

# ***NORTHUMBRIA POLICE AND CRIME PANEL AGENDA***

**Tuesday, 26 July 2016 at 2.00 pm at the Whickham Room - Civic Centre**

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From the Clerk to the Panel, Jane Robinson

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Item Business

**1. Appointment of Chair and Vice Chair**

The Panel is asked to appoint a Chair and Vice Chair for 2016/17

**2. Membership of the Panel**

The membership of the Panel for 2016/17 is as follows:

Gateshead	Councillors John McElroy and John McClurey
Newcastle	Councillors Nick Kemp and Jacqui Robinson
North Tyneside	Councillors Carole Burdis and Tommy Mulvenna
Northumberland	Councillors Ian Hutchinson and Liz Simpson
South Tyneside	Councillors Geraldine Kilgour and Joyce Welsh
Sunderland	Councillors Paul Watson and Harry Trueman
Independent Members	Janet Guy and Shlomi Isaacson

**3. Apologies**

**4. Minutes (Pages 5 - 10)**

The Panel is asked to approve the minutes of the last meeting held on 8 March 2016.

**5. Feedback from National and Regional Events**

Members are asked to give feedback on issues relevant to the Panel including the Local Government Association's Police and Crime Panels' event held on 14 March 2016.

**6. Annual Work Programme 2016-17 (Pages 11 - 12)**

Report of the Clerk to the Panel (attached)

**7. Police and Crime Commissioner - Progress and Update Report (Pages 13 - 36)**

Report of the PCC (attached)

8. **Delivery of the Police and Crime Plan - Year End 2015/16 - Targets and Performance** (Pages 37 - 60)  
Report of the PCC (attached).
9. **Delivery of the Police and Crime Plan - April to June 2016: Targets and Performance** (Pages 61 - 108)  
Report of the PCC (attached)
10. **Complaints Against the Police and Crime Commissioner - Annual Report - April 2015 to March 2016** (Pages 109 - 110)  
Report of the Monitoring Officer (attached)
11. **Complaints Against the Police and Crime Commissioner - Quarterly Report - June 2016** (Pages 111 - 112)  
Report of the Monitoring Officer (attached)
12. **Statement of Accounts 2015/16 - Subject to Audit** (Pages 113 - 118)  
Report of the Joint Finance Officer (attached)
13. **Key Issues in the Next Quarter**  
The PCC will be asked to advise the Panel of the key issues she will be addressing in the next quarter.
14. **Expanding Customer Choice 101 Media Campaign**  
Presentation by Caroline Pillings – Communications Centre Manager, Northumbria Police
15. **Schedule of Meetings 2016/17**  
The Panel is asked to consider the following schedule of meetings for 2016/17:-
  - Tuesday, 25 October 2016 at 2.00pm
  - Tuesday, 10 January 2017 at 2.00pm
  - Tuesday, 7 February 2017 at 2.00pm
  - Tuesday, 7 March 2017 at 2.00pm
  - Tuesday, 25 April 2017 at 2.00pm



## NORTHUMBRIA POLICE AND CRIME PANEL

**8 MARCH 2016**

### PRESENT:

<b>Gateshead Council</b>	Councillors G Haley (Chair) and J McClurey
<b>Newcastle City Council</b>	Councillor N Kemp
<b>North Tyneside Council</b>	Councillor T Mulvenna
<b>Northumberland County Council</b>	Councillors I Hutchinson and L Simpson
<b>South Tyneside Council</b>	Councillors A Smith and J Welsh
<b>Sunderland City Council</b>	Councillor H Trueman
<b>Independent Co-opted Member</b>	S Isaacson

### ALSO IN ATTENDANCE:

#### Office of the Police and Crime Commissioner for Northumbria

V Baird QC	- Police and Crime Commissioner for Northumbria
E Snaith	- Chief Executive
M Tait	- Chief Finance Officer

#### Gateshead Council

M Aynsley	- Legal, Democratic and Property Services
B Wilson	- Democratic Services

#### Northumberland County Council

J Bowie	- Head of Safeguarding and Strategic Commissioning
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**APOLOGIES:** Councillors G O'Brien (Newcastle City Council), C Burdis (North Tyneside Council) and P Watson (Sunderland City Council) and J Guy

### 1. APPOINTMENT OF INDEPENDENT MEMBERS

The Panel has previously appointed J Guy and S Isaacson as its two Independent Members. Their term of office ends on 5 May 2016 and both of them have indicated that they wish to continue in their roles.

The Chair of the Panel, taking into consideration their contribution to Panel meetings, excellent attendance records and the benefits of continuity of membership, has indicated that he would support their re-appointment.

RESOLVED - That the re-appointment of J Guy and S Isaacson for a further term of office up to 7 May 2020, be agreed.

## **2. APPOINTMENT OF ASSISTANT CHIEF CONSTABLE**

The Panel was introduced to the new Assistant Chief Constable, Darren Best.

## **3. MINUTES**

RESOLVED - That the minutes of the last meeting held on 2 February 2016 be approved as a correct record.

## **4. FEEDBACK FROM NATIONAL AND REGIONAL EVENTS**

Three Members of the Panel were to attend the Local Government Association's Police and Crime Panel event in London on 14 March 2016.

RESOLVED - That the information be noted.

## **5. HOME OFFICE PUBLIC CONSULTATION ON COMPLAINTS ABOUT POLICE AND CRIME COMMISSIONERS**

The above consultation seeks views on proposed changes to the complaints about the conduct of Police and Crime Commissioners (PCCs). It focuses on the complaints process for Police and Crime Panels when seeking to resolve non-serious (ie non-criminal) complaints made against a PCC.

Further to minute 5(ii) – 12 January 2016, the Police and Crime Commissioner's response to the document was provided to Members.

RESOLVED - That the Panel's response as discussed be sent to the Home Office by the deadline of 10 March 2016.

## **6. OPERATION DRAGOON AND ROAD SAFETY**

Chief Inspector Heckels gave a presentation on Operation Dragoon and the risk management of dangerous drivers and criminal use of the roads. It included an explanation of the operation through education, engagement and enforcement, the history of two fatal collisions, risk management, reactive investigations, proactive targeting and case studies.

Members of the Panel raised the following issues:-

In response to a question on sharing information on the target suspects with neighbouring forces, it was replied that markers were included on the police national computer. Operation Dragoon has been seen as best practice and they had been asked to give presentations nationally and overseas.

It was asked if newly qualified drivers, particularly on rural roads, were considered under the standard risk. It was replied that this was part of the educational element to help them become responsible drivers.

It was commented that horse and carts on the roads can cause a lot of problems. Chief Inspector Heckels replied that there was legislation to cover this and the police carry out initiatives to combat problems.

It was asked if the police took action against pedal cyclists who do not use the cycle lanes provided and caused long queues of traffic. It was also suggested that the police could use head cams to stop cyclists and show them the recordings. It was replied that the police need to suspect that an offence has been committed before they could stop them. If they were riding dangerously they could be arrested. Other Members commented that there were dangers to cyclists in cycle lanes because of drains and as they were not regularly cleaned by the Councils they got a lot of punctures.

RESOLVED - That the presentation be noted.

## **7. TALKING TO THE FRONTLINE**

Further to minute 8(iii) – 27 October 2016, the Police and Crime Commissioner (PCC) gave a presentation on the feedback she received during her visits to the three area commands to meet police officers from all ranks face to face. The issues discussed included supporting victims (Victims First Northumbria), ambulance service and local authorities, body worn cameras, diary cars, safe crewing, mental health, anti-social behaviour and officer safety.

The PCC has taken away lots of their ideas and a few concerns and will work with the Chief Constable to better understand and address them where they can and see if more service improvements can be delivered.

Members of the Panel raised the following issues:-

Officers on pedal bikes used to be seen regularly on the streets in the west end of Newcastle, South Tyneside, etc and were excellent but they say they cannot be used now because the bikes were not serviced and they did not have any equipment. The PCC agreed to look into this to see if the police workshops could do the servicing, etc.

The issue of speeding motorbikes on the rural roads in Northumberland was raised and police cars not being able to catch them. It was replied that the Chief Constable disbanded the force motorbike section because of its costs. It is also too dangerous for officers and pursuit situations. There were also speed cameras and the automatic number plate recognition system that were used.

RESOLVED - That the presentation be noted.

**8. OVERVIEW OF HER MAJESTY'S INSPECTORATE OF CONSTABULARY PEEL (POLICE EFFECTIVENESS, EFFICIENCY AND LEGITIMACY) INSPECTION 2015/16**

An overview of Her Majesty's Inspectorate of Constabulary's (HMIC) second PEEL Inspection of Northumbria final complete assessment published on 25 February 2016 was submitted.

The assessment of Northumbria Police was designed to give the public information about how their local police force was performing in several important areas in a way that was comparable both across England and Wales.

Findings were brought together to produce a rounded assessment which was published each year. In addition, for 2015/16, the force received a graded judgement for the core themes of effectiveness, efficiency and legitimacy. HMIC also assessed forces on leadership as a factor underpinning all three themes and a narrative rather than a graded judgment was given. Details of each assessment were provided.

Members of the Panel raised the following issues:-

Reference was made to the HMIC's suggestion to introduce a community trigger policy in the stop and search scheme. This had never been used before and was a theoretical policy and was difficult to implement.

The PCC had been concerned about the HMIC's comments relating to the complaints triage system not conforming to the legal obligations on the Chief Constable. The triage system was being included in the Police Bill and the Police Federation and Independent Police Complaints Commission had fully supported the way it operated.

The HMIC's comments on the force's financial position were made before the 2016/17 budget was agreed. The police service was only being given one year's funding at a time.

Only a small number of forces had been rated by the HMIC as outstanding and it was asked if there was anything Northumbria could do to also achieve this. The PCC replied that the Chief Constable was aiming for excellent for dealing with vulnerable people and supporting victims and they were taking notice of all the other issues.

RESOLVED - That the information be noted.

**9. NORTHUMBRIA SAFER ROADS INITIATIVE**

The local authorities were concerned at the decision of Northumbria Police to withdraw from the Northumbria Safer Roads Initiative and it was requested that the issue be brought to the Panel.

The PCC considered that the Panel's role was to scrutinise how she governed the police but this was an operational decision and was, therefore, outside of the Panel's remit.

RESOLVED - That legal advice on the role of the Panel on the issue of the Northumbria Safer Roads Initiative be obtained.

**10. DATE OF NEXT MEETING**

Tuesday, 26 April 2016 at 2.00pm

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**NORTHUMBRIA POLICE AND CRIME PANEL**

**PANEL MEETING ON 26 JULY 2016**

**SUBJECT: ANNUAL WORK PROGRAMME 2016/17**

**REPORT OF THE CLERK TO THE PANEL**

**1. Background**

- 1.1 The Panel has previously agreed to set a work programme for the Panel's meetings.

**2. Work Programme 2016/17**

- 2.1 It is proposed that the Panel agrees the draft work programme for 2016/17 attached at appendix A.

**3. Recommendations**

- 3.1 The Panel is recommended to comment on and agree the attached work programme.

## Appendix A

Date	Report
25 October 2016	<ul style="list-style-type: none"> <li>• Feedback from National and Regional Events</li> <li>• PCC's Progress and Update Report</li> <li>• Delivery of the Police and Crime Panel - Targets and Performance Report – July – September 2016</li> <li>• Key Issues in the Next Quarter</li> <li>• Complaints Against the PCC Quarterly Report</li> <li>• Statement of Accounts 2015/16 and External Auditors Conclusions</li> <li>• Budget Setting Process 2017/18</li> <li>• Development of the Police and Crime Plan</li> </ul>
10 January 2017	<ul style="list-style-type: none"> <li>• Feedback from National and Regional Events</li> <li>• PCC Progress and Update Report</li> <li>• Delivery of the Police and Crime Panel - Targets and Performance Report – October – December 2016</li> <li>• Key Issues in the Next Quarter</li> <li>• Complaints Against the PCC Quarterly Report</li> <li>• Medium Term Financial Strategy</li> <li>• Update on progressing the Police and Crime Plan</li> </ul>
7 February 2017	<ul style="list-style-type: none"> <li>• Medium Term Financial Strategy</li> <li>• Proposed Precept 2017/18</li> </ul>
7 March 2017	<ul style="list-style-type: none"> <li>• Feedback from National and Regional Events</li> <li>• Final Police and Crime Plan</li> </ul>
25 April 2017	<ul style="list-style-type: none"> <li>• Feedback from National and Regional Events</li> <li>• PCC Progress and Update Report</li> <li>• Delivery of the Police and Crime Panel - Targets and Performance Report – Year end 2016/17</li> <li>• Key Issues in the Next Quarter</li> <li>• Complaints Against the PCC Annual Report</li> </ul>



**VERA BAIRD<sup>QC</sup>**  
POLICE & CRIME COMMISSIONER

# **Northumbria Police & Crime Panel Report**

**July 2016**

**Police & Crime Panel Meeting**  
**July 2016**

It has certainly been a busy time since we last met, I have no doubt that you followed the Police & Crime Commissioner Elections in May with great interest. Here in Northumbria, I was delighted to be re-elected with an increased vote and turnout that doubled compared to 2012. This vote of confidence has given me an enhanced mandate to ensure that the priorities of Northumbria residents are delivered by our police force.

**The Northumbria force election result –**

Vera Baird (Labour)	180,479
Stewart Hay (Conservative)	58,713
Melanie Hurst (UKIP)	52,293
Jonathan Wallace (Lib Dem)	34,757

It is disappointing that over 8,000 votes were rejected because of the complicated instructions of how to vote and the Home Office need to review this to ensure so many votes are not rejected in 2020 when the next Police & Crime Commissioner election is likely to be held (which is planned to be on the day of the General Election, so turnout should double again).

I would also like to take this opportunity to welcome new members who have been appointed to the Police & Crime Panel since the local elections, and of course, to welcome returning members. Your work is invaluable and shows the effectiveness and benefits of a strong Police & Crime Panel.

Following my re-election, I now plan to refresh the Police & Crime Plan, and revisit the priorities set in 2012 to determine what priorities local communities want Northumbria Police to focus on. Since the last plan was devised, we have seen an increase in cybercrime and sexual exploitation of vulnerable adults and children. It is important that we talk to communities to see if they want the plan to reflect these changes. I will be undertaking meetings with local residents, community groups, young people, businesses, key stakeholders and partners including Community Safety Partnerships and local Councillors to ensure that the next plan is focused on the needs of all residents. I aim to start the consultation in late summer to ensure all those who want an input can do so.

Despite the elections, it has also been business as usual for me in my role as Police & Crime Commissioner, in this report I will be featuring some of my work since we last met.

As ever, I am always interested to hear from you as members of the panel members. If you have any ideas or thoughts you would like to discuss let me know.

<b>1.0 How is the PCC making commissioning decisions, and what are her future intentions?</b>
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## **Information for the Police and Crime Panel Report – July 2016**

### **Commissioning Intentions 2016-17**

From the 1st April 2015 Police and Crime Commissioners became responsible for providing key emotional and practical support services for victims of crime in their locality. Crime can leave victims feeling upset, scared and intimidated and it was felt by the Government that PCCs with their local knowledge are best placed to target funding where it is most needed in their local communities.

Funding is provided on an annual basis by the Ministry of Justice (MoJ) to support work with direct victims of crime and their families. PCCs receive this allocation based on a population formula which in Northumbria means a grant of £1,696,753 – we received notification of this on 22nd January 2016 with the expectation that services would be provided from 1st April and all spend complete by 31st March 2017.

In addition to the MoJ funding allocation specifically for victims of crime, PCCs can make grants as outlined in the Police Reform and Social Responsibility Act 2012 to contribute to securing crime and disorder reduction in their area. The savings the PCC has realised in office costs has meant that she can provide a small pot of grant funding available to support projects that deliver against the wider Police and Crime Plan and in some cases where need is greatest supplement the funding provided from MoJ.

The main focus of the PCCs grants programme 2016-17 is to support the Police and Crime Plan objectives 'putting victims first', 'dealing with ASB' and 'building community confidence'.

### **Victims First Northumbria**

£726,850 has been awarded to the charity Victims First, completely revitalising the victim referral process and service for victims of crime in Northumbria. Victims First Northumbria enable victims of crime and their family to cope and recover from the impact of crime.

The support provided to all victims, both who report to the police and those who do not will be offered support that generally falls into four broad categories;  
Initial emotional and practical support including signposting

More detailed/longer term emotional and practical support including restorative justice  
Support and referral to existing specialist services that can help a victim cope and recover

Referral to victim services commissioned by the Police and Crime Commissioner.

## **Strengthening Specialist Victim Services**

The PCCs Supporting Victims Fund was launched in 2015-16 to strengthen the overall offer of support to victims in Northumbria and improves and widens the services available to our most vulnerable and priority victims. Priority victims are those that are entitled to an enhanced support service under the Victims Code of Practice, Victims Charter and the EU Directive for Victims of Crime.

Our assessment in 2016-17 builds on our understanding of services, projects and need in year 1 and is based upon Northumbria wide and local strategic assessments identifying levels of crime and any new and emerging crimes and issues facing our area where victim needs may arise and also local research and consultation with victims groups and service providers.

The four key priority victims groups remain the same this year but key areas that we are seeking to support have been updated in line with the changing needs of victims and our understanding of local service provision:

Domestic abuse and sexual violence - Victims of domestic abuse and sexual violence account for 52% of the most vulnerable victims in Northumbria. Taking into consideration what we know about local services and issues facing victims we particularly supported projects that help to strengthen support in the following areas:

- Specialist support for male and female victims
- Enhanced provision for minority ethnic victims including support for honour based violence and FGM victims
- Specialist support for victims who have experienced child sexual abuse
- Breaking the generational cycle of abuse
- Interventions for those most violent and serial perpetrators
- Support for children of domestic abuse victims
- Emotional and practical support for victims of stalking and harassment

Victims under 18 - Victims under 18 account for approximately 34% of the most vulnerable victims in Northumbria. Taking into consideration what we know about local services and issues facing victims we particularly supported projects that help to strengthen support in the following areas:

- Direct emotional support for young people following a crime
- School based support and guidance
- Support for young victims of domestic and sexual violence
- Prevention and breaking the cycle of victim to offender
- Emotional and practical support for young victims who experience cyber related crime and harassment

Victims of hate crime - Victims of hate crime make up approximately 7% of the most vulnerable victims in Northumbria. Taking into consideration what we know about local

services and issues facing victims we particularly supported projects that help to strengthen support in the following areas:

- Personal emotional support for repeat victims of all hate crime
- Building trust and confidence in public authorities
- Building community cohesion and support for victims of race hate crime
- Peer based support to assist victims cope and recover

Victims with mental health needs and those who are vulnerable due to risk of abuse/harm -Victims with mental health needs and those who are vulnerable due to risk of abuse/harm account for 7% of the most vulnerable victims in Northumbria. Taking into consideration what we know about local services and issues facing victims we particularly supported projects that help to strengthen support in the following areas:

- Specialist support for those victims of crime who are vulnerable due to a mental health need
- Support for older victims of crime with integration into local communities
- Tailored support for individuals who may have additional language or communication needs
- Support for victims of cyber-crime including those at risk of exploitation
- Specialist support and practical guidance for victims of crime with regards to criminal injuries compensation and understanding the criminal justice system

Grants are available to cover any innovative costs relating to work which builds the capacity and maximises the potential of organisations working to support victims of crime. This could include but is not limited to:

- Widening geographical coverage
- Enhanced provision through the increase in training
- Strengthening operating procedures and referral routes to maximise victim engagement
- Recruitment and training of volunteers
- Changes to operating procedures to meet victim demand
- New and innovative approaches and techniques

A range of grants awards have been made as part of the PCCs Supporting Victims Fund, which was an extremely competitive process. Supported projects are listed under priority victim groups at Appendix A.

### **Commissioners Community Fund 2016-17**

The Commissioner's Community Fund provides funding for local groups to develop solutions to local policing and community safety issues in their local area. Grants of up to £2,000 were made available to charities, voluntary groups, community groups and social enterprises that can clearly demonstrate how their local intervention would help to tackle ASB, build community confidence or prevent crime.

Applications were received from all local authority areas with a particularly high turnout in Newcastle. The work that these groups do in the Northumbria communities to support the priorities in the Police and Crime Plan is invaluable. The plan followed

extensive consultation with the communities and neighbourhoods in the force area therefore local communities are involved in helping to design solutions to tackle the local issues that they have raised as important to them.

We have been impressed by the creativity and appetite from local communities who want to work to deliver change for the good in their local area which means that 70% of the groups that applied for funding received some level of award. By helping these groups and projects it further supports the Police and Crime Plan providing crucial assistance to the work being carried out by Northumbria Police.

Further information about successful applications are available on my website – [www.northumbria-pcc.gov.uk](http://www.northumbria-pcc.gov.uk).

### **Anti-Social Behaviour Volunteer Network**

In 2014-15 I supported North Tyneside Council to launch their 'volunteer victim support group' to support victims of anti-social behaviour to cope and recover following an incident or sustained attacks. The project proved successful with 16 ASB Volunteers trained to support those in need and a high demand for the service. In 2015-16 I supported all areas to introduce similar schemes to strengthen the support available for victims of ASB and to ensure that this support continues at a local level this year a grant of £5,000 has been awarded to each local authority. A full report on each of the six area projects was provided at the Panel in January 2016.

### **Domestic Violence Support and Advice (DVSA) Car**

In 2013 I supported a pilot scheme in Sunderland in which experienced workers from the women's organisation Wearside Women in Need (WWIN) go out on duty with police at peak times in response to call about domestic abuse. While the police engage with the perpetrator, the WWIN worker will talk to the woman and offer advice and support, providing early intervention for the victim. This project was then established in Newcastle and both projects have been successful seeing more women access support at the point of crisis. The intention in 2016-17 is to roll this project out in a sustainable way to the other four local authority areas in Northumbria, targeting particular hotspots. Funding will be made available to ensure this early intervention is available right across our police force area.

### **Local Criminal Justice Board**

I have responsibility to work with criminal justice partners to ensure an efficient and effective criminal justice system. The Northumbria Local Criminal Justice Board (LCJB) should be key to enabling this partnership work. There is an intention to further strengthen the role and work of the LCJB over the coming year to best align outcomes and work towards them collectively. A small grant will be provided to accelerate this work, options are still being considered and an update will be provided at a later date.

### **Monitoring and Evaluation**

All grants have been provided with the agreement that output and outcome monitoring information will be provided quarterly with open surgeries to discuss performance and practical delivery to ensure the work delivered through the grant meets expectations.



The OPCC grants programme will be evaluated and a summary reported in my Annual Report 2016-17.

We will continue to provide funding in this way whilst we receive year on year funding from the Ministry of Justice. This approach makes it difficult to move forward and plan over the longer term therefore we are pressing the government via the Association of Police and Crime Commissioners for a more sustainable solution to victims funding.

### **Projects to strengthen support and services for victims of crime**

#### **Victims of domestic abuse and sexual violence**

<b>Organisation</b>	<b>Project/service</b>	<b>Award</b>
Hope Consortium and Wearside Women in Need	DVSA car project in Newcastle in Sunderland– connections made to specialist support to domestic abuse victims at the point of the crime or incident.	£100,000 (indicative)
Gateshead, N Tyneside, S Tyneside and Northumberland	Potential roll out of the DVSA car project to the remaining four local authority areas to further strengthen the support at the point of crisis.	£80,000 (indicative)
The Angelou Centre	Specialist support across Northumbria for BME and refugee women, children (5-16 years) and young victims (under 5's). Forced marriage, honour based violence, domestic slavery, sexual exploitation, trafficking and FGM.	£79,136
Rape Crisis	Increased capacity with new outreach centres for specialist sexual violence support.	£73,925
Northumberland Domestic Abuse Service	Holistic support for female and male victims of domestic abuse.	£60,000
Barnardo's Circles 2	Wrap around support for women and children experiencing domestic abuse – focus on women with a learning disability to break the cycle of abuse.	£37,000
Cygnus Support	Empowering DV victims to break the cycle of abuse, supporting female and male victims and young people (+14). Service targets older clients (+55) in isolated and rural communities. Counselling and group work.	£33,004
West End Schools Trust	Supporting female victims of domestic abuse whose children attend a school within the West End Schools Trust. Programmes of esteem building and empowerment using Positive Behavioural Psychology and	£25,020

Organisation	Project/service	Award
	Mindfulness.	
Acorns	Support for children of victims affected by domestic abuse. Counselling and play therapy sessions offered to children and young people	£20,000
Operation Encompass (Newcastle)	Practical and emotional support for children who have witnessed DV in the home. Social worker to support families and the individual victim to cope and recover from their experience.	£16,000
Apna Ghar	Specialist support for BME victims of domestic abuse, honour based violence, forced marriage and their children in South Tyneside.	£10,000
Community Counselling Co-operative	Counselling for male victims of domestic abuse.	£9,490
Women's Health in South Tyneside	Supporting female victims of domestic abuse to flee violence through delivering of the 'Freedom Programme' and other counselling and support.	£9,455
Riverside Community Health Project	Supporting Czech Roma women who have experienced domestic abuse.	£8,220
DV Champions (Newcastle lead)	Further develop the existing Champions Network to provide professional development to the existing Champions in all areas across Northumbria, including the private sector.	£5,000
DV Court DVD	DVD to be shown to the most vulnerable witnesses of sexual offences prior to them coming into court in a hope that any fears will be alleviated prior to the commencement of the trial.	£3,000
Operation Encompass (North Tyneside)	Supports the infrastructure of establishing operation Encompass for children who have witnessed DV in the home.	£2,000

### Victims under 18

Organisation	Project/service	Award
Children North East	Specialist emotional and practical support for young victims of crime.	£54,103
West End Women	Teenage Domestic Abuse Peer Educators –	£49,780

Organisation	Project/service	Award
and Girls	specialist tailored support for young victims (11-25yrs).	
Someone Cares	Supporting both male and female young victims of crime primarily victims of abuse.	£44,282
Streetwise North	Offering counselling support to young victims of domestic abuse, sexual violence or assault.	£34,145
Bright Futures	Supporting young women and children who have been sexually exploited or who are at risk in Newcastle.	£9,736

### Victims of hate crime

Organisation	Project/service	Award
Newcastle United Foundation	Football 4 All - increase local communities understanding and awareness of those around them who are often classed as being 'different' due to a disability or other issues and help integrate able bodied people into activities with disabled people to increase tolerance towards others.	£26,497
Back on Track North East	Providing support to LGBT victims of crime (including hate crime) and LGBT victims with mental health needs and those at risk of abuse or harm. Advocacy and counselling tailored to meet individual needs.	£17,420
Regional Refugee Forum	Direct support pathways for refugees and asylum seekers who are victims of hate crime. Peer led support	£14,765
LD: North East	Direct support for adult victims with learning disabilities. Any crime but predominantly hate crime.	£14,168
International Community Org of Sunderland	Tailored support to adult victims of crime, focusing on race hate crime within the Eastern European community.	£10,146
North Tyneside Disability Forum	Intervention therapies for learning disabled, vulnerable victims who have experienced hate crime	£10,000
Show Racism the Red Card	Funding to support their campaign and school based training to end race hate	£2,500 (indicative)
Trinity Youth Association	LGBT Youth Peer Support Service. Providing mentors for Lesbian, Gay, Bisexual and Transgender young people (11-18) who have been bullied in school or have been a victim	£1,968

	of a hate crime. Emotional support and strategies to reduce the risk of repeat victimisation.	
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**Victims with mental health needs and those who are vulnerable due to risk of abuse/harm**

<b>Organisation</b>	<b>Project/service</b>	<b>Award</b>
Tyneside and Northumberland MIND	Specialist emotional and practical support for victims and witnesses of crime with mental health issues	£76,653
Newcastle Law Centre	Legal advice and guidance for vulnerable victims of crime working with Victims First Northumbria	£42,850
Newcastle Safe Haven	To support the delivery of the Safe Haven that provides a safe place for vulnerable people in the city centre on a weekend.	£20,000 (indicative)
Newcastle Society for Blind People	Safeguarding and supporting visually impaired adults against abuse and disability hate crime	£5,340
Forward Assist	Female Veterans Project - carrying out 'peer led' research project to scope the number of female military veterans currently involved in the CJS and what emotional and practical needs they have as potentially a victim of crime and also offender.	£2,000

**Section 2 - How is the PCC building effective partnerships?**

**2.1 Collaboration Joint Strategy Group - Fire Service**

A Collaboration Joint Strategy Group has been established which consists of myself, Northumbria Police, the two Tyne and Wear and Northumberland Fire Authorities and the two Fire and Rescue Services.

The statement of intent for the groups and the terms of reference are predicated on the need to ensure enhanced future collaboration between the organisations. Members of the group acknowledge the government's proposals to encourage greater collaboration between emergency services and agree that in the Northumbria area, the focus of this groups, which is stronger collaboration rather than integration will deliver improved outcomes for the people of Northumberland.

Unlike some areas of the country, the three services share coterminous boundaries, meaning that both the geographical area they cover and the communities they protect

are the same. In addition they are operating as part of the already excellent partnership working, within all local authority areas. This means that the prevailing conditions are strong for even closer working and that working in partnership with more formal collaboration and bring greater benefits, including:

- Reduced costs through the removal of duplication;
- Better outcomes for local people who use the service
- Increased resilience.

All services involved in this partnership provide vital services and share the aim of protecting the public. In addition continued pressure under austerity means there is a need to spend less to achieve more, and, critically to manage demand on our services.

A Collaboration Joint Delivery Group with membership from the Office of the Police and Crime Commissioner, Northumbria Police and Tyne and Wear and Northumberland Fire and Rescue Services will review progress and support delivery of a work programme with agreed areas of priority including:

- Sharing of knowledge and information
- Service Delivery:
  - Prevention and demand reduction
  - Response
- Estate and Asset integration
- Service support functions
- Training and development
- Threat harm and risk assessment and public engagement and accountability
- Finance

All partners will review progress of this work after six months.

## **2.2 Launch of the East End Remote Evidence Centre**

Working closely and with the support of Her Majesty's Courts and Tribunals Service (HMCTS) we have opened Northumbria first Remote Evidence Suite in the east end of the city.

The Suite is away from the court building, in another part of the city, and will offer the possibility, subject to a judge's consent on a case by case basis, for victims and witnesses to give evidence to the court and be asked questions, from the suite. This will be done over a live television link. This can help to give confidence to complainants who are vulnerable or intimidated that they may never need to go to court. It is expected that more people who have doubts about giving evidence will now feel able to do so if they are allowed to use this location. It is in the public interest that victims and witnesses of crime should testify if they can. The remote site provides a much less intimidating environment for many vulnerable witnesses (who will no longer be required to attend a Court building at all) and should serve to reduce the levels of stress and distress which can be experienced by such witnesses when participating in the trial process.

The suite was funded by Home Office's Innovation Funding secured by myself and will help improve the criminal justice experience particularly for children and vulnerable adults. We were pleased to have won funding from the Home Office to open one of the first suites of this kind right here in Northumbria. My responsibility includes working with partners to create an efficient and effective criminal justice system and the force's victim focus makes sure that, subject to judicial agreement on a case by case basis, complainants who are vulnerable or intimidated by the prospect of going to court can still give evidence.

HMCTS are very supportive of this project and HHJ Sloan, Q.C. Honorary Recorder of Newcastle has worked closely with us and given his full support to the project. He is in agreement that many witnesses who give evidence at Court are vulnerable, (for instance, by virtue of age, or because of mental impairment or physical disability, or because of an ordeal suffered) and that for such witnesses, attending a Court building can be a particularly traumatic experience, thereby diminishing the quality of the evidence they are able to give.

A further three centres will open in Newcastle and Sunderland this month and plans include a further facility in Northumberland.

Members can watch a video of rape victim talking about how remote evidence can support other victims - <https://www.youtube.com/watch?v=8kCxN9VoC9o>

## **2.3 Change that Lasts Pilot**

Northumbria have just been chosen as 1 of only 3 PCC areas (Northumbria, Nottinghamshire Surrey) to work with Women's Aid and SaferLives to pilot the introduction of their new 'Change That Lasts' approach to supporting victims of domestic abuse. The pilot will be focussed on the Sunderland area, where there is a good history of partnership working, the pilot will involve 4 key elements:

- 'Ask me' – which seeks to equip individuals within the community to offer help to someone who discloses domestic abuse. NB This work will build on the network of 'Workplace DA Champions' that has been developed and supported by the PCC in the area, and further develop the capacity of those live/work close to the victim and who are well placed to offer a listening ear and early support.
- The Trusted Professional Role – which is aimed at enhancing the capacity of the numerous non-specialist staff who work with victims of domestic abuse on a day to day basis so they are able to respond to disclosures and to offer ongoing support prior to/in addition to referring them on to specialist support agencies
- Strengths-based, needs-led support planning – which is aimed at re-balancing current practice to assess needs and strengths as well as risks
- Re- focusing the work of Specialist Services – which is aimed at re-prioritising specialist services for the most severe/complex cases and at enabling specialist staff to act as a much-needed 'knowledge hub' for other local professionals.

The pilot brings 5 years of (as yet unspecified) resources to the region from the Big Lottery Fund's Women and Girls Initiative. The pilot will be the subject of extensive, academic evaluation as to its outcomes

## **2.4 Working with Sunderland University**

I was delighted to support the work of media students from the University of Sunderland who collaborated with Northumbria Police to help raise awareness of Sexual Exploitation through a series of impactful films.

To help highlight the issue students created four short films – each one tackling a different area of sexual exploitation, working with Northumbria Police, Changing Lives, and Reach.

This builds on a similar successful project last year which focused on the blurred lines of sexual consent. The films will be used by Northumbria Police to train and educate people about recognising the signs and effects of CSE.

There is some very positive work going on by Northumbria Police and partners to raise awareness of child sexual exploitation. We need to do all we can to keep building on this, encouraging people to spot the signs and to report any concerns to the police and that's where these films come in. Through their raw and often graphic content are some very important messages. I congratulate the students involved for their hard work – these excellent clips will play a key part in future training initiatives.”

I worked closely with a lecturer in Drama and Performing Arts at the University of Sunderland who was pleased to work with Northumbria Police & Crime Commissioner for the third year running to create thought provoking pieces that are tangible and have a purpose.

The short films were premiered at an awards evening at the Media Centre, St Peter's Campus, which I attended along with Assistant Chief Constable Darren Best.

## **2.5 Working with the National Victims Commissioner**

Baroness Helen Newlove the national Victims Commissioner visited me earlier this year with a view to learning more about our victim referral service and the restorative justice provision that has been put in place post devolvement of victims commissioning responsibilities. The information gathered from us formed part of a national report 'A Question of Quality – A Review of Restorative Justice – Part 1 Service Providers' which talks about Northumbria's model as one of good practice for others to learn from. The main referral service, as established here in Northumbria is Victims First and the majority of restorative justice interventions are offered and delivered through this service, ensuring that victims are provided with one point of contact throughout their criminal justice and recovery journey.

Baroness Newlove, as the final part of her review into restorative justice also spoke to victims of crime in the Northumbria area specifically those who had taken part in a

restorative justice intervention as part of their recovery journey. From the research in Northumbria the overwhelming feel is that those victims that have taken part in RJ found the experience to be very positive and has made a real difference in their lives allowing them to recover and move on from their experience of crime.

I will continue to lobby for the rights and entitlements of victims of crime and am a member of the national Victims Panel chaired by the Secretary of State for Justice. The panel comprises of victims of crime who have experienced a range of crimes including terrorism, burglary and sexual exploitation, the national Victims Commissioner and myself. The panel operates in an advisory capacity and is instrumental in shaping the governments thinking when considering policy issues that may impact on victims of crime.

## **2.6 Working with Local Authorities**

Much of my work is done in partnership with local authorities and some of the obvious examples are the DVSA cars in Sunderland and Newcastle, the implementation of a Domestic Violence Employers Strategy in Newcastle City Council, the joint working in Gateshead around the Vulnerable Adults MASH, Operation Encompass in South Tyneside and other areas, joint working with Newcastle City Council to understand and reduce the impact of Psychoactive Substances, implementation of ASB volunteers in North Tyneside whose learning has help other areas adopt similar projects and close working with Northumberland County Council to enable the police to share council properties.

## **Section 3 - How is the PCC scrutinising the force's performance against the police and crime objectives of the plan?**

### **3.1 Monitoring delivery of the Police & Crime Plan.**

Part of my role is to monitor the delivery of the Police & Crime Plan and to ensure it continues to be effectively delivered, whilst ensuring value for money. This will ensure an efficient and effective police force, where resources are configured and used to meet the demand made on the service by local communities and provide the best possible service.

I regularly meet with the Chief Constable and his Executive team so that I can monitor police performance and ask the questions needed to evaluate performance against the objectives set in the Police & Crime Plan. These meetings cover a number of areas ranging from number of complaints to crime statistics. I also ensure that the relevant information is made available on my website so the public can see how the plan is being delivered by Northumbria Police. My role is to hold the Chief Constable to account for the operational delivery of this plan against the specified outcomes and measures for each priority and I will challenge the Chief Constable and the Force on the behalf of local residents when required.

- I attend the monthly meetings of the Force Strategic Management Board. This Board, attended by the senior management team and senior officers and police staff examines performance against each of the targets and indicators contained



within the delivery plans and agreed by me. The Board seeks to understand the reasons for both good and poor performances by examining progress against delivery. It also makes comparisons with previous force performance, most similar group forces and, where data is available, nationally. I will always challenge when need be and congratulate when the police get it right.

- Fortnightly Joint Business Meetings between the Office of the Police & Crime Commissioner and Northumbria Police, the minutes of which are placed on my website. These meetings, together with other meetings that deal with specific service issues enable me to fulfil my duty under the Police Reform and Social Responsibility Act 2011 and hold the Chief constable to account for his duty to:
  - Have regard to the police and crime plan
  - Have regard to the Strategic Policing Requirement
  - The effectiveness of arrangements for co-operation with other persons in exercising his responsibilities
  - Effectiveness and efficiency of arrangements to engage with local people
  - The extent to which the service provides value for money
  - The exercise of duties in relation to the safe guarding of children and the promotion of child welfare as imposed on the Chief Constable.
- My team also attend a number of force board meetings that include overseeing specific areas including complaints, equality and diversity board.
- Annually I undertake an exercise 'Talking to the Frontline'. This is literally talking to officers and staff and asking them how things are at the 'coal face'. It is invaluable for me hear from the workforce themselves what is good and not so good and also any ideas that they have for service improvements.

The Police & Crime Plan allows me to work closely with partner agencies to monitor services they commission on our behalf and ensure they are meeting the needs of the communities they are designed to serve. In accordance with legislation the plan has regard to the priorities of each of the responsible authorities that are members of the six Local Community Safety Partnerships. work focuses closely on the priorities set on in the plan, and I have a duty to take in to consideration their work.

My Annual Report are also a key document for the Police and Crime Panel, and for the public, setting out the progress which has been made in each financial year in meeting the police and crime objectives in my Police and Crime Plan.

The annual PEEL inspection by Her Majesty's Inspectorate of Constabulary and other service specific inspections also provide me with an assessment of performance of Northumbria Police and the action plans to delivery and recommendations made for service improvement as a result of these inspections are monitored at the monthly SMB meeting.

As a Panel your role is also vitally important, you focus your attention on the important strategic actions and decisions I make, including whether I have achieved the aims set out in this police and crime plan. We enjoy an honest and open relationship, which sees us all focused on the same outcome – ensuring Northumbria Police delivers for local people.

Performance data is available on both the PCC and Force websites and through the Police and Crime Panel meetings. Data, including national comparisons such as the 'Value for Money' profiles, is also available on the Government's crime mapping site available at: [www.police.uk](http://www.police.uk)

### **3.2 Burglary Dwelling**

Panel members will recall that the issue of burglaries in North Tyneside and theft from cars was raised at a previous panel meeting. Further work was undertaken by Northumbria Police to tackle this problem in the area. Since then, further initiatives have also taken place across the force area. This includes "Operation Impact" in Sunderland and South Tyneside.

Launched in February, the operation pursues those suspected of being involved in burglary and help prevent further offences. Dedicated burglary patrols have taken place in affected areas along with burglary prevention advice offered to residents. The operation has been successful, as the police have brought before the courts those caught committing burglaries and were remanded in custody.

Initiatives such as this demonstrate loud and clear that Northumbria Police is taking a strong stance against criminals who commit this type of crime and they will be brought to justice. I can assure the panel that tackling this issue will remain a priority for officers. This month as you can see from the performance report there has been a 5% reduction in Burglary Dwelling.

### **3.3 Work Place Domestic Violence Champions**

Supporting delivery of the Police and Crime Plan priority to reduce domestic and sexual abuse we have continued to recruit Work Place Domestic Violence Champions. To date we have 551 active champions with 233 businesses committed to supporting their employees. In promoting the policy and the network, since January I have spoken at spoke at a number of events attended by businesses from across Northumbria and we have recruited new champions and businesses including:

- An event with the North East Institute of Directors who represent approximately 500 members. The event was well attended by representatives from local businesses and interest was expressed in the policy and the role of champions by a number of the organisations.
- A joint event with Gateshead Carers, to jointly promote their Working Carers Toolkit and my Workplace Domestic Abuse Policy with employers from Gateshead. The event was supported by Councillor Allison Ilderton-Thompson, Lady Mayor of Gateshead and was successful and well attended by businesses in Gateshead. Since the event we have trained 6 champions from 3 new organisations.
- The Ministry of Defence Army Barracks at Albermarle have also supported the project and this has resulted in the training of 8 Champions at the barracks. The

office will also be represented at a 'health fair' over the summer to further promote the role and increase awareness of Domestic Abuse services available.

Other Champions training is taking place with officers from the Newcastle United Foundation, Bluebird Care north east branch and Hexham and Newcastle Diocese. In addition to the recruitment of Champions work continues ensuring current Champions have:-

- access to more advanced training to support their role,
- regular updates, via the network, on changes in legislation and policy,
- communication around any changes in service providers or service delivery to ensure that referrals are made to the right organisations.

#### **Section 4 - How is the PCC improving communication/consultation with the public?**

##### **4.1 Engaging with local communities**

As Police & Crime Commissioner part of my role is to engage with local residents, elected members and community groups. It is always good to hear what local people are thinking the police are doing well and what can be improved.

Since we last met I have met many local people – both formally in my role as Police & Crime Commissioner and many during the Police & Crime Commissioner election during April into May. However, I will focus on a few events I attended in my capacity as Police & Crime Commissioner-

Wooler Cheviot Centre - It was great to see the community work that is taking place at the Cheviot Centre. The centre is home to the new police hub along with many other community services. The recent changes we have made where police share facilities are invaluable as they bring officers into the heart of the community – they get to hear first-hand what is happening and are seen as real friends of the community. Wooler residents have excellent relationships with their local police officers and it was rewarding to see their work first hand.

Clare Vale Residents Meeting – This was very well attended and I was pleased to attend. Residents did have concerns about a number of issues, including untaxed vehicles, speed of cars through the village cars being left on private land without the land owner's permission. The local police officers are committed to tackling these issues and informed the residents of what they would do. Despite these problems, reducing crime continues to be our main priority and the following figures for Gateshead Outer West area are very pleasing.

ASB Performance (at the time of the meeting)

Overall ASB	-16%
Non Youth ASB	-13%
Youth ASB	-23%

Operation Unity has been launched within the Clara Vale community to tackle illegal vehicles in the village. High visibility patrols will continue to re-assure residents and tackle any issues.

Local Council Meetings - I regularly meet with local Councillors and attend Council meetings to allow locally elected members to have a discussion with me about what is happening in their communities. Before the election, I met with members of Newcastle Council with the Chief Constable. It was a productive dialogue, a number of issues were raised and I have been able to address these with the help of the Chief Constable. I also met with Scrutiny Committees from North Tyneside, South Tyneside and Sunderland, had discussions with the Labour Group in Northumberland and talked to the new Leader of Gateshead Council.

When I was at the meeting, I was pleased to report the following figures for Newcastle in relation to anti-social behaviour.

ASB Performance	(at the time of the meeting for Newcastle)
Overall ASB	-10.2%
Non Youth ASB	- 9.2%
Youth ASB	-13.9%

I can assure panel members that I will continue to ensure ASB across the whole of Northumbria continues to follow this positive downwards trend. It is thanks to effective, community policing that we see such positive figures.

I have attended a number of Parish Council meetings, including Haltwhistle, Prudhoe and Broomley and Stocksfield where we talked about local issues. The Parish Councils invite local people to attend the meetings and we are able to hold open discussions.

I work hard to engage with minority communities in Northumbria through Advisory Panels and other means, the BME community has been high on my agenda for the last few weeks. Alongside this I also attend innumerable charity and public events.

## **Section 5 - How is the PCC improving confidence in the Police across the area?**

### **5.1 Ensuring appropriate use of volunteers in policing**

In September 2015 a Home Office Consultation paper sought views on whether police staff and volunteers could play an even greater role in helping officers to police our communities, bringing new skills and expertise to policing, and freeing up police officers to concentrate on the core policing task that most requires their particular powers and experience.

The responses to the consultation demonstrate that there is support for reforming the powers and roles of police staff and volunteers and enabling chief police officers to deploy a flexible and balanced workforce with the appropriate mix of skills and experience.

However in May 2016, whilst considering how the changes should be reflected in the current police and Crime Bill that is in parliament at present Home Office Minister James Brokenshire failed to rule out in full the use of police volunteers in cases of counter-terrorism or sexual abuse.

I gave evidence to the House of Commons Committee of MPs who were scrutinising the Policing and Crime Bill and in respect of this matter stated clearly that Policing should not be delivered on the cheap by volunteers being given police powers to detain to search and to investigate.

In Northumbria we value the work of our volunteers who work alongside our civilian staff and officers and they are a great asset to the force. But we are clear that they are not 'instead' of police. I want to assure panel members that Northumbria Police will only ever use the skills and expertise of professionally trained officers when dealing with serious offences.

However the government's plans are to use volunteers as substitute police officers. They intend to give them police powers when they may only be volunteering for a few hours a month. These volunteers with new powers, will be people who are not paid, who are not contracted, who have no disciplinary link over them, who have no processes to go through, who are supervised in what way we do not know, who will not be overseen by the Independent Police Complaints Commission (IPCC), and yet who will be able to have every power except the core ones.

In Northumbria where we have suffered the worst cuts of all forces we will have lost close to one thousand officers by the end of this year. I'm disappointed the government is trying to replace them with volunteers. Volunteers should be additional to police officers, to improve service, not in substitution for them without the training the pay or the experience.

Northumbria police officers are now trained and prepared to deal with sexual abuse cases well and volunteers certainly cannot be deployed instead. I suspect the government will continue to bring this matter before the House of Commons again and again. I firmly believe that local residents expect issues involving security and sexual assault to be dealt with professionally, by trained officers. Public confidence in how the police deal with such cases would be at risk if volunteers had responsibility for them. I reiterate, in Northumbria, such cases will always be dealt with by fully trained police officers.

As the panel well knows we have a system about to be adopted nationally, whereby we Triage all complaints and deal with those of a customer relations nature within 24 hours and ensure that more complex issues are referred to the Professional Standards Department to be dealt with appropriately. We have volunteer teams dip sampling complaints and failed rape cases as well as Court Observers attending court.

## **5.2 Armed Officer Recruitment**

In May, the Police Federation Chairman Steve White and the national lead for firearms, Deputy Chief Constable Simon Chesterman expressed fears that police chiefs might struggle to recruit enough officers willing to carry guns to tackle a terror attack, suggesting that constables may be unwilling to have firearms training as they are concerned about the legal implications if they use a weapon in the line of duty.

We have no such concerns in Northumbria and there are no plans to call on the military for support officers on the street unless presented with a major terror threat.

As crime changes and the potential threat of terrorism evolves it's essential that we have the right people, with the right skills for the job, to ensure we keep the people of Northumbria safe. We've had a healthy response when recruiting for such roles previously and there is no evidence to suggest we will encounter difficulties here. The reported struggles to recruit are speculation – we've had good levels of interest from our officers before and are confident we will in the future. Northumbria Police works hard to ensure the successful recruitment of suitable, fully-trained and supported armed officers and wishes to continue doing just that rather than using the army to plug any gaps to do work that can be done by our capable officers.

### **5.3 Psychoactive Substances Act**

Panel members will know that I have been campaigning for some time, urging the government to ban what is commonly known as "Legal Highs". I have lobbied the Home Secretary and have worked with local authorities, such as Newcastle and Sunderland City Councils to tackle this issue.

Following royal assent of the Act in January 2016, in May I welcomed the blanket ban on the production, distribution, sale and supply of legal highs. I have appealed for much stronger action against those who make and sell these products. Finally we have the act I have been waiting for – which will bring an end to the open sale of these harmful and addictive drugs on our streets.

I welcome the new powers for law enforcement to tackle this issue, which will be of great benefit to our officers. We've been working hard with local partners as part of anti-social behaviour clampdowns in Sunderland and as part of a taskforce set up in Newcastle tackling the issue head on. Good progress is being made – but we've still got a way to go.

Let's not forget, these so-called 'legal highs' are not safe – it's as simple as that and I remain fully committed to ensuring our officers do all they can to eradicate this abhorrent trade. The new tough sentences show how seriously the matter is being taken and we will do all we can to get those responsible before the courts and locked up.

## Section 6 - Building the Police and Crime Plan

### 6.1 Building the Police and Crime Plan 2013-2018

The Panel recently asked me to focus specifically in a report on how I developed my Police & Crime Plan. In 2013 I launched my first Police and Crime Plan which covers the period 2013-2018. This plan was developed to reflect the views of local communities, local authorities and other agencies across Northumbria. It takes account of emerging issues and challenges facing modern policing and sets out 5 priorities for policing in Northumbria.

In early 2013 to ensure that I identified the right priorities, those that matter to local communities, I consulted with over 5,000 people. In addition to that consultation was undertaken with local authorities, policing professionals and other partner agencies including Community Safety Partnerships. This work and consultation was undertaken to ensure that the plan met the policing needs of people in Northumbria. Below is an overview of the work undertaken and some of the issues and themes from that consultation exercise.

- **Northumbria Police** – Complete an annual assessment of crime linked to changes taking place locally and nationally. From this assessment they can forecast the likely levels of crime and disorder the coming year may bring.
- **Safer Communities Survey** – Northumbria Police in partnership with the 6 local councils conduct a continuous telephone survey with the public in Northumbria, speaking to over 15,000 of you each year. This gives a significant indication of your satisfaction with the police and councils response to community safety and what your policing priorities are.
- **Community Safety Partnerships** – The Probation Trust, Fire and Rescue Service, Local Authorities and the Clinical Commissioning Group, together with the Police are 'responsible authorities' that make up Community Safety Partnerships. The partnerships have shared their local priorities with me and I am using those to help shape my plan.
- **Public Consultation Survey** – During January 2013 I commissioned a survey seeking views on what the crime and policing priorities should be. Over 3500 people completed the survey on-line and I met many people when I was out and about on the streets of Northumbria.
- **Twitter and Facebook** was used to connect with local people and the feedback and comment I received also shaped my thinking.
- **Advisory Groups** – Talking to the advisory groups that I set up drawn from the communities which are protected by the Equality Act 2010. They consist of; Age, Gender, Faith, Disability, BME and LGBT. I also established a victims group as part of my statutory obligation to consult victims of crime as to their policing and criminal justice needs.

Analysis of these findings was used to determine not only the five priorities but, as important, what action needs to be taken to make a difference to communities. These are all clearly identified in the plan and since publishing the plan the performance

management framework over the last three years has developed and shaped to measure success against these commitments.

Following my re-election I believe it is an opportune time to refresh the plan to ensure it is current and relevant. The Police Reform and Social Responsibility Act 2011 (PRSRA 2011) clearly sets out the requirements of the plan and I will ensure that as with the current plan my future plan is compliant with this legislation. It will include:

- Police and Crime Objectives
- The policing of Northumbria which the Chief Constable is to provide.
- The financial and other resources which I provide to the Chief Constable.
- The means by which the Chief Constable will report to me on the provision of policing and how the plan will be delivered.
- The means by which the Chief Constable performance in providing policing will be measured.
- Information about Crime and Disorder Reduction Grants

If members of the Panel wish, I would be keen to invite you to consider how you feel the plan should be shaped as part of your role which is not only to challenge but to support me in my role.

In accordance with the PRSRA 2011 I will also at the appropriate time send the draft plan to the Police and Crime Panel and have regard to any report or recommendations made by the Panel in relation to the draft plan.

## **Section 7 - Lobbying and shaping the national agenda - Update**

Reforming the Independent Police Complaints Commission (IPCC) structure and governance - a public consultation (February 2016)	The Home Office consulted on the proposed changes to the IPCC governance and structure. The IPCC made proposals for new governance arrangements in response to a recommendation in the initial triennial review of its activities. Following Sheila Drew Smith's review the government consulted publicly on its proposals for changing the way the IPCC is organised.
Inquiry into proceeds of crime (February 2016)	The Home Affairs Committee launched an inquiry into how effectively the measures introduced in the Proceeds of Crime Act 2002, to deprive criminals of any benefit from their crimes, are working. In particular, the inquiry assessed the operation of confiscation orders, which are the main mechanism through which this policy is implemented.
Complaints relating to PCCs (March 2016)	This consultation focused on the complaints process for Police and Crime Panels when seeking to resolve non-serious (i.e. non-criminal) complaints made against a PCC. Legislative changes would be



	required to implement some of the proposals identified in the consultation.
Hand held mobile phones whilst driving – consultation (March 2016)	The Department for Transport consulted on proposals of increasing the penalty levels and Fixed Penalty Notice (FPN) for the offence of using a hand-held mobile phone whilst driving. Hand-held mobile phones use whilst driving is a dangerous activity which increases the risk of a collision. This consultation considered proposals for increasing the FPN level from £100 to £150 for all drivers as well as increasing the penalty points from 3 to 4 for non-HGV drivers and from 3 to 6 points for those that hold a Large Goods Vehicle (HGV) license who commit the offence whilst driving a HGV.
Independent review of deaths and serious incidents in police custody (May 2016)	The Home Office sought views on the procedures and processes surrounding deaths and serious incidents in police custody in England and Wales. The consultation will focus on: <ul style="list-style-type: none"> <li>• the lead up to such incidents</li> <li>• the immediate aftermath</li> <li>• the conclusion of official investigations</li> </ul>
Neighbourhood Policing consultation (June 2016)	The Home Affairs Policy Commission consulted on how the police should reformed to better tackle the crime and policing challenges of the future.
Home Office Consultation on the Introduction of a Stalking Protection Order January 2016	To assess whether further protection is required for victims of stranger stalking as opposed to those being stalked by an intimate (ex)partner.
Home Affairs Select Committee Enquiry Into Prostitution April 2016	To assess whether the balance in the burden of criminality should shift to those who pay for sex rather than those who sell it.
Women & Equalities Committee Inquiry into Sexual Harassment & Sexual Violence In Schools May 2016	To establish the scale of sexual harassment and sexual violence in schools, to understand its impact on pupils and staff, to explore what can be done to reduce its level/impact and what can be done to support those young people who are the subject of on-line forms of sexual harassment and abuse.

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**VERA BAIRD**<sup>QC</sup>  
POLICE & CRIME COMMISSIONER

**POLICE AND CRIME PANEL  
REPORT OF THE POLICE AND CRIME COMMISSIONER**

**26th JULY 2016**

**PERFORMANCE REPORT - YEAR END 2015/16**

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**1. PURPOSE OF THE REPORT**

- 1.1 To provide an overview of performance against the Police and Crime Plan objectives for 2015-16.

**2. BACKGROUND**

- 2.1 The Police and Crime Panel receive quarterly performance updates reporting progress against the five key objective areas as described through the Police and Crime Plan.
- 2.2 This report provides a summary of performance for 2015-16 financial year, looking at key performance information and significant achievements throughout the past year.
- 2.3 Included with this report are:
- **The 2015/16 annual report** - including a summary of performance and key achievements for the year.
  - **Appendix 1** – detailing the key performance indicators for each of the Police and Crime Plan objectives.
  - **Appendix 2** – looking at crime rates Force Wide and in each local authority area for the past year.
  - **Appendix 3** – a paper which answers the questions raised by the panel in previous performance meetings.

**3. RISKS**

- 3.1 There are no risk implications directly arising from this report.

**4. RECOMMENDATION**

- 4.1 The Panel is asked to note the contents of this report.

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# **Police and Crime Plan – Annual Performance Report**

## **Police and Crime Panel**

**2015/16**

## **PUTTING VICTIMS FIRST**

- 1. We will further enhance the way we deploy officers, providing the most appropriate response to meet individual needs.**
- 2. We will participate in the Victims' Hub, 'Victims First' by:**
  - Identifying and assessing the specific needs of victims.**
  - Working closely with partners to ensure a proportionate response, including safeguarding, investigation and coordinating the information flow to victims, in line with our joint obligations under the Victims' Code.**
  - In partnership, coordinate an integrated victim support service.**
- 3. We will ensure that crimes are recorded properly and that the matter is dealt with, where appropriate, in line with victim's wishes.**

### **Summary**

The Force has maintained high levels of victim satisfaction over the last twelve months, reflecting the emphasis on being victim focused and delivering a high standard of service.

The percentage of victims of crime who were satisfied with the overall service provided by Northumbria Police is higher than all other forces in England and Wales. Her Majesty's Inspectorate of Constabulary (HMIC) found the Force had good supervisory oversight and scrutiny of incidents involving vulnerability and repeat victims; with excellent evidence being found in case files and incident logs.

The Force has maintained high satisfaction levels for each aspect of service:

- 98% Ease of contact
- 92% Time of arrival
- 88% Action taken
- 84% Follow up
- 97% Treatment
- 91% Whole experience

Victims First Northumbria was launched in April 2015 and provides practical and emotional support to help victims cope and recover from their experience. Officers conducted satisfactory assessments of victims' needs for 87% of victims although this was below the target of 90%.

89% of callers whose incident was dealt with without officer deployment were satisfied with the overall service provided by Northumbria Police.

Following the introduction of mental health triage, only two out of 222 people detained under the Mental Health Act, were taken to a police station.

### **Key achievements**

- A number of initiatives have been implemented to identify individual victim needs and support them from initial contact and response, to keeping them informed and achieving the most appropriate resolution.
- Victims First Northumbria (VFN) was launched in April 2015 and provides practical and emotional support to help victims cope and recover from their experience. VFN is an independent victim referral service and registered charity.

- Contact handlers have been empowered to make decisions using the THRIVE (threat, harm, risk, investigative opportunities, vulnerability and engagement) model to improve early identification of vulnerability and ensure effective demand management.
- Resolution without deployment has been introduced to resolve incidents by telephone, if suitable for the caller, ensuring a customer focused service, whilst reducing demand on frontline officers.
- Mental Health Triage was implemented with two dedicated teams (North and South of the Tyne). The aim is to provide an enhanced service to those who need mental health treatment and avoid them being detained unnecessarily under the Mental Health Act.

## **DEALING WITH ANTI-SOCIAL BEHAVIOUR**

- 1. We will complete an assessment to determine the most appropriate response to meet the individual needs of victims of ASB.**
- 2. We will prevent anti-social behaviour, by working with partners to resolve longer term local issues.**
- 3. We will identify vulnerable victims and assess their specific needs, ensuring an appropriate response.**
- 4. We will ensure that new ASB powers are embedded and understood and are being used fairly and proportionately.**

### **Summary**

The number of ASB incidents reduced by 13% (over 10,000 fewer incidents) compared to last year with reductions in both youth and non-youth ASB. The public's perception of ASB has also reduced; only 12% of the community think ASB is an issue in their neighbourhood.

The percentage of ASB victims satisfied with the overall service has reduced compared to 2014/15 (from 89% to 85%); a statistically significant reduction. However, 96% of victims are confident to report further incidents to the police.

A survey of victims who have suffered long term ASB found over half experienced no further incidents since their original report.

### **Key achievements**

- Area commands continue to undertake significant activity with partners to tackle ASB. A range of different methods are used, which include joint visits with the local authority, face to face apologies, mediation and warning letters; ensuring the delivery of an appropriate and often tailored response to meet each individual's needs.

Examples of local activity and initiatives include:

- A multi-agency task force (consisting of police, Newcastle City Council and the North East Ambulance Service) was established in Newcastle to identify and target those responsible for selling and distributing legal highs.

- The launch of an ASB task-force, which involved training for all call handlers, supervision and resource controllers, to make reporting ASB as easy as possible for victims.

## **DOMESTIC AND SEXUAL ABUSE**

- 1. We will deliver the policing aspects of Violence against Women and Girls Strategy (rape, sexual violence and domestic abuse), and in particular:**
  - Encourage an increase in reporting.
  - Reduce the attrition from report to conviction.
  - Increase the conviction rate.
- 2. We will build on the learning from Operation Sanctuary, work with partners to identify individuals at risk of sexual exploitation and abuse, and develop joint safeguarding protocols for those identified.**
- 3. We will work with partners managing perpetrators through the criminal justice process, further develop domestic violence perpetrator programmes, and refer victims to support agencies, as part of the Respect Programme.**

### **Summary**

The number of sexual offences recorded increased by 35% from 2014/15, this follows the national trend, with all forces reporting an increase.

The report to conviction rates for sexual offences and domestic abuse has reduced from 20% to 17% and from 34% to 26% respectively. The report to conviction rate for rape offences has increased from 9% to 13%. The conviction rate for domestic abuse cases has increased compared to 2014/15, however, is below the target of 75%.

During 2015/16, 442 referrals have been made into domestic abuse perpetrator programmes:

- Sunderland BIG programme – 135 referrals (15 police referrals)
- South Tyneside programme – 86 referrals (1 police referral)
- Newcastle programme – 63 referrals (7 police referrals)
- Northumberland BIPP programme – 39 referrals (1 police referral)
- Gateshead DETER programme – 119 referrals (7 police referrals)

### **Key achievements**

- During 2015/16, the Force managed over 2,000 sexual and violent offenders under Multi-Agency Public Protection Arrangements (MAPPA) in partnership with other local bodies.
- The delivery of the policing aspects of the Violence against Women and Girls Strategy remains a high priority. The Force has invested in significant activity to raise awareness of domestic and sexual violence and worked with partners to deliver training on coercive control and child sexual exploitation – raising the profile of these issues and helping to identify and tackle abuse.
- Operations dedicated to safeguarding vulnerable victims of abuse have been expanded to cover the entire Force area. The Force has also been successful in securing funding to develop innovative programmes aimed at targeting the most harmful and serial domestic abuse perpetrators. Domestic abuse perpetrator services have now also been expanded across the Force area.



- In order to better inform our understanding of domestic and sexual abuse, a regular survey has been introduced and focus groups held with victims of domestic abuse throughout the year.
- Live domestic violence patrols continue across the Force area on Friday, Saturday and Sunday evenings involving joint patrols with partner agencies and officers using body worn video cameras.

## **PREVENTING CRIME**

- 1. We will prevent crime, through the implementation of a Preventing Crime Strategy, responding to crime trends and actively deploying and tasking resources.**
- 2. We will encourage the increased reporting of under reported crimes, such as Female Genital Mutilation, Child Sexual Exploitation, Human Trafficking and Hate Crime.**
- 3. We will closely monitor crime trends and patterns and prioritise resources to address those crimes that cause the greatest harm and concern to communities.**
- 4. We will identify repeat victims and reduce the likelihood of further victimisation, focusing on those crimes that have a significant impact on the victim.**
- 5. We will tackle offenders, with partners, particularly those who are most prolific and cause the greatest harm to communities.**
- 6. We will work with partners to improve criminal justice related systems to reduce the likelihood of reoffending.**

### **Summary**

Nationally, there has been an increased focus on improving crime recording with 39 out of 43 forces reporting an increase in crime over the past year. Northumbria Police recorded a 29% increase in 2015/16, while the number of incidents created with the potential to involve a crime reduced by 11% over the same period – suggesting the increase in recorded crime does not indicate a rise in offending. Compliance with National Crime Recording Standards (NCRS) has improved from 87% to 90%; renewed focus on NCRS in the last 6 months of 2015/16 gives a compliance rate of 94%.

Despite this increase, the level of crime compared to other forces in England and Wales remains low; similar to the national average and second lowest within the Force's MSG.

The percentage of residents in the Force area who think crime is a problem in their neighbourhood has reduced to 7%.

### **Key achievements**

- The force-wide campaign 'Beat the Burglar' was promoted through social media channels, and activity carried out locally. For example:
  - Operation Merlin was introduced in Northern, to provide multi-agency support to offenders and reduce the risk of re-offending.
  - Operation Forager delivered targeted crime prevention advice to repeat and near repeat victims of burglary, in Bensham and Jesmond.

- Operations were carried out in Southern to target those suspected of committing/intending to commit crime, as well as those who drive burglary offences through the distribution of controlled drugs.
- As part of the national 'surrender a knife' initiative, Northumbria, Durham and Cleveland police promoted the dangers of knife-related crimes and provided the public the opportunity to surrender knives in their possession. Bins were located at police stations across the three forces.
- Night-Time Economy (NTE) campaigns 'Keys, Money, Phone, Plans to get Home?' and 'One Punch Can Ruin Two Lives', were promoted over the Christmas and New Year period. Both reinforced messages about alcohol-related violence, highlighted safety messages and encouraged people to think about their actions.
- In October 2015, Northern Area Command launched Operation Secure, aimed at safeguarding the vulnerable and targeting those offenders causing most harm. Themed areas focussed on youth vulnerability (particularly CSE), alcohol-related vulnerability, domestic abuse and disability hate crime, with an evaluation planned later in 2016.
- The Force continues to encourage the increased reporting of under reported crime and has supported a series of events and initiatives to raise awareness of different kinds of under reported crime, the work that police and partners do to tackle it, and the support available for victims. National and local campaigns have also been held to tackle specific crime issues such as domestic burglary, knife possession and crime related to the night-time economy.
- Hate Crime Awareness Week ran between 8 and 14 February 2016, with a series of local events held across the Force. Activity was based on the campaign, 'Being you is not a crime. Targeting you is', and highlighted key messages and on-going engagement work. Specific activity includes:
  - Southern Area Command held Community Opportunity events with representatives from Young Asian Voices<sup>1</sup> and Apna Ghar<sup>2</sup>, allowing first-hand experience of how police deal with hate crime and highlighting the support available to victims.
  - A half day event was held in Cramlington with the Local Education Authority, to promote Hate Crime awareness and community cohesion. A number of exercises were held to allow children to look at the diversity of the population of Northumberland, and to discuss Hate Crime.
  - Northumbria Police Cadets have produced a hate crime package for delivery to colleges and sixth forms across Central Area Command.

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<sup>1</sup> Young Asian Voices (YAV) supports the local and Asian community; in particular young members of the BME Community. YAV works for equality of opportunity and social justice by offering training, volunteering, outreach, integration and youth sessions.

<sup>2</sup> Apna Ghar is a support service for minority ethnic women in Sunderland.

## **COMMUNITY CONFIDENCE**

- 1. We will ensure neighbourhood teams are accessible and based at convenient locations, supported by new technology to increase visibility.**
- 2. We will understand and respond to the issues affecting local communities.**
- 3. We will reassure communities and address community tensions.**
- 4. We will promote opportunities for the public to be involved in local policing through volunteering.**
- 5. We will work with partners to improve criminal justice related processes, ensuring a satisfactory outcome for victims of crime and increasing confidence in the criminal justice system.**
- 6. We will build on the success of the triage system, by introducing a complaints charter to improve the complaints process, reduce the number of appeals and increase satisfaction with how the complaint has been managed.**

### **Summary**

Public confidence remains high. 65% of respondents to the Crime Survey for England and Wales (CSEW) agree that the police and local council are dealing with the ASB and crime issues that matter; this is higher than the national average. Similarly, the percentage of respondents to CSEW who agree that Northumbria police can be relied on to be there when needed is the highest in England and Wales. The majority of residents think the number of times they see officers on foot patrol is about right.

The number of allegations that relate to incivility, impoliteness or intolerance has reduced by 30% from 327 to 227. All complainants were contacted by the investigating officer within 24 hours of registration of a complaint. The time taken to finalise complaints has reduced; 78% of complaints were finalised within 50 days, compared to the target of 50%. The percentage of appeals made remains the same as last year (18%), whilst the percentage upheld (29%) is above 2014/15. The appeals considered by IPCC have a higher upheld rate; the IPCC upheld rate for those complaints investigated was 51%, above last year and above the national and MSG rates.

The conviction rate at Magistrates Court increased from 79% to 83%, but is lower than the target of 85%. The percentage of guilty pleas at first hearing has reduced from 68% to 65%, and is below the target of 70%.

### **Key achievements**

- A number of new neighbourhood police bases have been established over the past year to ensure officers are based in accessible places where communities need them. Many of the bases are co-located with partner organisations, making them more visible and accessible to the communities they serve.
- To help officers to remain on patrol within communities, over 3,000 mobile devices have been distributed to officers, allowing mobile access to operational systems data. The devices have improved senior officer ability to effectively and efficiently supervise a more dispersed work force. Further investment in information technology has also allowed more officers to be briefed remotely, saving travelling time and allowing officers to be stationed within their communities for a greater period of time.
- A 'Community Opportunity' initiative was introduced with the aim of improving trust and confidence within communities. The scheme allows local residents to gain an

insight into police work by allowing them to join police on patrol and attend meetings with officers.

- Volunteering opportunities continue to be promoted, with applications encouraged from under-represented groups. Special Constables and Cadets support operational policing and local events by providing crime prevention advice and community reassurance. Key events within 2015/16 include: the Great North Run, the Rugby World Cup, Newcastle's Mela Festival, Newcastle and Sunderland Pride and Sunderland Air Show.
- Consultation has been carried out with disability agencies and disabled residents across the Northumbria force area, to better understand the gap that exists in the perceptions of policing between disabled and non-disabled residents and identify areas for improvement. This included a focus group with deaf and hearing impaired individuals.
- Northumbria Police continues to work with the Alzheimer's Society on the 'Dementia Friends' initiative. Specialist training has been provided to officers outlining the condition, how it can affect people, how to spot the signs and how to address an individual's needs. Adoption of this initiative has been recognised nationally.

Measure	Previous	Period	Current	Period	Comparative position or note
Percentage of victims satisfied with ease of contact.	99.0% (+/-0.6%)	2014/15	98.2% (+/-0.7%)	2015/16	Statistically significant reduction. Placed 1st nationally (12 months to December 2015).
Percentage of victims satisfied with time of arrival.	93.7% (+/-1.1%)	2014/15	92.2% (+/-1.2%)	2015/16	N/A
Percentage of victims with a satisfactory needs assessment	N/A	N/A	87% (+/-1.6%)	2015/16	Target 90%
Compliance with National Crime Recording Standards.	87% (+/-0.5%)	September 2014 to March 2015	90% (+/-0.5%)	2015/16	Renewed focus on NCRS in the last 6 months of 2015/16 gives a compliance rate of 94%.

## DEALING WITH ANTI-SOCIAL BEHAVIOUR

Measure	Previous	Period	Current	Period	Comparative position or note
Percentage of ASB victims satisfied with attendance at incidents.	93.4% (+/-1.4%)	2014/15	92.0% (+/-1.6%)	2015/16	N/A
Percentage of victims of long term ASB who experienced no further incidents since their original report.	N/A	N/A	51% (+/-3.7%)	May 2015 to March 2016	N/A

# DOMESTIC AND SEXUAL ABUSE

Measure		Previous	Period	Current	Period	Comparative position or note
Rape	Charge rate	18%	2014/15	21%	2015/16	National rate 15.2% (2015/2016)
	Conviction rate	51%	2014/15	58%	2015/16	National rate 57.9% (2015/2016)
	<b>Report to conviction rate</b>	<b>9%</b>	<b>2014/15</b>	<b>12%</b>	2015/16	<b>National rate 8.8% (2015/2016)</b>
Sexual offences	Charge rate	28%	2014/15	24%	2015/16	National rate 17.1% (2015/2016)
	Conviction rate	73%	2014/15	72%	2015/16	National rate 78.0% (2015/2016)
	<b>Report to conviction rate</b>	<b>20%</b>	<b>2014/15</b>	<b>17%</b>	2015/16	<b>National rate 13.3% (2015/2016)</b>
Domestic Violence	Charge rate	51%	2014/15	36%	2015/16	N/A
	Conviction rate	66%	2014/15	71%	2015/16	National rate 74.5% (2015/2016)
	<b>Report to conviction rate</b>	<b>34%</b>	<b>2014/15</b>	<b>25%</b>	2015/16	<b>N/A</b>
Increase the conviction rate for domestic abuse to 75% of cases charged		66%	2014/15	71%	2015/16	National rate 74.5% (2015/2016)
<p>Disrupting and targeting offenders ensuring investigative opportunities.</p>		<p>To date, 62 persons have been charged, with 259 charges between them; 2 new charges have been identified in this period.</p> <p>There have been 248 potential complainants identified from Operation Shelter, Operation Shield, Operation Jupiter, Operation Wren, Operation Optic, Operation Bluebell, Operation Fossil and stand-alone investigations; 2 new potential complainants have been identified in this period.</p> <p>Operation Shelter trial 4 is due to commence on 14 November. The re-trial of Trial 2 is due to commence on 3 January 2017. The trial dates for what was Trial 3 are due to commence on 13 February 2017 and 20 February 2017. <b>All trials are subject to reporting restrictions until the conclusion of them all.</b></p> <p>Additional activity includes:</p> <p>a) 42 bail packages with police or court bail conditions are being actively monitored for compliance; no change this period.</p> <p>b) 99 active disruption packages with individuals who are suspected or have been arrested for CSE; no change this period.</p> <p>c) 300 vehicles actively monitored via IS - no change in this period</p> <p>d) 127 vehicles actively monitored via PNC/ANPR— no change this period.</p> <p>e) 325 subjects are being actively monitored (via IS) and UKBA; no change this period.</p> <p>f) 47 taxi driver licences have been suspended - no change this period.</p>				
Number of referrals into domestic abuse perpetrator programmes.		N/A	N/A	442 referrals	2015/16	The majority of referrals were from social services or self-referral, with 31 police referrals.

Assessment of quality of service following survey of domestic abuse victims.	Two telephone surveys have been conducted as part of the Home Office pilot. Four focus groups have been held to date with Impact Family Services clients in South Tyneside, Impact Family Services staff in South Tyneside, Gateshead IDVAs and Tyneside Women’s Health clients in Gateshead. The mandated Home Office domestic abuse survey is due to commence in April 2016.
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## PREVENTING CRIME

Measure	Previous	Period	Current	Period	Comparative position or note
Reduce the number of burglary dwelling offences.	2,325 crimes	2014/15	+9% (+269 crimes)	2015/16	Placed 14th nationally and 1st in MSG (2015/2016).
Percentage of high or medium risk victims who have suffered a subsequent incident.					
Domestic Violence	44%	2014/15	49%	2015/16	- High or medium risk individuals at the start of the period or identified during the period.  - Subsequent event of any category between the initial risk assessment and the end of the period
Crime	33%		39%		
Anti-social behaviour	20%		25%		
Hate	68%		41%		
Overall	42%		45%		

## COMMUNITY CONFIDENCE

Measure	Previous	Period	Current	Period	Comparative position or note
Percentage of time neighbourhood officers spend outside a police station in their neighbourhood.	47%	2014/15	48%	2015/16	N/A
Reduce the length of time taken through the criminal justice process, reducing the re-bail rate and length of time on bail.					
Re-bail rate.	41.6%	2014/15	31.4%	2015/16	
Percentage of bails concluded over 28 days.	72% over 28 days	2014/15 (revised)	62% over 28 days	2015/16	
Increase the conviction rate at Magistrate's Court to 85%.	79.2%	2014/15	82.8%	2015/16	National rate 83.7% (2015/2016).
Increase the percentage of guilty pleas at first hearing to 70%.	68%	July 2014 to March 2015	65%	2015/16	National rate 70.2% (2015/2016).
Ensure 100% of cases, the Investigating Officer makes contact with the complainant within 24 hours of registration of a complaint.	N/A	N/A	100%	2015/16	
Reduce the number of days to finalise complaint, with 50% finalised within 50 days.	N/A	N/A	78%	2015/16	
Percentage of complainants who are satisfied with the way their complaint was dealt with.	N/A	N/A	43%	2015/16	Small sample of 73 complainants, therefore indicative only.



Reduce the number of allegations that relate to incivility, impoliteness or intolerance.		27 per month	2014/15	19 per month	2015/16	
Reduce the percentage of appeals made and the percentage of those upheld.	% of appeals made	18%	2014/15	18%	2015/16	
	% of appeals upheld	25%	2014/15	29%	2015/16	
Number of live complaints being managed.		270	As at 31 March 2015	135	As at 1st April 2016	Number of live complaints being managed (dated prior to 1 April 2015) is 6.

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### Comparison of crime between 2015/2016 and 2014/2015

<b>Force Wide</b>	<b>2015-16</b>	<b>2014-15</b>	<b>Change compared to 2014-15 Daily average</b>	
<b>Total crime</b>	<b>94,002</b>	<b>72,672</b>	<b>+21,330</b>	<b>+ 29%</b>
Violence against the person	22,428	13,703	+8,725	+ 64%
Robbery	549	495	+ 54	+ 11%
Sexual offences	2,798	2,071	+ 727	+ 35%
Vehicle crime	5,863	5,242	+ 621	+ 12%
Criminal damage	18,729	14,651	+4,078	+ 28%
Burglary dwelling	3,235	2,950	+ 285	+ 10%
Burglary OTD	4,999	4,634	+ 365	+ 8%
Shoplifting	10,714	9,479	+1,235	+ 13%
Theft from the person	952	752	+ 200	+ 27%
Other theft and handling	12,090	9,458	+2,632	+ 28%
Anti-Social behaviour	67,268	77,568	-10,300	- 13%

### Local Authority Areas

<b>Sunderland</b>	<b>2015-16</b>	<b>2014-15</b>	<b>Change compared to 2014-15 Daily average</b>	
<b>Total crime</b>	<b>19,455</b>	<b>15,052</b>	<b>+4,403</b>	<b>+ 29%</b>
Violence against the person	4,581	2,685	+1,896	+ 71%
Robbery	104	80	+ 24	+ 30%
Sexual offences	530	389	+ 141	+ 36%
Vehicle crime	1,231	1,271	- 40	- 3%
Criminal damage	3,943	3,254	+ 689	+ 21%
Burglary dwelling	673	616	+ 57	+ 9%
Burglary OTD	928	1,040	- 112	- 11%
Shoplifting	2,043	1,892	+ 151	+ 8%
Theft from the person	124	82	+ 42	+ 51%
Other theft and handling	3,021	1,788	+1,233	+ 69%
Anti-Social behaviour	12,147	14,288	-2,141	- 15%

<b>South Tyneside</b>	<b>2015-16</b>	<b>2014-15</b>	<b>Change compared to 2014-15 Daily average</b>	
<b>Total crime</b>	<b>9,696</b>	<b>7,074</b>	<b>+2,622</b>	<b>+ 37%</b>
Violence against the person	2,719	1,487	+1,232	+ 83%
Robbery	44	45	- 1	- 2%
Sexual offences	261	185	+ 76	+ 41%
Vehicle crime	480	321	+ 159	+ 50%
Criminal damage	2,133	1,648	+ 485	+ 29%
Burglary dwelling	253	218	+ 35	+ 16%
Burglary OTD	423	361	+ 62	+ 17%
Shoplifting	1,007	844	+ 163	+ 19%
Theft from the person	50	32	+ 18	+ 56%
Other theft and handling	1,055	960	+ 95	+ 10%
Anti-Social behaviour	6,146	7,438	-1,292	- 17%

<b>Gateshead</b>	<b>2015-16</b>	<b>2014-15</b>	<b>Change compared to 2014-15 Daily average</b>	
<b>Total crime</b>	<b>12,801</b>	<b>9,370</b>	<b>+3,431</b>	<b>+ 37%</b>
Violence against the person	2,906	1,693	+1,213	+ 72%
Robbery	89	82	+ 7	+ 9%
Sexual offences	422	265	+ 157	+ 59%
Vehicle crime	1,027	906	+ 121	+ 13%
Criminal damage	2,729	1,873	+ 856	+ 46%
Burglary dwelling	487	401	+ 86	+ 21%
Burglary OTD	791	759	+ 32	+ 4%
Shoplifting	1,318	1,004	+ 314	+ 31%
Theft from the person	85	52	+ 33	+ 63%
Other theft and handling	1,535	1,247	+ 288	+ 23%
Anti-Social behaviour	8,102	8,786	- 684	- 8%

<b>North Tyneside</b>	<b>2015-16</b>	<b>2014-15</b>	<b>Change compared to 2014-15 Daily average</b>	
<b>Total crime</b>	<b>10,474</b>	<b>8,224</b>	<b>+2,250</b>	<b>+ 27%</b>
Violence against the person	2,750	1,751	+ 999	+ 57%
Robbery	66	49	+ 17	+ 35%
Sexual offences	310	221	+ 89	+ 40%
Vehicle crime	531	490	+ 41	+ 8%
Burglary dwelling	313	328	- 15	- 5%
Burglary OTD	395	447	- 52	- 12%
Theft and handling	2,720	2,489	+ 231	+ 9%
Shoplifting	1,136	1,167	- 31	- 3%
Theft from the person	69	51	+ 18	+ 35%
Other theft and handling	1,266	1,036	+ 230	+ 22%
Anti-Social behaviour	8,886	10,354	-1,468	- 14%

<b>Newcastle</b>	<b>2015-16</b>	<b>2014-15</b>	<b>Change compared to 2014-15 Daily average</b>	
<b>Total crime</b>	<b>26,930</b>	<b>22,056</b>	<b>+4,874</b>	<b>+ 22%</b>
Violence against the person	6,019	4,118	+1,901	+ 46%
Robbery	205	209	- 4	- 2%
Sexual offences	781	691	+ 90	+ 13%
Vehicle crime	1,531	1,279	+ 252	+ 20%
Criminal damage	4,502	3,835	+ 667	+ 17%
Burglary dwelling	1,051	927	+ 124	+ 13%
Burglary OTD	1,193	1,014	+ 179	+ 18%
Shoplifting	3,988	3,523	+ 465	+ 13%
Theft from the person	533	501	+ 32	+ 6%
Other theft and handling	3,420	2,840	+ 580	+ 20%
Anti-Social behaviour	20,375	23,323	-2,948	- 13%

<b>Northumberland</b>	<b>2015-16</b>	<b>2014-15</b>	<b>Change compared to 2014-15 Daily average</b>	
<b>Total crime</b>	<b>14,646</b>	<b>10,896</b>	<b>+3,750</b>	<b>+ 34%</b>
Violence against the person	3,453	1,969	+1,484	+ 75%
Robbery	41	30	+ 11	+ 37%
Sexual offences	494	320	+ 174	+ 54%
Vehicle crime	1,063	975	+ 88	+ 9%
Criminal damage	3,239	2,419	+ 820	+ 34%
Burglary dwelling	458	460	- 2	- 0%
Burglary OTD	1,269	1,013	+ 256	+ 25%
Shoplifting	1,222	1,049	+ 173	+ 16%
Theft from the person	91	34	+ 57	+168%
Other theft and handling	1,793	1,587	+ 206	+ 13%
Anti-Social behaviour	11,612	13,379	-1,767	- 13%

## PERFORMANCE REPORT – POLICE AND CRIME PANEL QUERIES

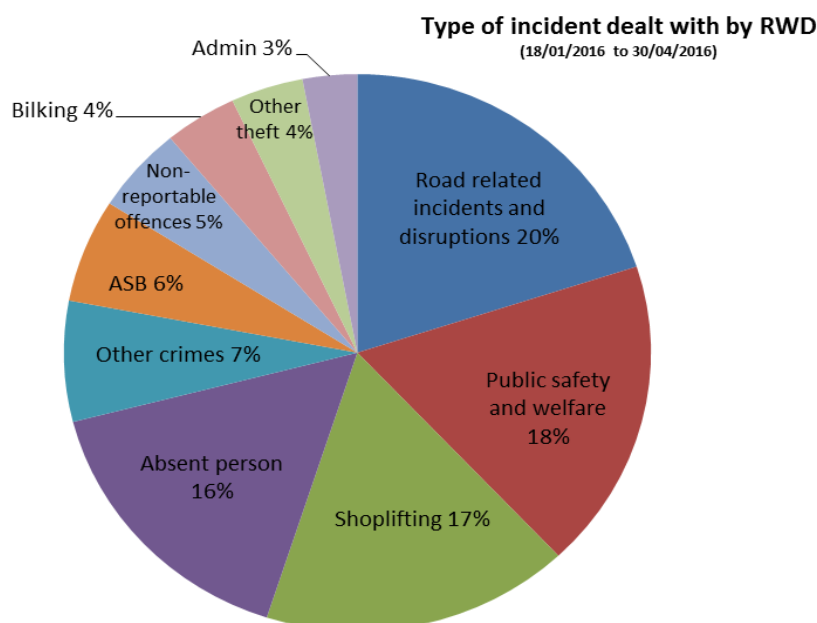
### 1. BACKGROUND

- 1.1 Panel members requested further information on a number of areas contained within previous quarterly performance reports. This briefing paper provides an overview of each query and the Northumbria Police response.
- 1.2 Panel members requested further information on a number of areas contained within previous quarterly performance reports. This briefing paper provides an overview of each query and the Northumbria Police response.

### 2. QUERIES AND RESPONSE

#### Question 1

- 2.1 Panel members requested illustrations of Resolution without Deployment (RWD) and the type of incidents it is used for.
- 2.2 The chart below shows the types of incidents dealt with by RWD between 18 January and 30 April 2016. Over 70% of incidents are road related incidents/disruptions, public safety welfare, shoplifting and absent persons. Around 48% of force missing person reports are being dealt with as absent by RWD.



- 2.3 Examples of where RWD has been used under the absent person category, include:

- Absentee left foster carers earlier in the day without permission. Returned at 22:30 and words were exchanged about lateness and being expelled from school. Absentee then left the property again at 22:50. This behaviour was not unusual. Informant suggested that absentee may be with a named friend. Subject was a juvenile, 15 years, no medication, no history of drug or alcohol abuse, absentee had strong links to the local area. No intelligence to suggest they were at risk to themselves or others and nothing to suggest they were at risk of CSE. Further information received to suggest absentee was meeting the friend at a metro station. Absentee was located with friend and returned.

- 14 year old absentee in foster care. Last seen playing in a park by her sister and stated she was going to be with friends. Absentee had been reported as missing before and was in company with another regular absentee. Failed to return by 21:00 curfew. Not on any medication, no self-harm issues, nothing to suggest they were at risk of any harm, no mental health issues, no evidence of substance misuse. RWD contacted both absentees who stated they were fit and well. Turned up at mothers address and were picked up in the morning by foster carer.

## **Question 2**

- 2.4 Panel members requested further information regarding medium or high risk victims who have suffered a subsequent incident.
- 2.5 The number of medium or high risk victims that have suffered a subsequent incident has increased from the previous year, with the exception of hate crime. In 2014/15 there were 3,478 victims compared to 3,640 in 2015/16; an overall increase of 162.
- 2.6 To better understand the service provided to victims, an assessment of safety plans (50) for domestic abuse victims, anti-social behaviour, hate and victims of crime (high/medium risk) has been completed to determine standards and safeguarding. All plans reviewed were considered of a good or outstanding standard and showed consistent use of partner agencies to support victims using a wide range of resources. Clear ownership of plans was demonstrated through transparent actions and regular contact with victims and there was good evidence of the victim being involved in the design of the plans. Further details of the review are included in the Q1 performance report.

## **Question 3**

- 2.7 Following the establishment of Operation Verify, information was requested regarding the outcomes/ findings.
- 2.8 Between January and March 2016, a total of 11,751 incidents were assessed by Operation Verify. Key findings show:
- 1386 incidents (12%) did not meet the required standards.
  - A crime was recorded for 558 of the 1386 incidents (5%).
  - Further detail was added to support the decision to record a crime for 815 of the 1386 incidents (7%).
  - There were 13 incidents that required service recovery.
- 2.9 In April 2016, a further 4,426 incidents were assessed by the team:
- 458 incidents (10%) did not meet required standards.
  - Of those 458, a crime was recorded for 231 incidents (5%).
  - Further detail was added to support the decision to record a crime for 226 of the 458 incidents (5%).
  - Service recovery was required for 1 incident.

## **Question 4**

- 2.10 Examples were requested regarding the good use of phablets to demonstrate how they have saved time, improved performance etc.
- 2.11 Street to Strategic continues to be rolled-out across the Force. 3,247 phablet devices have been distributed to officers, allowing mobile read/ write access to operational systems data. Communications activity has been undertaken to raise public awareness of the technology and its role within policing. This has included coverage within the Chronicle newspaper. The



devices have improved senior officer ability to effectively and efficiently supervise a more dispersed work force.

- 2.12 Below is a recent example where the phablet terminals have played a vital part in protecting vulnerable people and saving time during officers' operational duties.
- 2.13 It relates to identifying the scene of a sexual assault and robbery in Leazes Park. IP was at home, described the scene but not able to narrow it down well enough for the dog unit and scene preservation. The phablets allowed officers to take photos of the area described and emailed to an officer who was in company of IP, allowing them to describe route taken, place where items were discarded, and ultimately clarify a more accurate area for preservation and examination by dogs/SOCO.
- 2.14 This allowed a vulnerable victim to provide and confirm specific information about the offence, without having to consider the trauma of being escorted 'back to the area' by officers. It was quick, effective and resulted in a more accurate scene search.

### **Question 5**

- 2.15 In October 2015, HM Inspectorate of Probation and HM Inspectorate of Constabulary (HMIC) published their findings of the follow-up inspection of Multi-Agency Public Protection Arrangements (MAPPA). The inspection sought to establish whether the recommendations in the 2011 report 'Putting the pieces together – an inspection of MAPPA' had been implemented, and if improvements had been made. *Northumbria Police was not visited/inspected.*
- 2.16 The report highlighted that from the seven forces inspected, measurable improvement was found in the quality of work undertaken with MAPPA offenders managed at level 2 and 3, compared with 2011. However, risk management plans were still not good enough, the quality of minutes had improved, but remained inconsistent. Responsible authorities and duty to co-operate agencies were not always appropriately represented at level 2 and 3 meetings.
- 2.17 Panel members requested information on how Northumbria Police feel they can improve on the recommendations relating to risk management.
- 2.18 An assessment of the national recommendations has been undertaken and an action plan developed for Northumbria Police in response. Overall, this shows that Northumbria Police has achieved the vast majority of actions, with elements of good practice already achieved and shared with other local forces, for example, 24 hour turnaround of actions resulting from MAPPA panels, risk training and the proactive approach in working with neighbourhood teams in terms of the risk management of offenders in the community.
- 2.19 Two areas are currently being addressed and monitored through the MAPPA Strategic Management Board. These relate to the following:
  - MAPPA Panel Meeting Minutes – a review of MAPPA minutes is underway nationally regarding circulation timescales. At present, Northumbria Police do not have the resources to achieve the specified timescales. However, the action list is circulated within 24 hours to ensure no delay in the implementation of actions.
  - The Chair of MAPPA SMB approved a request to the Change Programme Team to conduct a demand profile on MAPPA, which is currently awaited; however, in the interim a process mapping exercise will take place on 25th May 2016. This will inform MAPPA SMB as to whether the resources within the unit meet the demand.
  - Registered Sex Offenders (RSOs) – Work is underway to improve the search facility on NPICCs to enable NPTs to accurately identify RSOs living within their area.

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Proud to improve

Proud to lead

9

Delivery of the Police and Crime Plan,  
April – June 2016 Targets and  
Performance



# *Proud to Protect*

PROUD OF WHAT WE DO • PROUD OF WHO WE ARE



## Our Vision is:

To be outstanding in the service we provide

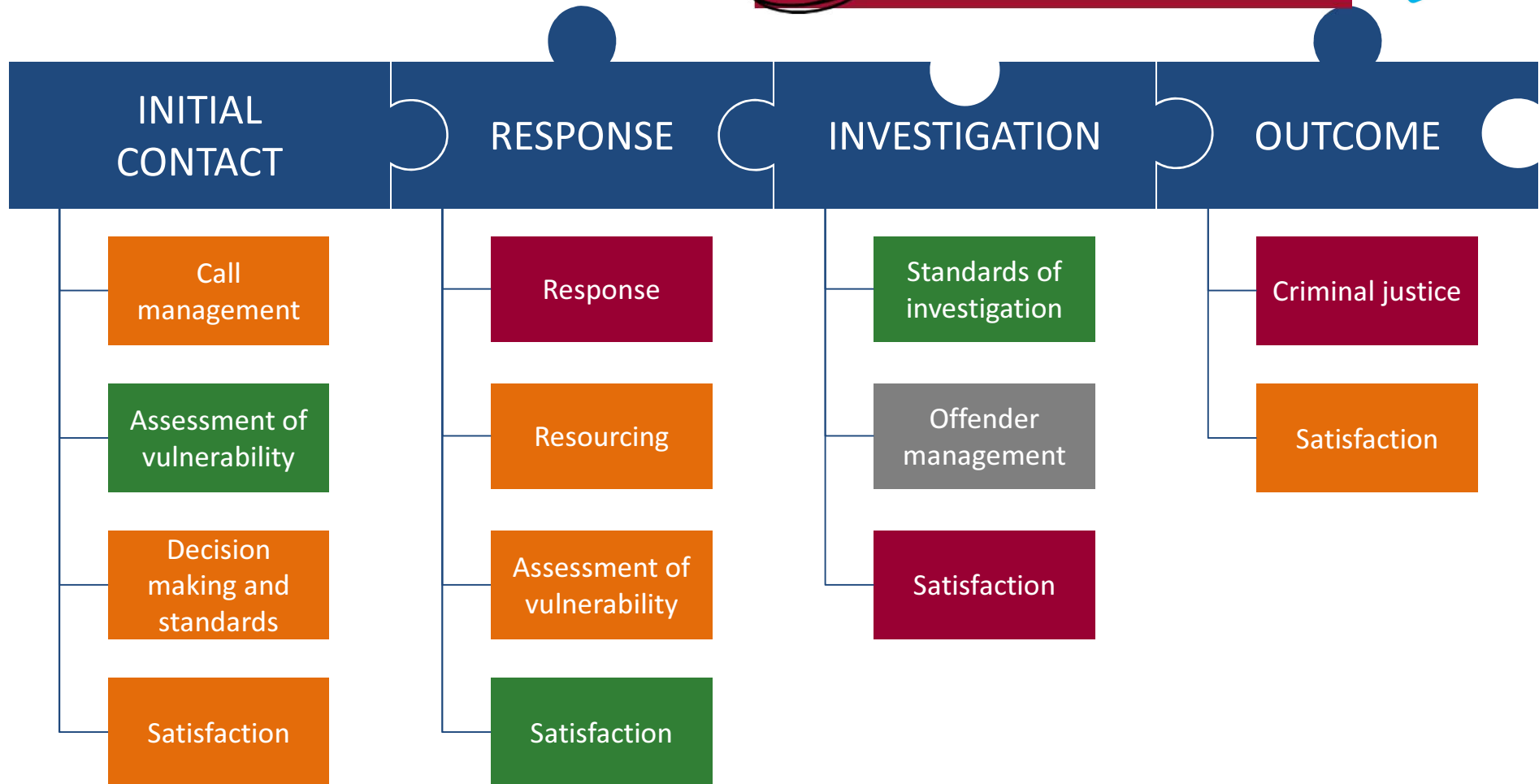


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## 2. Victim's journey



### 3. Victim's journey



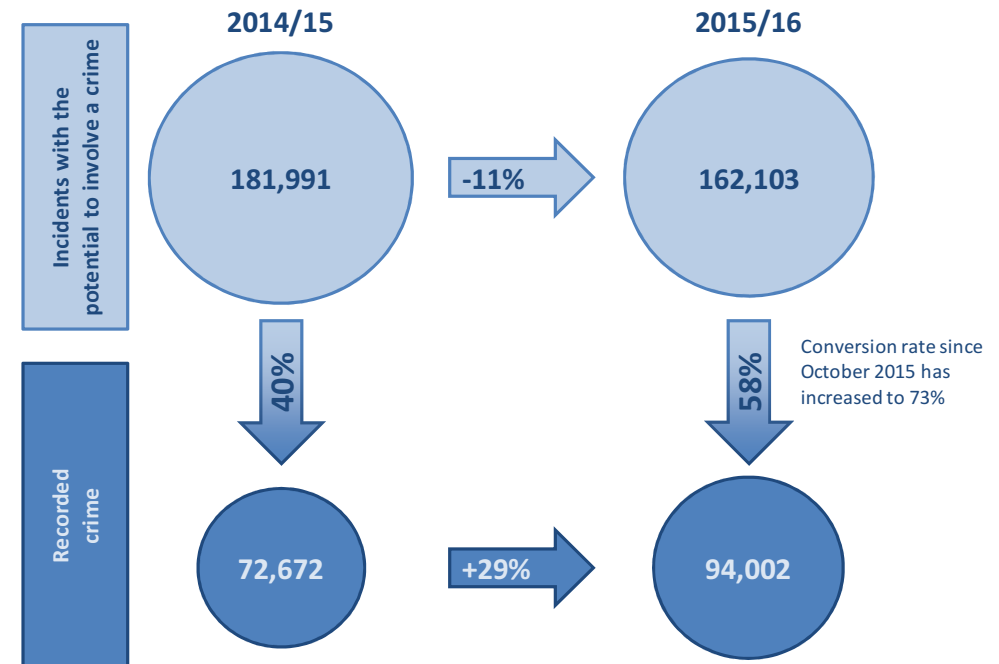
Call management	Overall improved call answering times. Call takers polite and courteous – further need to explain the response provided.
Assessment of vulnerability	Vulnerability, threat, risk and harm correctly assessed in 94% of occasions. Improvements to be made in explanation of response with only 46% of callers being given adequate rationale.
Decision making and standards	80% of incidents allocated the most appropriate response. NCRS compliance improved (94%). Crime recording timeliness reduced in June 2016.
Satisfaction	Satisfaction with ASB for ease of contact remains lower than last year; however, the Force continues to be placed first nationally for overall ease of contact (victims of crime).

# 4. Victim's journey



Decision making and standards

- Total recorded crime for April to June 2016 has increased by 24%.
- The increase in crime does not indicate a rise in offending, but improvements in crime recording standards.
- Most forces (39 out of 43) have recorded an increase in crime.
- Office of National Statistics stated 'most of the rise in crime is thought to be owing to improved crime recording by the police'.
- The only categories with an increase in reported incidents are sexual offences and theft.
- Only 6% of those surveyed think crime is a big problem in their neighbourhood.



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# 5. Victim's journey



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INITIAL  
CONTACT

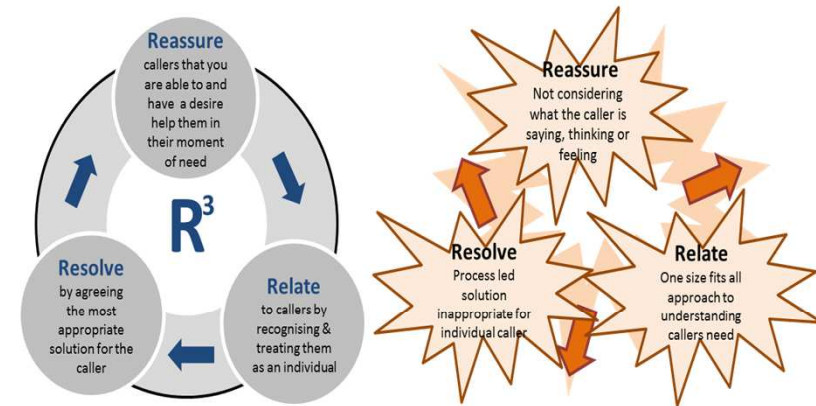
RESPONSE

INVESTIGATION

OUTCOME

Details				Save and close	
<b>Contact handler details</b>					
Name	Force number		Relief		
<b>Team leader details</b>					
Name	Force number		Relief		
<input type="checkbox"/> No Incident created					
<b>Log details</b>		<b>Call details</b>			
FWIN	FWIN date	Call time	Call date	Call index	
<b>Welcome</b>					
Did the contact handler use the appropriate Greeting? (Non-emergency - "Good morning/afternoon your through to Northumbria Police my name is X may I help you?" 999/HBV "Northumbria Police")					
<b>Notes</b>					
THRIVE: Has the contact handler correctly graded the call using THRIVE principles?					
Threat, Harm, Risk (likelihood, level of harm, can we mitigate the risk)					
Investigative Opportunities (severity, offender, property, enquiries)					
Vulnerability (repeat victim, health, drugs/alcohol, etc.)					
Engagement Opportunities (caller's want/need? Hard to reach group?)					
Did the contact handler explain the level of response with the caller?					
What was the appropriate grading for the call?					

R<sup>3</sup>: Reassure, Relate, Resolve



Did the contact handler record all information, endorse the log and include rationale if appropriate as to the action taken?

Did the contact handler **Reassure** the caller?

Did the contact handler **Relate** with the caller?

Did the contact handler **Resolve** the caller's request taking the caller's wishes into consideration?

Was the contact handler courteous and polite?

Summary of performance (to include correct use of THRIVE, Information recording and 3R's)

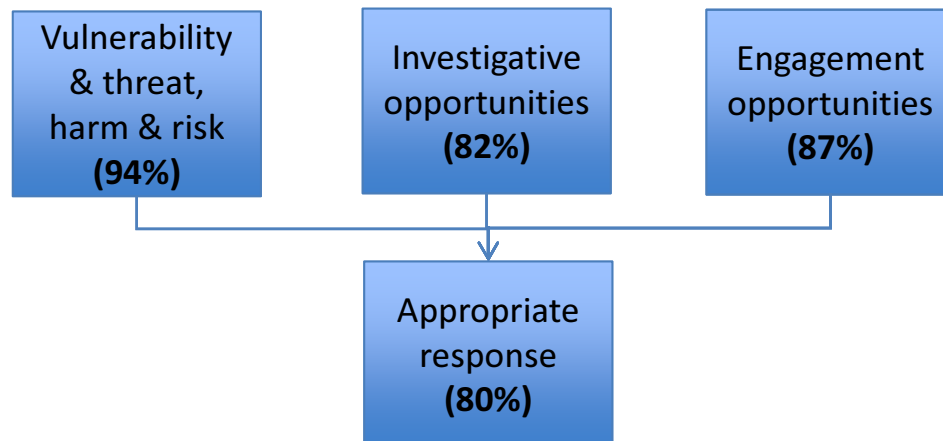


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# 6. Victim's journey



1. 94% of callers are correctly assessed for vulnerability, threat, harm and risk.
2. For the remaining 6%, the main reasons were insufficient questioning by the Call Handler, not picking up on prompts from the caller or not recording all information provided on log.
3. 80% of callers receive an appropriate response with another 10% receiving an enhanced response, based on THRIVE assessment.
4. 10% of callers received a downgraded response, with some improvements to be made.

		Actual grade						
		1	2	3	4	5		
Most appropriate grade	1	49	11	0	0	0	Correct response	80%
	2	3	145	12	4	7	Enhanced response	10%
	3	0	0	20	3	2	Downgraded response	10%
	4	0	6	10	65	6		
	5	0	11	12	6	83		



## 7. Victim's journey



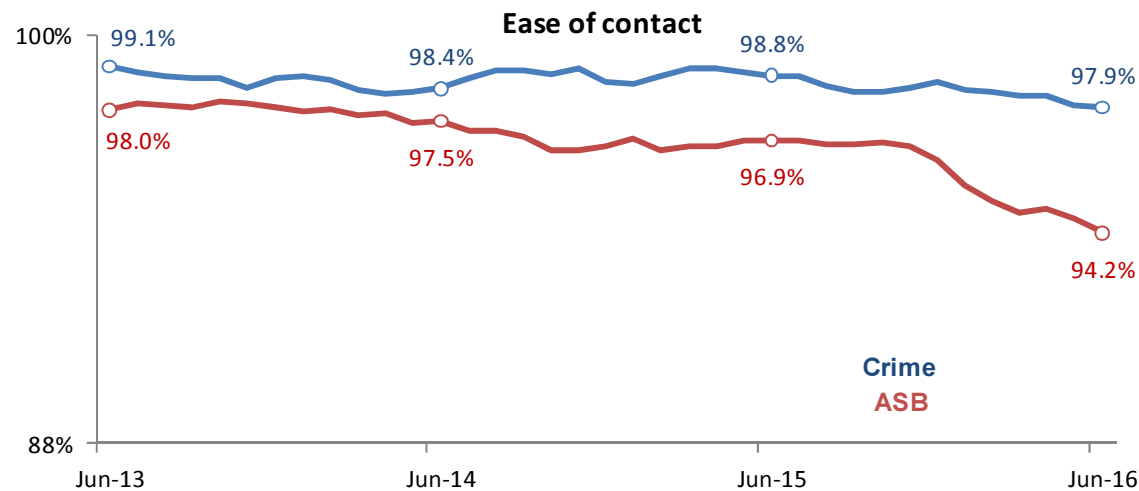
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INITIAL  
CONTACT

RESPONSE

INVESTIGATION

OUTCOME



### 1. Main reasons for reduction in satisfaction for ASB victims:

- No or little action taken and response not matching victim's expectation.

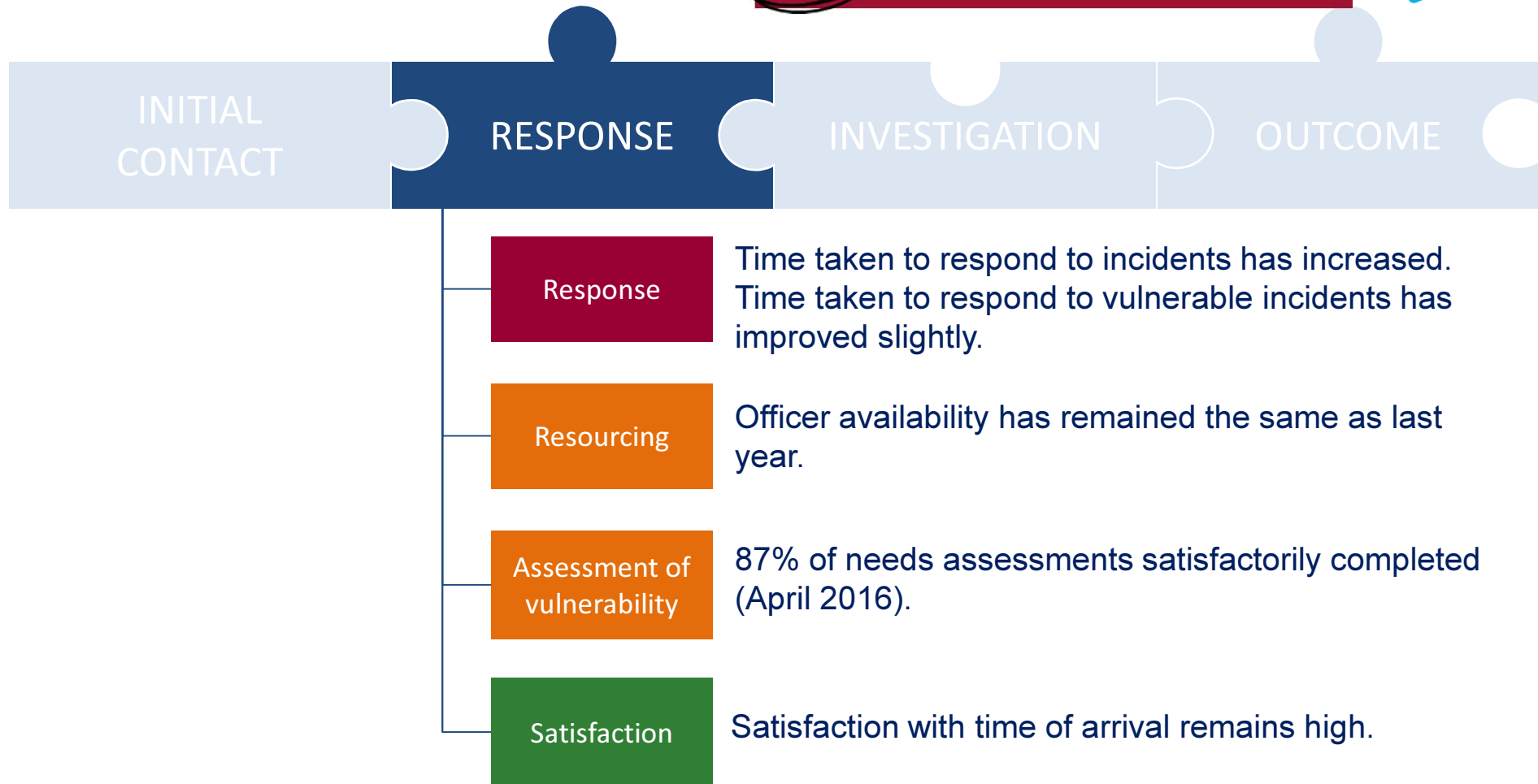


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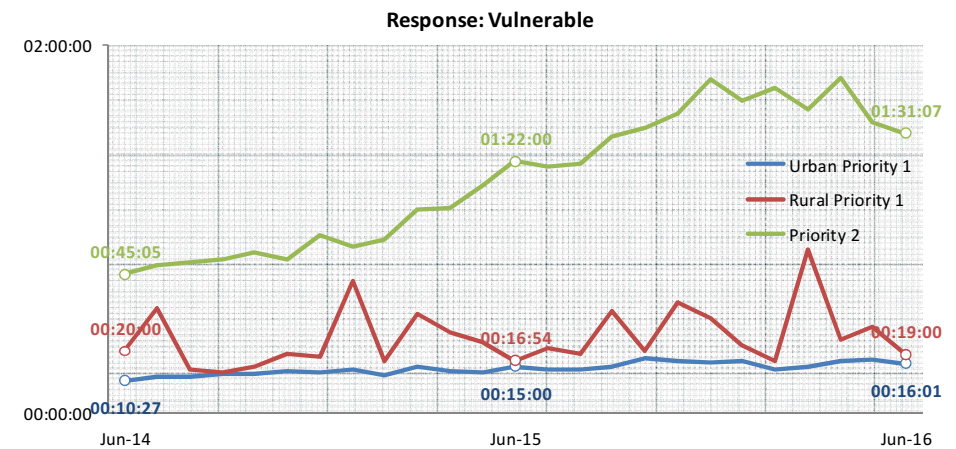
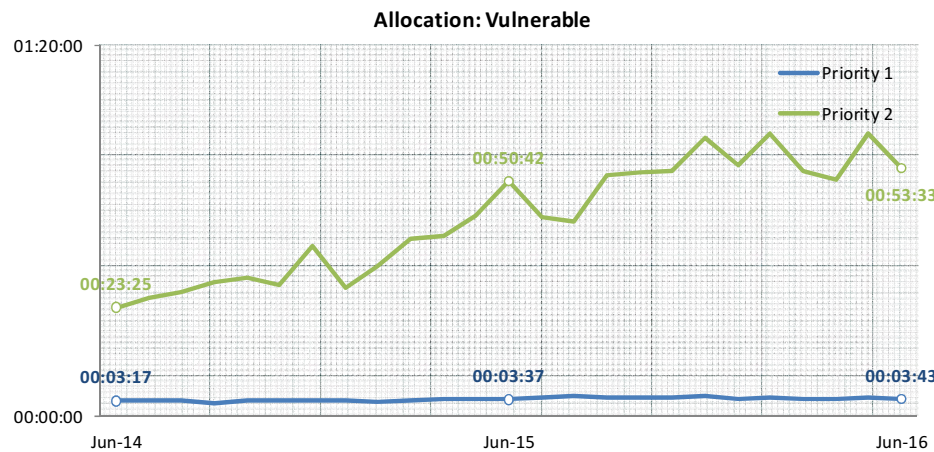


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## 8. Victim's journey



## 9. Victim's journey



1. 90% of priority 1 incidents with a vulnerable victim are allocated within 3 minutes and 43 seconds.
2. 90% of priority 2 incidents with a vulnerable victim are allocated within 54 minutes.
3. The response rate for 90% of priority 1 incidents with a vulnerable victim in urban areas is 16 minutes and for priority 2 incidents is 1 hour 31 minutes.



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# 10. Victim's journey



Length of investigations reduced.  
Reduction in post charge failures (file quality).  
Assessment of investigations to be introduced and reported in September.

Measure of IOM to be introduced tracking 444 offenders identified within cohort across 6 LAs.

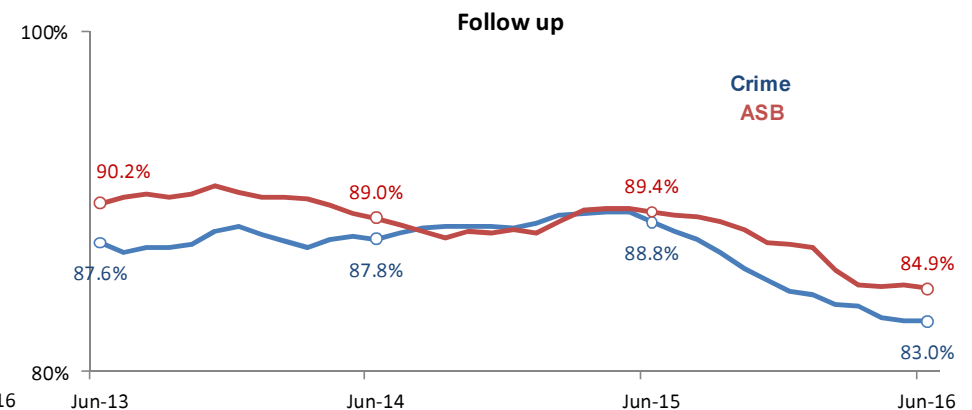
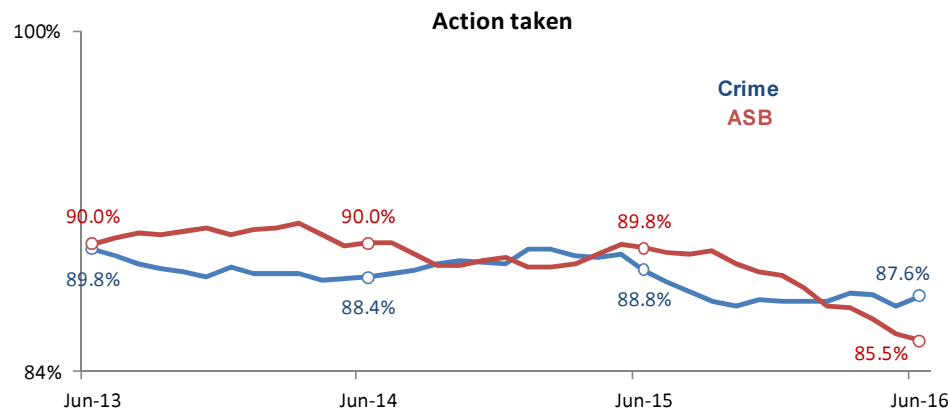
Satisfaction with action taken by RWD team is high.  
Reduction in satisfaction with action taken and follow-up.

Standards of investigation

Offender management

Satisfaction

# 11. Victim's journey



## 1. The main reasons for dissatisfaction:

- Lack of updates throughout investigation and of the outcome.
- Perceived poor response or investigation/little action against offender.
- Not keeping promises – not doing what we say we will do.

## 2. Victim satisfaction protocol implemented in July 2016.



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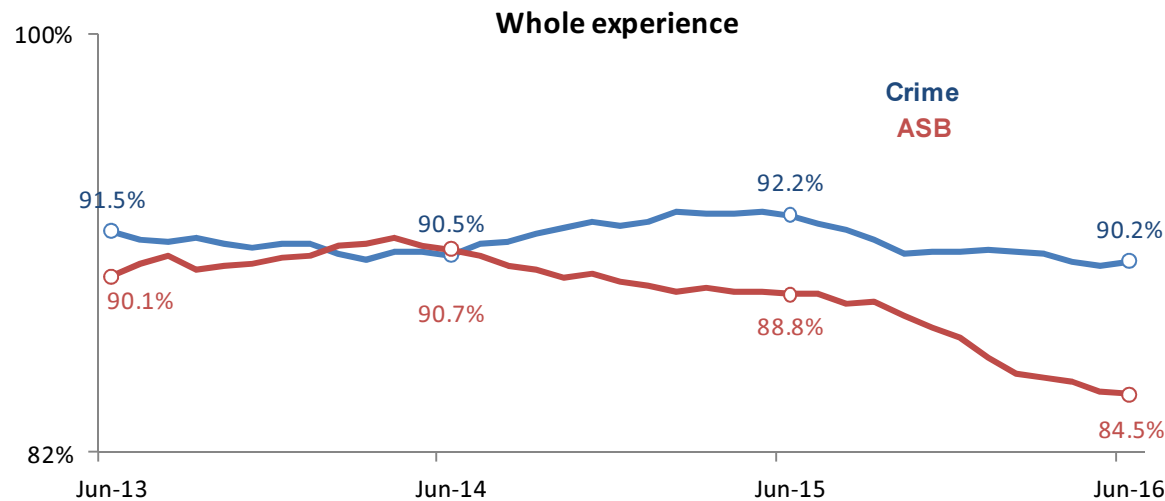
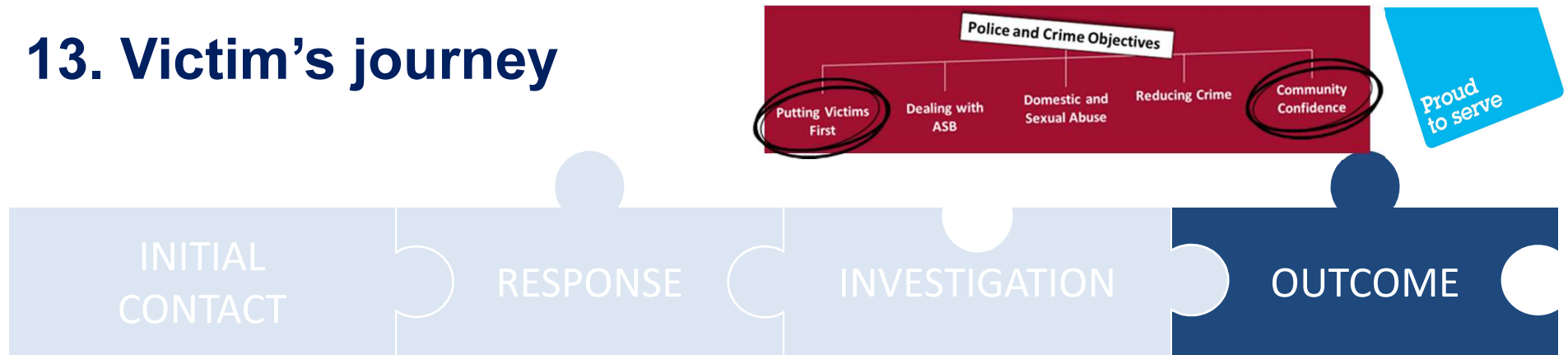


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## 12. Victim's journey



# 13. Victim's journey



1. The reduction in satisfaction for whole experience is as a result of reductions in satisfaction in action taken and follow-up.
2. The Force remains in first position nationally for overall crime satisfaction.

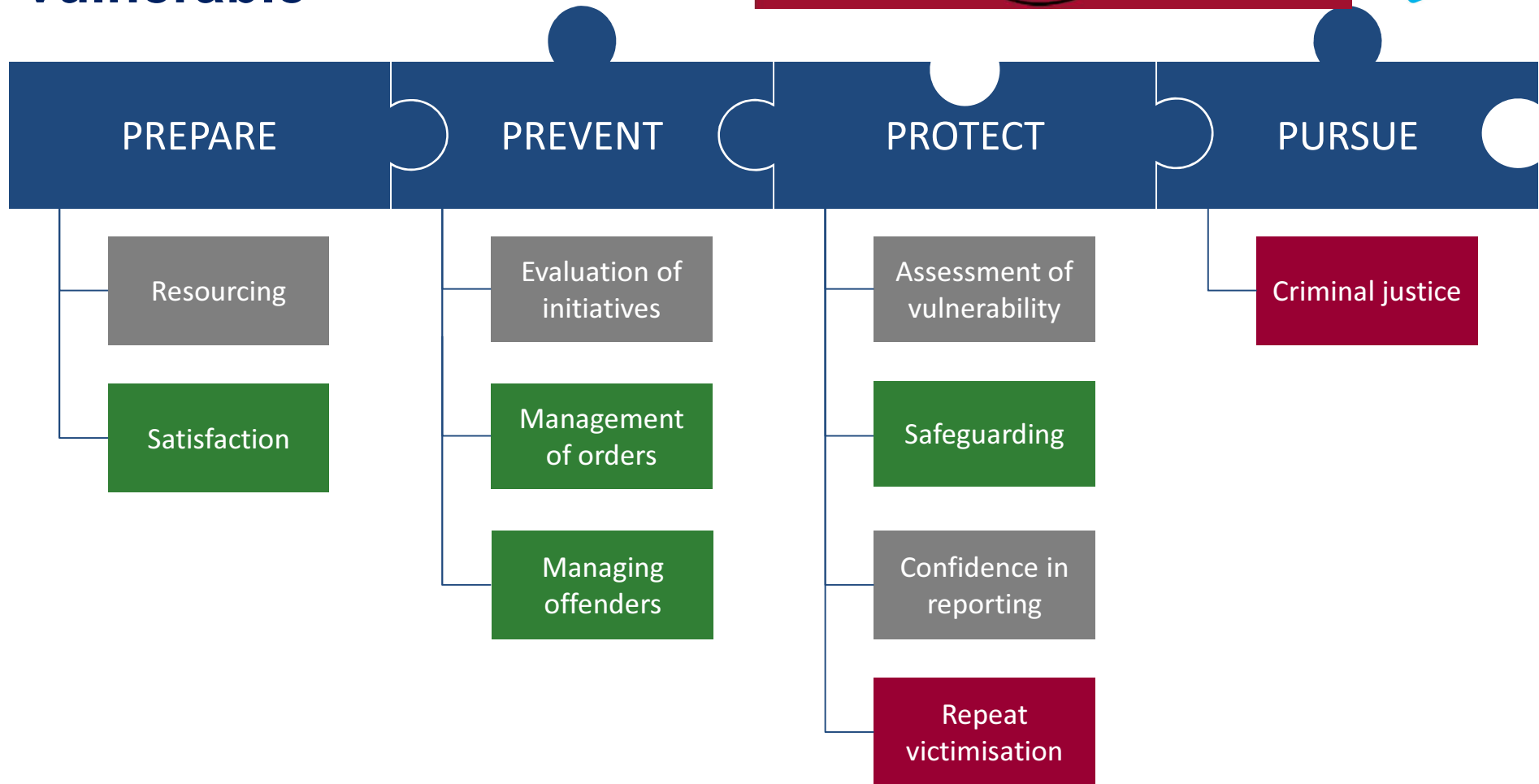


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# 14. Safeguarding the vulnerable





# 15. Safeguarding the vulnerable



Resourcing

Assessment of whether capacity and capability match demand.

Satisfaction

88% of hate victims are satisfied with the whole experience, placed 7<sup>th</sup> nationally. Domestic abuse survey implemented.

# 16. Safeguarding the vulnerable



Evaluation of initiatives

Evaluations of initiatives and plans.

Number of referrals to perpetrator programmes has remained similar to 2015/16.

Management of orders

Percentage of DVPO applications substantiated increased.

Reduction in charge rate for DVPO breaches (82%).  
79% of DVPOs assessed as effective.

Managing offenders

In total, 120 people have been managed through the MATAC process.

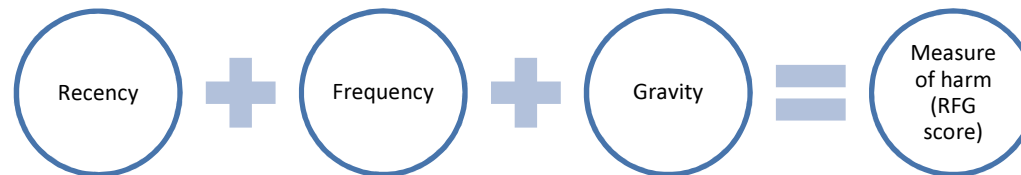
68% of subjects have reduced their offending.

# 17. Safeguarding the vulnerable



## Background

1. Previous research identified 5,519 subjects who were categorised as serial perpetrators, where their combined offending resulted in more than 17,500 incidents.
2. A successful bid to the Police Innovation Fund secured the implementation of MATAC in April/May 2015 and the measure of harm caused by serial perpetrators based on Recency, Frequency and Gravity (RFG score).



3. Offenders are managed through a multi-agency forum (MATAC) with an aim to reduce reoffending and safeguard the victim.
4. A reduction in an individual's RFG score shows a reduction in the harm caused, and may indicate success of the interventions employed.
5. The cohort is revised at regular intervals and subjects may be discharged from the MATAC process for various reasons; more suitable schemes (such as MAPPA), reduced offending or non-engagement.
6. Offenders are monitored throughout the process and post discharge.

# 18. Safeguarding the vulnerable



- 120 individuals have been subject to the MATAC process.
- There are 65 currently managed by MATAC.
- 68% (82 serial perpetrators) subject to the MATAC process have reduced their offending.

# 19. Safeguarding the vulnerable



PREPARE

PREVENT

PROTECT

PURSUE

## Review of 35 DVPOs (January to June 2016)

- ✓ DVPO's appropriate, proportionate and recorded correctly in majority of cases (91%).
  - ✓ Good evidence of multi-agency approach.
  - ✓ Breaches dealt with robustly; all 10 arrested; 5 fined; 5 charged; and 2 convicted. One breach resulted in a victim-supported prosecution for stalking.
  - ✓ Overall 79% of DVPO's assessed as effective, those not effective due to victim resuming contact.
- X Opportunities for more proactive management of disruption activity.**

Eight surveys completed with DVPO victims.

- 6 felt the DVPO was necessary to keep them safe, two victims initiated contact during the DVPO period.
- 7 recalled being advised about the conditions of the DVPO.
- 6 were signposted to partner agencies, with 5 taking up the offer (higher than normal conversion rate).
- 1 victim said her children were safer as a result of the DVPO.
- 7 were happy overall that the DVPO was put in place.
- 1 thought the DVPO was unnecessary, preferring to 'work things out with my partner myself'.

## 20. Safeguarding the vulnerable



9% of victim sample should have been referred to VFN. Further measures to be determined.

Assessment of domestic abuse and victims of crime cases were assessed to be of a good standard, with some learning.

To be informed by domestic abuse survey and focus groups, and potential revision to victims' of crime surveys.

Repeat victimisation increased.

Assessment of vulnerability

Safeguarding

Confidence in reporting

Repeat victimisation

# 21. Safeguarding the vulnerable



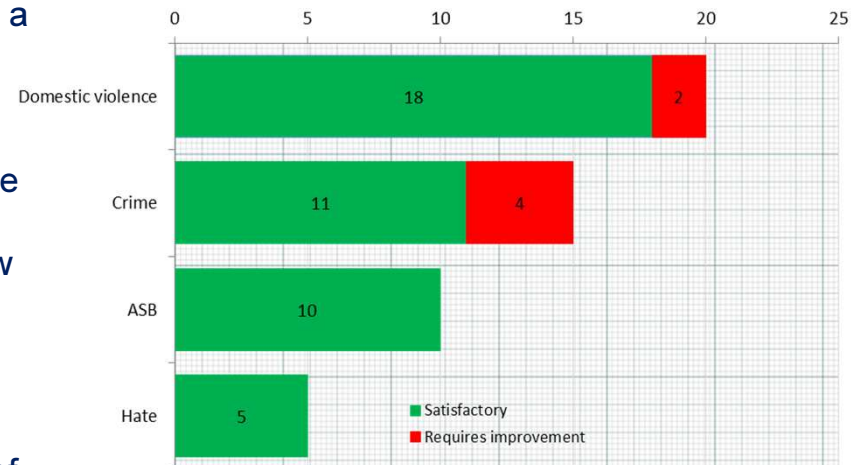
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1. A review of 50 harm reduction plans has been completed for domestic abuse (20), crime (15), hate crime (5) and ASB (10).
2. Overall, the majority of domestic abuse and victims of crime cases were assessed to be of a good standard, with some organisational learning to consider.
3. All the hate crime and ASB plans reviewed were considered good or outstanding.

## Victims of Crime and ASB

- Partner agencies consistently utilised to support victims using a wide range of resources.
- Clear ownership by NPTs through transparent actions and regular contact with victims.
- Good evidence of the victim being involved in the design of the harm reduction plan and not just subject to it.
- Experience in safeguarding is evident, when some plans show a number of innovative ideas, such as involving mediation meetings, youth diversionary tactics and involving local charities to better support victims.
- Risk assessments not specific and lacked detailed rationale.
- Direction from supervisors on the creation and management of plans varied.
- Further awareness still required around benefits and options when working with partners.



## 22. Safeguarding the vulnerable



### Domestic Abuse

- Strong communications from response, to NPT, to Safeguarding Department and partner agencies.
  - Good evidence of escalating support to the victim in preparation for court dates.
  - Post court identified as risk periods to a victim, therefore good use of restraining orders, community orders and even rehabilitation orders to control perpetrator.
  - Recognition in safety plans to safeguard against the family of the perpetrator, when a remand in custody is granted.
  - Police Information Notices (PINS) used to good effect against neighbours, associates and family members who would risk the collapse of a strong case.
- 
- Opportunities for initial safeguarding to be improved by response officer.
  - Apparent disparity in the standard and application of proportionate investigation.
  - Opportunity to improve contact between NPT and Safeguarding to ensure continuity of service to the victim, when high risk victims reassessed as medium.



## 23. Safeguarding the vulnerable



Assessments of hate crime, sexual offences and domestic abuse investigations have been undertaken.  
Report to conviction rates have reduced.  
Reduced quality of MG5s.

Criminal justice

## 24. Safeguarding the vulnerable



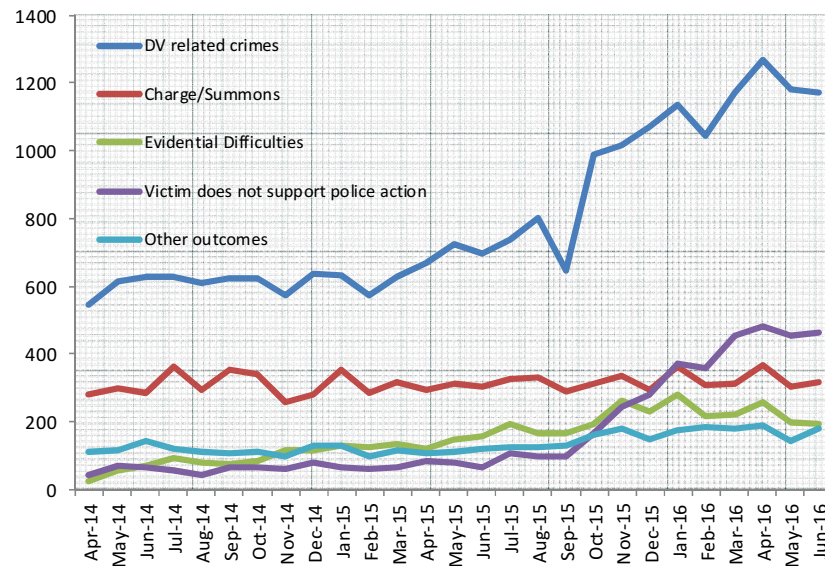
PREPARE

PREVENT

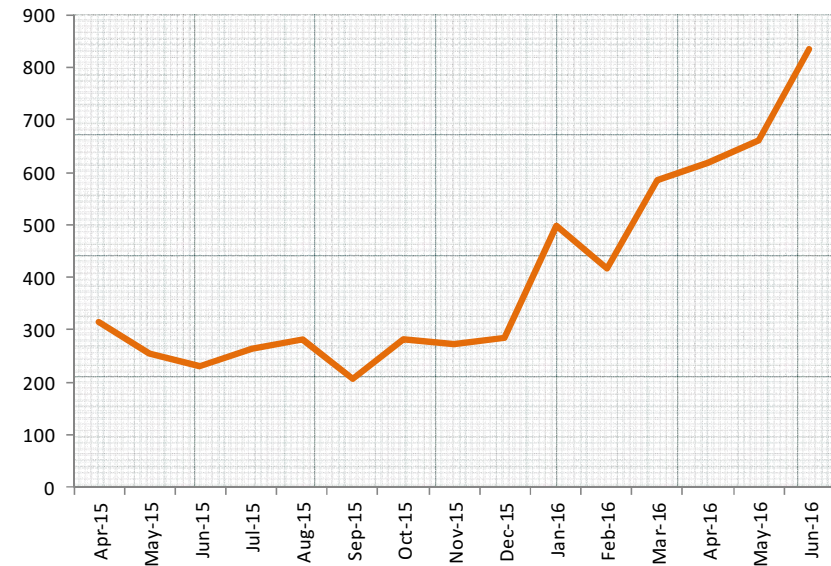
PROTECT

PURSUE

DV related crimes and outcome volumes



DV victims referred to VfN



1. Increase in the number of domestic abuse victims referred to VFN.
2. Domestic abuse victims constitute 30% of all referrals.
3. Just over half of domestic abuse victims with identified needs consented for their details to be passed to VFN.



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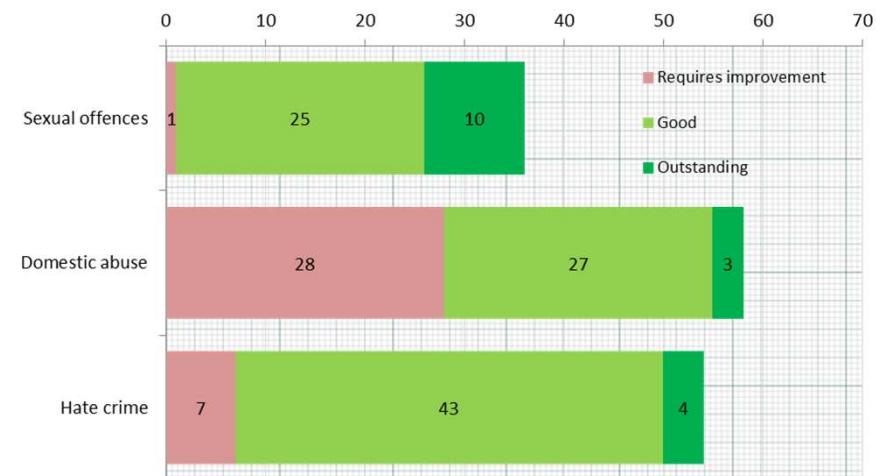
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# 25. Safeguarding the vulnerable



## Review of investigations

1. A review of 148 investigations has been completed for hate crime (54), sexual offences (36) and domestic abuse (58).
2. Overall, the majority of hate crime and sexual offences were assessed to be of a good or outstanding standard.
3. The majority of domestic abuse investigations were assessed as good, with some organisational learning.
4. 12% of overall investigations lacked a clear investigation plan and supervisory oversight; occasionally resulting with inappropriate outcomes.



## 26. Safeguarding the vulnerable



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PREPARE

PREVENT

PROTECT

PURSUE

Hate crime (54)

- Majority of cases assessed as good or outstanding.
- Good evidence of victim contact contracts being used effectively.
- Small examples of inappropriate use of Community Resolutions and Police Information Notices (PINs).
- Raised awareness required for Custody Sergeants when disposing suspects where the core offence is admitted but the hate element is denied.

Sexual offences (36)

- All cases investigated by CAVA (Child Abuse Vulnerable Adults) and RIT (Rape Investigation Team) were assessed as outstanding.
- Evidence that effective safeguarding is now embedded into investigation plans.

Domestic abuse (58)

- Majority of investigations assessed as good, with 3 outstanding and a number of cases requiring improvement.
- Good use of BWV when responding to domestic related incidents.
- Evidence of inappropriate application of proportionate investigation in 9 cases, where other investigative opportunities were available but not conducted fully.
- Emerging trend of PINs being used for domestic perpetrators of harassment as an outcome.

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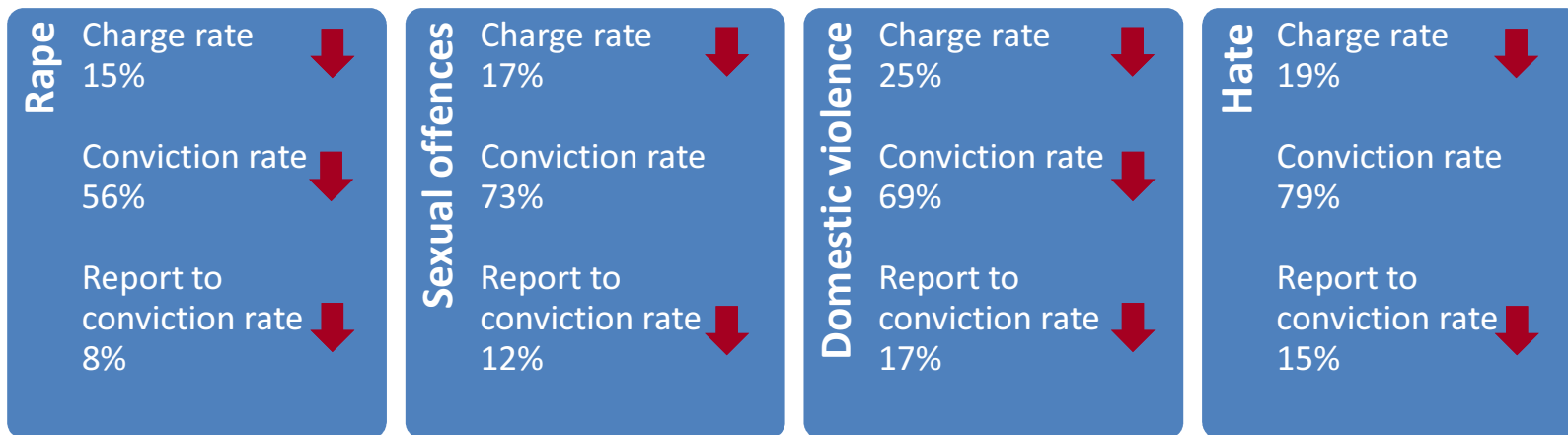


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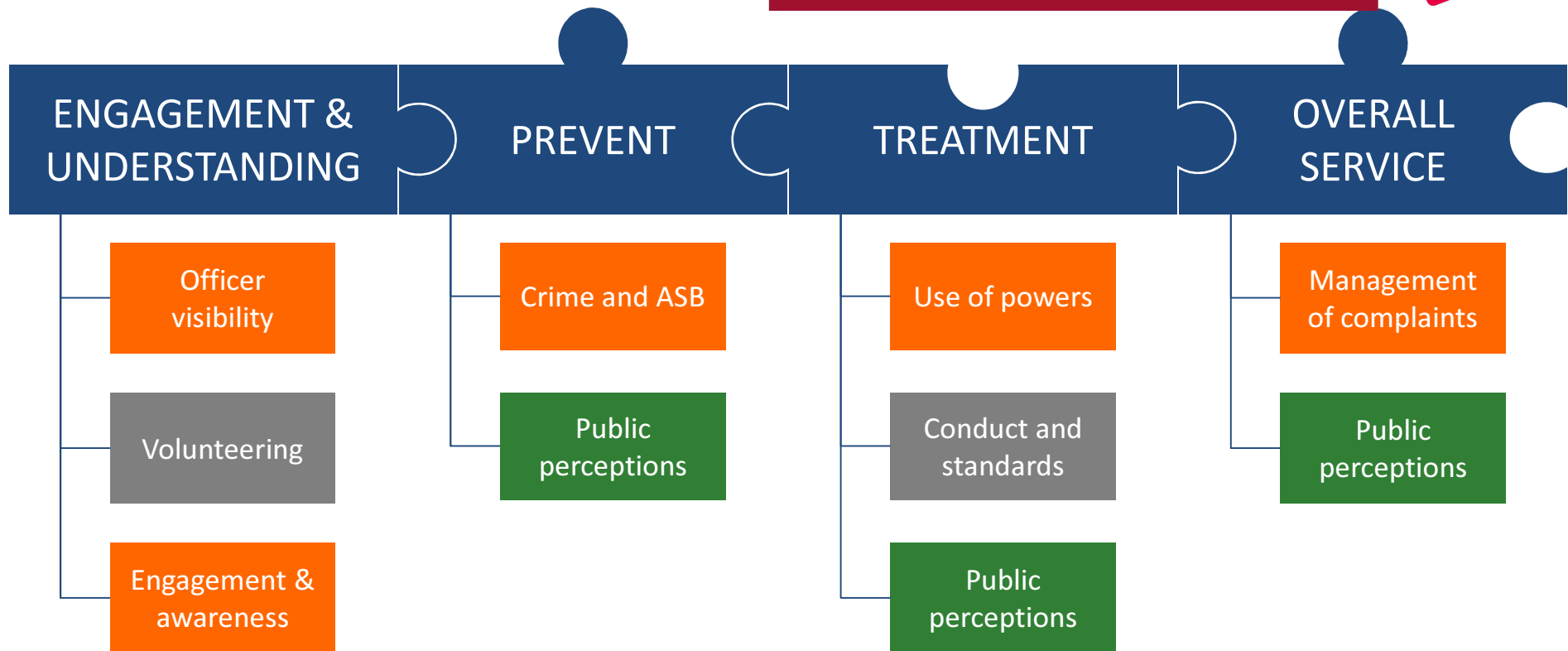
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## 27. Safeguarding the vulnerable



1. Reduction in report to conviction rates.
2. Reduction in charge rates influencing conviction rate and impacted by improved crime recording standards.
3. The Force remains in 2<sup>nd</sup> position nationally for rape and sexual offences charge rate.
4. Data for conviction rate based on April 2016 only.

## 28. Community confidence



## 29. Community confidence



Officer  
visibility

Percentage of time spent out of the station has increased.  
Officer availability and perceptions of visibility have reduced.

Volunteering

Measures to be determined.

Engagement &  
awareness

Awareness of local meetings has reduced.



# 30. Community confidence



## Crime and ASB

Total recorded crime has increased by 24%.  
 Violence has increased by 43%  
 Burglary dwelling has reduced by 5%.  
 Sexual offences has increased by 18%.  
 Assault without injury has increased by 57%.  
 Harassment (including stalking) has increased by 121%.  
 ASB has reduced by 6%.  
 Risk of household and personal crime has reduced.  
 Race/Faith related hate crime increased by 62% post EU referendum (from an average of 25 crimes per week to 40).

## Public perceptions

Perceptions of crime and ASB low.



# 31. Community confidence



68% of stop and search grounds appropriate.  
24% of searches resulted in an arrest/outcome other than NFA.

Measures to be determined.

Perceptions of fair treatment and respect high.

Use of powers

Conduct and standards

Public perceptions

## 32. Community confidence



Number of live complaints managed has increased.

1. The percentage of IPCC investigation appeals upheld is 60% for 2016/17, compared to 53% 2015/16.
2. There is a continued reduction in percentage of appeals upheld by IPCC for non-recording.
3. 70% of complaints are being finalised within 50 days – above target.
4. The number of live complaints has increased in recent months; this is primarily due to a reduction in the timeliness of investigation, rather than a significant increase in new complaints.

Management of complaints

No change in overall confidence levels.

High levels of perceptions of safety and whether police do a good job.

Public perceptions

Victim's Journey		Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Notes
Value	Period	Value	Period	Value	Period	Value	Period				
Call management (slides 3-5)											
Average time to answer 999 calls	0m 11s	April to June 2015	0m 11s	2015/16	0m 09s	April to June 2016					
Average time to answer 101 calls	1m 18s	April to June 2015	1m 4s	2015/16	0m 54s	April to June 2016					
Percentage of calls answered -999	98%	April to June 2015	98%	2015/16	98%	April to June 2016					
Percentage of calls answered -101	76%	April to June 2015	79%	2015/16	83%	April to June 2016					
Percentage of calls dealt with in a professional manner											
Correct greeting and overall politeness					93%	April to May 2016					
An explanation of response was given					46%	April to May 2016					
All information was recoded					78%	April to May 2016					
Contact handler reassured the caller					76%	April to May 2016					
Contact handler related with the caller					78%	April to May 2016					
Contact handler resolved the caller's request					88%	April to May 2016					
Assessment of vulnerability (slide 6)											
Percentage of calls correctly assessed for vulnerability, threat, risk and harm					94%	April to May 2016					
Decision making and standards (slide 6)											
Percentage of incidents allocated the most appropriate response					80%	April to May 2016					
Compliance with National Crime Recording Standards	83%	April to June 2015	90%	2015/16	94%	April to June 2016					
Percentage of crimes recorded within 24 hours	74%	April to June 2015	74%	2015/16	75%	April to June 2016	●				
Percentage of sexual offences recorded within 24 hours			78%	2015/16	82%	April to June 2016					Includes those crimes where it is reasonable to record after 24 hours
Compliance with National Standards for Incident Recording											
Satisfaction (slide 7)											
Percentage of victims satisfied with ease of contact - Crime			99%	12mths to June 2015	98%	12mths to June 2016	●	1st	1st		User satisfaction survey - Crime
Percentage of victims satisfied with ease of contact - Burglary Dwelling			99%	12mths to June 2015	99%	12mths to June 2016					User satisfaction survey - Crime
Percentage of victims satisfied with ease of contact - ASB			97%	12mths to June 2015	94%	12mths to June 2016	●				ASB survey
Percentage of callers satisfied where their call did not result in the creation of an incident log											

Victim's Journey			Previous YTD		Previous		Current		Direction	MSG	National	Notes
			Value	Period	Value	Period	Value	Period	of travel	Position	Position	
Putting victims first Proud to serve	Response (slides 8-9)	Response (slide 9)										
		90th percentile allocation rate - Priority 1	3m 25s	April to June 2015	3m 34s	2015/16	3m 36s	April to June 2016				
		90th percentile allocation rate - Priority 2	32m 34s	April to June 2015	35m 12s	2015/16	37m 54s	April to June 2016				
		90th percentile response rate - Priority 1 (Urban)	13m 4s	April to June 2015	13m 29s	2015/16	14m 21s	April to June 2016	●			
		90th percentile response rate - Priority 1 (Rural)	22m 7s	April to June 2015	22m 48s	2015/16	23m 3s	April to June 2016	●			
		90th percentile response rate - Priority 2	57m 44s	April to June 2015	1 h 2m 6s	2015/16	1 h 7m 6s	April to June 2016	●			
		Resourcing (slide 8)										
		Delayed incidents - Percentage	23%	April to June 2015	16%	2015/16	16%	April to June 2016				
		Delayed incidents - Median length	31m 41s	April to June 2015	28m 46s	2015/16	27m 11s	April to June 2016				
		Percentage of unavailable officer time (duty states 1 and 8) - 24/7	17%	April to June 2015	17%	2015/16	17%	April to June 2016	●			
		Percentage of unavailable officer time (duty states 1 and 8) - NPT	20%	April to June 2015	21%	2015/16	21%	April to June 2016	●			
		Median waiting time in custody (arrival to detention authorised)	19m 53s	April to May 2015	21m 3s	2015/16	21m 26s	April to May 2016				
		Assessment of vulnerability (slide 8)										
		Percentage of victims with a satisfactory needs assessment	95%	April 2015	87%	2015/16	87%	April 2016				
		Satisfaction (slide 8)										
		Percentage of victims satisfied with time of arrival - Crime			93%	12mths to June 2015	92%	12mths to June 2016				User satisfaction survey - Crime
		Percentage of victims satisfied with time of arrival - Burglary Dwelling			95%	12mths to June 2015	93%	12mths to June 2016				User satisfaction survey - Crime
		Percentage of victims satisfied with time of arrival - ASB			93%	12mths to June 2015	92%	12mths to June 2016				ASB survey

Victim's Journey		Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Notes
Value	Period	Value	Period	Value	Period	Value	Period				
Standards of investigation (slide 10)											
Proportionate investigation - Percentage of volume crimes finalised within 14 days	47%	April to June 2015	53%	2015/16	62%	April to June 2016		●			
Proportionate investigation - Percentage of crimes with no suspect identified finalised on the same day	3%	April to June 2015	5%	2015/16	16%	April to June 2016		●			
Assessment of the quality of investigative standards (volume crime)											
File quality - number of pre-charge failures			104 per month	January to March 2016	96	April to May 2016					
File quality - number of post-charge failures			163 per month	January to March 2016	58	April to May 2016					
Re-bail rate	36%	April to June 2015	31%	2015/16	31%	April to June 2016					
Percentage of bails concluded in more than 28 days	71%	April to June 2015	62%	2015/16	62%	April to June 2016					
Percentage of bails granted with conditions											
Offender management											
IOM re-offending rate.											
Satisfaction (slide 11)											
Percentage of victims satisfied with action taken - Crime			89%	12mths to June 2015	88%	12mths to June 2016			1st	5th	User satisfaction survey - Crime
Percentage of victims satisfied with action taken - Burglary Dwelling			92%	12mths to June 2015	92%	12mths to June 2016					User satisfaction survey - Crime
Percentage of victims satisfied with action taken - ASB			90%	12mths to June 2015	86%	12mths to June 2016		●			ASB survey
Percentage of victims satisfied with action taken - RWD			92%	February to March 2016	94%	April to June 2016					RWD survey
Percentage of victims satisfied with follow-up - Crime			89%	12mths to June 2015	83%	12mths to June 2016		●	1st	3rd	User satisfaction survey - Crime
Percentage of victims satisfied with follow-up - Burglary Dwelling			90%	12mths to June 2015	87%	12mths to June 2016					User satisfaction survey - Crime
Percentage of victims satisfied with follow-up - ASB			89%	12mths to June 2015	85%	12mths to June 2016		●			ASB survey

Victim's Journey		Previous YTD		Previous		Current		Direction	MSG	National	Notes		
		Value	Period	Value	Period	Value	Period	of travel	Position	Position			
Putting victims first	Proud to serve	Outcome (slides 12-13)	Criminal justice (slide 12)										
			Percentage of guilty pleas at first hearing	69%	April 2015	65%	2015/16	63%	April 2016				
			Conviction rate at Magistrates Court	84%	April 2015	84%	2015/16	82%	April 2016				
			Appropriate use of out of court disposals where a charge is the normal outcome			42%	January to March 2016	47%	January to April 2016				
			Appropriate use of cancelled crimes			89%	January to March 2016	94%	April to May 2016				
			Monitor the use of charge for a lesser offence										
			Satisfaction (slide 13)										
			Percentage of victims satisfied with treatment - Crime			97%	12mths to June 2015	96%	12mths to June 2016		1st	2nd	User satisfaction survey - Crime
			Percentage of victims satisfied with treatment - Burglary Dwelling			98%	12mths to June 2015	97%	12mths to June 2016				User satisfaction survey - Crime
			Percentage of victims satisfied with treatment - ASB			97%	12mths to June 2015	96%	12mths to June 2016				ASB survey
			Percentage of victims who thought their incident was taken seriously - RWD			92%	February to March 2016	91%	April to June 2016				RWD survey
			Percentage of victims satisfied with whole experience - Crime			92%	12mths to June 2015	90%	12mths to June 2016	●	1st	1st	User satisfaction survey - Crime
			Percentage of victims satisfied with whole experience - Burglary Dwelling			94%	12mths to June 2015	93%	12mths to June 2016				User satisfaction survey - Crime
		Percentage of victims satisfied with whole experience - ASB			89%	12mths to June 2015	84%	12mths to June 2016	●			ASB survey	
		Percentage of victims satisfied with whole experience - RWD			90%	February to March 2016	87%	April to June 2016				RWD survey	
		Percentage of ASB victims who are confident to report further incidents to the police again			98%	12mths to June 2015	96%	12mths to June 2016	●			ASB survey	

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Safeguarding the Vulnerable		Previous YTD		Previous		Current		Direction	MSG	National	Notes	
		Value	Period	Value	Period	Value	Period	of travel	Position	Position		
Domestic and sexual abuse	Proud to serve	Prepare (slide 15)	Resourcing									
			Assessment of whether capacity and capability match projected demand									
			Satisfaction (slide 15)									
			Assessment of quality of service following survey of domestic abuse victims									
			Percentage of hate victims satisfied									
			Ease of contact		97%	12mths to June 2015	97%	12mths to June 2016				User satisfaction survey - Crime
			Time of arrival		86%	12mths to June 2015	90%	12mths to June 2016				User satisfaction survey - Crime
			Action taken		89%	12mths to June 2015	89%	12mths to June 2016				User satisfaction survey - Crime
			Follow-up		85%	12mths to June 2015	82%	12mths to June 2016				User satisfaction survey - Crime
			Treatment		95%	12mths to June 2015	95%	12mths to June 2016				User satisfaction survey - Crime
			Whole experience		89%	12mths to June 2015	88%	12mths to June 2016		2nd	7th	User satisfaction survey - Crime

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Safeguarding the Vulnerable		Previous YTD		Previous		Current		Direction	MSG	National	Notes	
		Value	Period	Value	Period	Value	Period	of travel	Position	Position		
76-0661 Domestic and sexual abuse  Proud to serve	Protect (slides 20-22)	Assessment of vulnerability (slide 20)										
		Percentage of victims not referred to VFN when they ought to have been	3%	April to May 2015	5%	2015/16	9%	April to May 2016				Not statistically significant
		Safeguarding (slide 21-22)										
		Assessment of the effectiveness of harm reduction plans for vulnerable victims			A review of 50 harm reduction plans identified the majority of domestic abuse cases to be of a good standard, with some organisational learning to consider. All the hate crime and ASB plans reviewed range from good to outstanding.							
		Assessment of the quality of investigations into missing and absent children.										
		Assessment of the quality of investigations into hate crime.			54 hate crimes were reviewed. All cases were assessed as good or outstanding. Those investigations with a structured supervisory plan ultimately led to positive outcome, even when no suspect was identified. Some organisational learning to consider.							
		Measures to be determined (MARAC)										
		Measures to be determined (MSET)										
		Section 136 detentions taken to custody	1	April to June 2015	2	2015/16	2	April to June 2016				
		Confidence in reporting										
		Percentage of domestic abuse victims who are confident to report further abuse to the police again										
		Repeat victimisation (slide 20)										
		Percentage of high or medium risk victims who have suffered a subsequent incident:										
		Domestic Violence			47%	12mths to June 2015	49%	12mths to June 2016				The number of repeat victims of DV increased from 3,435 to 3,700
		Crime			35%	12mths to June 2015	41%	12mths to June 2016				The number of repeat victims of crime increased from 429 to 827
		Anti-social behaviour			24%	12mths to June 2015	25%	12mths to June 2016				The number of repeat victims of ASB increased from 71 to 111
		Hate			63%	12mths to June 2015	45%	12mths to June 2016				The number of repeat victims of hate increased from 25 to 27
		Overall			44%	12mths to June 2015	46%	12mths to June 2016				The number of repeat victims increased from 3,800 to 4,403

Safeguarding the Vulnerable			Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Notes	
			Value	Period	Value	Period	Value	Period					
Domestic and sexual abuse	Proud to serve	Pursue (slides 23-27)	Criminal Justice (slides 23-27)										
			Charge rate - Rape	17%	April to June 2015	21%	2015/16	15%	April to June 2016		1st	2nd	National/MSG positions based upon 12 months to May 2016
			Conviction rate - Rape	75%	April 2015	58%	2015/16	56%	April 2016				
			Report to conviction rate - Rape	13%	YTD	12%	2015/16	8%	YTD				
			Charge rate - Sexual offences	21%	April to June 2015	24%	2015/16	17%	April to June 2016		1st	2nd	National/MSG positions based upon 12 months to May 2016
			Conviction rate - Sexual offences	86%	April 2015	72%	2015/16	73%	April 2016				
			Report to conviction rate - Sexual offences	18%	YTD	18%	2015/16	12%	YTD				
			Charge rate - Domestic abuse	44%	April to June 2015	36%	2015/16	25%	April to June 2016	●			
			Conviction rate - Domestic abuse	70%	April 2015	71%	2015/16	69%	April 2016	●			
			Report to conviction rate - Domestic abuse	31%	YTD	25%	2015/16	17%	YTD	●			
			Charge rate - Hate	29%	April to June 2015	25%	2015/16	19%	April to June 2016				
			Conviction rate - Hate	74%	April 2015	78%	2015/16	79%	April 2016				
			Report to conviction rate - Hate	21%	YTD	19%	2015/16	15%	YTD				
			Percentage of DV MG5s assessed as satisfactory			74%	January to March 2016	59%	April to May 2016				
			Increase the conviction rate for domestic abuse to 75% of cases charged	70%	April 2015	71%	2015/16	69%	April 2016	●			
			Assessment of the quality and standards of file preparation and investigation of serious offences			A review of 148 investigations has been completed for hate crime, sexual offences and domestic abuse. The majority of hate crime and sexual offences were assessed to be of a good or outstanding standard whilst the majority of domestic abuse investigations were assessed as good, with some organisational learning.							

Community confidence		Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Notes
Value	Period	Value	Period	Value	Period	Value	Period				
Community confidence	Proud to lead	Officer visibility (slide 29)									
		Percentage of time neighbourhood officers spend outside a police station in their neighbourhood	47%	April to June 2015	48%	2015/16	49%	April to June 2016	●		
		See Police or Community Support Officers at least once a week			24%	12mths to June 2015	17%	12mths to June 2016	●		Safer community survey
		Number of times Police or Community Support Officers seen on foot in their neighbourhood is about right			64%	12mths to June 2015	59%	12mths to June 2016	●		Safer community survey
		Police in their neighbourhood can be relied on to be there when needed			92%	12mths to June 2015	91%	12mths to June 2016	●		Safer community survey
		Volunteering									
		Measures to be determined									
		Engagement and awareness (slide 29)									
		The percentage of respondents who are aware of local meetings			64%	12mths to June 2015	62%	12mths to June 2016	●		Safer community survey
		Community tension assessments									
		Police & Crime Commissioner talks to people to understand the needs of local communities			43%	12mths to June 2015	41%	12mths to June 2016			Safer community survey
		Police in this area understand the issues that affect this community			74%	12mths to Dec 2014	78%	12mths to Dec 2015		1st	3rd Crime survey for England and Wales Next update due 21 July 2016

Community confidence		Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Notes		
		Value	Period	Value	Period	Value	Period						
Community confidence	Proud to lead	Prevent (slide 30)											
		Crime and ASB (slide 30)											
		Total crime	222 per day	1 April to 5 July 2015	257 per day	2015/16	318 per day	1 April to 5 July 2016	●	3rd	33rd	+24% increase (+25% reported last month)	
		Signal crimes - Burglary dwelling	8 per day	1 April to 5 July 2015	9 per day	2015/16	8 per day	1 April to 5 July 2016		1st	14th	-5% reduction (-7% reported last month)	
		ASB	218 per day	1 April to 5 July 2015	184 per day	2015/16	173 per day	1 April to 5 July 2016				-6% reduction (-6% last month)	
		Measures in support of the Force control strategy											
		Percentage of victims of long term ASB who experienced no further incidents since their original report				51%	May 2015 to Mar 2016	54%	April to June 2016			Long term ASB survey	
		The estimated percentage risk of an adult being a victim once or more in 12 months - Personal crime				4%	12mths to Dec 2014	3%	12mths to Dec 2015		3rd	13th	Crime survey for England and Wales Next update due 21 July 2016
		The estimated percentage risk of a household being a victim once or more in 12 months - Household crime				11%	12mths to Dec 2014	9%	12mths to Dec 2015		1st	7th	Crime survey for England and Wales Next update due 21 July 2016
		Public perceptions (slide 30)											
		Crime is a very or fairly big problem in their neighbourhood				8%	12mths to June 2015	6%	12mths to June 2016	●			Safer community survey
ASB is a very or fairly big problem in their neighbourhood				13%	12mths to June 2015	12%	12mths to June 2016	●			Safer community survey		

Community confidence		Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Notes
Community confidence	Proud to lead	Treatment (slide 31)	Value	Period	Value	Period	Value	Period			
			Use of powers (slide 31)								
			Percentage of Stop & Searches resulting in an arrest / outcome other than NFA		32%	Oct to Dec 2015	24%	Jan to Mar 2016			
			Percentage of Stop & Searches with sufficient grounds recorded		62%	Oct to Dec 2015	68%	Jan to Mar 2016			
			Conduct and standards								
			Measures to be determined								
			Public perceptions (slide 31)								
			Police in their neighbourhood treat everyone fairly, regardless of who they are		96%	12mths to June 2015	96%	12mths to June 2016			Safer community survey
			Police in this area would treat you with respect if you had contact with them for any reason		88%	12mths to Dec 2014	89%	12mths to Dec 2015		2nd	8th Crime survey for England and Wales Next update due 21 July 2016

Community confidence

Community confidence

Proud to lead

Overall service (slide 32)

	Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Notes
	Value	Period	Value	Period	Value	Period				
Management of complaints (slide 32)										
Finalise 50% of complaint cases within 50 days	78%	April to June 2015	70%	2015/16	70%	April to June 2016				
Number of allegations relating to incivility, impoliteness or intolerance	21 per month	April to June 2015	19 per month	2015/16	20 per month	April to June 2016				
Number of allegations relating to breach of Code C PACE	14 per month	April to June 2015	9 per month	2015/16	9 per month	April to June 2016				
Ensure 100% of cases, the Investigating Officer makes contact with the complainant within 24 hours of registration of a complaint	100%	April to June 2015	100%	2015/16	99%	April to June 2016				
Number of live complaints being managed	178	As at at June 2015	135	As at 31st March 2016	177	As at 30th June 2016	●			
Percentage of complainants who are satisfied with the way their complaint was dealt with										
Percentage of appeals made	16%	April to June 2015	18%	2015/16	14%	April to June 2016				
Percentage of appeals upheld - Overall	22%	April to June 2015	30%	2015/16	26%	April to June 2016				
Percentage of appeals upheld - Force investigated	14%	April to June 2015	16%	2015/16	25%	April to June 2016				
Percentage of appeals upheld - Force locally resolved	0%	April to June 2015	6%	2015/16	0%	April to June 2016				
Percentage of appeals upheld - IPCC investigated	29%	April to June 2015	53%	2015/16	60%	April to June 2016				
Percentage of appeals upheld - IPCC non-recording	63%	April to June 2015	41%	2015/16	6%	April to June 2016	●			
Public perceptions (slide 32)										
Police do a good or excellent job in their neighbourhood			85%	12mths to June 2015	85%	12mths to June 2016				Safer community survey
Feel very or fairly safe living in their neighbourhood			97%	12mths to June 2015	98%	12mths to June 2016				Safer community survey
Police and local council are dealing with the ASB and crime issues that matter in their area			75%	12mths to June 2015	73%	12mths to June 2016				Safer community survey

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## Comparison of crime between Q1 2016/2017 and 2015/2016

<b>Force Wide</b>	<b>2016-17 April-June</b>	<b>2015-16</b>	<b>Change compared to 2015-16 daily average</b>	
<b>Total crime</b>	<b>29,003</b>	<b>23,378</b>	<b>+5,625</b>	<b>+ 24%</b>
Violence against the person	7,967	5,580	+2,387	+ 43%
Robbery	147	137	+ 10	+ 8%
Sexual offences	818	693	+ 125	+ 18%
Vehicle crime	1,330	1,460	- 130	- 9%
Criminal damage	5,252	4,664	+ 588	+ 13%
Burglary dwelling	765	803	- 38	- 5%
Burglary OTD	1,226	1,246	- 20	- 2%
Shoplifting	3,069	2,669	+ 400	+ 15%
Theft from the person	265	237	+ 28	+ 12%
Other theft and handling	3,636	2,994	+ 642	+ 21%
ASB	15,817	16,771	- 954	- 6%

<b>Sunderland</b>	<b>2016-17 April-June</b>	<b>2015-16</b>	<b>Change compared to 2015-16 daily average</b>	
<b>Total crime</b>	<b>5,660</b>	<b>4,833</b>	<b>+ 827</b>	<b>+ 17%</b>
Violence against the person	1,545	1,139	+ 406	+ 36%
Robbery	22	26	- 4	- 15%
Sexual offences	142	132	+ 10	+ 7%
Vehicle crime	287	306	- 19	- 6%
Criminal damage	992	982	+ 10	+ 1%
Burglary dwelling	164	167	- 3	- 2%
Burglary OTD	225	231	- 6	- 3%
Shoplifting	526	508	+ 18	+ 3%
Theft from the person	28	30	- 2	- 8%
Other theft and handling	814	746	+ 68	+ 9%
ASB	2,709	3,028	- 319	- 11%

<b>South Tyneside</b>	<b>2016-17 April-June</b>	<b>2015-16</b>	<b>Change compared to 2015-16 daily average</b>	
<b>Total crime</b>	<b>3,069</b>	<b>2,408</b>	<b>+ 661</b>	<b>+ 27%</b>
Violence against the person	960	675	+ 285	+ 42%
Robbery	12	11	+ 1	+ 9%
Sexual offences	78	65	+ 13	+ 20%
Vehicle crime	159	119	+ 40	+ 33%
Criminal damage	642	531	+ 111	+ 21%
Burglary dwelling	59	63	- 4	- 6%
Burglary OTD	98	105	- 7	- 7%
Shoplifting	270	251	+ 19	+ 8%
Theft from the person	9	12	- 3	- 28%
Other theft and handling	331	260	+ 71	+ 27%
ASB	1,473	1,532	- 59	- 4%

<b>Gateshead</b>	<b>2016-17 April-June</b>	<b>2015-16</b>	<b>Change compared to 2015-16 daily average</b>	
<b>Total crime</b>	<b>4,219</b>	<b>3,185</b>	<b>+1,034</b>	<b>+ 32%</b>
Violence against the person	1,147	724	+ 423	+ 58%
Robbery	30	22	+ 8	+ 35%
Sexual offences	106	104	+ 2	+ 2%
Vehicle crime	198	256	- 58	- 23%
Criminal damage	850	680	+ 170	+ 25%
Burglary dwelling	109	121	- 12	- 10%
Burglary OTD	152	197	- 45	- 23%
Shoplifting	461	328	+ 133	+ 41%
Theft from the person	29	21	+ 8	+ 37%
Other theft and handling	525	381	+ 144	+ 38%
ASB	2,047	2,020	+ 27	+ 1%



<b>North Tyneside</b>	<b>2016-17 April-June</b>	<b>2015-16</b>	<b>Change compared to 2015-16 daily average</b>	
<b>Total crime</b>	<b>3,685</b>	<b>2,606</b>	<b>+1,079</b>	<b>+ 41%</b>
Violence against the person	1,096	684	+ 412	+ 60%
Robbery	6	16	- 10	- 63%
Sexual offences	105	77	+ 28	+ 36%
Vehicle crime	143	133	+ 10	+ 8%
Criminal damage	642	544	+ 98	+ 18%
Burglary dwelling	88	77	+ 11	+ 14%
Burglary OTD	196	98	+ 98	+100%
Shoplifting	340	283	+ 57	+ 20%
Theft from the person	21	17	+ 4	+ 22%
Other theft and handling	444	315	+ 129	+ 41%
ASB	1,974	2,215	- 241	- 11%

<b>Newcastle</b>	<b>2016-17 April-June</b>	<b>2015-16</b>	<b>Change compared to 2015-16 daily average</b>	
<b>Total crime</b>	<b>7,754</b>	<b>6,700</b>	<b>+1,054</b>	<b>+ 16%</b>
Violence against the person	1,933	1,499	+ 434	+ 29%
Robbery	66	51	+ 15	+ 29%
Sexual offences	232	193	+ 39	+ 20%
Vehicle crime	303	382	- 79	- 21%
Criminal damage	1,151	1,120	+ 31	+ 3%
Burglary dwelling	224	262	- 38	- 14%
Burglary OTD	264	298	- 34	- 11%
Shoplifting	1,155	994	+ 161	+ 16%
Theft from the person	155	133	+ 22	+ 17%
Other theft and handling	973	847	+ 126	+ 15%
ASB	4,775	5,080	- 305	- 6%

<b>Northumberland</b>	<b>2016-17 April-June</b>	<b>2015-16</b>	<b>Change compared to 2015-16 daily average</b>	
<b>Total crime</b>	<b>4,616</b>	<b>3,645</b>	<b>+ 971</b>	<b>+ 27%</b>
Violence against the person	1,286	859	+ 427	+ 50%
Robbery	11	10	+ 1	+ 8%
Sexual offences	155	122	+ 33	+ 27%
Vehicle crime	240	265	- 25	- 9%
Criminal damage	975	808	+ 167	+ 21%
Burglary dwelling	121	113	+ 8	+ 7%
Burglary OTD	291	316	- 25	- 8%
Shoplifting	317	305	+ 12	+ 4%
Theft from the person	23	23	+ 0	+ 1%
Other theft and handling	549	446	+ 103	+ 23%
ASB	2,839	2,895	- 56	- 2%

#### **Sexual offences - Historic vs non-historic**

	2016-17 (Apr-Jun)		2015-16 (average quarter)	
	Historic	Non-historic	Historic	Non-historic
Rape	100 (36%)	180 (64%)	100 (39%)	159 (61%)
Other serious sexual offences	98 (26%)	272 (74%)	90 (30%)	208 (70%)
Other sexual offences	29 (17%)	139 (83%)	21 (15%)	117 (85%)
	227 (28%)	591 (72%)	211 (30%)	484 (70%)

#### **Note**

'Historic' is defined as an offence that occurred more than 365 days prior to the crime report.



**VERA BAIRD**<sup>QC</sup>  
POLICE & CRIME COMMISSIONER

**REPORT TO THE POLICE AND CRIME PANEL**  
**REPORT OF THE MONITORING OFFICER**  
**COMPLAINTS AGAINST THE POLICE AND CRIME COMMISSIONER ANNUAL**  
**REPORT – APRIL 2015 - MARCH 2016**

**26<sup>th</sup> July 2016**

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**1. Purpose of the Report**

- 1.1 To provide the Police and Crime panel with the second ‘annual’ report about the complaints and purported complaints received and every conduct matter recorded by the Monitoring Officer between April 2015 and March 2016.

**2. Background**

- 1.2 The Police and Crime Panel has the statutory role of overseeing all complaints against the PCC and informally resolving non-criminal complaints, as well as criminal complaints or conduct matters that are referred back to the Panel by the Independent Police Complaints Commission (IPCC).
- 2.2 The Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012 (the Regulations) make provision regarding the Panel’s powers and duties in regard to complaints made about the conduct of the PCC. The aim of the complaints system is to deliver resolution as quickly and effectively as possible for the majority of complainants through local resolution.
- 2.3 In accordance with the Regulations, the Panel is required to maintain suitable arrangements for handling complaints, recording conduct matters where there is an indication that the PCC may have committed a criminal offence and prescribing the manner in which any complaints alleging conduct which constitutes or involves, or appears to constitute or involve, the commission of a criminal offence and conduct matters are handled.
- 2.4 A procedure for dealing with complaints against the PCC was approved by panel members in November 2012 appointing the Chief Executive of the Office of the Police and Crime Commissioner as the Monitoring Officer
- 2.5 In respect of record keeping the panel agreed in this procedure that the Monitoring Officer will keep records of: every complaint and purported complaint received and every conduct matter recorded by the Monitoring Officer. In addition the Monitoring Officer is to report, on a regular basis, the summary details (such as can be reported in public), on the exercise of any and all of these functions to the Police and Crime Panel for monitoring purposes. As a consequence of this a full list of complaints received between April 2015 and March 2016 is provided, a total of 4, (2 of which have been reported to the Panel in Q2 and Q3 updates) .

<b>Received</b>	<b>Nature of Complaint</b>	<b>Recorded / Action Taken</b>
29th June 2015	<p>Dissatisfied with response re complaint against the former Chief Constable, subsequent correspondence involved the PCC.</p> <p>The issues raised relate to a case starting in 1997.</p> <p>This was not a complaint as such against the PCC, it was a request to review the Commissioner's original decision re not upholding the complaint against the former Chief Constable.</p>	The review of the case was conducted by the Chief Executive and a response sent on the 29th June 2015.
22 <sup>nd</sup> October 2015	Complained that Vera Baird as Chief Executive should not use a logo with her name on and the costs of changing the logo and stationary when she stands down.	<p>Complaint not upheld as it did not meet the criteria set down in legislation.</p> <p>Also advised the complainant that Vera Baird is the Police &amp; Crime Commissioner not Chief Executive.</p>
28 <sup>th</sup> December 2015	Complaint regarding a campaign by Northumbria Police.	Responded to on the 5 <sup>th</sup> Jan 2016 stating that the complaint would not be recorded as it did not fall into the scope of the regulations
12 <sup>th</sup> February 2016	Complaint received via the Police and Crime Panel. The complainant is unclear about the issue and is more of a request for information.	Reply sent 16 <sup>th</sup> Feb 2016 advising that the complaint could not be pursued as it is unclear what the complaint is about. The complainant was asked to clearly state the nature of the complaint and resend to either the CEO, PCP or IPCC.



**VERA BAIRD**<sup>QC</sup>  
POLICE & CRIME COMMISSIONER

**POLICE AND CRIME PANEL  
REPORT OF THE MONITORING OFFICER**

**26<sup>th</sup> JULY 2016**

**COMPLAINTS AGAINST THE POLICE AND CRIME COMMISSIONER –  
QUARTERLY REPORT JUNE 2016**

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**1. Purpose of the Report**

- 1.1 To provide the Police and Crime panel with information about the complaints and purported complaints received and every conduct matter recorded by the Monitoring Officer since November 2012.

**2. Background**

- 1.2 The Police and Crime Panel has the statutory role of overseeing all complaints against the PCC and informally resolving non-criminal complaints, as well as criminal complaints or conduct matters that are referred back to the Panel by the Independent Police Complaints Commission (IPCC).
- 2.2 The Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012 (the Regulations) make provision regarding the Panel's powers and duties in regard to complaints made about the conduct of the PCC. The aim of the complaints system is to deliver resolution as quickly and effectively as possible for the majority of complainants through local resolution.
- 2.3 In accordance with the Regulations, the Panel is required to maintain suitable arrangements for handling complaints, recording conduct matters where there is an indication that the PCC may have committed a criminal offence and prescribing the manner in which any complaints alleging conduct which constitutes or involves, or appears to constitute or involve, the commission of a criminal offence and conduct matters are handled.
- 2.4 A procedure for dealing with complaints against the PCC was approved by panel members in November 2012 appointing the Chief Executive of the Office of the Police and Crime Commissioner as the Monitoring Officer
- 2.5 In respect of record keeping the panel agreed in this procedure that the Monitoring Officer will keep records of: every complaint and purported complaint received and every conduct matter recorded by the Monitoring Officer. In addition the Monitoring Officer is to report, on a regular basis, the summary details (such as can be reported in public), on the exercise of any and all of these functions to the Police and Crime Panel for monitoring purposes. As a consequence of this list of complaints received between April 2016 and June 2016 is attached. .

<b>Received</b>	<b>Nature of Complaint</b>	<b>Recorded / Action Taken</b>
Sent to IPCC 6 <sup>th</sup> April 2016, received in Office of the Police and Crime commissioner on 27 <sup>th</sup> April 2016	That the PCC has not met with the complainant to discuss his concerns that her office have been forging letters from the PCC. The follows correspondence with the office over a number of years around this issue.	Complaint not upheld as it did not meet the criteria set down in legislation.  The concerns raised include operational matters which have been referred, on receipt of all the correspondence over a number of years have been referred to Northumbria Police.
27 <sup>th</sup> April 2016	Complaint that the PCC has neglected her duties. In addition he lists a number of complaints that he feels the PCC should deal with.	Complaint not upheld as it did not meet the criteria set down in legislation.  The concerns raised include operational matters which have been referred, on receipt of all the correspondence over a number of years have been referred to Northumbria Police.
14th June 2016	PCC has neglected to take action following a number of complaints referred to her that were against the Chief Constable of Northumbria Police	Complaint not upheld as it did not meet the criteria set down in legislation.  All complaints made about the Chief Constable were responded to by the PCC. The complainant took up the option to appeal the Commissioners decision to the IPCC. Two of the three complaints appealed were not upheld by the IPCC, we await the outcome of the third.

**POLICE AND CRIME COMMISSIONER FOR NORTHUMBRIA**

**NORTHUMBRIA POLICE AND CRIME PANEL**

**26 JULY 2016**

**STATEMENTS OF ACCOUNTS 2015/16 – SUBJECT TO AUDIT**

**REPORT OF THE JOINT CHIEF FINANCE OFFICER**

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**1. PURPOSE OF REPORT**

1.1 This report explains:

- How we have complied with the regulations to publish the statements of accounts and annual governance statements subject to audit and that we have ‘opened the books’ for public inspection;
- Provides an overview of budget performance and how the final outturn compared with the budget plans of the Police and Crime Commissioner and the Chief Constable;
- Highlights notable items within the Statements of Account 2015/16 subject to audit.

1.2 This report should be read in conjunction with the Statements of Accounts, subject to audit that were published on 30 June 2016. They can be found on the websites of the Police and Crime Commissioner and Chief Constable at the following ‘quick’ links.

PCC - <http://goo.gl/4kH5Fm>

Chief Constable - <http://goo.gl/Dtxwo8>

**2. PREPARATION, PUBLICATION, AUDIT AND AUTHORISATION OF THE STATEMENTS**

- 2.1 The 2015 Accounts and Audit Regulations set out the requirements for the publication and approval of the annual statements of accounts, annual governance statement and narrative statement. They include a number of changes for 2015/16 including who calls the audit, how and when electors are informed of their rights of inspection and objection, and the publication of draft and audited statements of account and information that accompanies those statements.
- 2.2 For 2015/16 the Explanatory Foreword is replaced by a new Narrative Statement. This statement is not subject to audit. It presents the key finance, performance and other issues arising from the Statements.

- 2.3 The Statements also include the Annual Governance Statement (AGS) for each body; an annual assessment of governance arrangements and their effectiveness. Further details can be found in Section 6 of this report.
- 2.3 The timetable for the publication of the accounts subject to audit, the audit and final approval are shown in the table below.

Date	What We Have Done / What Will We Do?
30 June	Statement of Accounts subject to audit were signed and published on the PCC/CC websites. See links in Section 1.
1 July – 11 August	Accounts open for public inspection for 30 working days in accordance with the Accounts and Audit Regulations 2015.  The notices were published on our websites on 24 June 2016.  Note – Under the 2015 rules electors can now only exercise their rights of inspection and objection during this 30 working day period.
July/August	External Audit on site to complete the audit.
12 September	Joint Independent Audit Committee – to review the audited Statement of Accounts and audit conclusion. To recommend approval by the PCC and Chief Constable.
By 30 September	Statements to be authorised.  Publication of Statement of Accounts, Annual Governance Statement and Narrative Statement for the year ended 31 March 2016 on websites.
By 30 September	Publish notice that the audit has been concluded and the statements published.
October	Report the completion of the audit, publication of the statements and to report to the Police and Crime Panel.

### 3. FINANCIAL PERFORMANCE 2015/16

- 3.1 The Statement of Accounts for the Chief Constable, PCC and Group each includes a narrative statement that sets out the key financial and other performance for the 2015/16 financial year. A summary of those statements follows.
- 3.2 Budget Background



- The 2015/16 revenue budget was approved at £269.039 following:
  - A cut to grant funding of 5.1%, a cash reduction of £11.5m;
  - The requirement to make a further £16.2m of savings bringing the total achieved since 2010 to £108.1m;
  - Provision for increases in pay and prices of £4.4m;
  - Budget pressures of £1.7m;
  - An increase in revenue costs of £2.2m to support capital investment in buildings, vehicles and new technology;
  - The use of £9.22m from the Commissioner's reserves to support capital investment and phase budget savings to minimise the impact on frontline policing; and,
  - Acceptance of an increase in the council tax precept of 1.99%.

### 3.3 The Revenue Outturn

- A £2.173m (0.8%) under spend on the revenue budget of £269.039m
- Savings achieved
- Budget pressures contained
- Reduced the £9.220m we intended to draw from reserves to support the revenue budget in 2015/16 to £7.047m.
- Reserves above 2% threshold.

### 3.4 The provisional revenue outturn is summarised in Table 1.

Table 1

Revenue Monitoring - Provisional Outturn			
<u>Group Position</u>	Approved Budget 2015/16 £m	Provisional Outturn 2015/16 £m	Variance 2015/16 £m
Chief Constable	258.187	257.428	(0.759)
Police and Crime Commissioner	10.852	9.438	(1.414)
<b>Net Expenditure</b>	<b>269.039</b>	<b>266.866</b>	<b>(2.173)</b>
Central Government Grant Income	(226.915)	(226.915)	0.000
Council Tax Precept	(32.904)	(32.904)	0.000
<b>Central Grant and Precept Total</b>	<b>(259.819)</b>	<b>(259.819)</b>	<b>0.000</b>
<b>Appropriations (to) / from reserves</b>	<b>9.220</b>	<b>7.047</b>	<b>(2.173)</b>

### 3.5 Further information about the outturn can be found below.

#### CHIEF CONSTABLE

- 3.6 The PCC delegated a budget of £258.187m to the Chief Constable for 2015/16 to enable the discharge of the activities under his direction and control.

- 3.7 The post-election announcement before the 2015 summer recess that the Chancellor of the Exchequer wanted government departments and forces to model the impacts of budget cuts of between 25% and 40% added concerns of further severe grant cuts.
- 3.8 The PCC and Chief Constable therefore agreed on a strategy to minimize the potential impact of further significant grant cuts by acting in-year. They implemented a number of measures including slowing the recruitment of new officers, continuing the programme of staff redundancy and banking one-off savings to reduce the call on reserves so that they could support future years.
- 3.9 This strategy along with regular monitoring and management of the budget has resulted in a provisional underspend of £0.759m; the workforce budgets (pay, pensions and NI) had a variance of £0.810m that was offset by a surplus on non-pay budgets of £1.569m.
- 3.10 The non-pay budgets included significant one off savings including estate rate rebates, the sale of masts and liquidated damages relating to the supply of vehicles contract. This also helped to offset the unexpected Municipal Mutual Insurance levy of £0.248m related to the 'run off' of the former insurance provider.

#### **POLICE AND CRIME COMMISSIONER**

- 3.11 The Office of the Police and Crime Commissioner provisional outturn has resulted in an underspend of £1.414m for 2015/16.
- 3.12 Office costs were underspent by £0.111m resulting from staff vacancies, a reduction in the audit fee and employment and property advice lower than anticipated.
- 3.13 The OPCC Volunteers budget underspent by £0.037m.
- 3.14 The provisional outturn for the Commissioners Fund is £0.484m; an under spend of £0.266m.
- 3.15 Other Expenditure under the Direction of the Commissioner under spent by £0.931m. One-off treasury management savings were realised in year as tactical decisions were made to defer long term borrowing at higher rates with shorter term borrowing at lower rates and by using cash balances. Interest income benefited from a windfall dividend of £0.211m relating to the pay-out from the former Icelandic Heritable Bank.

#### **2015/16 CAPITAL OUTTURN**

- 3.16 In addition to spending on day-to-day activities, the Commissioner incurs expenditure on the acquisition of fixed assets that will be used in providing services beyond the current accounting period; or expenditure

that adds value to an existing fixed asset, such as buildings, computers and communications and other major items of plant and equipment. This spending on capital totalled £12.246 million.

- 3.17 Further details of the capital investment for 2015/16 can be found in the narrative statement within the Commissioners group accounts.

#### 4. GENERAL RESERVES

- 4.1 The General Reserves are a key strategic resource to manage the funding of budget plans and meet unexpected costs, such as those that may arise when possible future obligations become payable as noted above. As at 31 March 2016 the General Reserves subject to audit are shown in Table 2.

<b>Table 2 - Provisional Outturn - Use of Reserves</b>	General Reserve	Capital Development Reserve	External Funding Reserve	Total
	£m	£m	£m	£m
Opening Balance 01/04/15	21.786	0.914	0.208	<b>22.908</b>
Planned Use of Reserves	(8.306)	(0.914)	0.000	<b>(9.220)</b>
Provisional Outturn	2.190	0.000	(0.017)	<b>2.173</b>
Closing Balance 31/03/16	<b>15.670</b>	<b>0.000</b>	<b>0.191</b>	<b>15.861</b>
Total use of reserves	<b>(6.116)</b>	<b>(0.914)</b>	<b>(0.017)</b>	<b>(7.047)</b>

- 4.2 The budget surplus has reduced the £9.220m we intended to draw from reserves to support the revenue budget in 2015/16 to £7.047m.
- 4.3 Based on the outturn we will be able to maintain the general reserves at a level above the 2% minimum (£5m) in accordance with our reserves policy and continue to support the Medium Term Financial Plan as intended. The latest MTFS will be revised for the 2015/16 outturn in due course.

#### 5. OTHER NOTABLE ITEMS WITHIN THE STATEMENTS – SUBJECT TO AUDIT

- 5.1 The narrative statements for each of the Statements of Accounts include further detail of the financial and performance highlights for the year including the pension funds, assets held for sale and contingent liabilities.

#### 6. ANNUAL GOVERNANCE STATEMENTS

- 6.1 The Regulations require public bodies to produce an Annual Governance Statement (AGS) that provides an assessment of

governance arrangements and their effectiveness. This separate statement accompanies the Statement of Accounts for each body.

- 6.2 The PCC and Chief Constable's Joint Governance Monitoring Group undertook a review of the governance and internal control arrangements to prepare the AGS for each body. They were then scrutinised by the Joint Independent Audit Committee on 20 June 2016 and subsequently authorised by the Chief Constable and PCC.
- 6.3 The process did not identify any weaknesses in governance arrangements.

## **7. RECOMMENDATIONS**

7.1 That the Police and Crime Panel note:

- the publication of the Statements of Accounts 2015/16 subject to audit;
- the financial outturn subject to audit; and,
- the process of scrutiny and certification leading to publication of the final Statements of Accounts by 30 September 2016.