is crucial to public confidence.

11.4   We are working to improve our engagement with our less heard communities. We understand the importance of engaging with all our communities. Work through Neighbourhood Watch, Derbyshire Youth Commission, and engaging communities minimum standards will all support progression in this area.

11.5   Derbyshire County Council and Derbyshire Constabulary have previously launched Derbyshire's ASB Hub. This is available online and is a tool for victims to access advice and guidance.

11.6   We recognise public confidence in the police is crucial to maintaining law and order. Recent national and local events have had an impact on public confidence therefore we have prioritised work to understand the community's concerns and improve confidence in the police. The force regularly seeks feedback from the public and partners around what is working well and what requires improvement. We conduct local surveys, hold scrutiny panels, and arrange Independent Advisory Group (IAG) meetings for a range of areas including Hate Crime, Stop Search, Use of Force, Taser and ASB

12.   <u>CONCLUSION</u>

12.1   Neighbourhood Policing is not just about visibility but about tacking crime and ASB, understanding the needs of our communities and aligning our workforce to meet those needs. Through the priorities set by Derbyshire Constabulary and the Commissioner's Police and Crime Plan we are working with our communities and partners to maximise opportunities of safeguarding, prevention, and engagement.

12.2   Through the development and implementation of the engagement and abstraction app we can support our SNTs and communities by demonstrating all the work that takes place at a local level.

12.3   Strong internal working practices are developing the use of Neighbourhood Watch, ensuring we maximise opportunities to build on the scheme's successes and evidence base.

12.4   The force restructure will allow for a greater emphasis to be placed on the prevention and positive outcome work surrounding acquisitive crime. With

dedicated staff allocated to the investigation of burglaries we will be able to target crime hotspots and offenders more effectively and efficiently.

12.5   Our SNTs are committed to engaging with their communities. Through several projects and problem management plans we are showing that we are listening to the concerns of the public and working with partners to achieve positive results.

12.6   Improvements in our call handling department is demonstrating our commitment to get things right and improve experiences for the public when contacting police. Through the work of the Crime Resolution Investigation Management Team, we are supporting proportionate investigations and early contact with victims of crime.