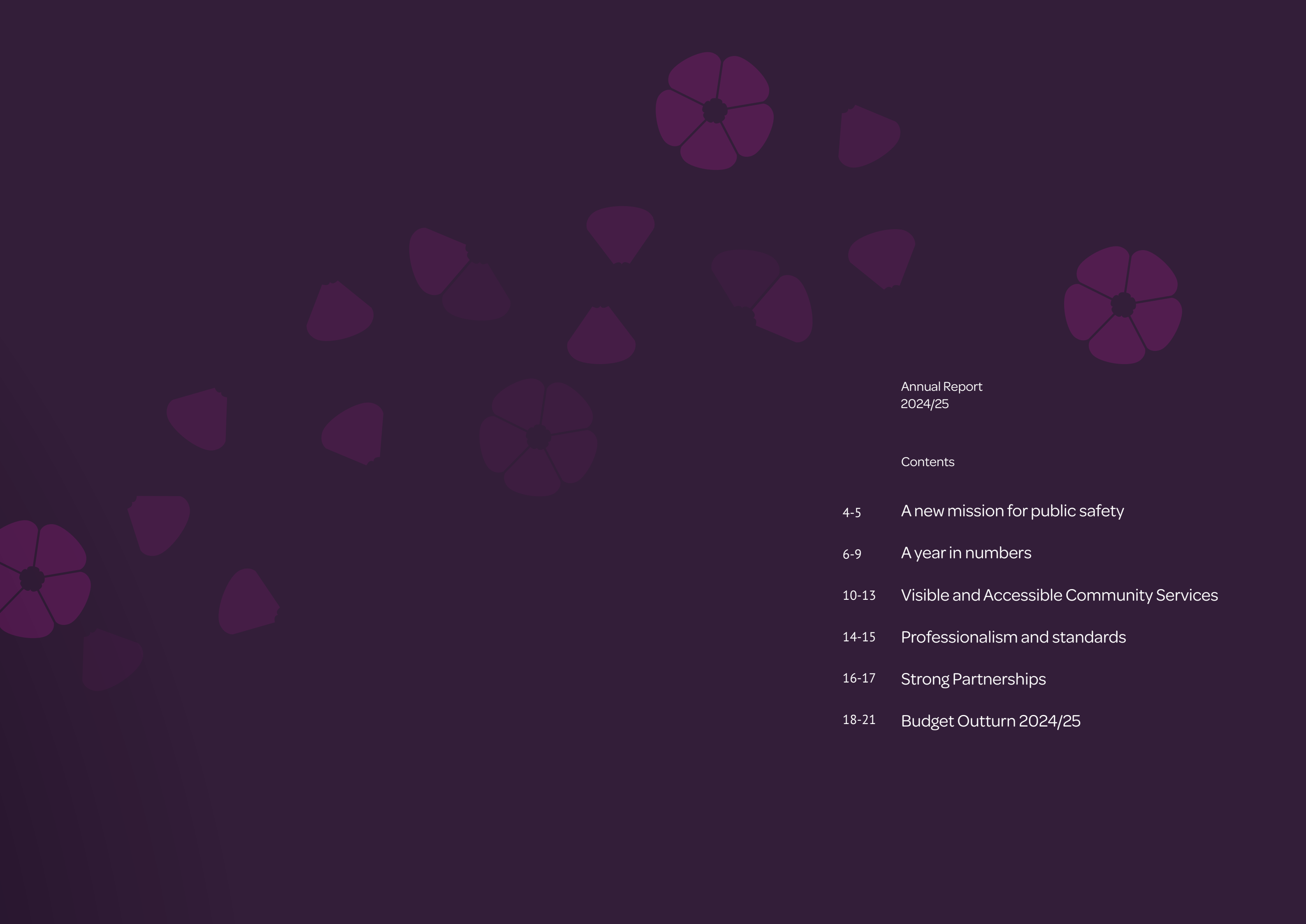




NORTHAMPTONSHIRE
POLICE, FIRE & CRIME
COMMISSIONER

Annual Report

2024/25



Annual Report 2024/25

Contents

4-5	A new mission for public safety
6-9	A year in numbers
10-13	Visible and Accessible Community Services
14-15	Professionalism and standards
16-17	Strong Partnerships
18-21	Budget Outturn 2024/25

A new mission for public safety

I have been proud to serve as Northamptonshire's Police Fire and Crime Commissioner for a year, and I am pleased to present my first full Annual Report which outlines key achievements against my new Public Safety Plan, Safe and Sound.

“...I look forward to working across boundaries and with all communities to deliver now that it has been finalised.

My plan is framed around three missions that span my responsibilities across policing, fire and rescue, community safety and criminal justice. It is built on extensive public consultation with communities across Northamptonshire – what I call our ‘Big Conversation.’ People told us that they want services that they can trust to hear their concerns and put them first. That means providing visible and accessible police and fire services, a strong professional and ethical base, and great public safety partnerships with a shared mission.

Although the plan was only finalised in March 2025, I am pleased with the progress that is already being made against each mission. I am especially pleased with how the operational leaders I am working with have responded to the plan and are turning its missions into operational delivery plans. Within my own office, the plan has reset our programme and our ways of working and I am proud to lead a team of strategic and front-line leaders on a shared mission. From protecting the vulnerable, to working with partners to make our streets safer by combatting the scourge of retail crime, we are putting the community first.

“...we are putting the community first.

My own delivery teams support some of our most vulnerable people in the county. Voice for Victims and Witnesses supports those harmed by crimes whilst my Targeted Youth Support Team offers support to children and families vulnerable to the risks of crime and exploitation. I have also chosen to make significant investments in a Community Justice Team that helps offenders repair harm to their communities.

Much of this work is delivered in partnership and I have been clear that collaborating with our partners is vital. At the most senior level this ethos has been embodied by the creation of a new Public Safety Board which brings together the top executives from councils, emergency services, youth and health around shared goals. And across my team, we are working in partnership through collaborative and commissioned work to tackle reoffending, prevent violence, boost community safety and address the harms caused by drugs and alcohol.

For Policing and the Fire Service, I am seeing real change already. The top leadership team is now in place with Nikki Watson confirmed as our Chief Fire Officer and the appointment of Ivan Balhatchet as the new Chief Constable. Both Ivan and Nikki have made a real impact on their respective organisations and are providing strong and clear leadership to help improve performance and restore confidence in our emergency services.

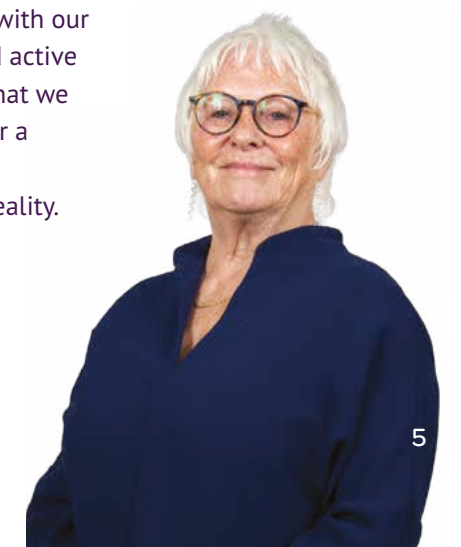
The Safe and Sound Plan has also set the framework for the Fire and Rescue Service's Community Risk Plan and the Policing Plan as well as a shared Estates Strategy across these services.

I am proud of what we have already been able to achieve, even as the new plan took shape, and I look forward to working across boundaries and with all communities to deliver now that it has been finalised.

In closing, I would like to extend my gratitude to our all our police officers, firefighters, police and fire staff, as well as my own team for their dedication and hard work. Along with our excellent partners and active communities I know that we can make my vision for a Safe and Sound Northamptonshire a reality.

Danielle Stone

Danielle Stone



Policing A Year In Numbers

to March 2025

385	999 calls received a day or one every 4 minutes
172,440	non-emergency calls received, which works out as one call every 3 minutes
13,320	arrests made, an increase of 9.2%
328	domestic violence protection orders secured (87% success rate)
79%	conviction rate achieved at the Crown Court
70.8%	of victims of crime surveyed were satisfied with the overall service
82%	conviction rate achieved at the Magistrates Court
60.9%	of neighbourhood and response officer's time spent outside of the station



* Data reflects the 12 months up to January 2025
** Data reflects the 12 months up to February 2025



Fire A Year In Numbers

to February 2025

5,348	Home Fire Safety Visits (HFSVs) (completed)
70.1%	of HFSVs were for vulnerable or high-risk households
10.23	The median full response time during 2024/25 was 10 minutes and 23 seconds
1.49	Median call handling time before mobilising: 1 min 49 seconds in 2024/25
13,763	incidents recorded by Northamptonshire Fire & Rescue Service
60.2%	attendance rate to incidents
18	appliances available on average across Northamptonshire
6	wholtime fire stations, providing 24/7 cover across the county

Customer Service Team A Year In Numbers

2,637 contacts from members of the public

75% of Complaints Service Recovered (838)

281 Complaints referred to PSD

1,450 Other queries received by the OPFCC

68 Complaints Reviews received



Voice A Year In Numbers

32,788 Referrals to Voice Adults

4,343 Referrals to Children and Young people (CYP)

3,681 Referrals to Sunflower Centre

179 Referrals to Road Harm (RH)

89% of victims were contacted within three working days of their referral

8.4% of clients who required ongoing support following their initial contact

97% of victims of crime surveyed were satisfied with the overall service

87% attendance rate for victim and witnesses supported by the Witness CareTeam at court

Visible and Accessible Community Services

Police and Fire at the heart of the community

The Commissioner's commitment to delivering visible and accessible local policing has been shown by the reopening of the front office and public enquiry desk at Campbell Square Police Station in Northampton and through a renewed Estates Strategy.

Ensuring there is visible and accessible local policing is at the heart of the Public Safety Plan for Northamptonshire. There is now a renewed focus on proactive, prevention-focused community policing, and a strong partnership approach to targeted action in areas with higher levels of crime and social issues. Fire crews, too, are looking at what more they can do to engage with the communities they serve.

Sites are being found for new police bases in Corby and Kettering. Two new fire stations will be built, in Kettering and at Moulton, where a £17 million building will deliver first-class facilities for firefighters and the local community.

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3,681

Referrals to Sunflower Centre (SFC)

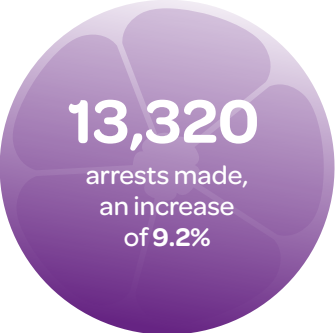
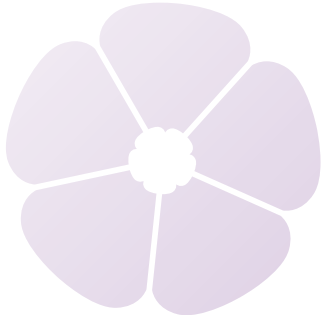
Victims' Services

Police, Fire and Crime Commissioners have the statutory responsibility for commissioning support services for victims and witnesses of crime, to help individuals cope with and recover from the consequences. Voice for victims and witnesses is the Commissioner's in-house service providing free, confidential support for victims and witnesses of crime, life-changing fire incidents and serious road traffic collisions in Northamptonshire. Integrated within Voice is the Sunflower Centre, which is a partnership-funded service that provides specialist support to victims of domestic abuse.

The Commissioner has also commissioned services in the specialist sector for those effected by violence against women and girls. As part of this, Northamptonshire is currently a pilot area for Raneem's Law, a Home Office supported scheme to deliver specialist domestic abuse advice to police officers and staff in the control room. This builds on our crisis IDVA (Independent Domestic Violence Advisor) support, which runs in the control room at peak reporting times, providing specialist support and advocacy for victims, and is one of the only models of this type of support in the country.

Retail Crime

The Commissioner’s team is working closely with the Government, which has announced plans to make assaulting shopworkers a standalone offence, as well as introducing stronger measures to tackle shop theft. The Commissioner funds the Northamptonshire Business Crime Partnership to help retailers gather the best evidence to report to police. This work is supported by the production of a retail crime prevention pack, which is being supplied to retailers across the county.



Crime Prevention

Building on our success in securing investment from the Safer Streets fund, the Commissioner’s team have been working to keep communities safe and to prevent crime. From property marking and burglary prevention work to security improvements at key sites, funding Taxi Marshalls and innovative training for train station staff to recognise vulnerability of women and girls using the train network, we are helping to prevent crime. Equally, we are helping people to stay safe online. Our nationally recognised Cyber Security Forum brings people together to talk about cyber threats and help communities and businesses stay safe.

Supporting Young People

Targeted support for young people and their families is provided by the Commissioner’s specialist team, which has seen a 46% increase in referrals year on year, enabling it to reach even more young people vulnerable to crime and exploitation. The Commissioner’s team plays a full role as a partner in the Youth Violence Intervention Unit, working with the police. Similarly, we play a full role in the Missing Person Investigation Unit which intervenes early where young people go missing and which has been recognised with a national award for its innovative work.

Women’s Safety

Through the Safer Streets Fund, the Commissioner’s team has successfully delivered several schemes to prevent violence against women and girls. The ID Scan rollout has been extended for a further three years and the Commissioner’s team has set up a countywide offer for licensed venues open past 1am, with door staff to use this equipment. The Commissioner’s team has played a leading role nationally in adopting the Licensing Security and Vulnerability Initiative, which provides advice and guidance for venues to help raise standards and provide a safe, secure and welcoming environment. Almost 60 venues across the county have signed up to this innovative scheme.

The Safer Nights Out (SNO) vans in Northampton and Kettering continue to provide reassurance and support to those enjoying the night-time economy. The Commissioner also funds a minibus to get people home as a last resort where an impact on a person’s safety or demand on emergency services is found.



Community Justice

The Community Justice programme helps to restore areas across Northamptonshire through the provision of an alternative to prosecution for people who have committed lower-level offences such as criminal damage, causing a public nuisance or being drunk and disorderly.

This scheme is the result of a successful pilot, which the Commissioner agreed to continue funding because of its impact. By March 2025, the team received 238 referrals, with individuals completing almost nine hundred hours of reparative work ranging from cleaning up a remembrance garden to painting and gardening at a charity for vulnerable adults.



“

The Commissioner also funds a minibus to get people home as a last resort where an impact on a person’s safety or demand on emergency services is found.

Professionalism and standards

Improving Accountability

Holding the Chief Constable and Chief Fire Officer to account for the performance of their respective organisations is a fundamental aspect of the work of the Commissioner, who carried out a fundamental review of accountability processes to ensure this work is focused and impactful.

In developing the new Safe and Sound Plan, the Commissioner was clear on the need to see evidence of positive outcomes for the public - tangible measures that show communities the work that is taking place to make them safer in their homes, at work and at leisure.

The new accountability process asks for assurances from both the Chief Constable and Chief Fire Officer on a wide range of issues, which are then held against a newly developed performance framework. This allows the Commissioner to focus on areas of concern to her or the public and ensure a high standard of service is being delivered.

The accountability process will continue to develop across the lifecycle of the Safe and Sound Plan, with the aim of improving outcomes, increasing trust and confidence and developing services that deliver on the issues that matter most to people.

Vetting Review

The publication of the Force’s vetting review, which was undertaken in the wake of the dismissal of the former Chief Constable of Northamptonshire Police, made several recommendations, including tightening up and review of pre-employment qualification checks, dip sampling of vetting files and checks on claimed qualifications and service in the armed forces.

Vetting processes and systems have been strengthened and standards raised to give the public confidence in the recruitment of senior police officers. The Commissioner has also begun conversations with the Home Office to highlight the gap between national and local systems and to explore what more can be done to ensure ethical leadership.

Customer Service

Holding the Chief Constable to account and improving the public’s confidence in policing is a key priority for the Commissioner. To help achieve this, she gave extra funding to expand the Customer Service Team to increase their ability to meet the growing demand they face. This year has been a busy year for the team, and they have maintained high levels of service recovery, with 73% of all complaints received being resolved to the satisfaction of the complainant.

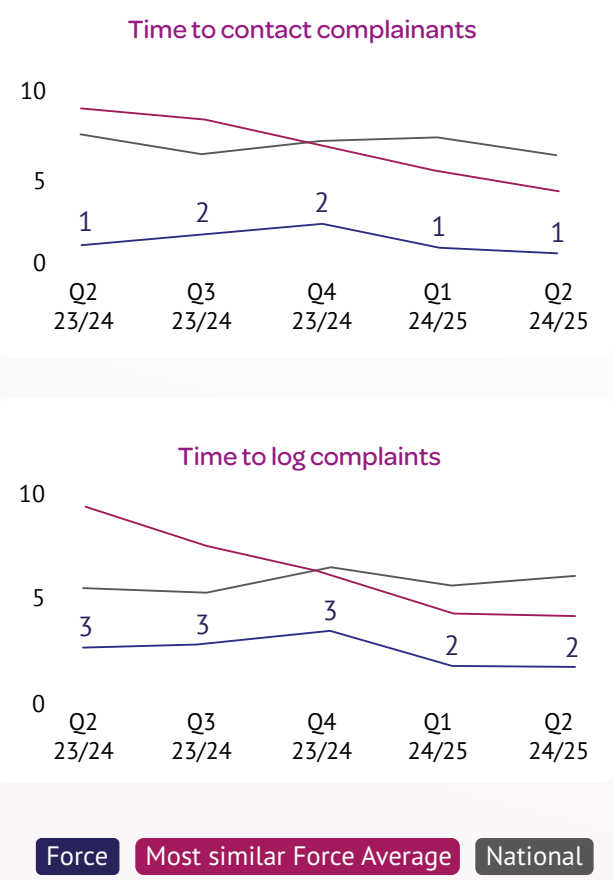
The latest IOPC data shows that the Customer Service Team:

- Contacts complainants in an average of one working day after receipt of a complaint. This is in comparison to the national average of seven working days.
- Resolves complaints to the satisfaction of the complainant in an average of eight working days, significantly faster than the national average of twenty working days.
- Uphold on average 30% of complaint reviews, higher than the national average of 20%.

Independent Custody Visitors Scheme

The Commissioner has a statutory duty to maintain an effective Independent Custody Visiting (ICV) scheme, which provides independent scrutiny offering protection to detainees and the police and reassurance to the community.

The Commissioner’s scheme in Northamptonshire continues to be recognised nationally for its high quality and has won a silver quality assurance award. The Commissioner’s team has also been approached by the National Independent Custody Visiting Association to support the development of a national reporting function for ICVs.



Strong Partnerships

Public Safety Board

The Commissioner has convened the first Public Safety Board for the county. Its role is to provide the system with leadership and strategic coordination on public safety in areas of harm that require a system-level public safety response such as substance misuse, serious violence, child criminal exploitation, domestic and sexual violence, serious organised crime and modern slavery. The Board includes chief and senior officer representation from a range of partner organisations from across the county and will meet three times a year.

Violence Against Women and Girls

Women's safety has been a key focus for the Commissioner this year, with workshops held with the sector to explore the challenges and barriers; a new partnership profile of domestic abuse and sexual violence in the county; and innovation to support victims. Our next steps will be to meet partners to deliver the new Victims Bill and strategically focus on four themes: intervene early; hold offenders to account; support victims and survivors; and build trust and confidence.

“Women's safety has been a key focus for the Commissioner this year...”

Serious Violence Prevention Partnership

A countywide prevention partnership has been convened by the Commissioner to ensure we prioritise early intervention and tackle violence in the county. A six-year, multi-agency data profile and strategy on serious violence has informed our strategy, focusing on those who are vulnerable to violence so that long-term change can be made. The prevention partnership has awarded funding to local organisations for three schemes:

- **Sports mentoring** through a basketball scheme called 'the Sideline' delivered by Athlete Elite delivers interventions with at-risk children and young people aged 7-19 through cultural change and tackling vulnerabilities
- A **social skills programme** employing a community-focused youth worker who facilitates three weekly sessions for vulnerable children aged 10-11 in the Far Cotton and Delapre area. Provision also extends to holiday periods.
- A **trauma-related therapy** programme called Parents Under Pressure, delivered by Family Support Link specifically for complex families with multiple problems including parental substance misuse, domestic abuse and mental health problems.

All three schemes are being evaluated by the Institute of Public Safety Crime and Justice at the University of Northampton.

Local Criminal Justice Board

An effective criminal justice system is a priority for the Commissioner, and she chairs the a county wide board which helps to ensure partners are delivering effectively on behalf of victims, witnesses, and offenders and reviews performance on outcomes, impact, violence and quality across the criminal justice system. The Commissioner has invested in the Northamptonshire Criminal Justice Centre of Excellence, taking the Force from a low position to consistently being among the best Forces in the country for the quality of prosecution files. This has resulted in better evidence being provided to the Crown Prosecution Service and courts, quicker court appearances, and better outcomes for victims.

Combatting Drugs Partnership

The Commissioner works in partnership with local authorities and a wider partner network as part of the Combatting Drugs Strategy, to deliver a treatment and recovery system that focuses on treating addiction as a chronic health condition, breaking down stigma, saving lives, and substantially breaking the cycle of crime that addiction can drive, changing attitudes in society around the perceived acceptability of illegal drug use.

The Commissioner also supports the Northamptonshire Children's Trust and partner agencies who are adopting and funding a Family Drug and Alcohol Court (FDAC) model alongside current care proceedings, serving both West and North Northamptonshire local authorities. The Commissioner also collaborates with partners in support of the integrated offender and female offender strategies and holds reducing reoffending partnership meetings to address all areas identified as opportunities re reduce reoffending.



Out Of Court Resolutions

The Commissioner works with the Force to commission partner agencies and charities to deliver rehabilitative support for offenders who commit low level offences that are suitable for an out of court resolution. For example:

- **The Good Loaf** provides support, training, and employment opportunities for female offenders. They aim to break the cycle of poverty, unemployment and offending by offering structured work placements and enabling female offenders to gain practical skills and experience.
- **Rise** delivers Project PIPA, a programme that helps individuals who have abused an intimate partner to identify and change their abusive behaviour.
- **C2C** works with high-need female offenders with mental health and/or substance misuse problems. The programme provides a counselling service and supports female offenders with finding accommodation, finance and debt.

Budget Outturn 2024/25

Please note that the budget outturn is provisional and in draft until year-end procedures and external audit are completed.

2024/25 Police Expenditure

Revenue Expenditure - £181.9m
Capital Expenditure - £5.4m
Reserves at 31st Mar - £23.9m

In 2024/25 the cost of policing was £181.9m which included over £94.0m on police officers and £3.4m on PCSOs. This enabled maintenance of an establishment of around 1,500 officers and up to 81 PCSOs.

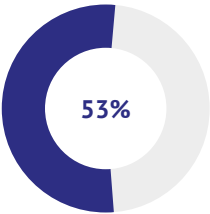
Operational policing included the cost of all police staff and non-pay costs associated with departments such as neighbourhoods, response, crime, intelligence and custody. It included officer overtime which is managed locally.

Support Services included the police cost of all enabling departments shared with Fire, communications and executive support, but the largest costs incurred were for maintenance of all estate, vehicles and IT.

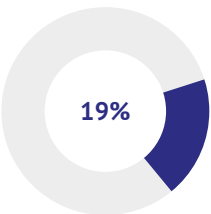
Overall, policing underspent by £1.0m mainly due to higher officer attrition than budgeted and some police staff vacancies.

Capital expenditure was mainly on vehicle replacements, building improvements and IT infrastructure.

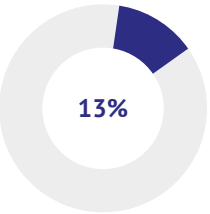
Police Officers and PCSOs



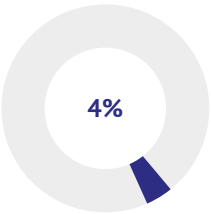
Support Services



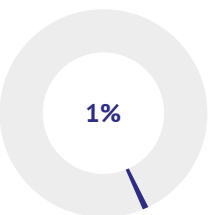
Operational Policing



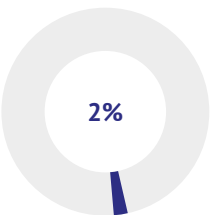
Collaboration Units



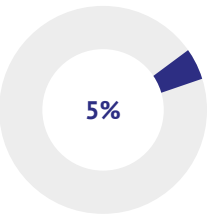
OPFCC Office



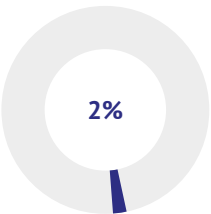
OPFCC Delivery



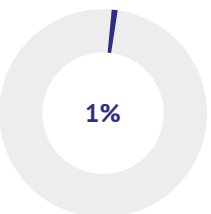
Control Room



Capital Financing



Central Budgets

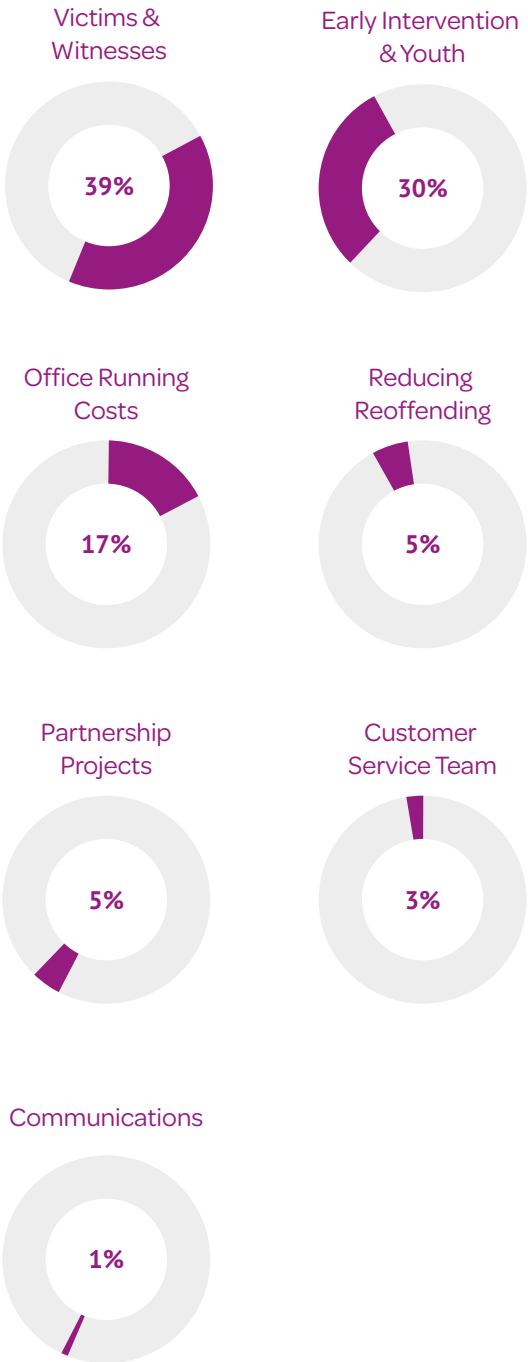


2024/25
OPFCC Expenditure

The OPFCC funds a number of in-house and commissioned services and partnership activity to improve public safety and reduce crime locally, as described earlier in the report. Expenditure on running the office was £1.4m which equates to only 0.7% of the overall policing budget.

The largest area of expenditure was for victims and witnesses (£3.1m) which was partly funded by £2.2m of grants from the Ministry of Justice.

Total net base budget approved for all this activity was £5.8m which was underspent by £0.1m after taking into account funds ringfenced for victims and other specific areas of work.



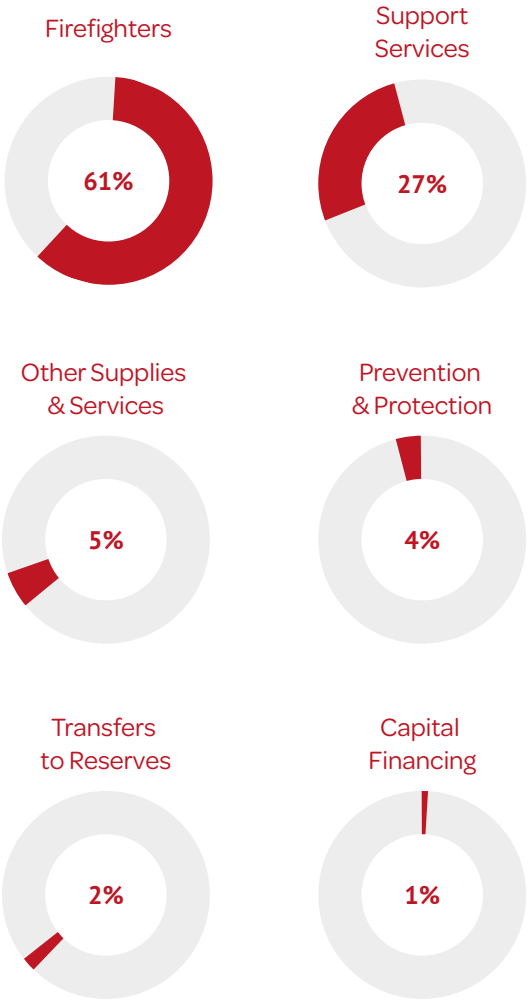
2024/25
Fire Expenditure

Revenue Expenditure - £33.5m
Capital Expenditure - £2.43m
Reserves at 31st Mar - £7.2m

In 2024/25, the revenue cost of running NCFRA was £33.5m. This included £20.5m on firefighters and £1.4m on Prevention and Protection’s activities. The cost of Support Services included all equipment, vehicles, IT, enabling services and estates running costs.

Firefighter numbers were maintained at a higher level than originally budgeted to ensure sufficient resources were in place over peak times when flooding and fires have become more common. This, along with sector-wide pay awards caused an overspend of £0.4m. However, the level of business rates income increased on original projections and has allowed for reserves to be maintained.

Capital expenditure was mainly on building improvements, essential IT works and equipment replacement. Procurement is underway for a number of new appliances which are expected in 25/26.



You can find out more information about the work of Danielle Stone, Police, Fire and Crime Commissioner for Northamptonshire and read her public safety plan for the county at www.northantspfcc.org.uk

Join residents who receive the latest news from the Commissioner and advice from Northamptonshire Police and other community safety partners by signing up to Northamptonshire Talking www.northamptonshiretalking.co.uk

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COMMISSIONER