

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

**Tuesday, 16 January 2018 at 2.00 pm at the Whickham Room - Civic Centre**

From the Clerk, Sheena Ramsey

Item	Business
<b>1.</b>	<p><b>Councillor Paul Watson</b></p> <p>Councillor Paul Watson sadly passed away on 7 November 2017. The Chair sent a letter of condolence to his wife and family, on behalf of the Panel.</p>
<b>2.</b>	<p><b>Apologies</b></p>
<b>3.</b>	<p><b>Minutes</b> (Pages 3 - 8)</p> <p>The Panel is asked to approve the minutes of the last meeting held on 24 October 2017 (attached).</p>
<b>4.</b>	<p><b>Police and Crime Panels - Consultation on proposals for national representation</b> (Pages 9 - 10)</p> <p>Report of the Clerk (attached).</p>
<b>5.</b>	<p><b>Feedback from National and Regional Events</b></p> <p>Members are asked to give feedback on issues relevant to the Panel.</p>
<b>6.</b>	<p><b>Home Office Public Consultation on Complaints About Police and Crime Commissioners</b> (Pages 11 - 28)</p> <p>Report of the Clerk (attached).</p>
<b>7.</b>	<p><b>Complaints against the Police and Crime Commissioner - Quarterly Report to December 2017</b> (Pages 29 - 30)</p> <p>Report of the PCC's Chief Executive and Monitoring Officer (attached).</p>
<b>8.</b>	<p><b>Themed Report - Combating Cyber Crime</b> (Pages 31 - 38)</p> <p>Presentation by</p>
<b>9.</b>	<p><b>Draft Annual Report 2016-17</b> (Pages 39 - 74)</p> <p>Report of the PCC (attached).</p>

**10. Police and Crime Commissioner - Progress and Update Report (Pages 75 - 90)**

Report of the PCC (attached)

**11. Delivery of the Police and Crime Plan - April - December 2017: Targets and Performance (Pages 91 - 124)**

Report of the PCC (attached).

**12. Medium Term Financial Strategy - 2018/19 - 2019/20**

Presentation by the Joint Chief Finance Officer to the Police and Crime Commissioner and the Chief Constable

**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. Themed Topics**

In accordance with minute 27 – 2017/18, the increases in crime and volume crime, the reasons for this and how this was being managed in Northumbria with reduced budgets has been agreed as the themed topic for the Panel's meeting on 6 March 2018.

**15. Date and Time of the Next Meeting**

Monday, 5 February 2018 at 3.00pm in Gateshead Civic Centre

Contact: Brian Wilson, Tel: , Date: Monday, 8 January 2018



## NORTHUMBRIA POLICE AND CRIME PANEL

**24 October 2017**

### **PRESENT:**

<b>Gateshead Council</b>	Councillors A Douglas and J McClurey
<b>Newcastle City Council</b>	Councillor A Ainsley
<b>Northumberland County Council</b>	Councillor J Riddle
<b>South Tyneside Council</b>	Councillors G Kilgour and J Welsh
<b>Sunderland City Council</b>	Councillor H Trueman
<b>Independent Co-opted Members</b>	Mrs J Guy and Mr S Isaacson

### **ALSO IN ATTENDANCE:**

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

Dame V Baird QC	- Police and Crime Commissioner for Northumbria (PCC)
E Snaith	- Chief Executive
K Laing	- Head of Finance, Northumbria Police
H Murphy	- Business Intelligence Manager, Northumbria Police

#### **Gateshead Council**

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

**APOLOGIES:** Councillors N Kemp (Newcastle City Council), C Burdis and T Mulvenna (North Tyneside Council), S Davey (Northumberland County Council) and P Watson (Sunderland City Council)

### **15. MEMBERSHIP OF THE NORTHUMBRIA POLICE AND CRIME PANEL**

Councillor Angela Douglas has replaced Councillor John McElroy as a representative of Gateshead Council.

RESOLVED - That the information be noted.

### **16. APPOINTMENT OF CHAIR**

RESOLVED - (i) That Councillor Angela Douglas be appointed as the Chair of the Panel for the remainder of 2017/18.

- (ii) That the Panel's appreciation and thanks to Councillor John McElroy for his work as Chair of the Panel be recorded.

## **17. MINUTES**

RESOLVED - That the minutes of the last meeting held on 1 August 2017 be approved as a correct record.

## **18. MATTERS ARISING FROM THE MINUTES**

Minute 6 – the PCC has investigated the recruitment and retention rates for LGBT recruits. During the sifting and shortlisting stages there were an equal number of LGBT and non LGBT recruits dropped out and LGBT recruits performed better at the interview stage. She was reasonably satisfied with the numbers recruited and there was not a local problem. It is difficult to compare Northumbria's figures nationally as most forces did not record this information. The PCC's LGBT Advisory Group was to monitor this issue and a further progress report on the retention of LGBT recruits will be submitted.

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

There were no national and regional events reported.

RESOLVED – That the information be noted.

## **20. FIRE AND RESCUE SERVICES IN ENGLAND**

The Policing and Crime Act 2017 introduced a statutory requirement for fire, police and ambulance services to collaborate if it is the interests of each of their efficiency and effectiveness to do so. It also established two distinct routes by which PCCs can become directly involved in the governance of Fire and Rescue Services. The PCC could, subject to the approval of the Home Secretary, replace the existing Fire Authority. Alternatively, the PCC could be appointed as a voting member of existing Fire Authorities, subject to agreement by Fire Authority Members, in response to a formal request from the PCC.

The Local Government Association's guide for Police and Crime Panel Members on how Fire and Rescue Services in England are structured and governed and how they deliver services to communities was submitted.

The PCC reported that following her request, she has been appointed as a Member of the Tyne and Wear Fire and Rescue Authority and she has commenced the same process to join the Northumberland Fire and Rescue governance arrangements, part of the County Council.

RESOLVED - That the information be noted.

## **21. POLICE AND CRIME COMMISSIONER – PROGRESS AND UPDATE REPORT**

The Police and Crime Commissioner presented her update report to the Panel which covered the following:-

Acting Chief Constable  
Funding for victim services  
Devolution of further victim services  
Tyne and Wear and Northumberland Fire Services  
Police Transformation Funding – Whole System Approach to Domestic Abuse  
National Victim Work  
Cyber Crime  
Easy Read Police and Crime Plan  
Northern Regional Dyslexia Conference  
Disability Organisations  
Age UK Transgender Group  
Operation Sanctuary  
Trauma Teddies  
Work Place Domestic Violence Champions  
National Police Database – Government Action Needed

The Panel raised the following issues:-

Operation Encompass where children who had been victims/witnesses of domestic abuse were given extra support and care by their schools was praised. The PCC reported that the operation has been extended to other local authorities in Northumbria following the successful pilot scheme in Gateshead.

It was commented that the PCC should keep pushing to become responsible for victims and witnesses through the criminal justice process as there were issues when they were referred from Northumbria Victims First to the criminal justice system. The PCC thanked her for her support.

It was asked what the timetable was for the appointment of the new Chief Constable. The PCC reported that following the advertisement, two applications were received but one of the applicants did not have the appropriate experience for the post. She decided not to proceed with only one candidate as she wanted there to be competition for the post. The vacancy will be advertised again in January 2018 to try and make an appointment in February 2018. The PCC was aware of other expressions of interest since the first advertisement. The Members of the Panel endorsed this approach.

RESOLVED - That the Police and Crime Commissioner's update report be noted.

## **22. DELIVERY OF THE POLICE AND CRIME PLAN – JULY – SEPTEMBER 2017: TARGETS AND PERFORMANCE**

Helen Murphy gave a presentation on the performance and target information relating to the delivery of the police and crime plan for July - September 2017.

The Panel raised the following issues:-

Reference was made to the number of 101 calls where the caller after they could not get through had hung up and called 999 and got through. It was suggested that some intervention where the caller could ask to be phoned back by the police when they could should be introduced. It was replied that the customer services project was looking at how the community want to communicate with the police as part of a

review of current arrangements. A web chat was being introduced to improve communications.

It was asked how many crimes were not being reported because people were giving up after waiting long periods when phoning the police. It was replied that BT call takers can transfer waiting 999 calls to other emergency services but it was not the same for 101 calls. The PCC stated that she had concerns about calls not being answered and a report on how improvements can be made was being prepared.

Victims with a satisfactory needs assessment had continued to decrease from 83% in 2016/17 to 81% so how can the police respond to their needs. It was replied that the needs assessments and their value to victims were to be raised with officers and the monitoring arrangements on how the assessments were being undertaken were being reviewed.

There had been a 30% increase in repeat victims of anti-social behaviour and this often involved vulnerable people. The PCC stated that this had been identified and was being addressed.

There had been a 22% in the crime severity score, with the force placed 30<sup>th</sup> nationally, and a 23% increase in recorded crime so it appears that the force is not doing as well as other forces. It was replied that all forces were at different stages of implementing the Home Office Crime Recording Standards so it may be difficult to compare forces nationally. In a recent data integrity inspection, the force was second and third when compared to its most similar force group.

There had been reductions in the charge rates for rape, sexual offences and domestic violence and also in the conviction rate for domestic violence. The PCC was concerned about the reasons behind this and had requested a report on the issue.

- RESOLVED -
- (i) That the information be noted.
  - (ii) That the PCC update the Panel when the report on the charging and conviction rates for the offences outlined has been received.

## **23. COMPLAINTS AGAINST THE POLICE AND CRIME COMMISSIONER – QUARTERLY REPORT TO SEPTEMBER 2017**

In accordance with the agreed procedure, an update report about the complaints and purported complaints against the PCC and every conduct matter recorded by the Monitoring Officer for the quarter ended September 2017.

- RESOLVED -
- (i) That the information be noted.
  - (ii) That the provision of details regarding compliments received by the PCC be investigated.

## **24. STATEMENTS OF ACCOUNTS 2016/17 AND THE EXTERNAL AUDITORS CONCLUSIONS**

The Panel has previously been advised of the requirements for the publication of the draft Statements of Accounts 2016/17, public scrutiny and the audit process (Minute 10 – 2017/18).

Only minor changes were made to the draft Statements of Account none of which resulted in changes to the primary statements or the level of resources available to the Police and Crime Commissioner.

In accordance with the Home Office circular, 7 September 2017, the Police Pension Fund statement has been amended as outlined.

The audit completion reports set out the main findings of the work of the auditor, the unqualified opinion on the financial statements, the Value for Money conclusion and other comments. There were no outstanding matters or recommendations contained within the reports.

The Joint Independent Audit Committee considered and recommended the Statements and the Audit Completion reports on 18 September 2017.

The PCC, Chief Constable and the Chief Finance Officer signed the accounts on 19 September 2017 and the auditor certified them as completed on 19 September 2017.

The Statements were published on the PCC's and Chief Constable's websites on 29 September 2017 together with the Notice of Conclusion of the Audit.

RESOLVED - That the information be noted.

## **25. BUDGET SETTING PROCESS 2018/19**

In February 2017, the PCC agreed the 2017/18 revenue and capital budgets and the 2017/18 – 2020/21 Medium Term Financial Strategy (MTFS).

The force is reviewing the assumptions which underpin the budget and MTFS estimates in relation to central government funding for police forces, future budget pressures and inflationary increases and the capital investment priorities over the medium term.

Since the MTFS was agreed in February 2017, there has been a general election and continued political and economic uncertainty following the Brexit vote. UK economic growth estimates have slowed against those set out in the 2016 Autumn Statement and the public sector pay cap for police officers will be lifted from 1 September 2017.

During 2016/17, the Home Office reviewed the Police funding formula which determines how overall police funding is allocated between forces in England. It was intended to implement the revised formula for 2018/19. Although not confirmed, the expectation is that this will not now be implemented.

The process and timetable to set the 2018/19 revenue and capital budgets and complete the revision of the MTFS were outlined.

- RESOLVED -
- (i) That the information be noted.
  - (ii) That details of the stakeholders, etc that have been involved in the budget consultation process be submitted.

## **26. KEY ISSUES IN THE NEXT QUARTER**

The PCC advised the Panel of the following key issues she would be addressing in the next quarter:-

- Appointment of Chief Constable
- Prepare for the funding settlement process and also the Victims' Fund from the Ministry of Justice
- Press at a national level to support victims and also women offenders/out of Court disposals
- Work to influence the Domestic Violence Bill in Parliament
- Chair the Local Criminal Justice Board

RESOLVED - That the information be noted.

## **27. THEMED TOPICS**

The Panel considered the following suggestions for themed topics for future meetings:

Panel suggestions:

- Volume Crime /Increase in Crime
- Rural Crime

Previous Panel suggestions:

- Combating cyber crime
- Report on Operation Sanctuary

PCC's suggestions:

- Early intervention and partnerships
- Legislative changes for dealing with complaints against the Police
- Number of out of court disposals

- RESOLVED -
- (i) That combating cyber crime be agreed as the themed topic for the next meeting.
  - (ii) That the increases in crime and volume crime, the reasons for this and how this was being managed in Northumbria with reduced budget be agreed as the themed topic for a following meeting.

## **28. DATE AND TIME OF NEXT MEETING**

Tuesday, 16 January 2018 at 2.00pm





## **PANEL MEETING ON 16 JANUARY 2018**

### **SUBJECT: CONSULTATION ON PROPOSALS FOR NATIONAL REPRESENTATION FOR POLICE AND CRIME PANELS**

#### **REPORT OF THE CLERK TO THE PANEL**

##### **1. Purpose of Report**

To update the Panel on the discussions and proposals for the creation of a national representative association for Police and Crime Panels

##### **2. Background**

- 2.1 At meetings of representatives of Police and Crime Panels from across the country, concerns have been expressed that, unlike the Police and Crime Commissioners who have established a national association, the effectiveness and development of Police and Crime Panels has been restricted by the lack of a collective voice through which representation to the Home Office and the sharing of best practice can be channelled.

##### **3. Consultation on proposals for national representation for Police and Crime Panels**

- 3.1 Councillor Tim Hutchings, the Chair of Hertfordshire Police and Crime Panel, has been co-ordinating discussions on the creation of a national representative body for Police and Crime Panels.
- 3.2 The following three possible options for the form that a national representative body for Police and Crime Panels could take have been suggested:-
- (a) An independent national association.
  - (b) A special interest group within the Local Government Association.
  - (c) A combination whereby option (b) was considered as a stepping stone to option (a).
- 3.3 The creation of a national representative group was supported by the majority of Police and Crime Panels and setting up a special interest group within the Local Government Association was the preferred model.

- 3.4 It was agreed that the proposals for a possible national voice for Police and Crime Panels be discussed at the Police and Crime Panels National Conference on 6 November 2017.
- 3.5 Councillors Kilgour and Welsh attended the national conference on 6 November 2017, on behalf of the Panel, when the proposals for a possible national voice for Police and Crime Panels were discussed.
- 3.6 The conference delegates supported the proposals for the creation of a National Police and Crime Panel special interest group within the Local Government Association and agreed that a steering group be set up to look at developing this proposal further.
- 3.7 To ensure that the Northumbria Police and Crime Panel was represented in the further discussions, Councillor Welsh volunteered to be part of the steering group.

#### **4. Current position on the proposals for a National Police and Crime Panel Special Interest Group**

- 4.1 Councillor Hutchings has proposed that, because so many delegates at the conference offered to be part of the steering group, it be set up as a 'virtual forum' in which key points are established and discussed via e mail.
- 4.2 It is also proposed that a meeting of all Police and Crime Panels to agree and finalise, on a one vote per panel basis, the details for a National Police and Crime Panel special interest group within the Local Government Association, including terms of reference, etc, be held in February/March 2018.

#### **5. Recommendation**

- 5.1 The Panel is asked to:-
  - (i) note the report.
  - (ii) confirm that Councillor Welsh represent the Panel on the 'virtual' forum as outlined above.
  - (iii) receive further reports as appropriate.



## **PANEL MEETING ON 16 JANUARY 2018**

### **SUBJECT: HOME OFFICE PUBLIC CONSULTATION ON COMPLAINTS ABOUT POLICE AND CRIME COMMISSIONERS**

#### **REPORT OF THE CLERK TO THE PANEL**

##### **1. Purpose of Report**

To consider the Home Office's report on the summary of the responses received to its public consultation on complaints about Police and Crime Commissioners (PCCs) and the next steps the Government proposes to take to change the system for non-serious complaints.

##### **2. Background**

- 2.1 The Home Office, in December 2015, undertook a public consultation exercise to seek views on proposed changes to the complaints about the conduct of PCCs which focused on the complaints process for Police and Crime Panels when seeking to resolve non-serious (ie non-criminal) complaints made against a PCC.
- 2.2 The Panel considered the consultation document on 8 March 2016 and an online response to the consultation questions was subsequently submitted on behalf of the Panel.
- 2.3 The PCC also submitted her response to the consultation questions to the Home Office.

##### **3. Complaints about Police and Crime Commissioners**

- 3.1 The Home Office has now published the summary of the consultation responses and the next steps the Government intends to take as attached in the appendix to the report.
- 3.2 The 63 full responses that were received following the 12 week consultation process have been analysed and the findings have been summarised by the Home Office in the attached document.
- 3.3 The changes to the complaints system for non-serious complaints made against a PCC that the Government intends to introduce have also been outlined in the document's executive summary.

**4. Recommendation**

- 4.1 The Panel is asked to note the report and receive further reports as appropriate.



Home Office

# Complaints about Police and Crime Commissioners

Summary of consultation responses and next steps

# Contents

1. Foreword
2. Executive summary
3. Summary of responses and Government response
  - a. Complaint definition and guidance
  - b. Complaint investigation powers – legislation
  - c. Complaint investigation powers - finance
  - d. Informal resolution guidance
4. Other considerations

# 1. Foreword

Since coming into post, Police and Crime Commissioners (PCCs) have brought real local accountability to policing in England and Wales. PCCs have worked hard to keep their communities safe, using their personal mandate to drive reform, hold chief constables to account, and ensure that their local communities have a stronger voice in policing.

PCCs have driven positive change not just in policing and crime, but in criminal justice, mental health, and the wider emergency services. Collectively, they have presided over falls to a record low in crimes traditionally measured by the Crime Survey of England and Wales, and have delivered value for money for taxpayers by finding efficiencies and ensuring sense in how police budgets are spent.

As the role of PCCs continues to evolve, the Government is taking forward its commitment to “enable fire and police services to work more closely together and develop the role of our elected and accountable Police and Crime Commissioners”. Government is building on the success of the PCC model, expanding the role of the PCC further to drive better joint working with the criminal justice system, and through the Policing and Crime Act, introducing measures to enable them to take on responsibilities for fire and rescue services locally where a case is made.

Further, the Policing and Crime Act, as part of wider reforms to Police complaints, will enable PCCs to take on responsibility for key parts of the Police complaints system to bring greater accountability and independence to the complaints process.

With PCCs taking on a greater role, the Government believes the time is right to amend the system for non-serious complaints made against a PCC. The Government is committed to deliver a more transparent complaints procedure and provide satisfactory outcomes for complainants.

## 2. Executive summary

As set out in the Police Reform and Social Responsibility (PRSR) Act 2011, and further explained in the Policing Protocol Order 2011, Police and Crime Panels (PCPs) perform a scrutiny function for PCCs, providing challenge and support, and acting as a critical friend.

PCPs are currently responsible for handling non-serious complaints made about a PCC, and resolving these through the process for “informal resolution”, as set out in the PRSR Act 2011 and the Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012.

On 17 December 2015 the Government published a consultation paper on a number of proposals to create a more transparent and easily understood complaints system for non-serious complaints made against PCCs.<sup>1</sup> The consultation ran for 12 weeks, ending on 10 March 2016. A total of 63 full responses were received from a range of organisations and interested individuals, using the online survey and via email and post, commenting on 17 questions posed in the consultation paper. We have reviewed and analysed responses to the consultation and summarised our findings. We would like to thank all those who have taken time to respond and contribute to the consultation process.

Having carefully considered the consultation responses, the Government intends to:

1. clarify, through non-statutory guidance, what constitutes a complaint, using the Nolan Principles to set out the expected level of conduct for a PCC, and ensuring PCPs take forward complaints about a PCC’s conduct rather than their policy decisions;
2. ensure that police approaches to dealing with unreasonable complainant conduct can be used in response to vexatious complaints made against PCCs. Sector-led guidance developed to assist forces in handling vexatious complaints made against the police will be available to help PCPs in handling such complaints made against PCCs;
3. provide PCPs with greater investigatory powers to seek evidence pertinent to a complaint through the appointment of an independent investigator; and
4. clarify, through non-statutory guidance, the parameters of “informal resolution” and setting out that where agreement cannot be reached, it is open to PCPs to make recommendations on the expected level of behaviour of a PCC, and that they have powers to require the PCC to respond.

These changes to the system for non-serious complaints ensure that the fundamental principle of the PCC policy that of accountability to the electorate is not undermined. Government is confident that the changes outlined above will improve the transparency of the complaints procedure and deliver more satisfactory outcomes for complainants.

These measures will apply to England and Wales. Further details on these measures and how the consultation has informed them, are set out within this document.

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<sup>1</sup> Complaints about Police and Crime Commissioners- <https://www.gov.uk/government/consultations/complaints-about-pccs>



# 3. Summary of responses and Government response

## a. Complaint definition and guidance

The process for how complaints against a PCC should be taken forwards is set out in the Police Reform and Social Responsibility Act 2011 and the Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012. These regulations set out the role of the Police and Crime Panel (PCP) in handling complaints, and also define that a complaint to be handled by the PCP should relate specifically to the PCC's conduct.

The Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012 also refer to a PCP's handling of vexatious complaints. Those working on complaints have indicated that a disproportionate amount of time can be spent in managing vexatious complaints, and in its response to the 'Improving Police Integrity' consultation, Government committed to look into reforms that would make it easier for forces to handle persistent and vexatious complaints.

## Comments in response to the consultation

Respondents were asked to comment on proposals to provide PCPs with non-statutory guidance setting out what constitutes a complaint. This proposed guidance would supplement the Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012, set a clear marker for what should and should not be classed as a complaint, and ensure that any complaints taken forwards relate to a PCC's conduct rather than their policy decisions.

The consultation proposed that as a PCC is a directly elected public office holder, the guidance should frame the expectations for a PCC's conduct around the Nolan principles of selflessness, integrity, objectivity, accountability, openness, honesty and leadership.<sup>2</sup>

We also asked respondents to comment on whether measures to make it easier for forces and PCCs to handle vexatious complaints should be extended to PCPs, to give PCPs greater flexibility to manage these complaints and to ensure a consistent approach across complaints systems. The questions and a summary of the responses are set out below.

### **Q1 To what extent do you agree or disagree that the seven Nolan principles of selflessness, integrity, objectivity, accountability, openness, honesty and leadership should frame the concept of conduct of a PCC?**

The majority of respondents felt that the concept of conduct should be framed around the Nolan principles, to create greater clarity for what should and should not be classed as a complaint. Respondents felt that the use of the Nolan principles would ensure a PCC's behaviour would be set against the highest standards. Some respondents reported that the Nolan principles were already in use locally within established codes of conduct and welcomed the Government's proposals.

A few respondents felt that whilst there was no real objection to the Nolan principles framing the conduct of PCCs, the College of Policing Code of Ethics,<sup>3</sup> which sets standards of professional

<sup>2</sup> Nolan Principles- The 7 Principles of Public Life: <https://www.gov.uk/government/publications/the-7-principles-of-public-life/the-7-principles-of-public-life--2>

<sup>3</sup> Code of Ethics- A Code of Practice for the Principles and Standards of Professional Behaviour for the Policing Profession of England and Wales [http://www.collegepolice.uk/What-we-do/Ethics/Documents/Code\\_of\\_Ethics.pdf](http://www.collegepolice.uk/What-we-do/Ethics/Documents/Code_of_Ethics.pdf)

behaviour for the policing profession of England and Wales, could be adopted to set standards for PCCs and ensure consistency across the service.

**Q2 To what extent do you agree or disagree that the Government should extend measures being developed to make it easier for forces and PCCs to handle vexatious complaints to PCCs?**

Whilst some respondents felt that within the Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012 the regulation for the dissapplication of a complaint provided PCPs with sufficient powers to deal with vexatious complaints, the majority felt that aligning with sector-led approaches developed to make it easier for forces to handle vexatious complaints would provide additional flexibility.

Respondents felt that a disproportionate amount of time is used managing vexatious complaints and with the role of the PCC increasing it would be important to provide PCPs with flexibility around handling these complaints. Respondents also felt that a consistent approach to vexatious complaints across the policing complaints system would make it easier for the public to understand.

## **Government response**

The Government believes that as the PCC is a directly elected public office holder, as with other office holders, the Nolan principles should be used to set the expected standard of conduct for this office. This is further supported by evidence that the Nolan principles are already recognised in some force areas within locally established codes of conduct for PCCs.

It is evident that there should be a clear marker for what should and should not be classed as a complaint, to ensure complaints about conduct rather than policy decisions are taken forward. To do this, the Government will work with the Local Government Association - with advice from the College of Policing - to produce supplementary, non-statutory guidance for PCPs. This guidance will use the Nolan Principles to set out clearly the standards of conduct expected from PCCs, and will robustly tie the procedures of informal resolution to matters of conduct rather than policy.

It is clear that within some force areas, a disproportionate amount of time can be spent in managing vexatious complaints. With the role of the PCC increasing, greater flexibility is needed to manage any complaints made against them. The Government will therefore aim to ensure that police approaches to dealing with unreasonable complainant conduct can be used in response to vexatious complaints made against PCCs. Sector-led guidance developed to assist forces in handling vexatious complaints made against the police will be available to help PCPs in handling such complaints made against PCCs.

## b. Complaint investigation powers - legislation

The Police Reform and Social Responsibility (PRSR) Act 2011 sets out that PCPs are explicitly prohibited from “investigating” complaints. The Government proposed in the consultation to amend the PRSR Act 2011 to remove the restriction on PCPs’ ability to investigate. This was with the aim of providing PCPs with greater flexibility to establish evidence pertinent to a complaint and provide a satisfactory outcome for both the complainant and PCC.

The Government also proposed to amend the Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012 to allow the PCP to appoint an independent individual to carry out an investigation, in order to gather evidence relating to the specific complaint and the conduct of the PCC, and present a recommendation report to the PCP.

### Comments in response to the consultation

#### Powers to Investigate

The Government proposed making amendments to the PRSR Act 2011 in order to remove the restriction on the PCP’s ability to investigate a non-serious complaint. The questions asked in consultation and a summary of the responses are set out below.

**Q6 To what extent do you agree or disagree that PCPs should be given greater investigatory powers to investigate a complaint (either directly or through the appointment of an independent investigator)?**

The majority of respondents agreed that PCPs should be given greater powers to investigate a complaint, providing PCPs with greater flexibility to establish evidence pertinent to the complaint. Respondents indicated that with the responsibilities held by a PCC expanding, greater investigatory powers would prove useful. However, there was acknowledgement that the majority of complaints should continue to be resolved without an independent investigation.

Whilst some respondents felt that sufficient powers to gather evidence pertinent to a complaint already existed within the regulations, they did indicate that providing PCPs with further investigatory powers could prove useful. Respondents stated that the regulations needed to specify further the basis for investigations to ensure the majority of complaints would continue to be resolved informally, and to avoid any inefficient use of time and resources in investigating low level complaints.

**Q7 To what extent do you agree or disagree that PCPs should be given the power to investigate complaints themselves, rather than appoint someone to do it?**

**Q8 Please explain your answer to question 7.**

The majority of respondents felt that PCPs should not be given the power to investigate complaints themselves, but should appoint someone else to conduct any investigation. Many commented that PCPs did not have the resource, time or expertise to investigate complaints themselves and that Panel-led investigations would lack impartiality. Some respondents felt that although PCPs should not investigate complaints themselves, it was important to retain flexibility to allow PCPs to determine how to manage their complaints process locally.

**Q9 What do you think the benefits are of PCPs investigating complaints themselves, rather than appointing someone else to do it?**

**Q10 What do you think the disadvantages are of PCPs investigating complaints themselves, rather than appointing someone else to do it?**

Some respondents felt that by PCPs investigating complaints themselves, complaints would be resolved in a speedy, flexible and cost effective manner. In contrast to this, some of the reasons cited for why PCPs should not investigate complaints themselves included insufficient expertise in how to conduct complaints investigations, and a lack of time and resources.

The majority of respondents felt that allowing PCPs themselves to investigate complaints would create a distinct lack of impartiality within the complaints process, leading to a decrease in public confidence. As such, any benefits to the PCP investigating complaints directly would be outweighed by this perceived or potential lack of impartiality. One respondent commented that impartiality would be “severely blurred” if PCPs investigated complaints themselves whilst another felt that this approach would be “counter-productive” to all parties involved.

**Monitoring Officer**

The Government also proposed to amend the Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012. The proposed amendments would allow for investigation through the appointment (by the PCP) of an independent individual to gather evidence relating to the specific complaint and the conduct of the PCC, and report to the PCP with their findings. Questions relating to the appointment of an independent investigator and a summary of the responses are set out below.

**Q11 To what extent do you agree or disagree that PCPs should be able to appoint an independent investigator?**

The majority of respondents felt that the PCP should be able to appoint an independent investigator. Respondents felt that the appointment of an independent investigator, rather than the PCP investigating the complaint themselves, would remove any bias in the complaints process and provide flexibility for PCPs to appoint an individual with the necessary skills and experience to conduct investigations effectively. Although respondents agreed in principle that PCPs should be able to appoint an independent investigator, some respondents felt that the cost implications of doing this would create difficulties.

**Q12 To what extent do you agree or disagree that the choice of a monitoring officer (either from the local authority, or from the Office of the PCC) should fall to the panel?**

It was clear from responses to the consultation that the majority of respondents felt that the choice of a monitoring officer should fall to the Panel. Although one respondent felt that the choice of independent investigator should not be made by the PCP, but that either the local authority monitoring officer or the Chief Executive should determine whether they themselves had sufficient time and resource available to investigate a complaint, this view was not shared by others.

**Q13 To what extent do you agree or disagree that the monitoring officer for the investigation of a complaint should be appointed from the local authority.**

The majority of respondents felt that the appointment of a monitoring officer from the Local Authority for the investigation of a complaint would ensure independence in the complaints process. Some respondents felt that the panel should have flexibility over the choice of monitoring officer, as in some instances it would be more appropriate to appoint a monitoring

officer from outside the Police force area. This would then secure greater independence in the complaints process.

**Q14 To what extent do you agree or disagree that the monitoring officer for the investigation of a complaint should be the Chief Executive of the PCC's Office?**

Whilst some respondents felt that the investigation of complaints was a logical extension of the Chief Executive's role, the majority indicated that it was not appropriate for Chief Executives to investigate complaints. Most respondents highlighted that if the Chief Executive were to investigate a complaint made against the PCC, the close working relationship between the Chief Executive and PCC would create a substantial conflict of interest. One respondent felt this would "endanger" public confidence as the Chief Executive would in effect, be investigating their own employer.

**Q15 Do you feel that the role of the independent investigator should be fulfilled by someone other than the PCC's monitoring officer, or a monitoring officer from a local authority within the police force area? If so please indicate who you think should perform this role.**

In response to this question, respondents did feel that the role of the independent investigator could be fulfilled by someone other than the PCC's monitoring officer (the Chief Executive) or a monitoring officer from a local authority within the Police force area.

The majority of respondents indicated that as an alternative, the role of independent investigator could be fulfilled by a monitoring officer from outside the Police force area. Respondents felt that appointing the PCC's monitoring officer (usually the Chief Executive) or a monitoring officer from a local authority outside the force area would provide a higher level of independence within the complaints process, while ensuring that the individual still had sufficient expertise to fulfil the role.

Other suggestions of individuals suitable to fulfil this role made by respondents included an experienced lawyer, a nationally approved list of qualified individuals, or the Independent Police Complaints Commission (IPCC).

## **Government response**

### **Powers to Investigate & Monitoring officer**

The Government believes that the majority of complaints should continue to be resolved without investigation, but recognises that in some cases this may restrict the PCP from carrying out their responsibilities to an undesirable extent. To provide PCPs with greater flexibility to establish evidence pertinent to a complaint and provide a satisfactory outcome for both the complainant and PCC, the Government intends to amend the PRSR Act 2011 to remove the restriction on PCPs' ability to investigate.

The Government recognises that it is important to separate the investigatory aspects of complaint handling from the PCP, to ensure that any political differences between the Panel and the PCC are not used as a basis for complaint investigation. To ensure impartiality in the complaints process, it is clear that any investigation into a complaint should be conducted by an independent individual, and not by the Panel itself. The Government intends to amend the Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012 to allow Panels to conduct an investigation into a complaint, where the Panel considers it necessary to do so. Where the Panel does consider it necessary to investigate a complaint, they will be required to

appoint an independent individual to carry out this investigation. The amended regulations will enable this individual to gather evidence relating to the specific complaint and the conduct of the PCC, and present their findings to the PCP.

The Government recognises the need to restrict the investigations to the terms of the individual complaint to ensure evidence gathering is proportionate and necessary, and will look to include measures within the regulations requiring PCPs to ensure proportionality and necessity of evidence gathering.

It is clear that while expanding the role of the Chief Executive to include complaints investigation would fit with existing responsibilities of the role, requiring a Chief Executive to investigate their own employer could present a significant conflict of interest. Therefore, to provide greater levels of independence within the complaints process, the Government intends to provide within the amended regulations a wider list of appropriate individuals who the PCP is able to appoint as investigator. This will ensure PCPs are able to appoint a monitoring officer who does not report directly to the PCC who is under investigation.

This list of options will include a local authority monitoring officer from within the force area, a Chief Executive from outside the force area, or a local authority monitoring officer from outside the force area. The regulations will provide flexibility for this list to be expanded in the future, and will specify that PCPs cannot appoint a monitoring officer where this individual reports directly to the PCC who is under investigation.

Currently, under the regulations a Chief Executive may have delegated authority to deal with the initial handling of a complaint: this will remain unchanged. However, the final decision on whether a complaint should be investigated, and who to appoint as an independent investigator from the list of suitable individuals, will be a matter for the PCP to determine.

The Government will endeavour to deliver amendments to the PRSR Act 2011 to remove the restriction on PCPs' ability to investigate, and amend the accompanying regulations to allow for investigations by an independent individual, when a suitable legislative vehicle is identified and where Parliamentary time allows.



## c. Complaint investigation powers - finance

### Comments in response to the consultation

The Government in its assessment of the likely financial effect of proposed changes for PCC complaints did not envisage the investigation of complaints being lengthy, and asked Police and Crime Panels and Chief Executives further questions to gain a better sense of how much individual investigations were likely to cost.<sup>4</sup> The questions and a summary of the responses are set out below.

- Q3            How many complaints about a PCC did you receive in financial year 2014-2015?**
- Q4            Of those complaints, how many have you considered where you would have benefitted from the ability to investigate the complaint?**
- Q5            How much investigation, in terms of hours worked, would you expect it to take to investigate a complaint?**

24 PCPs reported receiving between 0-10 complaints about the PCC in financial year 2014-15. Out of the 27 Panels that responded in total, 11 stated that they would have used a power to investigate complaints on either one or two occasions during the financial year 2014-15. The remaining PCPs noted that they did not receive any complaints during this period which would have benefitted from the power to investigate, and that it was possible to resolve all complaints in these force areas informally using existing powers.

The majority of PCPs and Chief Executives indicated that the number of hours it would take to investigate a complaint was dependant on the nature and complexity of the issues raised. Some respondents indicated that investigations could take a few hours and others estimated that an investigation could take a few weeks.

### Government response

The Government does not envisage that investigations into non-serious complaints would become wide-ranging and complex, as the parameters for investigation will be tightly drawn to focus on the conduct of the PCC. The Government intends to include measures within the regulations to ensure proportionality and necessity of evidence gathering. We expect that the majority of complaints will continue to be handled informally and that only a small number of these will benefit from investigation. Given this, the Government does not anticipate that Panels will incur large additional costs.

The Government believes that funding for any costs incurred during investigations should be agreed locally. For example, where responsibility to investigate a PCC falls to a Chief Executive from a different force area, neighbouring force areas may wish to establish reciprocal agreements whereby the cost of investigation is absorbed by their offices. Alternatively, where a PCP delegates investigatory responsibility to a local authority monitoring officer, the PCP may decide to reimburse the monitoring officer for any expenses incurred during any investigation. The Government does not anticipate that PCPs will incur large additional costs if investigations

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<sup>4</sup> Police and Crime Commissioner Complaints: Assessment of the likely financial effect of proposed change-  
[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/486928/6-1462-Annex\\_A-Financial\\_Assessment-Police\\_Complaints.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/486928/6-1462-Annex_A-Financial_Assessment-Police_Complaints.pdf)

are delegated to a local authority monitoring officer, and so costs for this should be absorbed within existing Panel budgets.

With PCCs taking on a greater role in the handling of complaints made against their police force, and with the responsibilities held by a PCC increasing, the Government recognises that the number of complaints about the PCC may increase. The Government will keep under review the funding provided to PCPs, including the resource available to investigate complaints.



## d. Informal resolution guidance

Through Schedule 7, paragraph 3(2) of the Police Reform and Social Responsibility Act 2011 a PCP is restricted to informal resolution of any non-serious complaint made against a PCC. Paragraph 3(5) of Schedule 7 defines informal resolution as “encouraging, facilitating, or otherwise assisting in, the resolution of the complaint otherwise than by legal proceedings...”

The Government proposes introducing non-statutory guidance clarifying that informal resolution is not reliant on the agreement of both parties, though this should remain the preferred outcome. Where a PCP is unable to reach an informal resolution which is agreeable to both parties it remains open to PCPs to use their powers under sections 28(6) and 29(3) of the PRSR Act 2011. These sections set out that PCPs have a free standing power to make recommendations and may require a PCC to respond in writing to any recommendations made by them. The questions and a summary of the responses are set out below.

### Comments in response to the consultation

#### **16.To what extent do you agree or disagree that PCPs’ existing powers to make recommendations on the expected level of behaviour of a PCC are sufficient?**

The majority of respondents indicated that PCPs’ existing powers to make recommendations on the expected level of behaviour are sufficient. However, a few respondents felt that powers needed to go one step further, and allow PCPs to impose sanctions, with one respondent commenting that Panels are currently “toothless”. One association felt that there was “clearly uncertainty” around what powers PCPs have to respond to the outcome of a complaint, and welcomed further guidance. Most respondents felt that the ability to make recommendations, rather than impose sanctions, was an appropriate power for PCPs as ultimately, the PCC’s accountability lies with the public.

#### **17.To what extent do you agree that, when making recommendations as part of the informal resolution of a complaint, PCPs should tie these recommendations to the expected level of conduct based on the seven Nolan Principles of selflessness, integrity, objectivity, accountability, openness, honesty and leadership?**

Two respondents felt that PCPs should be given greater flexibility for making recommendations as not all complaints would relate to the seven principles of public life as outlined by the Nolan Principles. However, the majority of respondents agreed that when making recommendations as part of the informal resolution of a complaint, PCPs should tie recommendations to the expected level of conduct based on the seven Nolan principles.

### Government response

The Government understands that some aspects of the informal resolution procedure - when considering the PRSR Act 2011 alongside the regulations - have been misinterpreted, and that on some occasions PCPs have felt that their options were restricted if the PCC and the complainant could not agree on a method of informal resolution. Given this, working with the Local Government Association, the Government will develop non-statutory guidance to clarify the parameters of informal resolution, setting out the arrangements for PCPs to make recommendations on conduct and powers to require the PCC to respond.

The guidance will make clear that recommendations should: be linked to the expected level of conduct (based on the Nolan Principles where appropriate); ensure proportionality; and be aimed at preventing future complaints from arising. The Government believes that the ability to

make recommendations, rather than impose sanctions, is an appropriate power for PCPs as ultimately, the accountability of the PCC lies with the public, and not with the PCP.

## 4. Other considerations

### Wales

The proposals outlined in this response will apply to Panels in Wales in the same way as they will apply to Panels in England.

### Elected Mayors with PCC functions

The proposed changes for the PCC complaints system will not apply to combined authority mayors who exercise PCC functions. As is the case in London, non-serious complaints made against Mayors with PCC functions will continue to be dealt with under section 27(2) of the Localism Act 2011.

However, where a relevant office holder as listed in the Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012 is not a member of the combined authority (or in the case of London, is not a Member of the London Assembly), any non-serious complaints will be dealt with in accordance with the 2012 regulations. This means that the proposed changes to the PCC complaints system will apply to relevant office holders – such as the Deputy Mayor for Policing and Crime – where they are not members of the combined authority (or London Assembly).

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

**POLICE AND CRIME PANEL**

**16<sup>th</sup> January 2018**

**REPORT OF THE INTERIM CHIEF OF STAFF AND MONITORING OFFICER**

**COMPLAINTS AGAINST THE POLICE AND CRIME COMMISSIONER –  
QUARTERLY REPORT TO JANUARY 2018**

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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. In this instance there have been four complaints received between October 2017 and December 2017.

28 Oct 2017	1 complaint – about the refusal of the PCC to carry out her duty under the Police Reform and Act 2012 to obtain and preserve evidence relating to previous complaints.	Complaint not upheld. A response was send to the complainant informing that by law the PCC cannot investigate reports of crime nor can they interfere with police investigations.
29 Oct 2017	1 Complaint - PCC failed to deal with criminal reports and that she did not obtain medical records pertaining to a report of a crime.	<p>Complaint not upheld. The complainant was advised that the PCC cannot investigate reported crimes.</p> <p>The response also included reassurance that the Triage team would liaise with Professional Standards Department at Northumbria Police to obtain the answers to the complainants questions regarding the investigation and respond promptly.</p>
8 November 2017	1 Complaint. Complaint that the PCC failed to address the lack of support services available to his son who had been subject a 'no further action' decision following an arrest earlier this year.	<p>Complaint not upheld. A comprehensive reply sent outlining that:</p> <ul style="list-style-type: none"> <li>• The PCC only has statutory responsibility for commissioning services for victims of crime.</li> <li>• To provide assistance, details were included of local and national organisations who can offer the necessary support.</li> </ul>
14 <sup>th</sup> November sent to PSD who forwarded it to OPCC on 12 <sup>th</sup> December 2016	1 complaint - Complaint that the PCC (as well as the CPS and Northumbria Police) had not dealt with a case as it should have been.	Complaint not upheld. The PCC, by law, cannot investigate any reports of crime and that all operational matters remain under the remit of the Chief Constable. as there was no context to the complaint.

Northumbria Police and Crime Panel	16 January 2018
Cyber-Crime: Report for the Police & Crime Panel	
Report of Northumbria Police - D/Superintendent 7947 Michael Barton	

## 1. PURPOSE

To provide the police and crime panel with a themed report in relation to the police response to cyber-crime.

## 2. BACKGROUND

The response to cyber-crime is applied in line with the 2013 HM Government Serious & Organised Crime Strategy strands of 'Protect', 'Prevent', 'Prepare' and 'Pursue' – often referred to as 'the 4 P's'.

This provides for a structured approach to crime prevention, diversion of potential offenders, readiness / capability, and bringing offenders to justice.

The North East Regional Specialist Operations Unit (NERSOU) have recently recruited a dedicated team of officers and staff to coordinate cyber 'protect' and 'prevent' work across the 3-force region, and Northumbria Police have excellent connectivity with that team.

## 3. 'PROTECT'

'Protect' is crime prevention and due to the nature of cyber-crime, this work is vitally important as bringing offenders to justice in a traditional policing context (e.g. such as we do when we experience a rise in acquisitive or violent crime) is simply not always possible due to the scale and nature of the criminality.

It has often been said that law enforcement agencies will not 'arrest & detect' their way out of this problem hence it becomes all the more important to protect those people and businesses that are vulnerable to being targeted.

This has led to concerted and coordinated efforts by Northumbria Police and the NERSOU to structure activities across the force area to try and mitigate the risks to a wide range of potential victims including children, vulnerable adults, local business, and the public sector.

Highlights from 2017 / early 2018 include:

- ✓ Cyber Volunteer Programme. A strong programme has been developed using 21 cyber volunteers who come from a range of diverse ICT backgrounds. The team will be used to assist local businesses in protecting their IT systems from attack, offering investigative advice to officers, assisting the ICT department with internal information security and complete themed project work to protect vulnerable victims whilst on-line.
- ✓ 'Operation Signature' (supporting vulnerable victims of cyber-crime and fraud) is now live across the force and in support of this approach all NPT's are receiving training via a package devised and produced by People Development. This is a huge step in our approach to consistently assessing vulnerability, victim needs, and preventing further offending.
- ✓ 'Get Safe On-line'. This is a public / private sector partnership supported by HM Government and leading organisations in banking, retail, internet security and other

sectors. Implementation of the national cyber-protect programme and access to on-line advice and structured national campaigns / local events with a completed 2017 programme and an agreed programme ready for delivery throughout 2018.

- ✓ Cyber Business Breakfasts being held at St James' Park and the Stadium of Light during early 2018. These are free for businesses to attend, during which NERSOU officers will demonstrate a live hack into a website, showing how cyber criminals find and exploit IT weaknesses. This then leads into cyber volunteer service and how they would have identified this weakness, giving businesses the opportunity to get upstream of the attack and mitigate the vulnerability.
- ✓ On-going business engagement to grow membership of the Cyber Security Information Sharing Partnership (CiSP). The CiSP is a joint industry and government initiative set up to exchange cyber threat information in real time, in a secure, confidential and dynamic environment, increasing situational awareness and reducing the impact on UK business.
- ✓ Cyber-crime security survey. The 3 regional forces and OPCC's have coordinated with the Institute of Directors and the Federation of Small Businesses, a cyber-security survey with a view to identifying the vulnerability of local businesses to allow targeted engagement for the delivery of protect advice – such as cyber essentials accreditation.
- ✓ Mitigating the threat and vulnerabilities of children to Online Child Sexual Exploitation (OLCSE). There is extensive partnership work taking place that includes Safetyworks!, Get Safe Online events, Neighbourhood Policing Team inputs, and collaboration with Creative Fuse – a mixed economy of academics from five local universities who have been challenged with not repeating 'protect' messages, but shaping the behaviour of children on-line in order to stay safe.
- ✓ Continued use of the police cadets and mini police to deliver peer to peer messaging in their school environment. Notable is that one of our mini-police recruits devised a poster that is now being use nationally by Get Safe Online and received an award from their Chief Executive.

#### **4. 'PREVENT'**

'Prevent' is centred upon identifying those individuals who are at risk of being drawn into cyber-crime and engaging with them to divert them accordingly. This is a developing area of work, and one that NERSOU has already made significant progress with.

Prominent areas of progress and plans for 2018 include:

- ✓ Cyber Prevent Workshop – NERSOU is one of only two regions who are hosting a prevent workshop at Northumbria University in March, alongside Cyber Security Challenge, NCA and industry partners. The aim of the workshop is to invite 16 nominals who are at risk of engaging in cybercrime, with their parents, giving workshops on coding, careers and legal, moral and ethical implications of cybercrime.
- ✓ Schools referrals – schools are a key pathway into cyber prevent, as many young people experiment with school networks. During 2018, the 'prevent' team seek to raise awareness in this sector to increase referrals to the team.
- ✓ Diversions / coding clubs – the team intend further scope and identify coding clubs in area. The 'prevent' team have attended a Coda Dojo in Gateshead where young people are taught coding and ethical hacking. It's important that in such environments relationships are built and education / diversion take place.



- ✓ Gaming – a known link exists between gaming and cybercrime. Prevent team to attend retro gaming event in June 2018 at Gateshead.
- ✓ The National Crime Agency (NCA) actively identifies individuals who are demonstrating a low level involvement in cyber-crime (hacking forums etc.) where prosecution is not appropriate. The coordination of the 'cease and desist' letters is part of the 'prevent' teams' responsibility.
- ✓ The team have already begun to identify and intervene with young people in the cusp of such offending. This has included delivery of a conditional caution to compel an offender to work with the prevent team, and another case where an offender is engaging in a restorative justice approach in speaking to, and helping businesses understand the threats posed to them.

## 5. 'PREPARE'

In context of the 4 P's, 'Prepare' is about ensuring that we have the necessary capabilities to respond to cyber-crime incidents, and to provide those affected by cyber-crime with effective criminal justice and victim support.

In respect of force capability to investigate cyber dependent (computer misuse) offences such as malware, ransomware, denial of service attacks etc. we subscribe to the minimum standards as outlined by NPCC in that we have 1 D/Sgt, 2 DC's, and 1 Researcher trained. Demands placed upon the force to conduct such investigations are, as it stands generally limited and any offences that require a more specialised approach can be readily allocated and dealt with by NERSOU or the NCA – both of whom have dedicated teams trained to investigate higher level / more complex offences.

In terms of tackling OLCSE we do have a Paedophile Online Investigation Team (POLIT) that has increased significantly over the last 6 months to include additional supervision, detectives and victim ID staff. This has also coincided with all trainee detectives being allocated low risk indecent image investigations which delivers valuable learning for trainee investigators across the force.

The demands placed upon the unit in relation to OLCSE is constantly monitored and as we progress through the next 12-18 months, the capability (i.e. the size) of the team will require on-going review due to the increase in demand that is emanating from more complex and wide ranging enquiries, the use by offenders of new platforms, the increased demand from the NCA, the expected increase in work from the NERSOU (undercover) uplift, and the on-going demands placed upon us by internet vigilante groups.

In terms of our wider approach to the investigation of cyber-crime, there are many positives to report in terms of increased / improved capability, and the last 6 months has cemented our position as being a force at the front of delivering digital policing capabilities. We are in an enviable position, supported by headlines that include:

- ✓ Implementation of Digital Evidence Suites. Enabling front-line officers to self-service for basic digital forensic examination of mobile telephones, CCTV and Body Worn Video (BWV). Huge take up of mobile phone examination and CCTV processing resulting in less demand for specialist investigations and quicker turnaround / submission of evidence.
- ✓ Re-structure of the Digital Forensic Unit (DFU) enabling a more efficient service and backlog reduction. At the end of 2016 the backlog stood at circa 14 months. It is now (within 12 months) circa 12 weeks and reducing further.

- ✓ Within the DFU, installation of a secure storage area network and imaging / pre-processing facility which creates efficiency, will support in-sourcing, and underpin ISO 17025 requirements.
- ✓ Phase 2 of the Digital Media Repository (DMR) now operational. Sharing of multimedia evidence to CPS is now in place.

In terms of the skills of our staff, whilst notable progress has been made in respect of operational staff completing the College of Policing mainstream cyber-crime training modules, there is further work to complete during 2018. Force capability to conduct covert open source research, deliver a professional digital media investigator resource, and ensure the whole workforce is equipped with the constantly evolving digital skills they need to investigate various levels of cyber-crime are issues that require on-going prioritisation.

The North East Transformation Innovation and Collaboration (NETIC) cohort of the 7 regional forces has recently held a cyber-crime symposium and agreement has been reached between Chief Officers and PCC's that collaboration should invigorate and underpin our approach to selected cyber-crime specialist capabilities. Linked to the paragraph above, notable areas for collaboration do include research and development and training.

Lastly, in terms of 'preparedness' it is vital that we test our internal resources appropriately to ensure that we respond efficiently and effectively should a cyber-attack occur that poses risks to our or another agencies IT infrastructure. As such there are several 'tests' planned for 2018 that include:

- ✓ A Local Resilience Forum (LRF) cyber exercise during the first quarter of 2018.
- ✓ Silver Commander 'Hydra' (immersive learning) training at Follingsby Park.
- ✓ Regular internal security tests such as the use of 'phishing' emails.

## **6. 'PURSUE'**

As the title suggests 'Pursue' is concerned with the arrest, detection and prosecution of those committing cyber-crime and within those investigations ensuring that any identified victims are safeguarded.

### **6.1 Cyber Stalking & Harassment**

Cyber stalking and harassment is a crime which is hugely debilitating and devastating for a victim and often underlying such offences is other equally serious domestic abuse and controlling / coercive behaviour. We recognise that identifying what at times can be obvious, but at other times hidden or subtle behaviour by the offender by his/her use of technology is crucial in understanding and mitigating risk.

It is with this in mind that Northumbria Police, with the support of the Violence against Women & Girls (VAWG) funding allocated to the Office and the Police and Crime Commissioner are beginning to develop an improved approach to tackling cyber stalking and harassment. A pilot in Sunderland Local Authority area will see a team of specialist officers alongside a specialist domestic abuse support worker from Wearside Women in Need deliver a comprehensive response to all allegations of cyber stalking and harassment. This includes full responsibility for investigation and victim support in those cases that are wholly or substantially based upon on-line / cyber stalking or harassment, and providing advice to other investigators and first responders with a view to maximising evidence gathering at the earliest opportunity. The team will also provide training for other Northumbria Police officers,

support and guidance for local specialist services, and awareness raising materials for victims, their friends and family, and members of the public.

The police team will consist of a detective supervisor, and officers who are domestic abuse specialist investigators as well as those who have been trained in open source and digital media investigation. This will ensure that the police will be able to recognise the digital forensic opportunities that are present with such cases and maximise the evidence collection opportunities. As this takes place, the risks that are present with the individual allegation will be considered by careful analysis of the background that is present in each case to ensure that a full understanding of the issues is achieved. This will not only enable the best possible chance to bring the offender to justice, but crucially to help the police and the specialist domestic abuse support worker to identify risks and put in place partnership plans to mitigate them. In essence this is a complete and professional approach to delivering a rounded and inclusive multi-agency response for every identified victim.

## 6.2 Northumbria Police POLIT & OLCSE

The work of both Northumbria Police and NERSOU in this regard is extensive and it could be the subject of an entirely separate paper. That being the case, the following update is provided to share the context of the 'pursue' work, the extent of the activity, and some highlights from 2017.

As it has for all of 2017, the force response to online child sexual exploitation (OLCSE) remains in excess of the expectations / minimum standards of NPCC in that we extensively target offenders who proactively share indecent images of children (IIOC). During 2017 POLIT have taken enforcement action against no fewer than 220 offenders.

Within this cohort of offenders there has been some very prominent cases involving predatory paedophiles who have committed the gravest of crimes all over the world. The recent imprisonment of Paul Leighton and his anticipated extradition to the USA demonstrated some outstanding joint working with Homeland Security and the FBI to protect victims as far afield as Canada, Australia and the across several states in the USA.

In Northumbria we are also bear the demands placed upon us by 2 very active internet vigilante groups, and during April 2017 our approach in dealing with them received the upmost scrutiny in the High Court. It was very pleasing that the policies and processes adopted by Northumbria Police were beyond reproach and as a result we are now being consulted on the formulation of revised national policy.

The cyber-crime unit remain connected to the child abuse image database (CAID) and grading / upload / contributions to CAID are suitably performance managed by the digital forensic unit (DFU) manager. We perform well in this area with no cause for concern.

The work of the Victim ID police staff is also showing very encouraging signs despite being a new role, and having been devised largely 'in-house' as national guidance and training was very limited. This is a vital role in connecting IIOC with victims to deliver safeguarding interventions and that being said it is pleasing to be able to report the following from the first 3-4 months:

- ✓ The Victim ID staff are also connected other forces and the NCA.
- ✓ They are being tasked by the POLIT supervision with cases identified by the DFU as potentially containing first generation IIOC and those which involve multiple victims.
- ✓ Processes have been established for national dissemination of Victim Identification bulletins.

✓ Early notable outcomes include:

- A child identified in the force area based upon intelligence from South Yorkshire. Child identified by school badge and safeguarding implemented by local NPT.
- Op Muster – Investigation into widespread internet based grooming and use of live streaming – to date 400 identifiable victims have been catalogued and the officers are applying an identification strategy which has already seen 6 child victims identified and safeguarded within the UK.
- 2 child victims identified relating to other POLIT work which has led to 1 UK victim being identified and safeguarded and a further dissemination to Austria via an Interpol referral.

In short, Victim ID officers are quickly establishing themselves as an important interface and function in the response to OLCSE. They are definitely improving our response in conjunction with law enforcement agencies across the UK and beyond, and ultimately identifying victims of abuse that would have previously been left vulnerable.

### 6.3 NERSOU & OLCSE

NERSOU report that the threat from OLCSE, in the main stems from social media applications such as 'Snapchat', 'WhatsApp', 'Kik', 'Instagram' and 'Facebook'. Data obtained outlines that in 68% of cases the offender incites the sharing of indecent content, and in 32% of crimes, the offender attempts to facilitate contact offending.

NERSOU has recently been provided with funding to deliver a significant uplift in Under-Cover on Line (UCoL) capability, and it is this offending profile that drives the undercover policing activity within the unit who are at present actively supporting several live CSE investigations across the region.

Not unlike the Northumbria response, the NERSOU activity is extensive, and the following cases are highlighted as how the unit is actively identifying very high risk offenders and safeguarding children:

- ✓ Op Marva, an online grooming investigation that secured evidence of a perpetrator grooming the online profile of a 14 year old male, engaging in sexualised chat and sending indecent videos to the 'child'. The male has subsequently been identified as a male from the Northumbria force area who coaches a girl's U14 football team. The male has been arrested and safeguarding has been addressed by local officers.
- ✓ Further investigations secured evidence of a male who was grooming the online profile of a 14 year old girl. The male was identified as residing in the London area with his wife and 2 small children. The male was employed as a primary school teacher in a mixed sex school.
- ✓ Another investigation of a very similar nature also identified a male engaging via an online teen chat site. This male was identified as a retired headmaster, who was also a Government Policy advisor, regular BBC contributor and member of National Association of Head Teachers.
- ✓ NERSOU staff has ensured that evidence has been disseminated to support the arrests of these males and all safeguarding has also been dealt with locally.

**7. RECOMMENDATION(S)**

Members of the police and crime panel note the content of the report.

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

**POLICE AND CRIME PANEL**

**16 JANUARY 2018**

**REPORT OF THE POLICE AND CRIME COMMISSIONER FOR NORTHUMBRIA**

**DRAFT ANNUAL REPORT 2016-2017**

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**1. Purpose**

- 1.1 The purpose of this report is to present to Panel members the draft Annual Report 2016-17 of the Police and Crime Commissioner for Northumbria. This draft is attached at Appendix A and input from the Panel is welcomed.

**2. Statutory Context**

- 2.1 The Police Reform and Social Responsibility Act 2011 (chapter 3, section 12) specifies that a Police and Crime Commissioner must produce an annual report on the exercise of their functions in each financial year, including the progress made in meeting the priorities as set out in the Police and Crime Plan.
- 2.2 It is the role of the Police and Crime Panel under section 28(4) of the Police Reform and Social Responsibility Act to review the annual report and make a report or recommendations.
- 2.3 The annual report is currently in draft format to enable the Panel to make a report and /or recommendations as appropriate. The Commissioner will give a response to any report or recommendations on the annual report before sharing the final version with members of the Panel.

**3. Content of the Annual Report 2016-17**

- 3.1 The annual report includes an overview of the Commissioners activities and achievements since 1<sup>st</sup> April 2016. A full break down of year end performance was provided to the panel for their scrutiny in April 2017.
- 3.2 The Commissioner's Police and Crime Plan 2013-18 was published at the end of March 2013 and provides the focus for the annual report.
- 3.3 The new Police and Crime Plan 2017-2021 was launched in April 2017 following extensive consultation to ensure that Northumbria Police and the Police and Crime Commissioner's priorities reflect and remain responsive to local needs.

#### **4. Informing the public and key stakeholders**

- 4.1 The report will be simply designed and will be made available on the Commissioner's website – [www.northumbria-pcc.gov.uk](http://www.northumbria-pcc.gov.uk) . Hard copies of the report will be shared with panel members and key stakeholders.

#### **5. Recommendation**

- 5.1 That the draft annual report be reviewed in line with the Panel's duties under section 28(4) of the Police Reform and Social Responsibility Act.



**DRAFT**



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

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**Annual Report 2016-17 of  
Dame Vera Baird QC  
Police and Crime Commissioner for Northumbria**

<b>Contents</b>
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Foreword

Section 1: Overview of the year

Section 2: Statutory duties and how I work

Section 3: Listening to communities

Section 4: Support for victims and strengthening the criminal justice system

Section 5: Delivering the Police and Crime Plan priorities:

- Putting victims first
- Tackling anti-social behaviour
- Domestic and sexual abuse
- Reducing crime
- Community confidence

Section 6: Our resources

Section 7: Assurance

Section 8: Looking ahead to 2017-18

Section 9: Key contacts

Annex 1: Overview of grants 2016-17

## Foreword – A message from Dame Vera Baird QC your Police and Crime Commissioner

Welcome to my annual report for the year 2016-17. Thanks for taking the time to look at the work I have been involved in during the last year – it certainly has been a busy, but productive year and I am thrilled that you have chosen me again for a second term to be your Police and Crime Commissioner and hold to account the Chief Constable of Northumbria Police on your behalf and to help ensure that there is an effective and efficient criminal justice system that puts victims at the heart of the process.

As ever, this annual report focuses on some of the highlights of the last year and is by no means a comprehensive overview of all my work. You can keep up to date with my work by visiting my website [www.northumbria-pcc.gov.uk](http://www.northumbria-pcc.gov.uk)

I have recently published my new Police and Crime Plan 2017-21 following consultation with thousands of people across the force area to find out about their priorities for policing. I am pleased to see that the public still feel all of the original police and crime priorities are important to them with the addition of a new focus on ensuring an effective criminal justice system. This annual report will focus on achievements linked to my original Police and Crime Plan 2013-2018.

Much has been achieved in my first term and we should all be rightly proud that Northumbria is seen as a trailblazer. We continue to be top when it comes to dealing with anti-social behaviour and we have one of the highest victim satisfaction rates in England and Wales, something we are very proud of. We continuously strive to improve services for vulnerable victims and I have secured for Northumbria additional national funding from the Home Office through both the VAWG and Police Transformation Funds.

I have worked hard to deliver the priorities that were set in 2012 and following my re-election in the spring of last year I felt it was time to refresh the plan and ensure that Northumbria Police continues to tackle the issues that matter to you and your family.

This report gives you an opportunity to read all about my work including how I have continued to revolutionise the police complaints process, worked tirelessly to tackle violence against women and girls and continued to make huge savings to my office and wider policing.

We have made great achievements and taken huge strides forward in Northumbria towards building safer communities and securing effective justice but we must acknowledge that demands on policing continue to change, only 23% on average of calls to the police concern crime and the remainder are about welfare issues, with up to half of those calls concerning mental health. This provides us with continuing resource challenges. The government has to look at how it funds policing, the Policing Minister is currently consulting with organisations and forces to determine how central funding to police forces will be allocated in future years. Here in Northumbria we are unique, we have vast rural areas to police as well as ensuring effective policing in our towns and cities. You have my assurances that I will continue to do all that I can to ensure that Northumbria Police receives a fair funding settlement.

Northumbria Police officers and staff continue to go the extra mile and I would like to place on record my appreciation for all their efforts – without them we would not be one of the best forces in the country when it comes to tackling anti-social behaviour, it's thanks to our staff that over 90% of victims of crime are satisfied with the service that they received. I continue to meet the Chief Constable on a regular basis to understand how the police are tackling the priorities that you set and how any concerns are being addressed. I will continue to support Northumbria Police in all that they

do, but when they get it wrong, I will investigate and hold the Chief Constable to account for the actions of his force.

Best wishes

A handwritten signature in black ink, appearing to read 'V. Baird', with a stylized, cursive script.

Vera Baird DBE QC

Police and Crime Commissioner for Northumbria

## Section 1: Overview of the year

I work diligently through the year to listen to the public and ensure that Northumbria Police responds in the right way, helping to build community confidence and make Northumbria safer.

*Pictures/images to be included next to each month where appropriate*

Some of the key highlights and achievements during the 2016-17 year include:

### **April**

Northumbria praised in a national report for the effective Restorative Justice work commissioned by the PCC and carried out in our area.

### **May**

Dame Vera Baird QC elected by the public for the second time as the Police and Crime for Northumbria with an increased majority.

### **June**

Hosted a Volunteers' Conference to recognise the incredibly valuable work volunteers do by dedicating their time and skills so that together we can try and make a difference.

### **July**

Commissioners Community Fund awards over £80,000 to local organisations to deliver local solutions to local community safety and anti-social behaviour problems.

### **August**

A community hub at Safetyworks!, funded by the PCC, dedicated to raising awareness of Child Sexual Exploitation and the help available, gains national approval from a specialist charity.

### **September**

The PCCs engagement and consultation programme kicks off with visits to all local authority areas, gathering public views on policing and crime priorities.

### **October**

Received almost £1m from the government's Police Transformation Fund to introduce a 'whole system approach' to tackling domestic abuse.

### **November**

New figures revealed a significant fall in complaints against Northumbria Police.

### **December**

Northumbria Police was rated GOOD in the HMIC inspection on legitimacy – showing that our force treats the communities it serves with fairness and respect.

### **January**

Grant aided almost £2million to local voluntary sector organisations to help strengthen services to meet the needs of victims of crime right across Northumbria.

**February**

Launched 'Seeing is Believing' – a report produced by the Northumbria PCC Court Observers Panel which outlines observations of the court process in cases of rape with a view to encouraging better practices to support victim and witnesses.

**March**

Following extensive public consultation the new Police and Crime Plan 2017-2021 was launched setting out our ambitions for building safer communities and an effective criminal justice system.

## Section 2: Statutory duties and how I work

### The role of the Police and Crime Commissioner

Police and Crime Commissioners (PCCs) were elected for the second time on the 5th of May 2016 in 40 force areas across England and Wales. Every force area is represented by a PCC, except Greater Manchester and London, where PCC responsibilities lie with the Mayor.

The role of the PCC is to be the voice of the people and hold the Chief Constable of police to account. They are responsible for the totality of policing and aim to cut crime and deliver an effective and efficient police service within their force area – answerable to the communities they serve.

PCCs ensure community needs are met as effectively as possible, and are improving local relationships through building confidence and trust. They work in partnership across a range of agencies at a local and national level to ensure there is a unified approach to preventing and reducing crime.

Under the terms of the Police Reform and Social Responsibility Act 2011, PCCs must:

- secure an efficient and effective police for their area;
- appoint the Chief Constable, hold them to account for running the force, and if necessary dismiss them;
- set the police and crime objectives for their area through a police and crime plan;
- set the force budget and determine the precept;
- contribute to the national and international policing capabilities set out by the Home Secretary;
- bring together community safety and criminal justice partners, to make sure local priorities are joined up; and
- oversee an effective and efficient criminal justice system.

### The Police and Crime Panel

The Police and Crime Panel scrutinises how I do my job in a way which is intended to support me to work effectively. The panel is made up of two local councillors, appointed by and from each of our six local authorities and two independent members. The panel meets five times a year in public and you can find out more information about their role and meeting papers by visiting [www.gateshead.gov.uk](http://www.gateshead.gov.uk)

### My scrutiny programme

I fulfil my governance obligations over the police force in many different ways. Some examples of my scrutiny programme include:

- Meeting the Chief Constable every fortnight to discuss important issues such as local priorities, crime levels, budgets, demand, innovation, digitisation and new ways of working.
- Attending the Northumbria Police Senior Management Board every month to assess how the police are delivering the Police and Crime Plan and truly making a difference for the communities in Northumbria.
- Organised but informal conversations with frontline officers; “Talking to the frontline”.
- Receiving regular updates on the Northumbria Police Budget.
- Working closely with key police leads to discuss in detail police performance and crime levels, identifying solutions and proposals for future action.

- Regularly scrutinising 'out of court disposals' alongside criminal justice partners.
- Receiving reports from volunteer Independent Custody Visitors who visit people detained in custody suites throughout Northumbria.
- Talking to my volunteers from the Independent Complaints Scrutiny Panel, Court Observers Panel and Rape Scrutiny panel to understand how we can improve services.
- Meeting with the Police Federation, Superintendents Association, Unison and GMB to discuss trade union and staff association issues.
- Attending meetings of my Advisory Panels to hear views and concerns direct from members of our communities across a range of subjects.
- Consulting victims through our Victims Panel, supported by Victims First Northumbria.

### **Setting Strategic Direction**

The Police and Crime Plan 2013-18, set by the public, is the driving force behind the work of Northumbria Police. This ensures all policing activity responds directly to the needs of local people. I continue to use the plan as a tool in which to hold the Chief Constable to account on your behalf.

During the year we refreshed the strategic direction for policing and carried out extensive consultation with the public and partner organisations to help shape the direction and policing and crime objectives. The new Police and Crime Plan 2017-21 focusses on tackling domestic and sexual abuse, putting victims first, effective criminal justice system, reducing anti-social behaviour, cutting crime and increasing community confidence.

### **Setting the Precept**

During the winter of 2015 I consulted with local people about the policing part of the council tax, known as the police 'precept'. 90% of those that responded to the survey supported an increase. I therefore decided in February 2016 to increase the policing part of the council tax for 2016 -17 by £5. This is the maximum Government will allow me to raise it. This added approximately 10 pence per week to a Band D council tax bill, meaning that the precept in Northumbria still remains one of the lowest levels across the country. The increase received unanimous support from the Police and Crime Panel.

### **Partnership Working**

I have continued to support the well-established partnerships that exist across Northumbria and have personally and through members of my office attended and contributed to a wide range of boards, forums and steering groups committed to delivering shared partnership outcomes. These include statutory partnerships such as the Northumbria Criminal Justice Board and the regional Domestic Violence Strategy Group. I have brought chairs of the local adult and children safeguarding boards together to discuss issues and have worked with Community Safety Partnerships alongside representatives from health. I have also continued to support a wide range of targeted multi-agency initiatives such as multi-agency safeguarding hubs and forums working to tackle business crime and rural crime.

The partnership with mental health colleagues continues to flourish and in support of the Crisis Care Concordat I have ensured that individuals experiencing a mental health crisis are properly and appropriately supported. We now have a well-established protocol with mental health nurses based within custody suites who are able to advise officers and staff on how to provide the best quality of care for such individuals. In support of this and in line with the Police and Crime Act 2017, young



people detained under S.136 of the Mental Health Act will now never be taken into police custody and adults only in the most exceptional of circumstances.

I have greatly developed exciting partnerships with Police and Crime Commissioners from Durham, Cleveland, West Yorkshire, North Yorkshire and Humberside to deliver a whole system approach to tackling domestic abuse, supporting victims and targeting offenders. Sharing objectives, resources and learning on such a wide scale contributes directly to improvements in our area and ensures we are aware of best practice across the country.

### **Grants and Commissioning**

My grants programme each year has two main strands – the *Supporting Victims Fund* aimed at strengthening victim services across Northumbria (part funded by the Ministry of Justice) and the *Commissioner's Community Fund*, which focuses on local solutions to the policing and community safety concerns in local neighbourhoods.

During the 2016-17 year I was responsible for the allocation of over £2million that helped to strengthen victim services and support a range of community safety projects, all of which supported delivery of the Police and Crime Plan.

I am particularly proud of Victims First Northumbria which provide a one stop shop for victims of crime and in November 2016 was accredited with the national 'Restorative Services Quality Mark', meaning that the public should have confidence in the restorative services that VFN provide. We are working collectively with other criminal justice partners to drive up quality and provide a 'Restorative Northumbria'.

In addition to this work the Commissioner's Community Fund supported 68 voluntary and community sector projects totalling £82,923. These projects are very much about local solutions to local problems and contribute to the delivery of important priorities in the Police and Crime Plan such as building community confidence. It is important they are community-led as it is the understanding of community needs that makes these projects so successful.

Each year my team works closely with partner organisations and the public to ensure that funding is used to address local needs and issues. Part of the victim services commissioning work includes mapping and understanding needs across the force area.

My office continues to be mindful of the requirement for value for money and transparency. I seek maximum value from grants and consider the potential impact of a project versus costs as part of the assessment process. We meet with the majority of services on a quarterly basis to discuss performance, encourage collaborative working and to share best practice.

Victim services commissioning has transformed the service offered to victims of crime across Northumbria. This second year of commissioning has provided us with opportunities to best meet the cope and recovery needs of victims, identify opportunities for continuous improvement and to secure value for money. I am committed to continuously learning from our work and providing services that best meet demand. Providers of victim services are now better able to monitor the impact that their service has on a victims' ability to cope and recover from their experience of crime and this embedding and sharing of good practice in outcome monitoring will be an area of focus for 2017 -18.

Please see Annex 1 for an overview of grants awarded during 2016-17.

Government funding for victim services continues to be on an annual basis rather than over a longer period. This makes it difficult to plan services for the longer term and doesn't allow the sustainability of vital services in an area where stability is desperately needed. I, amongst other PCCs across the country will continue to lobby for this important change.

### **Section 3: Listening to communities**

Listening to and understanding the needs and views of local people across Northumbria is my first priority. I do this in a wide range of ways, both formally in setting out the Police and Crime Plan, but also informally on a day to day basis. This includes consultations and surveys, attending public meetings and one-to-one meetings with a wide range of individuals and organisations.

Over the last year I have also worked closely with my Advisory Groups which I set up in November 2012. My Advisory Groups represent the communities which are protected by the Equality Act 2010 and cover age, gender, black and minority ethnic people, those committed to religion or belief, the disabled community and lesbian, gay, bisexual and transgender people and there is also a victims group. These groups meet regularly to help shape my thinking about policing and to support me in my scrutiny role.

I have established a Youth Advisory Group with the help of Streetwise North, a local charity which works to support young victims of crime offering friendly confidential advice and support people aged 11-25 years. The young people who form part of this group help to shape my thinking about policing and carry out peer led research so we can respond to the needs of their age group in Northumbria. It is important that we reach out to include the views of young people in the looked after system and young carers.

Work my advisory groups have been involved in include providing views on online safety for older people, young people's peer research, encouraging a police focus on domestic exploitation and slavery within marriage as part of their safeguarding and trafficking work, recruitment of LGBT officers, BAMER communities safety following BREXIT, further development of Safe Reporting Centres and the dynamics and impact of restorative justice and providing views on improving communication between the police and victims.

I have developed an annual programme of engagement that sees me and my officers visit a wide range of community and voluntary groups and associations, victim service providers, local charities supporting vulnerable people and many others. My aim is to ensure I am listening to and connecting with as many people as possible across Northumbria.

More than 101,000 people visit the Northumbria PCC website each year and over 7,000 people follow me on my PCC Twitter account. I also have an active Facebook account.

I have spent time listening to local concerns and additionally have responded to over 10,000 contacts, held public forums throughout the year across Northumbria (Gateshead, Newcastle, Berwick, Morpeth, South Shields, North Tyneside and Sunderland) whilst developing the new Police and Crime Plan.

A considerable number of volunteers support the work of my office and of Northumbria Police, we need more, whilst it is becoming increasingly difficult to recruit and retain volunteers nationwide. We have therefore developed a Volunteers Strategy to promote such opportunities at recruitment events and we will continue to hold our popular annual Volunteer's Conference.

I want to improve opportunities for engaging young people and minority communities in delivering our aspirations and influencing policing and community safety. I will recruit more local people to help me in my scrutiny role and will establish a new public panel to look at the role of criminal justice partners in cases of domestic abuse that are progressing through the court system.

#### **Section 4: Support for victims and strengthening the criminal justice system**

I am passionate about putting victims first, their needs should be at the heart of everything we do with the criminal justice system. My responsibility to provide victim services and to ensure an effective and efficient criminal justice system puts me in a good position to do that.

My role as chair of the Association of Police and Crime Commissioners (APCC) during 2016-17 allowed me to champion victims at the highest level within government and my continuous role as Chair of the APCC Supporting Victims and Reducing Harm Standing Group continues to provide this opportunity. I work on behalf of victims in Northumbria and at a national level should come together to bring positive change.

I continually encourage Victims First Northumbria to go the extra mile. I ensure they are set up to support the diverse range of victims and their different needs. In 2016-17 VFN introduced a new project to support victims of sexual violence as demand for this type of service was high. There are new online methods of accessing support for those who prefer that route to getting help.

My victims work does not stop at providing support also I work with criminal justice partners to smarten our response to victims needs in the criminal justice process. For example my work to observe rape trials in court which has helped to root out what more can be done by all agencies to ensure victims are properly supported, informed and treat with respect through-out any criminal proceedings. More recently I have been awarded funding from the Home Office to introduce new 'witness advocates' who will support victims of sexual violence in court to ensure their views are heard and rights upheld.

More can always be done and by working across different agencies, with other PCCs and together with the government we can learn from each other, influence decision makers and ensure that victims are truly at the centre of the criminal justice system across the country.

## Section 5: Delivering the Police and Crime Plan

At first the Police and Crime Plan was published in the spring of 2013 and a range of police and crime objectives were identified with many commitments for local change.

This section of the report outlines my key commitments, key achievements and plans for the future under the five Police and Crime Plan priorities, which continue to be the public's key priorities.

### **Putting Victims First**

Putting victims first is at the heart of everything we do and it is vitally important to secure the right criminal justice outcomes and improve victim satisfaction.

In 2016-17 I have worked to ensure:

- **Victims get the support they need to cope and recover from their experience of crime** – Victims First Northumbria (VFN) our 'one stop shop' ensures victims get a choice of high quality support to meet their individual needs. We are proud that almost 25,000 victims accessed VFN in 2016-17.
- **High levels of satisfaction and confidence with Northumbria Police** - The force is placed first nationally for overall victim satisfaction (90%), and in the top three for all other aspects of service:
  - 98% Ease of contact (2nd nationally)
  - 91% Time of arrival (not measured nationally)
  - 87% Action taken (2nd nationally)
  - 84% Follow up (3rd nationally)
  - 97% Treatment (1st nationally)
  - 90% Whole experience (1st nationally)
- **Victims have confidence to report crime** – we have run high profile campaigns to encourage reporting of under reported crimes such as female genital mutilation, child sexual exploitation, human trafficking and hate crime.
- **Accurate crime recording** - crime recording at source has been introduced; all officers can create a crime at the scene using their mobile devices. Contact handlers can now record a crime when they first speak to the victim. These developments will further improve timeliness of crime recording and the service to victims.
- **A victim-centred approach to call handling** - contact handlers are empowered to make decisions using the THRIVE (threat, harm, risk, investigative opportunities, vulnerability and engagement) model. An assessment of THRIVE conducted has shown that contact handlers correctly identify vulnerability on 97% of occasions, which is essential so that the right resource can be deployed.
- **Appropriate use of resources** - Resolution without deployment (RWD) has been introduced to reduce demand on the frontline and improve services to victims. The RWD team dealt with approximately 7% of incidents, 19% of all recorded crime, and 30% of missing and absent people during 2016/17. This is projected to improve further in 2017/18. The satisfaction level of those callers with an incident or crime managed through RWD is high (89%), with 99% saying they were listened to and things were explained clearly, 94% happy with the actions taken, and 91% who felt that their issue was taken seriously.
- **Funding for the Northumbria 'whole system approach'** to domestic abuse to be developed and then replicated across 6 other police force areas.

We'll continue to make a difference:

- Commission victim services that respond to needs and crime changes in Northumbria.
- Listen to victims to help shape training and improve our service.
- Provide timely information throughout cases to suit the individual needs of victims.
- Provide restorative justice opportunities where appropriate to help repair the harm caused by crime.
- Continue to enhance safeguarding and protection of vulnerable victims to reduce repeat victimisation.
- Continue to deliver streamlined services for victims of crime, so they can get all round help to cope and recover.

### **Dealing with Anti-social Behaviour**

Although recorded ASB has fallen year on year it is still a concern from place to place in Northumbria.

In 2016-17 I have worked to ensure:

- **Support is provided to the most vulnerable ASB victims** – ensure that specially trained volunteers provide emotional support for the most vulnerable victims of ASB.
- **Satisfaction levels are high** - 86% of ASB victims are satisfied with our overall service.
  - 96% satisfied with ease of contact
  - 94% satisfied with time of arrival
  - 86% satisfied with action taken
  - 86% satisfied with follow up
  - 97% satisfied with treatment
  - 86% satisfied with the whole experience
- **There are local solutions to local problems** – the Commissioners Community Fund targeted those projects that help to reduce ASB, prevent crime and build community confidence, in 2016-17. Supported 68 projects. Many aim to build stronger relationships between local communities and Northumbria Police.
- **Early intervention** - a new ASB scheduling scheme notifies Neighbourhood Policing Teams about ASB. They can use skills and local knowledge and take the pressure from response officers whilst interviewing more timely. At each stage it is being evaluated.
- **Effective partnership working** - Area Commands undertake a significant amount of activity with partners to tackle ASB, despite budget pressures on all service providers. Northumbria Police prioritises repeat victims and they use harm reduction plans for the vulnerable. 98% of such plans were satisfactory.

We'll continue to make a difference:

- We will tailor contact with victims about their case to their individual needs.
- We will provide victims of ASB who feel targeted and all vulnerable victims with a tailor-made support plan.
- We will work with partner organisations to as anti-social behaviour changes.
- Tackle graffiti often seen as a 'signal' crime.

### **Domestic and Sexual Abuse**

Domestic and sexual abuse both happen behind closed doors – they are hidden crimes. It's vitally important to raise awareness amongst people who might be able to help and to make it easier for victims.

In 2016-17 I have worked to ensure:

- **A co-ordinated response to tackling domestic abuse** – My office and Northumbria Police have worked with partners to share information and learning, upskill officers and tackle perpetrators of domestic abuse.
- **Support for victims of domestic abuse in the workplace** – we recruit and train 'workplace abuse champions' who support work colleagues suffering abuse. Across Northumbria there are 750 workplace champions. This scheme received the 2017 Suzy Lamplugh Trust Safer Workplace Award.
- **Support to victims of domestic abuse at the point of crisis** – Domestic Violence Support and Assistance (DVSA) cars are in place in all local authority areas. Police officers go to 999 calls accompanied by specialist workers so victims get specialist support immediately. Once they are in touch the support workers will continue to help until its sorted.
- **Protecting those with greatest need** - the new police Safeguarding Department has invested in helping the vulnerable. Its approach is based upon four pillars (Prepare, Prevent, Pursue and Protect). There are Multi Agency Safeguarding Hubs (MASHs) across all six local authority areas. We aim to identify risk early and maximise speedy intervention.
- **We learn from the experience of victims** – we began surveying domestic abuse victims in May 2016. To date 600 surveys have been completed and 94% of victims are happy with the overall service and over 96% would confidently report incidents in the future.
- **Robust prosecution of rape** - the report to conviction rate for rape in Northumbria is down from 12% to 8%, lower than the national average of 9% (2015/16). This will not do. There is an improvement plan and I will drive it forward.
- **Robust prosecutions of domestic abuse** - despite an increase Northumbria's conviction rate for domestic abuse is below the national average. Greater focus will be provided.
- **Bring to justice networks of men who sexually exploit children and vulnerable adults** – we have investigated major cases of sexual exploitation and connected vulnerable victims to the support they need.

How we'll continue to make a difference, our commitment to you:

- Earlier identification of child and adult sexual exploitation cases and provision of long-term support for victims to assist their recovery and if possible help them go to court to get justice.
- Police will work with local specialist services better to understand adolescent/adult to parent abuse and will encourage reporting. Multi-agency safeguarding will be provided to those in need.
- We will make double sure that isolated or marginalised victims, older ones, in rural areas', those with a disability, from an ethnic minority or with mental health issues still get the best services.
- Police are getting better at tackling cyber stalking and harassment, leading to improved identification and increased prosecutions.
- Police will be pro-active in managing the most dangerous and harmful offenders, ensuring perpetrators engage in behavioural change.
- Introduce a Domestic Abuse Scrutiny Panel, where members of the public check how cases have been managed to maximise improvement.

## **Reducing Crime**

Northumbria has one of the lowest crime rates in the country, however we continue to seek to reduce it.

In 2016-17 I have worked to ensure:

- **Victims are confident to report crimes and crimes are recorded accurately** - Northumbria is one of 40 (from 43 forces) that has recorded an increase in the 12 months to February 2017; it has the highest increase. However this increase does not indicate a rise in offending; the increases are attributable to increased confidence of victims to report crimes and improvements in crime recording. Data from the Crime Survey for England and Wales (CSEW) indicates a reduction in personal and household crime in Northumbria.
- **A clear focus on tackling burglary** - dwelling burglary in Northumbria is lower than the national average although it has increased this year. The number of recorded burglary dwelling offences this year is 1% below the level recorded in 2011/12.
- **We are in the best position to tackle and respond to cyber-related crime** - work is underway to improve the force's capability to tackle cyber-crime and support all areas of digital policing. A strategic lead has been appointed.
- **We learn from the experience of victims and improve policing services** – Northumbria Police surveys all victims of hate crime to understand where we can improve. 90% of hate crime victims are satisfied with the overall service provided – placing the force 1st nationally. We supported the National Hate Crime Awareness Week and held a series of events to raise awareness of what police and partners do to tackle it and the support available for victims.

How we'll continue to make a difference, our commitment to you:

- Enhance the police response to hate crime by working closely with diverse groups to understand victim needs and build confidence in the affected communities.
- Raise awareness of cybercrime and fraud and enhance our investigation of these cases.
- Tackle exploitation of all types including labour, sexual and benefit exploitation whilst raising public and police awareness of the emerging issue of modern slavery.
- Effective roads policing leading to improved road safety with an additional focus on challenges in rural areas and a commitment to zero tolerance of alcohol, drugs and mobile telephone use at the wheel.
- Work with partners to reduce the harm caused by alcohol and drugs by supporting 'community impact areas' and continuing to ensure a safe night-time economy.

## **Community Confidence**

The public in Northumbria are the heart of our force, under my leadership we will continue to ensure that residents have the confidence to report crime, we will always offer support and guidance to help them through what can be a very traumatic time.

I want Northumbria Police to get it right, first time, every time. When we get it wrong we will do everything in our power to put it right. Complaints against the force are not a sign of weakness, they allow me to see where the public think improvements can be made.



I am tasked to ensure the police deliver a responsive service. My Police and Crime Plan clearly outlines how this will be achieved.

In 2016-17 I have worked to ensure:

- **We understand the issues that are important locally** - residents within the force area are surveyed jointly by the police and local council about community safety issues. Results show that 85% of people think the police do a good job and 90% think the police would be there if needed. The perception of crime and anti-social behaviour in local neighbourhoods has fallen over the last two years and feelings of safety remain high. 97% of people state they feel safe in their local area. The force is placed first, of similar forces, in five of the eight public confidence measures within the Crime Survey for England and Wales, and first nationally for reliability.
- **You can have trust in my role** – I have held the Chief Constable to account on your behalf and where we have done well I have connected with the public, promoting our work through local newsletters, local and national media and social media. I am also not afraid to say when lessons could be learned.
- **Our vibrant night-time economies stay safe** – I have played a key role in the Late Night Levy Partnership helping to keep Newcastle a safe and prosperous place where residents and visitors can enjoy the night time economy. This is a great example of what can be achieved by partnership working. I fund the Safe Haven in Newcastle city centre which helps potentially vulnerable people late at night.
- **High levels of visibility in our communities** - 58% of residents think the number of times they see officers on foot patrol is about right. The percentage of time neighbourhood officers spend outside a police station in their neighbourhood has increased from 48% to 49%.
- **Policing is effective and meets the needs of all** - a revised Neighbourhood Policing Model has been implemented focused around themes of accessibility, safeguarding, protecting the vulnerable, collaborative problem solving, engagement, targeted crime prevention and visible patrols. Effective engagement with new and emerging communities is underpinned by the recently developed Engagement Strategy.
- **The right response to 'stop and search'** - a number of public engagement and consultation activities have been conducted to raise awareness and measure public confidence in the use of stop and search within the force area, including: telephone and online surveys and face-to-face sessions with young people. The results of over 600 surveys show that that 98% thought the power was used about right or not enough, 97% that it is used fairly, and 82% thought it made their neighbourhood safer. BAME engagement is carried out by Community Engagement Teams and the force makes every effort to close the gap between the percentages of BAME and white people who are stopped and search.
- **High ethical standards of policing** – a Complaints Charter continues to be embedded. This has improved the complaints process, reducing the number of appeals against Northumbria police and increasing satisfaction, with how a complaint has been managed. My Complaints Triage Team resolve more than 60% of queries within a few days – taking swift action and addressing concerns quickly so they don't escalate.

How we'll continue to make a difference, our commitment to you:

- Engage with communities to build relationships and to provide safety advice, education and guidance in particular to young people, vulnerable people and marginalised communities.

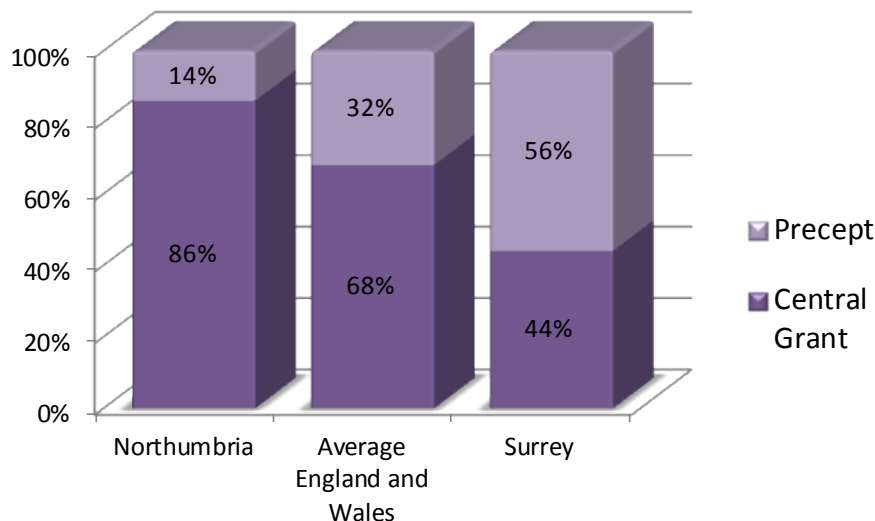
- Ensure that communities approve of the level of police visibility in their neighbourhood.
- First responders will respond swiftly in a professional manner, assessments of vulnerability will be robust and crimes recorded accurately.
- Ensure high standards of police conduct are maintained with police officers behaving ethically and lawfully.
- Ensure transparent and neutral handling of police complaints.
- Join up emergency services activities where we can deliver savings and improve services.
- Monitor hate crime post BREXIT, ensuring a swift and strong response while promoting diversity and tolerance amongst our communities.
- Consider resource and workforce planning in partnership with other key organisations, based on evidence of likely future demand.
- Continue to deliver good value for public money through effective police governance.

## Section 6: Our resources

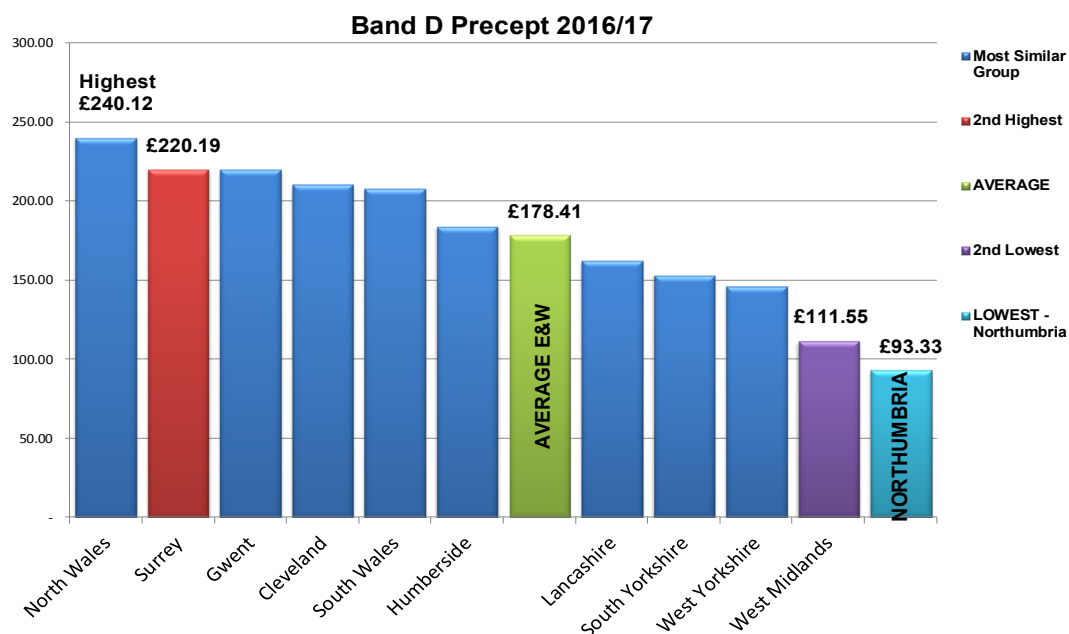
The last six years have seen unprecedented cuts to the core funding provided by the government to police forces in England and Wales. Over the period 2010/11 to 2015/16 the National Audit Office concluded that central government funding to Police and Crime Commissioners was reduced by £2.3 billion in real terms, with a cut of 26% in grant funding for Northumbria.

Northumbria has had to make £123.4m of cuts and efficiencies to manage the reductions imposed by government over that period. In addition, my ability to raise additional tax revenue from the precept has been restricted by excessiveness rules.

The forces most affected by funding reductions are those with the biggest percentage of total funding coming from central government. Northumbria experiences the largest impact of cuts to grant funding, because the majority of its total funding (around 86% in 2016/17) comes through central government grant.



In addition, Northumbria has the lowest precept of any PCC in England and Wales, and increases to the precept are limited by the government.



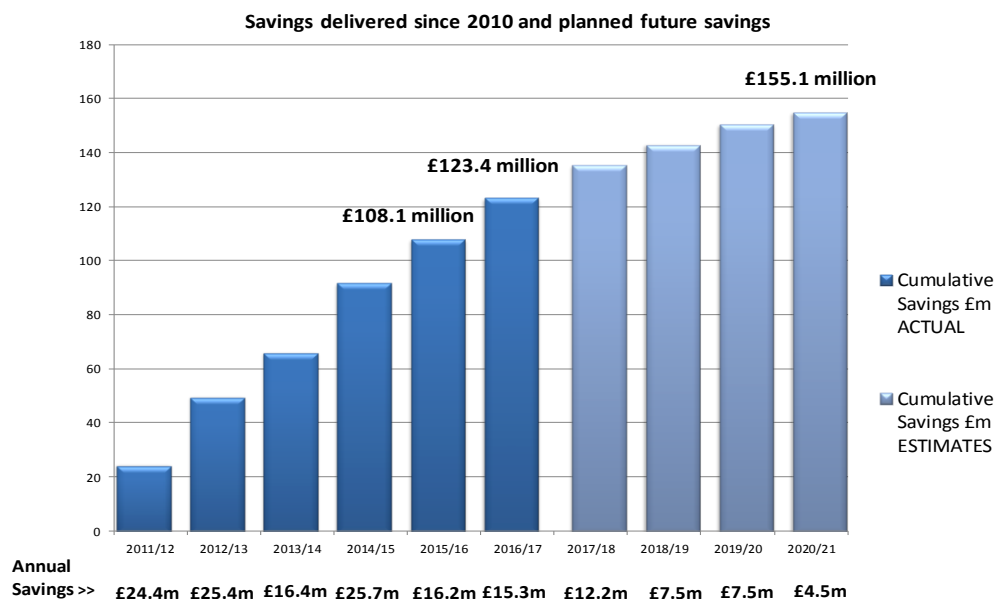
Northumbria were the hardest hit of any force in England and Wales over the last Comprehensive Spending Review (CSR 2010) period with total funding (government grant plus precept) reduced by 23% to 2015/16. In 2016/17 the funding reductions continued, Northumbria lost a further £1.25 million in government grant, with further cuts set to continue over the current CSR period to 2019/20.

From 2016/17 the government has stated that total funding for each force (central government plus precept) will be protected in flat cash terms when compared with 2015/16.

The Home Office has made an assumption that any cut that it makes to grant funding over the CSR period will be offset by an increase in the Council Tax Precept levied on local taxpayers, in order to “maintain overall funding in flat cash terms”.

This however is a real terms reduction as it does not allow for any inflationary increases to staff pay and non-pay expenditure. Both of these are required just to “maintain” existing levels of police resources and services, therefore the requirement to deliver savings is set to continue over the current CSR period.

Northumbria has had to deliver £123.4 million of savings to date to manage the funding reductions imposed by government. Future planned savings are £31.7 million, that’s £155.1 million by 2020/21.



Reserves have been used alongside those savings delivered in order to mitigate workforce reductions where possible.

Northumbria has a strong history of delivering those savings required. Successful delivery requires myself and the Chief Constable to manage a complex set of resources, demands and priorities whilst reviewing and revising plans to meet changing demand for policing services within the available financial resources.

Demand for police services is changing as new types of crime emerge which often require a different approach, in particular closer working with partner agencies such as Fire and Rescue Services, Local Authorities, the National Health Service (NHS) and Ambulance Service.

Detailed below are some examples of how Northumbria Police is changing the way it works:

- THRIVE (threat, harm, risk, investigation, vulnerability and engagement) is a new more rigorous approach to the risk assessment of 999 and 101 calls to ensure the most appropriate police response
- RWD (resolution without deployment) deals with calls for service without the need for deployment of officers.
- A revised approach to safeguarding which reduces the demands placed upon Neighbourhood Policing Teams.

#### **Capital Expenditure £10.450 million**

In addition to spending on day-to-day activities, the Commissioner incurs expenditure on fixed assets such as buildings, equipment, technology and communications.

During 2016/17 the programme of closing outdated police stations and replacing them with new neighbourhood offices has continued. Many of these new bases are co-located with partner agencies such as Fire, Local Authorities and community groups, which helps to maximise collaborative opportunities whilst delivering essential savings.

Capital has also been used to invest in new technology and core system replacement. The wide reaching ICT implementation programme extends to 2020 and will deliver both new capabilities and improved ICT support for existing business processes.

#### Capital Expenditure 2016/17

Capital Expenditure 2016/17	£000's
Building Works	2,240
Computers and Communications	4,720
Vehicles and Equipment	3,490
Total Capital Expenditure	10,450

#### Financing of Capital Expenditure 2016/17

Capital Financing 2016/17	£000's
Capital Grants and Contributions	2,776
Capital Receipts	6,193
Borrowing Requirement	1,481
Total Financing	10,450

*Infographics for the report as last year – see additional PDF*

## Section 7: Assurance

Assurance has been carried out through the year at a number of different levels: Her Majesty's Inspectorate of Constabularies and Fire and Rescue Services (HMICFRS) carried out external level inspections, my office and internal auditors (Mazar's) carried out a complementary programme of assurance (at a level independent from the force), and Northumbria Police has a rolling programme of internal assurance activity.

### Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services

HMICFRS carried out its core inspections of Northumbria Police's effectiveness, efficiency and legitimacy. Essentially this means HMICFRS evaluated how well the force operates, how well it manages its finances, and how fairly it operates.

The inspection results were positive overall, with improvement required in relation to how the force plans for demand in the future, how effective the force is at investigating crime and reducing re-offending, how well the force ensures that its workforce behaves ethically and lawfully, and crime data integrity. The results are published below. Full details of the inspection reports are available on the HMICFRS website and my response to the inspections are published on the OPCC website.

Inspection	Question	Grading
PEEL: Police efficiency 2016 – overall rating	How efficient is the force at keeping people safe and reducing crime?	Good
Efficiency	How well does the force understand its current and likely future demand?	Good
	How well does the force use its resources to manage current demand?	Good
	How well is the force planning for demand in the future?	Requires improvement
PEEL: Police effectiveness 2016 - overall rating	How effective is the force at keeping people safe and reducing crime?	Good
Effectiveness	How effective is the force at preventing crime, tackling anti-social behaviour and keeping people safe?	Good
	How effective is the force at investigating crime and reducing re-offending?	Requires improvement
	How effective is the force at protecting those who are vulnerable from harm, and supporting victims?	Good
	How effective is the force at tackling serious and organised crime?	Good
PEEL: Police legitimacy 2016 - overall rating	How legitimate is the force at keeping people safe and reducing crime?	Good
Legitimacy	To what extent does the force treat all of the people it serves with fairness and respect?	Good

	How well does the force ensure that its workforce behaves ethically and lawfully?	Requires improvement
	To what extent does the force treat its workforce with fairness and respect?	Good
Crime Data Integrity 2016 - overall rating		Requires improvement
Crime Data Integrity	How effective is the force at recording reported crime?	Requires improvement
	How efficiently do the systems and processes in the force support accurate crime-recording?	Inadequate
	How well does the force demonstrate the leadership and culture necessary to meet the national standards for crime-recording?	Good

All areas where inadequacies have been identified now have improvement plans in place. These are monitored closely and regularly through our scrutiny processes, helping to support the further improvement of Northumbria Police.

#### **Our local assurance work**

The assurance work carried out by my office has included:

- Arranging an independent panel to scrutinise complaints;
- Establishing a panel to scrutinise out of court disposals (with members from criminal justice agencies, magistrates, people from organisations providing victim support and an independent member);
- Convening an independent panel to observe rape trials at Newcastle Crown Court, identifying themes for improvement right across the criminal justice system;
- Establishing a panel of service experts to review police case files in case of rape;
- Operation of a custody visiting scheme
- Joint business meetings between the PCC and Chief Constable

A key factor in generating improvement will be supporting the force's transformation programme, investing in technology to ensure that officers are mobile, visible, responsive and accessible, and maximising opportunities through collaborations.

#### **Joint Independent Audit Committee**

The Joint Independent Audit Committee (JIAC) works very closely with me to audit the work of my office and Northumbria Police. On a regular basis they meet and consider how we identify and manage strategic risks, manage the budget and accounts and operate within our governance frameworks. This added oversight and assurance of my work and that of the Chief Constable helps us drive forward further improvements.

A message from the Chair of the JIAC can be found below:

"The Joint Independent Audit Committee (JIAC) monitors, reviews, comments and makes recommendations to both the Police and Crime Commissioner and Chief Constable on a range of



financial and governance matters as detailed in their terms of reference which have been reviewed to ensure they meet current requirements.

The Committee meets four times in each financial year and we are fully engaged in the strategic processes for risk, control and governance. We have also had close involvement in agreeing the Annual Internal and External Audit Plans, the Statements of Accounts and in the compilation of the Annual Governance Statement; as well as in reviewing specific matters that arise from time to time.

2016/17 has been the fourth year of operation of the JIAC and based upon our work and the findings of internal and external audit during the year, we are content that corporate governance arrangements are generally sound and effective.

We have continued our involvement in the monitoring of the Commissioner's Treasury Management arrangements and Medium Term Financial Strategy (MTFS), which we are content has been delivered effectively.

We will continue to scrutinise delivery of the MTFS taking into consideration the financial constraints under which the Chief Constable and Police and Crime Commissioner are required to manage their budgets.

The Committee continues to actively monitor the shared strategic risk register, which we agree is the most appropriate way to effectively apportion and manage the level of risk and responsibility between the Police and Crime Commissioner and the Chief Constable. In addition, we are pleased to report that the internal audit findings this year have been generally satisfactory and where issues have been identified we are content that the right level of senior attention has been given promptly to addressing the internal audit recommendations. The Committee follow up audit findings and we are pleased to report that the necessary improvement and preparatory work has been done in all cases. These major areas of business reflect the scope and nature of the work of the Committee.

We are confident that the Committee has people with the right mix of skills and experience and that it operates in an effective manner in support of the Police and Crime Commissioner, Chief Constable and their respective senior leadership teams".

*John Cooke MBE – Chair of the Panel*

### **Effective collaborations**

The government has made clear that there is not enough cross region, regional and sub-regional collaboration amongst police forces to maximise efficiency and effectiveness. In Northumbria we are ambitious to do more but already have a strong track record of improving services through collaborative work.

There is the North East Regional Special Operations Unit (NERSOU) in which we work with Durham and Cleveland forces. NERSOU focuses on the identification and disruption of organised crime and makes significant arrests, and drug seizures. Additionally with our two nearest neighbours, we developed a regional strategy to tackle Violence Against Women and Girls (VAWG), which will be refreshed this year. We have secured funding through the Police Transformation Fund to deliver a whole system approach, specifically to domestic abuse, across six of the seven north east police forces.

The North East Transformation, Innovation and Collaboration (NETIC) is a collaboration to design and deliver specialist capabilities across all seven of our regional forces.

We collaborate well with the other “blue light services”, especially closely with the fire and rescue service. We have established one strategic oversight group with both Tyne and Wear and Northumberland Fire and Rescue and developed an action plan to drive forward joint work. Some of the key themes are sharing information; tackling prevention, response and demand, estate integration and public engagement and accountability. We also work with the North East Ambulance Service on the Safe Haven in the night time economy and are building up contacts with other health service providers.

Looking forward, I want to ensure benefits are realised from change programmes as anticipated savings are necessary for my plan to invest in areas of growing demand and where additional support is required to protect and support vulnerable victims.

### **Improving Legitimacy through Openness, Transparency and Accountability**

Public confidence in Northumbria Police has remained high since I first took office (currently 90% of people report they have confidence in the force).

Since January 2016, misconduct hearings for police officers have generally been held in public (unless there have been exceptional circumstances) and chaired by a legally qualified chair. LQCs have replaced senior police officers who previously chaired Misconduct Panel Hearings. This process change followed the Home Office giving PCCs the power to recruit chairs locally as part of a wider government aim to improve public confidence in the police complaints and discipline system by making it more independent and transparent. We now have a pool of legally qualified chairs that can support us in this area of business and helps bring openness to what can be a very subjective and important process.

Northumbria Police will build confidence by doing the right thing at the right time, and this includes acknowledging and learning from what has not gone well. Under the strong leadership of the Chief Constable I am confident that there will be marked and demonstrable improvements in crime and incident recording standards and in officer behaviour. I will ensure there is PCC scrutiny of this in order to hold the Chief Constable to account.

Looking forward, I want to continue to strengthen our approach to the complaints process following the new Police and Crime Bill, and to increase scrutiny of Stop and Search and criminal justice partners approach to prosecuting cases of domestic abuse.

## Section 8: Looking ahead to 2017-18

The government is keen to bring “blue light” services together. Over the next few months you will read how some Police & Crime Commissioners wish to take on the governance of the fire service. Here in our region, I have decided not to do this – the requirements of the police and fire service are very different and the need for separate accountability is important. We can however work together to bring about savings through collaboration. I was one of the first PCCs to create a collaboration board between Police and the local Fire Services. Our objective is to look for commonality and see where savings can be made whilst maintaining our unique identity.

The Chief Constable and I will continue to look at the needs of the police service to ensure we meet and exceed the expectations of local residents, we will continue to invest in technology that allows more time to be spent “on the beat” and continue to collaborate on shared services, such as the forensic services we share with Durham.

Delivery of the new Police and Crime Plan will be our main focus with an enhanced emphasis on delivering an effective criminal justice system. You can read the new plan by visiting my website [www.northumbria-pcc.gov.uk](http://www.northumbria-pcc.gov.uk)

Our criminal justice system is being placed under increasing pressure with growing demand and ever tighter budgets. Criminal justice agencies are not accountable to me in my role as PCC, and I have little leverage to drive change. However, I am committed to working closely with the local courts, judges, probation services, youth offending teams, prisons and the Crown Prosecution Service and putting victims at the heart of the process. We set up a Court Observers Panel to see how those agencies work together and how they work for victims in rape trials, which are especially difficult cases. The results have been passed on to the agencies involved and may well help to improve local justice. This scrutiny work is continuing currently, with a new focus on specialist domestic violence courts.

Thank you for your continued support, together we will ensure that Northumbria Police delivers on what matters to you, and that when you need police officers –they are there when you need them most.

## Section 9: Key contacts

I have a small team that supports me in my work and I would always encourage you to get in contact with us if you want to find out more about the work we do, tell us what's important to you, deliver a compliment or make a complaint.

You can contact us by:

Email	<a href="mailto:enquiries@northumbria-pcc.gov.uk">enquiries@northumbria-pcc.gov.uk</a>
Phone	0191 221 9800
Letter	Police and Crime Commissioner for Northumbria, Victory House, Balliol Business Park, Benton Lane, Newcastle upon Tyne, Tyne and Wear, NE12 8EW

You can learn about my work by visiting my website: [www.northumbria-pcc.gov.uk](http://www.northumbria-pcc.gov.uk)

You can follow me on Twitter: [www.twitter.com/northumbriapcc](https://www.twitter.com/northumbriapcc)

You can like my Facebook page: [www.facebook.com/Vera.Baird.QC](https://www.facebook.com/Vera.Baird.QC)

## Annex 1: Grants and awards 2016-17

### Supporting Victims Fund

#### Domestic Violence and Sexual Abuse

Name of Group	How the Funding Will be Used	Grant Amount	Police and Crime Plan Priorities
Barnardo's – Circles 2	The funding to build on their existing evidence based interventions, which support women of domestic and sexual abuse, which helps them and their children to cope and recover. Interventions include; <ul style="list-style-type: none"> <li>- Personal counselling</li> <li>- Fulfilling Lives; a personal coaching programme</li> <li>- Cultural and community based learning activities</li> </ul>	£37,000	<ul style="list-style-type: none"> <li>• Domestic Violence and Sexual Abuse</li> <li>• Putting Victims First</li> </ul>
Rape Crisis	Provision of a Practical and Emotional Support Co-ordinator and a part time Practical and Emotional Support Worker to provide practical and emotional support and counselling within the main base at Newcastle and various outreach venues.	£73,925	<ul style="list-style-type: none"> <li>• Domestic Violence and Sexual Abuse</li> <li>• Putting Victims First</li> </ul>
Community Counselling Cooperative Ltd	Emotional and psychological support to male victims of domestic abuse in the form of one to one counselling and a support group; as well as provide advice and guidance, where appropriate, and sign post victims to other existing services when needed.	£11,290.25	<ul style="list-style-type: none"> <li>• Domestic Violence and Sexual Abuse</li> <li>• Putting Victims First</li> </ul>
The Angelou Centre	Funding to further develop, innovate and expand across Northumbria the current Building Positive Lives holistic domestic and sexual abuse and violence provision for the most vulnerable Black, Asian, Minority Ethnic and Refugee (BAMER) women and children.	£79,136	<ul style="list-style-type: none"> <li>• Domestic Violence and Sexual Abuse</li> <li>• Putting Victims First</li> </ul>
Riverside Community Health Project	Delivering a recovery programme to Czech and Roma women and children who have been victims of domestic violence and abuse. The programme helps women and their children to overcome the harmful impact of DVA, facilitate their recovery from their experiences and strengthen their mother- child relationship. This includes a recovery programme for women and children whose first language are European Languages.	£7,935	<ul style="list-style-type: none"> <li>• Domestic Violence and Sexual Abuse</li> <li>• Putting Victims First</li> </ul>
Safe Newcastle	Roll out of 'Operation Encompass'. Working in partnership with schools in Newcastle to implement Operation Encompass. This will include training key adults in each of the schools to offer timely, practical and emotional support to safeguard children and young people.	£16,000	<ul style="list-style-type: none"> <li>• Domestic Violence and Sexual Abuse</li> <li>• Putting Victims First</li> </ul>
West End Schools' Trust	A programme of self-esteem building and empowerment for women, using Positive Behavioural Psychology and Mindfulness. A school based approach to identifying	£24,129	<ul style="list-style-type: none"> <li>• Domestic Violence and Sexual Abuse</li> <li>• Putting Victims First</li> </ul>
Northumberland Domestic Abuse Service	Provision of specialist, high quality practical and emotional support to all victims of domestic abuse in Northumberland to cope with and recover from abuse. Support is provided to women, men and children and have a specialist Stalking and Harassment Domestic Abuse Practitioner. They also aim to provide group support and specialist training including the Freedom Programme to break the cycle of abuse.	£60,000	<ul style="list-style-type: none"> <li>• Domestic Violence and Sexual Abuse</li> <li>• Putting Victims First</li> </ul>
Cygnus Support	Counselling and psychotherapy service to women and men in Northumberland who have/ are experiencing Domestic/ Sexual Abuse.	£31,969.52	<ul style="list-style-type: none"> <li>• Domestic Violence and Sexual Abuse</li> <li>• Putting Victims First</li> </ul>

Womens Health in South Tyneside	Provision of support to women who live with domestic violence including physical, emotional and sexual abuse. WHiST offer a group work programme and Listening Ear service to women in crisis. The service runs a Understanding Relationships course looking at childhood 'conditions of worth' and supports women to develop the ability to create and maintain healthy relationships.	£19,288	<ul style="list-style-type: none"> <li>Domestic Violence and Sexual Abuse</li> <li>Putting Victims First</li> </ul>
Apna Ghar	Funding to further develop their work with the younger minority ethnic women; to empower, inform and signpost to agencies that can support them through crisis or difficult situations. The service continue to raise awareness of sensitive cultural issues such as grooming, sexual exploitation, Honour Based Violence, forced marriage and radicalisation.	£10,000	<ul style="list-style-type: none"> <li>Domestic Violence and Sexual Abuse</li> <li>Putting Victims First</li> </ul>
Acorns	Counselling and play therapy sessions offered to children and young people in North Tyneside to increase their understanding of health relationships, helps them heal from the negative impact of DV and reduces their feeling of isolation.	£20,000	<ul style="list-style-type: none"> <li>Domestic Violence and Sexual Abuse</li> </ul>
North Tyneside Council	Working in partnership with schools in North Tyneside to implement Operation Encompass. This will include training key adults in each of the schools to offer timely, practical and emotional support to safeguard children and young people.	£2,000	<ul style="list-style-type: none"> <li>Domestic Violence and Sexual Abuse</li> </ul>
Sunderland City Council	Working in partnership with schools in Sunderland to implement Operation Encompass. This will include training key adults in each of the schools to offer timely, practical and emotional support to safeguard children and young people.	£2,507	<ul style="list-style-type: none"> <li>Domestic Violence and Sexual Abuse</li> </ul>
Bright Futures	Meeting a significant gap in provision for young women by carrying out assertive outreach detached youth work in areas identified as areas where young people are vulnerable and at risk of exploitation. They will continue to use detached youth work to engage and interact with young people on the streets and offer one to one support / group work.	£9,736	<ul style="list-style-type: none"> <li>Reducing ASB</li> <li>Putting Victims First</li> <li>Community Confidence</li> </ul>
Safe Newcastle	Further development of the existing Champions Network to provide professional development to the existing Champions in all areas across Northumbria, including the private sector. They have an aim of increasing the number of male champions.	£5,000	<ul style="list-style-type: none"> <li>Community Confidence</li> <li>Putting Victims First</li> </ul>
Advocacy After Fatal Domestic Abuse	AAFDA will fund caseworkers to support families across Northumbria following domestic homicide. They will also provide advice and inform commissioners and practitioners on new and best practice and latest statutory guidance. Finally funding will aid to continue the work to improve responses to domestic abuse, the quality of DHRs and influence the Home Office and other national and regional bodies as regards best practice.	£5,000	<ul style="list-style-type: none"> <li>Domestic Violence and Sexual Abuse</li> <li>Putting Victims First</li> </ul>
Little Big Butterfly CIC	Work with a group of girls and women from the Blyth and Ashington areas to make a film about their experiences of domestic abuse and relationships. The group provides the girls with a weekly group to attend to explore their experiences and turn that into a film that will be used as an educational resource throughout Northumbria.	£5,000	<ul style="list-style-type: none"> <li>Domestic Violence and Sexual Abuse</li> <li>Putting Victims First</li> <li></li> </ul>
Domestic Violence Court DVD	Awareness DVD which takes rape victims through the court process and identifies key individuals they will encounter along the way and their roles to increase successful prosecutions.	£2,452.91	<ul style="list-style-type: none"> <li>Domestic Violence and Sexual Abuse</li> <li>Putting Victims</li> </ul>

			First
<b>Domestic Violence Support and Advice (DVSA) CAR PROJECTS:</b> Victim Support/ Hope Consortium	Newcastle and Sunderland delivering a team of experienced DVSA workers to work weekend nightshifts alongside police officers to support DV victims at the scene of the incident/crime and provide victims with immediate support and ongoing specialist support where required (including emergency referral into refuges).	£68,739.40	<ul style="list-style-type: none"> <li>• Domestic Violence and Sexual Abuse</li> <li>• Putting Victims First</li> <li>• Community Confidence</li> </ul>
Wearside Women in Need		£53,526	
Northumberland Domestic Abuse Services	Funding to test the demand and provision of the DVSA car scheme in all local authority areas - strengthening support at the point of crisis and beyond.	£10,130	
Impact Family Services		£11,878	
Harbour		£12,170	
Victim Support Gateshead		£7,216	

### Young People Under 18

Children North East	Specialist emotional wellbeing support to young people aged 11 to 18 years old who are vulnerable and at risk or who have been victims of crime across Northumbria. There will be a particular focus on engaging young people who have been victims of domestic and sexual violence. Support will include; <ul style="list-style-type: none"> <li>- One to one specialist counselling</li> <li>- Specialist coordinated peer group work</li> <li>- Targeted family support work</li> </ul>	£54,103	<ul style="list-style-type: none"> <li>• Domestic Violence and Sexual Abuse</li> <li>• Putting Victims First</li> <li>• Reducing ASB</li> </ul>
Someone Cares	Someone Cares will continue to offer and extend their school based counselling service Safer Futures. The service allows young people to access therapeutic support with minimum impact on their education. Counselling will be provided across Northumbria to young people who are at risk of, or whose lives have been affected by crime (with a focus on sexual abuse, rape and sexual violence), bullying, children of domestic abuse victims and vulnerable young people.	£44,282	<ul style="list-style-type: none"> <li>• Domestic Violence and Sexual Abuse</li> <li>• Reducing ASB</li> <li>• Putting Victims First</li> <li>• Cutting Crime</li> </ul>
Streetwise Young Peoples Project	Build capacity and maximise the potential of Streetwise to work with young people who are/ have been subject to child abuse/ exploitation/ domestic violence and/ or physical assault. The funds will help employ a new part time digital advice worker and extend the work of the existing 'Be Safe-Be Streetwise' outreach youth worker so that the service can expand to Gateshead and Northumberland. The new digital advice worker will provide; one to one digital advice drop ins and outreach sessions.	£34,145	<ul style="list-style-type: none"> <li>• Putting Victims First</li> <li>• Domestic Violence and Sexual Abuse</li> <li>• Reducing ASB</li> </ul>

West End Women and Girls	West End Women and Girls will deliver group and one to one practical and emotional support to victims in Newcastle. The Teenage Safe for life course aims to give young women a clear understanding of relationships so that they stay safe. The course covers domestic violence/ abuse, coercive control, self-esteem, assertiveness, safety planning and sexism. The DV Peer Educators also spend time will be spent delivering preventative DV workshops in schools, colleges and youth work settings to promote the DV champions network.	£49,780	<ul style="list-style-type: none"> <li>• Domestic Violence and Sexual Abuse</li> <li>• Putting Victims First</li> <li>• Community Confidence</li> </ul>
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## Hate Crime

North Tyneside Disability Forum	Funding to progress their existing work with repeat young disabled and mentally fragile victims of hate crime, sexual abuse, emotional abuse, and domestic violence through the employment of a personal development support worker, who will deliver emotional support to the young people.	£10,000	<ul style="list-style-type: none"> <li>• Community Confidence</li> <li>• Putting Victims First</li> </ul>
Trinity Youth Association	Through the additional funding Trinity Youth Association will extend the reach of their LGBT Youth Peer Support Service. They are piloting a programme which provides LGBT+ young people who have been a victim of hate crime or bullying in school with a mentor who provides emotional support.	£1,968	<ul style="list-style-type: none"> <li>• Community Confidence</li> <li>• Putting Victims First</li> </ul>
LD: North East	LD: North East have recruited a part time post to work with people with learning disabilities, carers and the local police to raise awareness across the North Tyneside area, deliver workshops to people with learning disabilities, support individual victims to report incidents, provide emotional support and to support police work to develop their own skills as well as trust.	£14,168	<ul style="list-style-type: none"> <li>• Community Confidence</li> <li>• Putting Victims First</li> </ul>
International Community Organisation of Sunderland	Tailored support for victims of crime, with a focus on hate crime and victims of domestic violence within the Eastern European community. They will encourage more victims of both types of crime to come forward and create a support network of volunteers offering peer and community level support.	£10,146.60	<ul style="list-style-type: none"> <li>• Community Confidence</li> <li>• Putting Victims First</li> </ul>
Back on Track North East CIC	Offering support to LGBT victims of crime across Northumbria and LGBT victims with mental health needs / at risk of abuse the Back on Track service which is tailored to meet the victims individual's needs, consisting of person centred information, sign posting, advocacy and counselling.	£9,420	<ul style="list-style-type: none"> <li>• Putting Victims First</li> <li>• Community Confidence</li> </ul>
Regional Refugee Forum North East	Build collaborative relationships between Refugee-led Community Groups in the area and the Police, the Crown Prosecution Service, VFN and other local 3 <sup>rd</sup> party reporting centres to maximise each organisations role in securing equal outcomes for victims of Hate Crime. Providing emotional support to victims as well as practical support.	£14,113	<ul style="list-style-type: none"> <li>• Community Confidence</li> </ul>
Newcastle United Foundation	The funding will develop the highly successful Football For All project which they have been delivering over the last 2 years. The project offers a 6 week Personal, Social, Health and Economic (PSHE) education course in Primary and Secondary schools focusing on discrimination and hate crime followed by a 1 hour PE session to reinforce the learning. They also offer 50 Family Football workshops focusing on the effects of discrimination.	£26,497	<ul style="list-style-type: none"> <li>• Community Confidence</li> <li>• Putting Victims First</li> <li>• Reducing ASB</li> </ul>



Show Racism the Red Card	Sponsorship of 4 different sporting team posters in the North East, distributed to all Show Racism the Red Card school workshops throughout the region and at educational events.  Development of an anti-racism and hate crime practitioners conference and an Intensive Anti-Racism Programme for Young People.	£16,000	<ul style="list-style-type: none"> <li>Putting Victims First</li> <li>Cutting Crime</li> </ul>
LAGLA North East	First of its kind event to bring the police and legal professionals together and explore the issues of LGBT+ domestic violence.	£200	<ul style="list-style-type: none"> <li>Domestic Violence and Sexual Abuse</li> <li>Community Confidence</li> </ul>

### Mental health and other vulnerabilities

Tyneside and Northumberland MIND	Specialist support to victims and witnesses of crime in the Northumbria area who have mental health problems and support them in their recovery from the point of crime and where necessary throughout their involvement in the criminal justice system. Tyneside and Northumberland MIND will also deliver a bespoke training programme to help workers and individuals identify victims who may be suffering or at risk of developing mental health problems.	£76,653.29	<ul style="list-style-type: none"> <li>Putting Victims First</li> <li>Community Confidence</li> </ul>
Newcastle Society for Blind People	The funding enables NSBP to continue their vital support to vulnerable people who have experienced crime and to help deliver safeguarding adult training and raise awareness of abuse through events, their website, and the quarterly newsletters.	£5,693	<ul style="list-style-type: none"> <li>Community Confidence</li> <li>Putting Victims First</li> </ul>
Newcastle Law Centre	Newcastle Law Centre will continue to build on their previous work with Victims First by offering a specialist legal advice service to address the legal issues in civil and family law that may have contributed to their vulnerability to becoming a victim of crime. In addition, they will also offer outreach sessions in organisations and community settings across Tyne and Wear and Northumberland to maximise victim engagement.	£42,850	<ul style="list-style-type: none"> <li>Putting Victims First</li> <li>Cutting Crime</li> </ul>
Forward Assist	Funded to carry out a short 'peer led' research project to scope the number of women military veterans currently involved in the Criminal Justice System throughout the Northumbria PCC area.	£2,500	<ul style="list-style-type: none"> <li>Putting Victims First</li> </ul>
Safe Haven Ambulance	Funding for a Safe Haven which helps people who become vulnerable whilst enjoying the night-time economy – whether they need medical attention, wish to report a crime, or need advice – the team can assist. The van is in place every Friday and Saturday night and is a partnership between the Office of the Police and Crime Commissioner, Northumbria Police, Street Pastors, St Johns Ambulance and North East Ambulance Service.	£60,000	<ul style="list-style-type: none"> <li>Putting Victims First</li> <li>Community Confidence</li> </ul>

### Other Grants and Awards

Victims First Northumbria	VFN support some of the most vulnerable and intimidated victims and their families to cope and recover from their experience of crime. Victims are provided with a Victim Care Coordinator who works to complete a bespoke cope and recovery plan based on	£726,850	<ul style="list-style-type: none"> <li>Putting Victims First</li> <li>Cutting Crime</li> <li>Domestic Violence</li> </ul>
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	individual need. VFN work alongside Northumbria Police to assess and support the needs of all victims based on the 8 categories of need including the facilitation of Restorative Justice. In addition, VFN will also extend the same level of practical and emotional support to those victims who do not wish to report the crime to the police. VFN connect victims to specialist services, many who are included in this report.		<ul style="list-style-type: none"> <li>and Sexual Abuse</li> <li>Reducing ASB</li> </ul>
ASB Volunteer Network	Each local area authority continues the Anti- Social Behaviour Volunteer Network to support victims of anti-social behaviour to cope and recover following an incident or sustained attacks.	£30,000	<ul style="list-style-type: none"> <li>Putting Victims First</li> <li>Cutting Crime</li> <li>Community Confidence</li> </ul>
Streetwise NE	Development of a Young People's Advisory Group to shape the views of the PCC and inform policing priorities and practice.	£10,000	<ul style="list-style-type: none"> <li>Community Confidence</li> </ul>
Community Foundation Tyne and Wear and Northumberland - Open Clasp	A women's only theatre company based in Newcastle, to deliver five workshops with female prisoners.	£500	<ul style="list-style-type: none"> <li>Cutting Crime</li> </ul>
Sunderland University	Development of an accreditation scheme to help signpost students to venues within the City (Bars, Restaurants, Venues, Cafes, Public places etc) which have been vetted and approved by the Students' Union and Northumbria Police as being safe, friendly, inclusive and accessible for all students.	£2,000	<ul style="list-style-type: none"> <li>Putting Victims First</li> <li>Cutting Crime</li> <li>Community Confidence</li> </ul>
Commissioners Community Fund	<p>A variety of organisations who provide support to their communities were funded by Dame Vera Baird QC for activities and projects which support key priorities set out in the Commissioners Police and Crime Plan which are;</p> <ul style="list-style-type: none"> <li>- Reducing Anti-Social Behaviour</li> <li>- Promoting Crime Prevention</li> <li>- Building Community Confidence</li> </ul>	£83,923	<ul style="list-style-type: none"> <li>Reducing ASB</li> <li>Community Confidence</li> </ul>



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

# **Northumbria Police & Crime Panel Report**

**January 2018**

## **Police Precept Update January 2018**

In December the government announced Northumbria's police funding. As expected - it was bad news. Basically, to keep the current policing level, I will be forced to increase the Police Precept by £12.00 for a Band D property - if I do this, Northumbria Police will be able to maintain current commitments.

Policing Minister Nick Hurd talks about an increase in funding to local police but the same cash grant as 2017/18 is in reality a significant cut due to inflation and much needed pay rises for our hard working officers and staff. Demand on policing continues to increase, officers are dealing with ever more complex and sensitive cases, neighbourhood policing prevents local crime and provides a huge amount of intelligence about organised crime and is a huge assistance to national counter terrorism efforts.

The Government is trying to claim credit for funding the police, whilst in reality it intends taking more from hard pressed local council tax payers to cover the deficit they have created.

Since my first election as PCC in 2012, I have lobbied the Prime Minister when Home Secretary and lobbied the current Home Secretary for fair funding.

There is a decision to be made shortly. I am keen to find out what residents of Northumbria think, that is why I have been consulting through the traditional medium of the press as well as taking full advantage of social media. Most properties in Northumbria are Band A, the maximum increase is likely to mean most people paying around 15p per week extra. I will also engage with the six local authority Leaders in Northumbria. Alternatively, I will have to cut about £5 million from the policing budget and since 85% of police costs are for pay, there will obviously be a further loss of officers.

At the time of writing this report, the consultation has been covered in newspapers ranging from the Berwick Advertiser to the Evening Chronicle and South of the river in the Shields Gazette and Sunderland Echo. The consultation has also been placed on Facebook and viewed by over 3000 people. On twitter, over 5000 people have read the links that provided more information about the consultation.

I will of course, provide the Panel with an update to the consultation at the precept setting meeting.

# **1 How is the PCC making commissioning decisions, and what are her future intentions?**

## **1.1 Supporting Victims Fund 2018-19**

### **Background**

The fourth 'Supporting Victims Fund' was launched in early December to strengthen and enhance victim services across Northumbria. The aim of the Northumbria PCC Supporting Victims Fund is to build capacity and maximise the potential of organisations to help ensure the improved provision of vital services to support victims of crime and help them cope and recover from the impact of crime.

In early 2015 a comprehensive mapping and consultation exercise was undertaken to identify the services needed for victims of crime in Northumbria. Funding priorities each year are refreshed to ensure that we continue to target funding in the areas that are needed.

When pulling together the priorities we consider a wide range of information including but not exhaustively:

- Police and partner data with regards to levels of crime, crime type and emerging crimes
- Numbers of personal victims and victimology such as geographic location, age, gender, ethnicity
- Victims Code of Practice with regards to vulnerable and repeat victims
- Victim Satisfaction surveys and the Safer Communities Survey
- 'Victims Voice' consultation, Victims Advisory Group and service user feedback

In addition to this, Community Safety Partnerships were also provided with an opportunity to influence our funding priorities for 2018-19. All views have been reflected.

Each year we prioritise services and projects that directly support victims to cope and recover from their experience of crime - this is in line with the strict grant conditions that are attached to our main source of funding from the Ministry of Justice.

### **National funding**

The national picture with regards to funding victim services remains complex and continues to change at a pace. Local organisations are vulnerable to different funders taking decisions without understanding the impact on local services.

Whilst additional investment through the Governments Violence against Women and Girls (VAWG) Strategy is welcome, competitive bidding rounds such as those for refuge provision and the VAWG Transformation Fund do complicate matters further. Parallel to this investment we continue to see the reduction in mainstream budgets for statutory

services, often many of whom provide vital services to people who have been victims of crime.

The introduction of grant programmes in place of mainstream funding further puts fragile victim resources at risk due to the competitive and unknown nature of funding.

### **Local funding**

As the financial landscape continues to change at a national level this has significant ramifications for local budgets and provision. Local government has already delivered savings targets, following cuts of 40% in funding since 2010. Reductions on this scale have created huge financial challenges for councils and local services in Northumbria and puts vital services such as refuge and domestic abuse provision at risk. Furthermore, evidence suggests that central Government grant reductions have disproportionately hit the areas with the highest need the hardest, such as the North East.

Victim services budgets continue to be provided to the PCC by the Ministry of Justice on a one year basis, despite calls to provide the budget over a three year period, which would help to build, grow and sustain vital local services.

During 2017/18 I received £1,685,018 funding from the Ministry of Justice and used this to commission victims services. A one year grant of £798,402 was made to Victims First Northumbria with the remainder provided to voluntary sector organisation across Northumbria who specialise in supporting victims. One year settlements from government mean that services in Northumbria will continue to be grant funded on an annual cycle for the 2018-19 period.

### **Purpose of the fund**

Victims of crime can be of any age, gender, race or sexual orientation and can be vulnerable due to these characteristics or other factors such as a disability, their mental health, religion/belief or the type and nature of the crime committed. In Northumbria we are striving to ensure that victims with the greatest need have access to support that is tailored to meet their needs and help them to best cope and recover.

We want to ensure that victims of crime feel confident to seek help when they need it and when they do, the right type of support is available to them.

Victims First has been established in Northumbria to deliver a coordinated approach to victim care and the PCC Supporting Victims Fund has been established to enhance and strengthen our overall offer to victims in Northumbria.

The fund is managed by the Office of the Police and Crime Commissioner for Northumbria and is in place to support work across the Northumbria area, including the local authority areas of Gateshead, Newcastle, North Tyneside, Northumberland, South Tyneside and Sunderland.

Funding is available for organisations providing support to victims of crime to help them cope following a crime and to help with long-term recovery.

The Supporting Victims Fund will support delivery of the Police and Crime Plan priority “Putting Victims First” and will help to achieve the following:

- More victims encouraged to come forward
- A specific tailored approach to victims of personal crimes such as sexual and domestic violence burglary and hate crime
- Increased opportunities for restorative justice
- Improved victims and witnesses experience at court
- The most vulnerable victims of crime are identified and provided with personal support and effective action
- Victims have access to appropriate advice and a high quality practical and emotional support service tailored to their needs.
- Victims have access to specialist services where these are needed to help victims to cope and recover from their experiences.

Organisations can apply for funding individually or in partnership with other organisations. Where partnership applications are submitted a clear lead applicant will be needed.

## **1.2 Grant themes and funding priorities for 2018/19**

To help me identify the victim services we require in Northumbria I have analysed information from a wide range of sources including crime trends and victimology, public and partner priorities, demands on existing victim services and demand for services where need is unmet.

Understanding the victim landscape in Northumbria allows us to best provide services that fulfil our vision “to ensure that victims of crime feel confident to seek help and when they do, they are provided with a choice of high quality support tailored to meet their individual needs”.

I particularly welcome applications that provide support to those most vulnerable in our society who under the Victims Code of Practice are entitled to enhanced support. Taking this into consideration with what we know about our vulnerable victims in Northumbria we have identified the following grant themes:

### **Domestic and sexual violence and abuse**

- Specialist support and counselling for male and female victims of domestic and sexual abuse and violence leading to long-term recovery
- Enhanced outreach provision for minority ethnic victims including support for honour based abuse and FGM victims
- Specialist support for male and female adults and young victims who have experienced child sexual abuse

- Therapeutic support for children who are living with or who have witnessed domestic abuse
- Emotional and practical support for victims of stalking and harassment
- Specialist long-term support and counselling for victims of sexual exploitation
- Support for isolated/marginalised victims of domestic abuse for example victims 55 plus, rural victims and those with a disability
- Emotional and practical support for parents who are subject to domestic abuse by their adolescent children

### **Young people under 18**

- Therapeutic and advocacy support for young people following a crime
- School based support and guidance
- Support for young victims of domestic and sexual abuse
- Emotional and practical support for young victims who experience cyber related crime, exploitation and harassment

### **Victims of hate crime**

- Personal emotional support for victims and repeat victims of all hate crime
- 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**

- Specialist support and counselling for those victims of crime who are vulnerable due to a mental health need

### **Victims with other vulnerabilities**

- Specialist support for victims of trafficking, modern slavery and labour exploitation
- Support for victims of cyber-crime and fraud including those at risk of exploitation and support for older people
- Specialist support and practical guidance for victims of crime with regards to criminal injuries compensation and understanding the criminal justice system

### **Strengthening services**

Grants are available to cover any costs relating to work which builds the capacity and maximise the potential of organisations working to support victims of crime. This could include a range of activities including:

- 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 practices to meet victim demand
- New and innovative approaches and techniques to supporting victims

### **Key dates**



The deadline for applications was 8<sup>th</sup> January 2018. Assessments will take place immediately after this date and organisations will be informed of the outcome in late January. All services and projects must be in place and be ready to deliver from 1<sup>st</sup> April 2018.

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

### **2.1 Shaping the National Victim Strategy**

I advised you at the last panel that I have joined recently a new Ministry of Justice (MoJ) Victims and Witness Advisory Group led by Catherine Hinwood Deputy Director Victim and Witness Policy in the MOJ.

This allows me as a key stakeholders to provide input and test the development of MoJ work that focuses on victims and witnesses, specifically the Governments new Victims Strategy which they are presently taking forward and plan to publish early in 2018. .

I recently met with Baroness Newlove, the Victims Commissioner, Claire Waxman, London's first Victims Commissioner and Catherine Hinwood. Working together we can have an impact and influence the direction of the Victims Strategy by giving Ministers a number of issues/proposals for them to consider hopefully making this a Strategy with real impact.

The following key issues for inclusion in the strategy have been proposed by Northumbria:

- Re-draft of the Victims Code of Practice (VCoP) to make it easier for both the public and professionals to navigate.
- Produce a shorter, user-friendly version of the VCoP to be given to all victims
- Make the key elements of VCoP enforceable, with attendant sanctions – the right to be informed, the right to a positive court experience (with reference particularly to special measures and court facilities) and the right to make a Victim Personal Statement at several points before sentencing. By working with victims to make a statement at different points in the process we will enable victims to share their experiences of the criminal justice system from which we can learn and improve.
- It should be a standard, never failing practice that a VPS is formally and publicly acknowledged in court proceedings and read out/used in the manner wished by a victim of any crime, including the option to have the statement read by a victim representative potentially someone from Victims First Northumbria.
- Consider a pilot of all Victim Personal Statements being collected by courts. Local Criminal Justice Boards for example could assist with a fuller understanding of victims' experiences, and to act as a mechanism for monitoring, identifying lessons, enforcement, and information sharing with the relevant

agencies with a view to improving the experience of victims and witnesses in the criminal justice system.

- Consider how to monitor and enforce key elements of the new Victims Strategy as well as VCoP.
- Agencies to be made responsible for referring to VCoP in business plans.
- Restorative justice to be offered to all victims throughout the criminal justice process.
- All areas to utilise Victim Advisory Groups, as is the case in Northumbria, to inform continuous improvement.
- Support provision should be clearly signposted and easily accessed for all victims. All provision should be based on a detailed needs assessment, and all victims to be supported by trained staff. Standards with accreditation should be introduced to help drive up quality and ensure consistency of victim support services.
- An assessment of court listings needs to be undertaken, with obligations on the Judiciary to consider the impact on victims of any listing/timetable changes.
- Victims should be encouraged to cope and recover, by having therapy if they wish. Prejudice needs to be removed surrounding therapy alongside proceeding through the criminal justice system.
- Criminal injuries compensation needs to be fully reviewed, including the prejudice aimed at victims who have submitted a claim to the Criminal Injuries Compensation Authority whilst criminal proceedings are ongoing.

## **2.2 The North East Race Equality Forum – NEREF**

The NEREF has representatives from the five regional universities and practitioner based organisations focused on addressing race equality issues in the region. I work with NEREF to plan, organise and host events. Last year we organised a conference on ‘Challenging Race Hate’, a half day event aimed at discussing my Strategy on Challenging Race Hate Crime and we heard from researchers and activists in the region, attracting approximately 90 people from organisations working on anti-racism.

In March 2018 we are planning a conference on working with young people – everyday racism and the Prevent agenda. As a regional event, it will provide invaluable opportunity to share best practice with other PCCs and organisations tackling racism in the North East.

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

### **3.1 Her Majesty’s Inspectorate of Constabulary and Fire and Rescue Services**

Since the last panel Her Majesty’s Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) have issued four reports that may be of interest to the panel. Two Northumbria specific from the Police Effectiveness, Efficiency and Legitimacy (PEEL)

Inspection Programme for 2017, these are Efficiency and Legitimacy, and two thematic reports; a progress report on the police response to Domestic Abuse and Stolen Freedom, a report on the policing response to modern slavery and human trafficking.

## **1. PEEL Efficiency (including Leadership) - 2017 - Overall Judgement - GOOD**

In this inspection HMICFRS assess how well police forces are able to forecast demand for their services now and in the longer term, and how they manage their resources. A police force is considered efficient if it maximises the outcomes from its available resources.

The overall judgment of - 'How efficient is the force at keeping people safe and reducing crime' was graded as **GOOD**

Grades for the three key areas of the inspection are as follows:

- How well does the force understand demand? – GOOD
- How well does the force use its resources? - GOOD
- How well is the force planning for the future? – GOOD

In this year's inspection, aspects of leadership were also integrated into the assessment.

HMICFRS reports that Northumbria Police is an efficient force. The force has a comprehensive and up-to-date model to assess demand, and it understands the wider effects of that demand for the services that it provides. The force has well-developed processes to uncover demand that is less likely to be reported. The force has excellent administrative processes and a good governance structure, which enable it to manage well and realise fully the benefits of projects. The force has carried out some analysis of the skills of its workforce. However, this could be improved and be more detailed.

The force has created a very positive culture of openness, and the workforce feels a part of the decision-making process within the organisation. People are encouraged to put forward ideas and are able to work on implementing these ideas, should they be approved. The force is making great efforts to develop its future leaders and has a number of officers on supported development schemes. The force advertises all posts externally and has just appointed two new assistant chief constables from outside the force.

The force has extensive arrangements for collaborative working across many of its areas of work, and is aiming to make more such arrangements. The financial plans for the force are detailed. It has solid plans for the future that have been tested and examined independently to ensure that they are fit for purpose.

HMICFRS did identify one area for improvement for Northumbria in relation to the skills of its workforce: *'The force should consider a wider range of sources for the identification of talent'*

In response to this the force have introduced a series of initiatives and developments to create the environment to improve the identification of talent and develop people within the organisation. In addition to engaging with national Fast Track, Direct Entry and Police Now schemes, the Northumbria Competencies and Values Framework (NCVF) has been implemented to support the assessment, selection and promotion processes.

A number of staff development programmes have been instigated including a local Talent programme and ACHIEVE which develops leaders in the skills to be effective across operational and managerial areas. Action to increase the use and compliance with the Professional Development System (PDS) is also being taken to address staff survey findings and improve engagement. Work is being undertaken to change the culture of the organisation and promote personal responsibility for self-development.

In addition, nationally, HMICFRS identified that two areas required urgent and sustained action, a need to *'Improve the understanding of, and explicitly link, future demand and the skills and capability needed to manage it'* and ensure that *'By September 2018, chief constables should produce an ambitious plan to improve digitally-enabled services within their force. Also that 'The Home Office, National Police Chiefs' Council and Association of Police and Crime Commissioners should support the development of these plans by establishing a national framework which allows for the provision of digitally-enabled services across force boundaries'.*

Both the area of improvement identified and the two national action points are being addressed by Northumbria Police and I will receive updates and progress reports through my monthly Scrutiny meetings.

Nationally, most forces have been graded as good (30); two as outstanding (Durham and Thames Valley) and 10 as requires improvement. No force was graded as inadequate.

## **2. PEEL Legitimacy (including Leadership) - 2017 - Overall Judgment - GOOD**

In this inspection HMICFRS assess the legitimacy of police forces to ensure that police powers are used fairly and people are treated with respect in the course of their duties.

There was continued assessment of how well forces develop and maintain an ethical culture and a re-examination of how forces deal with public complaints against the police. Aspects of leadership were also integrated into the assessment and HMICFRS assessed the role that leadership plays in shaping force culture, the extent to which leadership teams act as ethical role models and how the force identifies and selects its leaders.

The overall judgment of - 'How legitimate is the force at keeping people safe and reducing crime?' was graded as **GOOD**

Grades for the three key areas of the inspection are as follows:

- To what extent does the force treat all of the people it serves with fairness and respect - GOOD

- How well does the force ensure that its workforce behaves ethically and lawfully? – GOOD
- To what extent does the force treat its workforce with fairness and respect - GOOD

HMICFRS report that Northumbria Police is good in respect of the legitimacy with which it keeps people safe and reduces crime, with elements that are outstanding. Our overall grade this year is consistent with last year's however, it should be noted that the force has made many significant improvements since last year.

There is strong leadership around treating people fairly, and the workforce has a clear understanding of how to do so. There are good arrangements for external scrutiny in place. The force has scrutiny processes that monitor and review the use of stop and search and the wider use of force, but more needs to be done to ensure all officers and supervisors understand what constitutes reasonable grounds for the use of these powers.

Northumbria Police ensures that its workforce behaves ethically and lawfully, with clear leadership from the chief officer team on the force's values – the Proud principles. The team outlines and models high behavioural expectations and the workforce follows these. Decision making is devolved to officers and staff at all levels, who trust the organisation to support them should a decision turn out be the wrong one.

Northumbria Police has a good complaints process for the public that is clear and easy to use. However, the information about complaints on the force's website could be improved. Complainants receive a consistently high level of service from the force. Allegations of discrimination are investigated thoroughly and professionally. We noted that gifts, hospitality, declarations of business interests and details of pay and rewards have not been updated since 2015.

Northumbria Police treats its workforce with fairness and respect. The force is very keen to seek feedback from its workforce and actively encourages members to submit new ideas and become involved in change and improvement. The force consistently considers the wellbeing of its workforce. Numerous initiatives identify early signs of problems such as mental health, and there are champions to support anyone who may show signs of suffering from these or other medical problems. The force has recently introduced a new professional development system, but the take-up is poor. The force needs to do more to make this process feel relevant to the entire workforce.

Two areas for improvement were identified:

- *'The force should ensure that it publishes up-to-date information on gifts, hospitality, business interests and pay for all senior staff'.*
- *'The force should ensure it has effective systems, processes and guidance in place, in which all staff are engaged, to manage individual performance and development'.*

Action for the first point has been taken and up to date information is now available and publication of information relating to 2016 is now on the Northumbria police website and 2017 information will be published shortly.

In response to the second area for improvement the Force is changing the way all staff engage with and utilise the online Performance Development Review (PDR), which is now designed to encourage behavioural changes that mirror the National Competency and Values Framework. Processes are in place to ensure that training is rolled out to the right individual at the right time through consideration of the Police & Crime Plan, profiling activity and comprehensive gap analysis. Online PDR usage has increased to approximately 75% which evidences that this approach has gained traction.

Steps have already been taken to address both these areas for improvement and I also receive updates and progress reports through my monthly Scrutiny meetings.

Nationally one force has been graded as outstanding (Kent), 35 as good, 6 forces as requiring improvement, and no force as inadequate. This is largely consistent with the overall legitimacy judgments in 2016.

### **3. HMICFRS Progress report on the police response to Domestic Abuse**

Published in November this national thematic report is the third in a series of reports which consider the response the police service provides to victims of domestic abuse. HMICFRS published their first report in this series in March 2014, since when there have been considerable improvements in the service provided to victims of domestic abuse. Victims are now better supported and better protected.

At a national level I am a member of the Domestic Abuse Reference Group working with senior officers from HMICFRS and to oversee delivery against the recommendations of the HMIC reviews into the police response to domestic abuse.

This third report draws on HMICFRS 2016 PEEL effectiveness inspection findings, and highlights continued improvement. Although many forces recognise that they still have further to go to provide the best possible service to victims of domestic abuse, HM Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) is pleased with the progress being made.

While the report acknowledges that 'considerable improvements' have been made nationally, it states there is still 'room for improvement'. It makes a number of recommendations, including around the recording of such crimes and increasing positive action against offenders.

A great deal of work is already under way to make improvements, with Northumbria Police at the forefront of a multi-force transformation project which aims to provide a better service to victims and bring agencies together to offer support from the first point of contact.

Initiatives by Northumbria Police to support victims of domestic abuse were recognised in the report. The Force's proactive approach with independent domestic violence workers accompanying officers on patrol is highlighted together with the important role Northumbria Police gives to officers outside specialist units, including those in neighbourhood policing teams, in supporting victims. It also shows the Force is above the national average for the number of arrests and charges brought for domestic abuse-related offences.

I have personally led on the initiative, which involves six forces with Northumbria spearheading the successful application for funding resulting in around £18million of investment from the Home Office. The project, currently in its second of a three-year programme, may prove to be a template for how this crime should be tackled by police and partner agencies nationwide.

The report, which uses data from 2016, also highlights an increase in the number of crimes recorded with domestic abuse as an element. Part of this increase reflects our proactive approach in encouraging victims to come forward and that they will have confidence in the way we will deal with their case. Data for the 12 months ending August 2017 shows 94 per cent of victims were satisfied with the overall experience provided by Northumbria Police.

The report made clear that there is more to be done across the UK, from the way in which performance is recorded to the consistency of the service victims receive. I will work closely with the Chief Constable and our partners to ensure issues identified nationally are dealt with here in Northumbria.

#### **4. HMICFRS Report - Stolen Freedom; the policing response to modern slavery and human trafficking**

Since March 2017, modern slavery and human trafficking has been included in the group of national priority serious organised crime threats (alongside firearms, organised immigration crime, child sexual exploitation and abuse, cyber-crime and high-end money laundering).

Between November 2016 and March 2017, HMICFRS examined how the police are tackling modern slavery and human trafficking (MSHT) crimes, including their use of the powers and provisions set out in the Modern Slavery Act 2015. It included: examination of data and self-assessments from all 43 forces in England and Wales; fieldwork in ten forces, four regional organised crime units and the National Crime Agency (NCA); and interviews with national leads and experts. HMICFRS also reviewed 92 concluded or current case files from the ten forces that were inspected. Northumbria was not visited.

HMICFRS found signs of progress in the way in which the police respond to MSHT; however, overall more needs to be done. Whilst legislation against MSHT has been strengthened, this has not as yet resulted in the development of a concerted overall

response on behalf of the police service. HMICFRS found a high level of inconsistency in the way organisations have responded to the Modern Slavery Act 2015 and to MSHT more generally with poor outcomes for victims

Non-specialist officers and staff displayed limited understanding of the new powers and provisions set out in the Modern Slavery Act, including low awareness among investigators of the section 45 defence and limited use of the new preventative powers. There were also low levels of offences being recorded in some forces and very low numbers of notifications to the Home Office about potential victims suggesting that many victims are not being identified, or given the safeguards and protection they should receive. Northumbria is noted in the report as one of six forces which made over half of the police referrals in 2016 (53 per cent) alongside Greater Manchester Police, Metropolitan Police Service, South Yorkshire Police, West Midlands Police and West Yorkshire Police.

Partnerships between the police and other agencies were absent or patchy in some forces and limited the ability of forces to understand local threats and high-risk locations and deal with them. Little proactive and preventative activity was found to have taken place in the majority of forces.

HMICFRS made 12 recommendations for the National Crime Agency, Regional Organised Crime units, College of Policing and forces. Seven of the recommendations relate to Police Forces with regard to six areas; leadership, intelligence, victim identification and initial response, crime recording, investigation and prevention.

Northumbria Police have provided a report on their position against these recommendations and will continue to provide updates at monthly scrutiny meetings.

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

##### **4.1 Bringing police officers closer to the communities they serve.**

Panel members will be aware of my determination to make police officers accessible and close to the communities that they serve. Right across the force area, we have seen the relocation of police bases to the heart of the community. This has allowed us to relocate to modern, fit for purpose offices which are cheaper and every penny saved is re-invested back into policing.

In November, we opened another new community base at the Spetchells Centre, a short distance from the old station on the same street in Prudhoe. Neighbourhood officers have a public enquiries desk on the ground floor of the Centre, which is open Monday to Friday, from 9am to 5pm, the same as the old station. The team also have office space for their use on the first floor.

Spetchells Centre is a busy community hub and also houses other local services including the Library run by — Active Northumberland, Prudhoe Town Council, Citizens



Advice, Northumberland County Council Revenues, Karbon Homes and West Northumberland Food Bank. It is owned and managed by the Prudhoe Community Partnership, a regeneration charity.

Now the neighbourhood team have relocated, the old Prudhoe police station will be put up for sale with proceeds from any future sale again being directed back into policing.

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

### **5.1 Christmas 2017 Campaign - 'Equip your kids' - with cyber sense before they log on to their new devices this Christmas.'**

Christmas is a time when lots of young people receive new devices that connect them to the web. The message of our Christmas 2017 campaign was simple "Equip your kids" and its aims is to protect young people from the dangers that the internet can bring. The awareness drive was launched with pupils from Harton Primary School in South Shields in December.

It is essential that we invest time in educating children around the dangers which exist online. By educating our young people from an early age we can make sure children fully understand that non-violent relationships are healthy and normal.

Almost four-in-five 12 to 15 year olds and one-in-three 8 to 11 year olds own a mobile phone and most have the freedom to access anyone through many different online platforms. This also means that many people can access them in return, often anonymously. This issue adversely affects too many lives in the north east and across the country. Offenders are highly manipulative and are skilled at targeting and grooming young people. They can use violence and fear, blackmail or make the child feel guilty, worthless or that they have no choice and often this online abuse can connect to offline abuse.

The campaign highlights that education can be from within the home and at school and encourages parents and carers to take a look at sites including 'Get Safe Online' to see the advice available. There are a number of measures which can be put in place to help protect them when using internet enabled devices and we would encourage everyone to take these precautions. Northumbria Police are committed to tackling all types of cyber-crime and tracking down those who exploit and prey on children. However, we should also do all we can to help prevent someone becoming a victim.

Panel members may be interested to know that, following much lobbying, the Children and Social Work Act 2017 placed a duty on the Secretary of State to make new subjects of 'Relationships Education' at primary and 'Relationships and Sex Education' (RSE) at secondary mandatory. The government is now consulting with stakeholders, including parents and carers seeking their views on how they should update the statutory guidance for Relationships Education and RSE. This will include consideration of how changes in technology and society should be reflected, the importance of internet safety along with changes in law relating to same sex marriage and civil partnerships and the

Equality Act. This feedback will inform an update of statutory guidance which has not been updated since 2000 and facilitate schools' delivery of age appropriate subject content that meets the needs of all pupils.

## **5.2 National Trading Standards – Scambassador**

I have recently signed up to become a 'Scambassador' following an invitation from Lord Toby Harris, Chair of National Trading Standards. Fraud is one of the most prevalent crimes in the UK, and criminals are developing ever more sophisticated techniques to scam people out of their savings. Despite the large figures, we know that only around 5% of scam victims report to the police. Scams are often perpetrated by organised and predator criminals who deliberately target the most vulnerable members of our communities and gain their trust in order to take their money.

The National Trading Standards Scams Team are campaigning to raise the profile of scams and increase public awareness of the devastating impact that scams can have on people lives. There is a growing network of 'Scambassadors' who are high profile individuals including government ministers, MPs and also fellow PCCs, who are all helping to spearhead the fight against scams.

As a Scambassador I have committed to raising the profile of the problem of fraud and financial scams at a regional and national level. This role fits well with the commitment in my Police and Crime Plan to raise awareness of cybercrime and fraud and enhance police investigations of these cases. I am developing a plan of action that will outline my work as a Scambassador over the coming year.

# **POLICE & CRIME PLAN PERFORMANCE REPORT**

Building Safer Communities and Effective Justice

December 2017

- Performance is compared to the column 'Comparative period FY 2016/17 unless stated'
- 2016/17 when stated in the document refers to the period 1 April 2016 – 31 March 2017

## Domestic and Sexual Abuse

### Highlights

- Improving satisfaction of domestic abuse victims
- Improved recording of sexual offences

### Concerns

- Increase in recorded sexual offences
- Increase in reported domestic abuse incidents

Pages 2 to 5

## Putting Victims First

### Concerns

- Call handling rates
- Reduction in satisfaction with respect to action taken
- Victim needs assessments

Pages 6 to 13

## Effective Criminal Justice System

### Highlights

- Improved recording of sexual offences
- Use of out of court disposals
- Improved digital forensic unit

### Concerns

- Reduced charge rates for sexual offences and domestic abuse
- Reduced conviction rates for rape and domestic abuse

Pages 14 to 17

## Reducing Anti-Social Behaviour

### Highlights

- Reduced ASB

### Concerns

- Increasing perception of ASB
- Satisfaction with the time of arrival to ASB incidents

Page 18 to 19

## Cutting Crime

### Highlights

- Improving compliance with NCRS

### Concerns

- Increase in recorded crime
- High perceptions of cyber crime

Pages 20 to 22

## Community Confidence

### Highlights

- High confidence to report further domestic abuse and ASB
- Increasing confidence in the PCC
- Reduction in IPCC upheld appeals

### Concerns

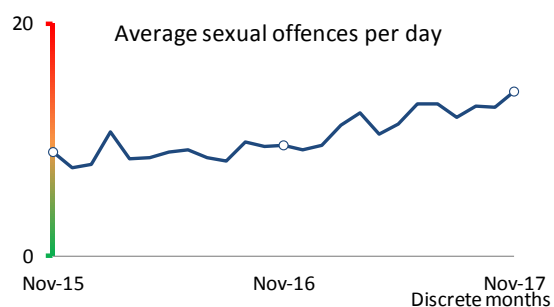
- Reduced satisfaction of victims of hate crime

Pages 23 to 26

## A reduction in sexual and domestic abuse

## Domestic and Sexual Abuse

	Information presented at October 2017 Panel		Comparative period FY 2016/17 unless stated		Current
1. Recorded sexual offences	12 /day 1,832 crimes	April to August 2017	9 /day 3,467 crimes		12 /day 3,037 crimes April to November 2017
2. Recorded domestic abuse incidents	92 /day 14,173 incidents	April to August 2017	85 /day 31,048 incidents		91 /day 22,158 incidents April to November 2017
3. Percentage of high or medium risk victims of domestic abuse who have suffered a subsequent incident or crime	43% 3,330 repeat victims	12 months to August 2017	44% 3,345 repeat victims 12 months to November 2016	43% 3,353 repeat victims	12 months to November 2017
4. Percentage of victims of sexual abuse who have suffered a subsequent crime	N/A			8% 205 repeat victims	12 months to November 2017
5. Level of reduction in domestic abuse RFG score of MATAC subjects	63%	November 2015 to August 2017		72%	November 2015 to November 2017



### Sexual and domestic abuse

The number of sexual offences recorded per day has increased from an average of nine per day during 2016/17 to 12 per day since April 2017 (measure 1); this is equivalent to an increase of 31%. The Force is ranked 38<sup>th</sup> nationally (based on the rate per 1,000 population for the 12 months to October 2017).

The Force's improved crime recording is a contributing factor to this increase. The number of reported incidents of sexual offences has increased by 11%<sup>1</sup>, indicating a real increase in reporting (although the proportion of adults who said that they had been a victim of such crimes in the crime survey of England and Wales has remained relatively stable).

The number of domestic abuse incidents has also increased, from an average of 85 per day during 2016/17 to an average of 91 per day since April 2017; this is equivalent to an increase of 7% (measure 2).

### Repeat sexual offences

The repeat rate for sexual offences is reported for the first time. There were 2,568 victims of sexual assaults that occurred during the 12 months to November 2017. Of those, 205 had been a victim of a sexual assault in the previous 12 months. The details of the repeat victims have been shared with the Safeguarding Department who will review and assess each case to consider any additional actions to reduce victimisation (measure 4).

### MATAC

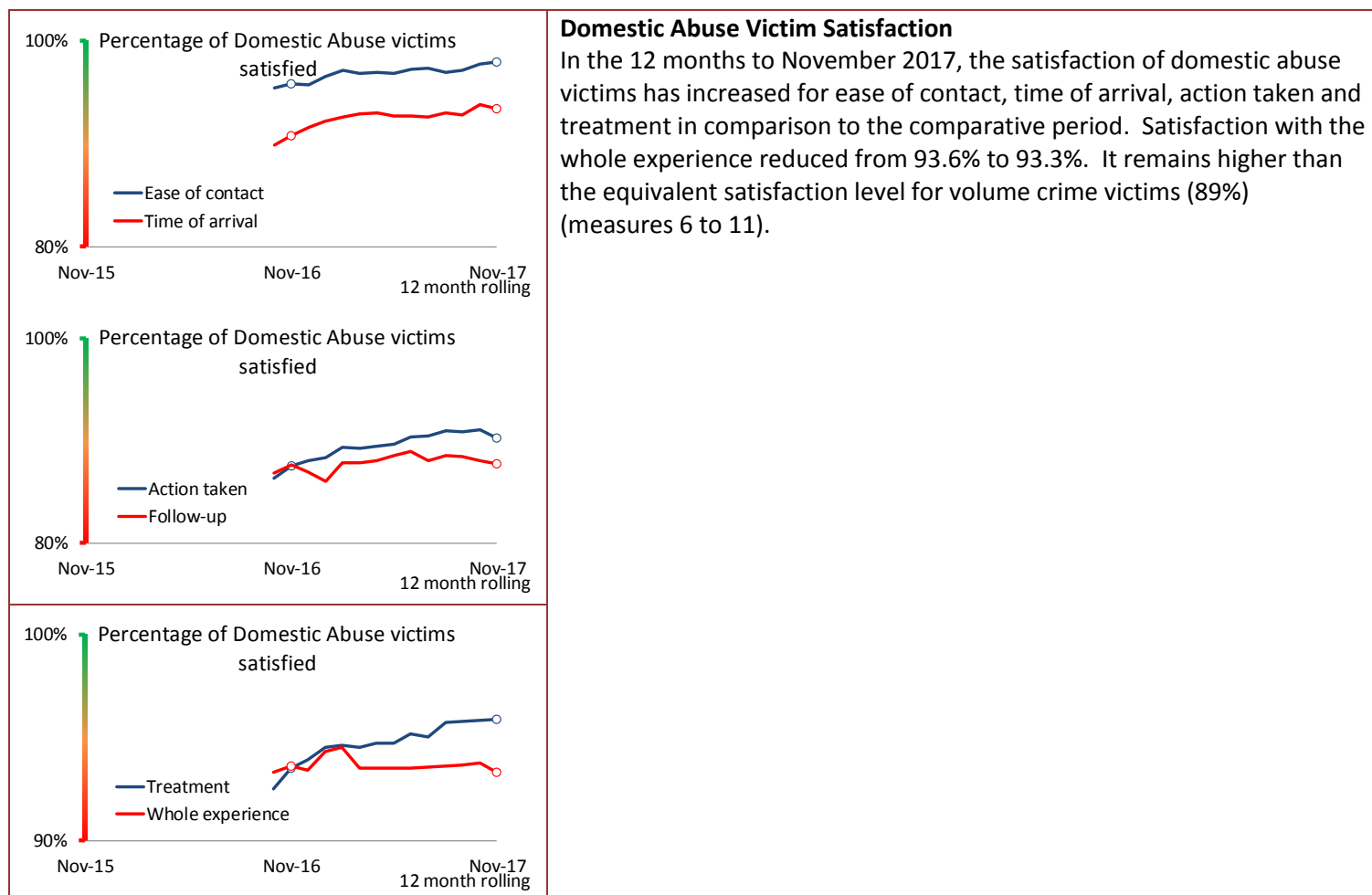
The percentage of perpetrators whose RFG<sup>2</sup> score reduced after being discharged from MATAC is 72%; an improvement since the previous

<sup>1</sup> Due to the likely influence of improvements in crime recording, incidents are used to indicate increases or decreases in crime.

<sup>2</sup> The RFG score is calculated using the recency, frequency and gravity of offending and the number of victims over the last two years.

	<p>report.</p> <p>From the 371 perpetrators managed since November 2015, the average recorded domestic abuse offences reduced to 0.3 per month after being discharged from MATAAC from 0.8 offences per month pre-MATAAC involvement (measure 5).</p> <p>Since the previous report, 44 MATAAC cases have been closed:</p> <ul style="list-style-type: none"> <li>21 – All actions completed, no further offending, NPT monitoring</li> <li>6 – Restrictions in place, offending has decreased, NPT managing</li> <li>5 – Engaging with alcohol treatment / mental health services etc.</li> <li>4 – In prison</li> <li>3 – Children’s Services managing</li> <li>2 – All actions completed, NPT monitoring</li> <li>2 – Referred to MAPPA</li> <li>1 – Moved out of area</li> </ul>
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An overall better policing response and support services for victims with complex needs and those affected by domestic and sexual abuse					Domestic and Sexual Abuse	
	Information presented at October 2017 Panel		Comparative period FY 2016/17 unless stated		Current	
Percentage of domestic abuse victims satisfied with the policing response provided (600 surveys completed per annum):						
6. Ease of contact	97% +/- 1.4	12 months to August 2017	96% +/- 2.5	May 2016 to November 2016	98% +/- 1.2	12 months to November 2017
7. Time of arrival	93% +/- 1.9	12 months to August 2017	91% +/- 3.3	May 2016 to November 2016	93% +/- 1.9	12 months to November 2017
8. Action taken	91% +/- 2.1	12 months to August 2017	88% +/- 3.6	May 2016 to November 2016	90% +/- 2.2	12 months to November 2017
9. Follow-up	89% +/- 2.3	12 months to August 2017	88% +/- 3.8	May 2016 to November 2016	88% +/- 2.5	12 months to November 2017
10. Treatment	96% +/- 1.5	12 months to August 2017	94% +/- 2.7	May 2016 to November 2016	96% +/- 1.5	12 months to November 2017
11. Whole experience	94% +/- 1.8	12 months to August 2017	94% +/- 2.6	May 2016 to November 2016	93% +/- 1.8	12 months to November 2017
12. Assessment of the effectiveness of harm reduction plans for vulnerable victims	88% of harm reduction plans were considered to be of a good or outstanding standard based on a review of a sample of 50 harm reduction plans in July 2016 (90% had a satisfactory plan in place that addressed victim vulnerabilities). This exercise was repeated in March 2017 and 92% were considered to be of a good or outstanding standard (98% had a satisfactory plan in place that addressed victim vulnerabilities).					
Establish a baseline assessment of our response to Adolescent to Parent Violence and Abuse					N/A	

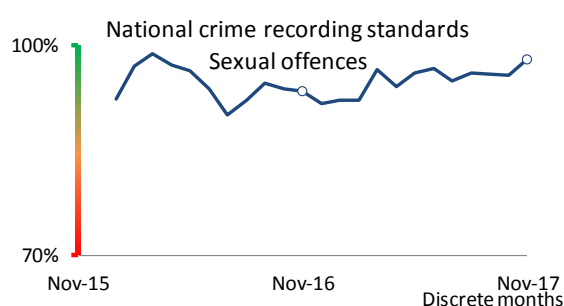


More confidence in the reporting of domestic and sexual abuse					Domestic and Sexual Abuse									
	Information presented at October 2017 Panel		Comparative period FY 2016/17 unless stated		Current									
Percentage of victims who are confident to report further abuse to the police again (600 surveys completed per annum):														
13. Domestic abuse	96% +/- 1.4	12 months to August 2017	96% +/- 2.2	May 2016 to November 2016	95% +/- 1.7	12 months to November 2017								
14. Sexual abuse					N/A									
<p>Percentage of domestic abuse victims who are confident to report more incidents</p> <table border="1"><caption>Data for Confidence in Reporting</caption><thead><tr><th>Period</th><th>Percentage</th></tr></thead><tbody><tr><td>Nov-15</td><td>80%</td></tr><tr><td>Nov-16</td><td>95%</td></tr><tr><td>Nov-17 (12 month rolling)</td><td>95%</td></tr></tbody></table>		Period	Percentage	Nov-15	80%	Nov-16	95%	Nov-17 (12 month rolling)	95%	<p><b>Confidence – Domestic Abuse</b></p> <p>The confidence of domestic abuse victims to report future incidents has remained relatively stable over time and is currently at 95%, compared to 96% for the previous period (not statistically significant) (measure 13).</p> <p><b>Victim Satisfaction – Rape and Serious Sexual Assault</b></p> <p>A new survey of rape and serious sexual assault victims is being implemented. A victim screening process has been developed, with victim consent to be obtained prior to all survey contact. Surveys will be conducted 6 to 12 weeks following the initial report. Following this process surveys will start early 2018 (measure 14).</p>				
Period	Percentage													
Nov-15	80%													
Nov-16	95%													
Nov-17 (12 month rolling)	95%													

## An overall better policing response and support services for victims with complex needs and those affected by domestic and sexual abuse

## Domestic and Sexual Abuse

	Information presented at October 2017 Panel	Comparative period FY 2016/17 unless stated	Current	
15. Percentage of sexual offences that comply with National Crime Recording Standards	96% 83 under recorded April to August 2017	94% 231 under recorded	96% 126 under recorded	April to November 2017
16. Percentage of rape offences recorded within 24 hours	93% 676 within 24 hrs April to August 2017	89% 1,106 within 24 hrs	90% 941 within 24 hrs	April to November 2017
17. Percentage of cancelled crimes for sexual offences appropriately cancelled	91% 33 appropriately cancelled April to July 2017* August data was not available for this reporting period	98%	95% 58 appropriately cancelled	April to November 2017
18. Percentage of domestic abuse incidents that meet incident recording standards			N/A	



The compliance with National Crime Recording Standards (NCRS) for sexual offences has increased from 94% in 2016/17 to 96% (measure 15).

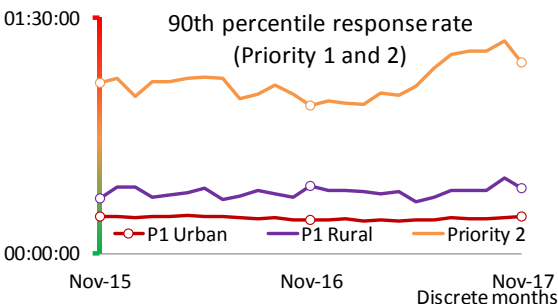
The timeliness of recording rape offences has also improved over the same period from 89% recorded within 24 hours to 90% (measure 16). This improvement is partly attributable to the introduction of crime recording at source within the Communications Department. There has been a reduction in the timeliness of recorded rape offences when compared to the last reporting period. This reduction is due to the complexities of NCRS, in particular the need to crime more than one crime in more complex cases. In some cases the officer did not record the appropriate number of crimes e.g. rape offences which have multiple offenders, but only one crime created, rather than a crime for each offender. The Operation Verify Team provides regular feedback to officers and senior managers to improve learning and compliance.

All cancelled sexual offences are reviewed by Operation Verify; there have been no inappropriately cancelled crimes for sexual offences in the period September to November 2017. In the previous period, there were four inappropriately cancelled crimes, and therefore the percentage compliance for April to November 2017 is 95% compared to 98% in 2016/17 (measure 17).



## Improved victim satisfaction and police response (1 of 3)

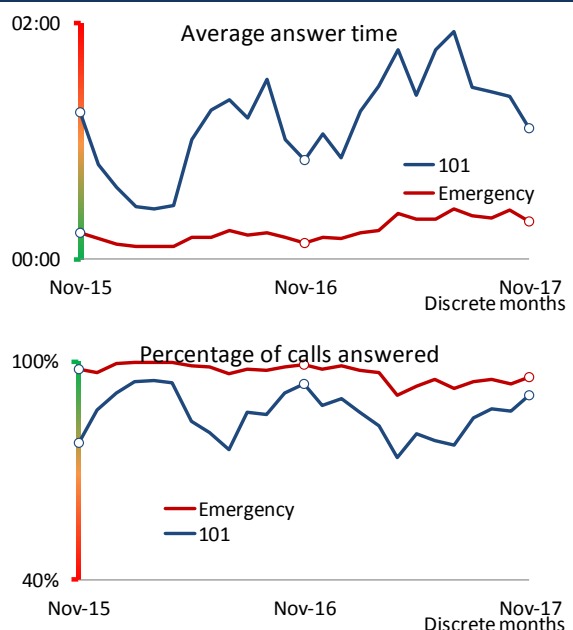
## Putting Victims First

	Information presented at October 2017 Panel	Comparative period FY 2016/17 unless stated	Current
Percentage of calls dealt with meeting call handling standards (based on sample sizes of 446 in February 2017 and 345 in November 2017)			
19. Correct greeting and overall politeness	N/A	96% February 2017 sample	97% November 2017 sample
20. An explanation of response was given	N/A	58% February 2017 sample	65% November 2017 sample
21. All information was recorded	N/A	80% February 2017 sample	85% November 2017 sample
22. Contact handler reassured the caller	N/A	88% February 2017 sample	86% November 2017 sample
23. Contact handler related with the caller	N/A	90% February 2017 sample	88% November 2017 sample
24. Contact handler resolved the caller's request	N/A	93% February 2017 sample	94% November 2017 sample
25. Attendance rate for priority 1 incidents (Urban)	13m 01s April to August 2017	13m 23s	13m 19s April to November 2017
26. Attendance rate for priority 1 incidents (Rural)	22m 47s April to August 2017	23m 25s	23m 51s April to November 2017
27. Attendance rate for priority 2 incidents	1h 10m April to August 2017	1h 01m	1h 12m April to November 2017
 <p>90th percentile response rate (Priority 1 and 2)</p> <p>Nov-15 Nov-16 Nov-17 Discrete months</p> <p>— P1 Urban — P1 Rural — Priority 2</p>		<p>The latest assessment of call handling standards was conducted in November 2017, based on a sample of 345 calls. The percentage of calls where the contact handler has reassured and related with the caller reduced from the previous assessment (measures 22 &amp; 23). Most aspects of the call are similar to the previous assessment, with improvements in explaining the response (measure 20) and recording all of the information (measure 21); however, these remain areas for improvement.</p> <p>While the response rates to priority 2 incidents (measure 27) and priority 1 incidents in rural areas (measure 26) improved slightly in November, further improvements are required to return to the level of service provided in 2016/17.</p>	

## Improved victim satisfaction and police response (2 of 3)

## Putting Victims First

	Information presented at October 2017 Panel	Comparative period FY 2016/17 unless stated	Current
Average time to answer calls			
28. Emergency calls	0m 22s April to August 2017	0m 11s	0m 22s April to November 2017
29. 101 calls	1m 39s April to August 2017	1m 06s	1m 31s April to November 2017
30. Non-Emergency calls	2m 04s April to August 2017	0m 41s	2m 02s April to November 2017
31. Secondary calls	3m 07s April to August 2017	1m 24s	3m 02s April to November 2017

32. Switchboard calls	0m 30s	April to August 2017	1m 27s	August 2016 to March 2017	0m 25s	April to November 2017
Percentage of calls answered						
33. Emergency calls	93% of 106,784	April to August 2017	98% of 211,449		94% of 169,156	April to November 2017
34. 101 calls	79% of 365,196	April to August 2017	86% of 747,889		82% of 576,182	April to November 2017
35. Non-Emergency calls	80% of 156,876	April to August 2017	94% of 290,807		81% of 259,945	April to November 2017
36. Secondary calls	53% of 95,792	April to August 2017	76% of 367,574		57% of 118,395	April to November 2017
37. Switchboard calls	98% of 112,527	April to August 2017	98% of 89,508	August 2016 to March 2017	99% of 197,842	April to November 2017
<div>  <p><b>Average answer time</b></p> <p>02:00 00:00 Nov-15 Nov-16 Nov-17 Discrete months</p> <p>— 101 — Emergency</p> <p><b>Percentage of calls answered</b></p> <p>100% 40% Nov-15 Nov-16 Nov-17 Discrete months</p> <p>— Emergency — 101</p> </div> <p>Call handling performance reduced in 2017 due to: An increase in calls. This increase in call demand was seen nationally. Some of the reasons for the increase included:</p> <ul style="list-style-type: none"> <li>Callers ringing 999 after having faced longer response times on 101. (Measure 28)</li> <li>Higher volume of mental health related calls.</li> <li>Greater confidence in reporting crimes.</li> <li>Higher volume of calls suitable for other agencies.</li> </ul> <p>There has also been an increase in call handling times, as call handlers (CH) spent more time with each call conducting more detailed risk assessments (utilising THRIVE), providing safeguarding advice and in some incidents, recording crimes.</p> <p>Performance was further affected by staff turnover, with one third of the workforce being new in post. Following police officer recruitment, new staff were required to replace those who had been recruited resulting in the recruitment of 24 new key time staff members. There is a 12 week training programme for new staff, followed by mentoring by experienced call handlers. This has a consequence of slowing down the experienced call handlers as they mentor the new recruits. It takes approximately nine months for a call handler to become fully competent.</p> <p>There has been a range of activity completed to address performance and to further understand and manage demand including:</p>						

**Short Term**

- The Force Operations Manager role will be introduced into the Force Control Rooms in January 2018 as a Team/Shift Manager for performance and incident management driving the performance framework and Call Handling Action Plan.
- A sample of 12 calls per call handler will be used to support one-to-one meetings with staff to improve standards; standards will also be discussed at team performance meetings.
- Daily scrutiny of 24 hour call handling performance will be introduced.
- Introduced performance snapshot reporting via social media and demand reduction messaging on Twitter.
- Introduced Webchat to ease secondary demand.

**Medium Term**

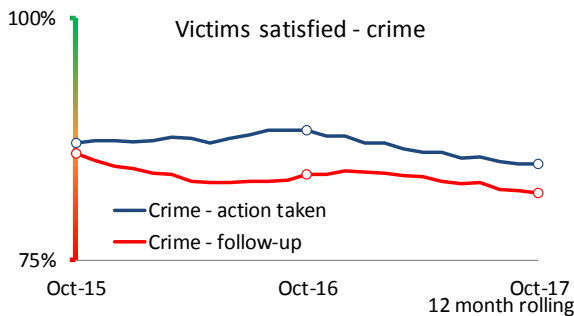
- The integration of RWD into the Communications Department will increase capability around performance challenges and call handling functions.
- Recruited to establishment (12 new key time call handlers) who are in the second stage of their training programme.
- The Communications Department senior management team will engage with Area Commanders to reinforce improved discipline on 'task not ask' to reduce time taken deploying resources.
- The Customer Service Desk interim structure has been maintained with investment in staff training to increase functionality.

**Longer Term**

- A review of the 20 key time workers for contact handler and resource controllers function, who work 10-2pm across the working week, appears not to deliver against the performance challenges.
- Plans in place to transform how the force communicates under the Customer Services Project including maximising technology and online communication.

## Improved victim satisfaction and police response (3 of 3)

## Putting Victims First

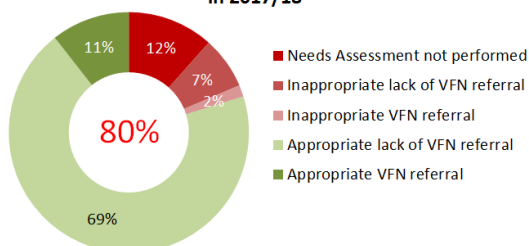
	Information presented at October 2017 Panel		Comparative period FY 2016/17 unless stated		Current	
Percentage of crime victims satisfied with the policing response provided (1,800 surveys completed per annum):						
38. Ease of contact	97% +/- 0.8	12 months to August 2017	98% +/- 0.8	12 months to October 2016	97% +/- 1.0	12 months to October 2017
39. Time of arrival	91% +/- 1.5	12 months to August 2017	92% +/- 1.4	12 months to October 2016	91% +/- 1.6	12 months to October 2017
40. Action taken	85% +/- 1.4	12 months to August 2017	88% +/- 1.4	12 months to October 2016	85% +/- 1.7	12 months to October 2017
41. Follow-up	82% +/- 1.6	12 months to August 2017	84% +/- 1.6	12 months to October 2016	82% +/- 1.9	12 months to October 2017
42. Treatment	96% +/- 0.8	12 months to August 2017	96% +/- 0.8	12 months to October 2016	97% +/- 0.9	12 months to October 2017
43. Whole experience	89% +/- 1.3	12 months to August 2017	91% +/- 1.3	12 months to October 2016	89% +/- 1.5	12 months to October 2017
Percentage of victims satisfied with the RWD policing response provided (600 surveys completed per annum):						
44. Action taken	94% +/- 1.8	12 months to August 2017	93% +/- 1.7	Feb 2016 to Nov 2016	93% +/- 2.1	12 months to November 2017
45. Victim thought their incident was taken seriously	91% +/- 2.0	12 months to August 2017	92% +/- 1.8	Feb 2016 to Nov 2016	90% +/- 2.2	12 months to November 2017
46. Whole experience	88% +/- 2.2	12 months to August 2017	89% +/- 2.0	Feb 2016 to Nov 2016	86% +/- 2.5	12 months to November 2017
Satisfaction levels for victims of crime, with a specific sample for those that are considered vulnerable and for repeat victims					N/A	
		<p><b>Satisfaction – Victims of crime</b></p> <p>In the 12 months to November 2017, there has been a statistical reduction in victim satisfaction with actions taken (measure 40), from 88% to 85%. Satisfaction with follow up (measure 41) has also decreased over time from 84% previously to 82% (not statistically significant).</p> <p>The main reasons for the reduction include:</p> <ul style="list-style-type: none"><li>▪ Victim expected more action to be taken against the offender.</li><li>▪ Not being kept informed of progress/outcome.</li><li>▪ Unhappy with the outcome of the investigation.</li></ul> <p>Satisfaction is also influenced by fewer satisfied victims of vehicle and violent crime.</p> <p>This survey of crime victims, which was mandated by the Home Office, was withdrawn in March 2017. Following the withdrawal the force took the opportunity to develop a better means to capture feedback.</p> <p>A new survey has been introduced which covers a broader spectrum of crime, with a specific sample of vulnerable and non-vulnerable victims. The questions are designed around the code of practice for victims, with a focus on key areas such as the provision of case information, needs assessments, the quality of third party victim support and outcomes.</p> <p>The existing survey will continue until the new survey results are able to be reported in early 2018.</p>				

	<p><b>Satisfaction – Resolution without deployment</b></p> <p>Whole experience satisfaction (measure 46) has been decreasing since March 2017 and is currently at 86% compared to 89% previously; a statistically significant reduction. There have also been decreasing trends for actions taken and follow up, although not statistically significant.</p> <p>The main reasons for dissatisfaction include:</p> <ul style="list-style-type: none"><li>▪ Victims not receiving updates, or updates taking too long.</li><li>▪ Not taking action quickly enough after the initial report.</li><li>▪ Reports not being taken seriously.</li></ul> <p>The reduction is also influenced by lower than average satisfaction for offences of theft and handling.</p>
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	Information presented at October 2017 Panel		Comparative period FY 2016/17 unless stated	Current	
47. Percentage of victims with a satisfactory needs assessment	79% of 44,528	April to August 2017	83% of 90,412	80% of 65,402	April to November 2017
48. Percentage of needs assessments completed within 48 hours	81% of 44,528	April to August 2017	81% of 8,586 March 2017	82% of 65,402	April to November 2017



Satisfactory victim needs assessment breakdown in 2017/18



The Victims' Code of Practice (VCOP) contains a total of 22 individual entitlements for victims; performance against all of VCOP requires a combination of performance reporting and review of cases. VCOP compliance is reported through the Force Assurance Board. A six-monthly review provides insight into compliance and following the first audit in June 2017, a second audit has commenced with findings expected in February 2018.

A regular indicator of compliance is the VNA (Victim Needs Assessment) measure. The VNA assessment considers a range of indicators which are:

- Timeliness of completion – the proportion conducted within 48 hours of the crime being recorded.
- Overall completion – the percentage of victims who have a need assessment completed.
- Appropriateness of outcome – the percentage of victims correctly referred (or not referred) to VFN.

This is shown in the charts opposite.

From this reporting period, customer satisfaction surveys are now being used to reach a greater sample of victims where no needs assessment was conducted, to understand from them, if they feel they should have had an assessment. This has resulted in a small percentage reduction in overall compliance.

80% of victims have a satisfactory needs assessment (measure 47), compared to 79% in the last reporting period and 83% in the comparative period. The number of VNAs completed within 48 hours (measure 48) in this reporting period has improved when compared to the previous and comparative period.

The completion of VNAs within 48 hours continues to be a focus of Area Command and Departmental performance meetings. Criminal Justice leads, who are chief inspectors from each area, are provided with a list of staff that have not completed a VNA within 48 hours to manage and improve performance.

A sample of the cases where a need assessment is not performed (sample = 110) has been reviewed and indicated that around half of these could not have had a VNA completed – this included cases where the victim is Regina or a business, and data input errors mean they are erroneously included in the assessment. In addition, cases where a victim disengages before a VNA could be completed, third party reports where a victim cannot be contacted, multiple crimes for one victim (a VNA only needs to be completed once) or multiple victims when only one

	<p>VNA is needed (e.g. mother and child a victim but one VNA for the mother would address the needs for both) and cancelled crimes. If the selection holds true for the total population then the reported non-compliance is halved i.e. 6% (rather than 12% as show in pie chart on previous page – Needs assessment not performed) of recorded crimes require a VNA to be completed.</p> <p>The assessment also identified examples where offences against police officers and PCSOs, do not have a completed VNA. Guidance will be circulated in January 2018 to ensure officers manually update these crimes to show that a VNA is not required. In addition, there may be some confusion by officers when a child is the victim and therefore adult consent or counter signature is required; guidance will be submitted around this area to address this issue.</p> <p>The ongoing VCOP action plan continues to manage improvement and will be reviewed against the findings of the audit in February 2018. The impact of completed activity such as improvements to the website and internal awareness, which were completed in September and October, will also be assessed.</p>
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## Putting Victims First

	Information presented at October 2017 Panel	Comparative period FY 2016/17 unless stated	Current	
49. Percentage of calls correctly assessed for vulnerability, threat, risk and harm (THRIVE) <sup>3</sup>	N/A	97% February 2017 sample	95%	November 2017 sample
50. Percentage of calls correctly assessed for vulnerability, threat, risk and harm AND rationale			84%	November 2017
51. Percentage of incidents allocated the most appropriate response (THRIVE)	N/A	87% February 2017 sample	82%	November 2017 sample
52. A qualitative and quantitative assessment of compliance with the Victims' Code of Practice	Assessment conducted; 9 areas assessed with 3 assessed as non-compliant and 5 assessed as partially compliant.			
53. Attendance rates at incidents with vulnerable victims (priority 2)	1h 13m April to August 2017	1h 14m	1h 15m	April to November 2017
54. Percentage of rape offences recorded within 24 hours	93% 676 within 24 hrs April to August 2017	89% 1106 within 24 hrs	90% 941 within 24 hours	April to November 2017

A review of the application of THRIVE shows a reduction in the quality of contact handlers' assessments of threat, harm and risk. 82% of callers received the most appropriate response (measure 51), with some callers receiving a quicker response and others receiving a poorer service.

In addition to the previous assessments, incident logs were inspected to identify if the rationale for THRIVE assessment was recorded. While 95% of calls were correctly assessed, only 84% were correctly assessed and had the appropriate rationale recorded on the log (measure 50).

There is an action plan in place to improve performance in this area, key actions include:

- THRIVE Evaluation team review three logs per call handler per incident type, a minimum of 12 per individual. Performance data published regarding rationale and THRIVE.
- Each incident was reassessed by two dedicated team leaders and individual feedback given face to face.
- Clear expectations set for all, included in performance meetings and individuals are held to account.
- Ongoing monitoring to measure improvement.

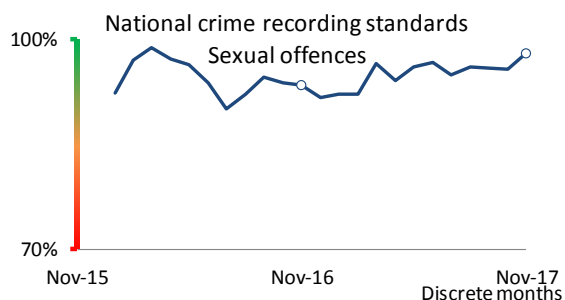
<sup>3</sup> THRIVE performance is based on sample sizes of 446 in Feb 2017 and 345 in Nov 2017.



## Improved reporting and recording of rape, sexual offences and domestic abuse

## Effective Criminal Justice System

	Information presented at October 2017 Panel	Comparative period FY 2016/17 unless stated	Current	
55. Percentage of sexual offences that comply with National Crime Recording Standards	96% 83 under recorded 12 months to August 2017	94% 231 under recorded	96% 126 under recorded	April to November 2017
<p>Crime recording at source has positively affected the timeliness and crime recording compliance for sexual offences. In addition, Operation Verify conducts detailed analysis of all recorded sexual offences and incidents opened as Domestic Abuse. This includes listening to the initial call, examining the content of the log and where necessary contacting the caller/ injured party for clarification. Operation Verify staff have engaged and trained staff e.g. MARAC coordinators to ensure compliance from the outset.</p> <p>The compliance with National Crime Recording Standards for sexual offences (measure 55) has increased from 94% in 2016/17 to 96% since April 2017. While this is an improvement, it represents 126 sexual offences that, without intervention, would not have been recorded. Feedback is provided to the officer in charge and senior managers to improve learning and compliance.</p>				



## Increased number of guilty pleas at first hearing

## Effective Criminal Justice System

	Information presented at October 2017 Panel	Comparative period FY 2016/17 unless stated	Current	
56. Percentage of guilty pleas at first hearing <sup>4</sup>	64% April to July 2017	63% April to October 2016	64%	April to October 2017
<p>The percentage of guilty pleas at first hearing (measure 56) has improved slightly from 63% in 2016/2017, to 64%, which is the same as the previous reporting period. This is lower than the national average of 68.6%. In order to increase the number of guilty pleas at first hearing the LCJB Strategic Group is working together across criminal justice agencies to address the issue of fail to appear (FTA) and Northumbria Police continue to focus on file quality.</p>				

## Prevention of first time and repeat offending

## Effective Criminal Justice System

	Information presented at October 2017 Panel	Comparative period FY 2016/17 unless stated	Current	
57. Evaluate the implementation of the out of court disposal framework, including an assessment of its	The out of court disposal framework will be monitored internally and independently evaluated to assess its effectiveness.			
58. Appropriate use of out of court disposals where a charge is the normal outcome <sup>5</sup>	69% April to June 2017	60%	69%	April to August 2017
59. Percentage of subjects through Integrated Offender Management who have reduced offending			N/A	
60. Monitor first time offending		3,531 12 months to June 2016	2,852	12 months to June 2017
61. Outstanding volume within the Digital Forensic Unit (high risk computers)	55 jobs As at August 2017	150 jobs As at February 2017	39 jobs	As at November 2017

<sup>4</sup> The percentage of guilty pleas are provided by the CPS and do not include the number of guilty pleas, just the percentage.

<sup>5</sup> The sample uses the selection criteria adopted by the Out of Court Disposal Scrutiny Panel. This is a focus on serious offences and persistent offenders when a charge is the expected outcome. Between April and August 2017, 140 out of court disposals have been examined, of which 96 were found to be appropriate.

### First time offenders

The first time offender information (measure 60) is a new measure for December 2017. This is defined as the number of new entrants from Northumbria in to the Criminal Justice System in England and Wales, and includes first conviction, caution or youth caution.

### Digital Forensic Unit

All the outstanding jobs (mobile phones, computers and CCTV) (measure 61) have been triaged and are awaiting allocation for analysis, there are 106 jobs outstanding – 39 of these are graded as high priority and will be processed as a priority.

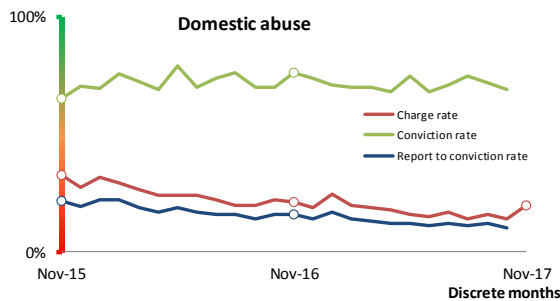
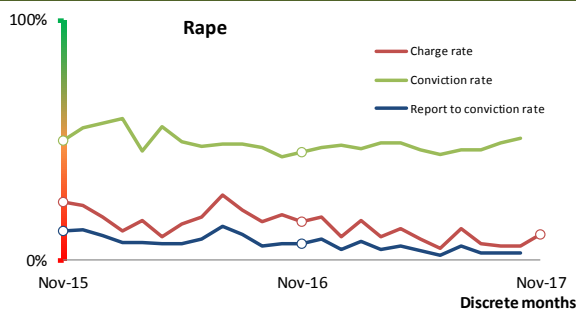
Demand remains significant due to the Digital Forensic Unit (DFU) suffering high levels of abstractions due to essential training courses, and an influx of work from large scale enquiries for conspiracy, fraud and a large scale grooming enquiry. This work will have an impact on the pace of backlog reduction, but is being managed appropriately by DFU supervision.

## Increased charge and conviction rates for cases of rape, sexual offences and domestic abuse

## Effective Criminal Justice System

	Information presented at October 2017 Panel		Comparative period FY 2016/17 unless stated	Current	
Charge rate for:					
62. Rape	9% 63 charges	April to August 2017	15% 190 charges	8% 97 charges	April to November 2017
63. Sexual offences	12% 151 charges	April to August 2017	15% 327 charges	13% 242 charges	April to November 2017
64. Domestic abuse	17% 1,503 charges	April to August 2017	22% 3,316 charges	16% 2,481 charges	April to November 2017
Conviction rate for: <sup>6</sup>					
65. Rape	48%	April to July 2017	48%	47%	April to October 2017
66. Sexual offences	77%	April to July 2017	75%	78%	April to October 2017
67. Domestic abuse	71%	April to July 2017	72%	71%	April to October 2017
Report to conviction rate for:					
68. Rape	4%	April to July 2017	7%	4%	April to October 2017
69. Sexual offences	10%	April to July 2017	11%	10%	April to October 2017
70. Domestic abuse	12%	April to July 2017	16%	11%	April to October 2017
Assessment of file accreditation standards				N/A	
71. Number of post-charge failures	77 per month	April to July 2017	82 per month	168 per month	April to November 2017

<sup>6</sup> Conviction rates are provided by the CPS and do not contain the number of convictions, just the percentage.



## Rape

The reporting and recording of rape has increased overtime; however, the number of rape charges (measure 62) has reduced resulting in a reduction in the charge rate. The Corporate Development Department and Safeguarding have completed data analysis, case reviews and staff focus groups to establish likely causes for the reduction in charge.

Following analysis, the reduction in the number of charges is likely to be due to a number of factors including cases being with the CPS for charging advice, now that the RASSO gatekeeper backlog has reduced – in effect the backlog has moved to the next stage of the process which is at CPS. The Criminal Justice Department and Safeguarding are working closely together to reduce the time waiting to charge, as it also negatively affects charge rates as it increases the chance a victim may withdraw.

In addition, the rate of finalising rape crimes has not kept pace with the increase in the number of reports. This has resulted in an increasing number of open rape crimes. Crimes may be open for either active investigation, to record victim contact, or poor administration in finalising the crime.

The increase in open crimes and the associated workload of investigating officers could impact on:

- Quality of investigation
- Duration of investigation
- Time available to support the victim

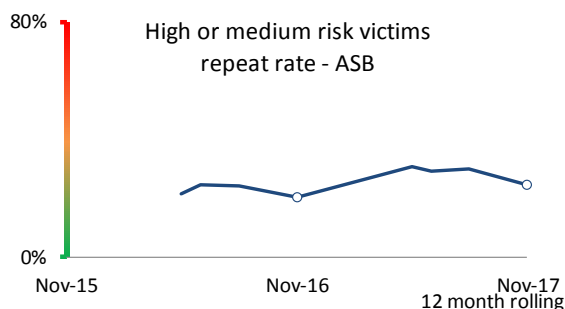
Other factors which affect charge rate are increasing reports of third party reports which are unlikely to result in a charge due to lack of victim engagement and complexities around gaining third party material.

	<p>The majority of non-convictions of rapes are attributed to jury acquittals, a challenge in maintaining victim engagement and support through the investigation and prosecution. A specialist support service provided by VFN is due to go live in March 2018. The additional support for vulnerable victims is expected to increase engagement and therefore charge and conviction.</p> <p>Work to identify opportunities to improve service from report to court is monitored under the rape action plan held by Safeguarding, which has been reviewed following this analysis to understand the reduction in charge.</p> <p><b>Domestic Abuse</b></p> <p>While domestic abuse recorded crime continues to increase, the number of charges (measure 65) is not increasing at the same pace, and as a result the charge rate had reduced to 16%.</p> <p>The Safeguarding Department has developed a domestic abuse plan to ensure all departments understand the aims and objectives under Prevent, Pursue, Protect and Prepare and how they are achieved.</p>
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## Fewer victims of ASB – though we will continue to encourage reporting

## Reducing Anti-Social Behaviour

	Information presented at October 2017 Panel		Comparative period FY 2016/17 unless stated		Current	
72. Recorded levels of anti-social behaviour incidents	165/day 25,304 incidents	April to August 2017	167/day 60,934 incidents		160/day 39,030 incidents	April to November 2017
73. Percentage of people who feel that ASB is a very or fairly big problem in their neighbourhood (5,000 surveyed)	13% +/-0.8	12 months to August 2017	12% +/- 0.8	12 months to November 2016	13% +/- 0.9	12 months to November 2017
74. Percentage of ASB victims who are confident to report further incidents to the police again (1,560)	97% +/-0.8	12 months to August 2017	96% +/- 0.9	12 months to October 2016	97% +/- 0.9	12 months to October 2017
75. Percentage of high or medium risk ASB victims who have suffered a subsequent incident	30% 75 repeat victims	12 months to August 2017	20% 39 repeat victims	12 months to November 2016	24% 61	12 months to November 2017
76. Percentage of victims of long term ASB who experienced no further incidents since original report (600 surveyed)	58% +/-3.9	12 months to August 2017	56% +/- 3.6	12 months to November 2016	57% +/- 4.2	12 months to November 2017



### Perceptions and Confidence – Victims of ASB

There are no statistically significant changes this period.

### ASB

The number of reported ASB incidents has decreased, although this is expected to be due to improved crime recording standards, rather than a reduction in actual ASB.

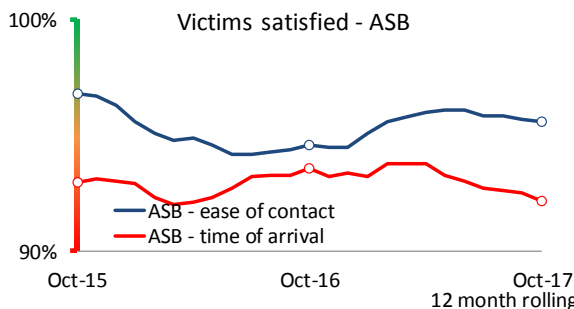
### ASB repeat rate

The number of repeat high or medium risk ASB victims (measure 75) is 24% (61 cases), which is a reduction from 30% (75 cases) the previous period, but still higher than the comparative period. Those cases identified as repeat have been reviewed to ensure correct risk identification, quicker action and partnership working so it can be assured that all victims are safeguarded and offenders have been held accountable.

All police officers and community support officers received problem solving training in 2017 and utilise problem solving tactics in addressing ASB. An event hosted by Central NPT with local partners and representation from northern and southern area command was held in November. This provided training on legislation and powers, in addition to sharing best practice. This builds on the training previously delivered to 150 staff.

## Improved satisfaction for victims of ASB

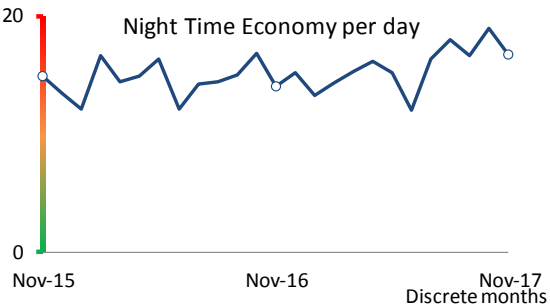
## Reducing Anti-Social Behaviour

	Information presented at October 2017 Panel		Comparative period FY 2016/17 unless stated		Current	
Percentage of ASB victims satisfied with the policing response provided (1,560 surveys completed per annum):						
77. Ease of contact	96% +/-0.9	12 months to August 2017	95% +/- 1.0	12 months to October 2016	96% +/- 1.0	12 months to October 2017
78. Time of arrival	93% +/-1.7	12 months to August 2017	94% +/- 1.5	12 months to October 2016	92% +/- 2.0	12 months to October 2017
79. Action taken	85% +/-1.9	12 months to August 2017	86% +/- 1.7	12 months to October 2016	85% +/- 2.0	12 months to October 2017
80. Follow-up	87% +/-1.8	12 months to August 2017	85% +/- 1.8	12 months to October 2016	86% +/- 2.0	12 months to October 2017
81. Treatment	97% +/-0.9	12 months to August 2017	96% +/- 1.1	12 months to October 2016	97% +/- 1.1	12 months to October 2017
82. Whole experience	85% +/-1.7	12 months to August 2017	85% +/- 1.6	12 months to October 2016	84% +/- 1.8	12 months to October 2017
 <p>Victims satisfied - ASB</p> <p>— ASB - ease of contact — ASB - time of arrival</p> <p>Oct-15 Oct-16 Oct-17 12 month rolling</p>		<b>Satisfaction – Victims of ASB</b> Satisfaction with time of arrival (measure 78) amongst victims of ASB has reduced during recent months; however, it is not statistically significant (from 94% to 92%). Short term improvements have been seen for ease of contact (see chart).				

	Information presented at October 2017 Panel	Comparative period FY 2016/17 unless stated	Current
Assessment of investigative standards			
83. Volume crime	A review of 376 volume crime offences has been completed. 71% of investigations assessed as good or outstanding.		
84. Hate crime	N/A		
85. Serious offences and domestic abuse	A review of 100 domestic abuse related crimes has been completed, together with a desktop review of 54 rape cases. Overall standards of investigations were high for rape offences, with 86% of domestic abuse related crimes assessed as good or outstanding.		
Evaluate problem solving approaches for those crimes that cause most harm			N/A
	<p>A hate crime thematic inspection has been scheduled by HMICFRS for 2018. A force data and information return has been submitted however, it is yet to be confirmed if Northumbria will be included in fieldwork visits and interviews in early 2018.</p> <p>To prepare for a potential HMICFRS inspection, an internal hate crime inspection has commenced and will be completed by mid-January. The objectives of the internal inspection mirror the HMICFRS Hate Crime Scoping Study including:</p> <ul style="list-style-type: none"> <li>▪ The effectiveness of Northumbria Police strategies to protect victims and communities.</li> <li>▪ Northumbria Police response to the government's hate crime action plan.</li> <li>▪ The effectiveness of partnership arrangements to improve reporting and recording.</li> <li>▪ How well the needs of specific communities are understood and how innovative solutions are developed to meet these needs</li> <li>▪ The effectiveness of the identification of risk to victims and wider communities.</li> <li>▪ How well victims are referred to appropriate support from partners.</li> <li>▪ The understanding and response to demand.</li> <li>▪ The effectiveness of hate crime identification and recording.</li> <li>▪ The training provided to officers and staff with a particular emphasis on suitability to role.</li> </ul>		

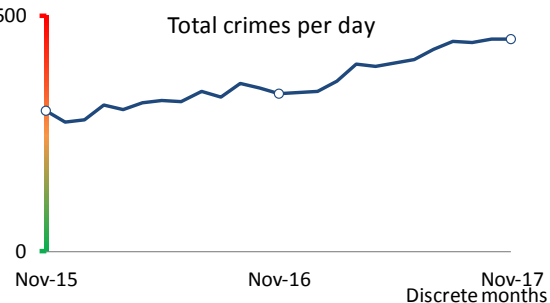
## Safer night-time economy

## Cutting Crime

	Information presented at October 2017 Panel	Comparative period FY 2016/17 unless stated	Current
86. Perceptions of safety of those that use the night time economy (464 surveyed)	90% June to August 2017 +/-3.5		89% June to November 2017 +/-2.8
87. Recorded crime levels in night time economy areas		15/day 5,356 crimes	16/day 3,969 crimes April to November 2017
 <p>The measure of night time economy is presented for the first time. It is defined as specific crimes and incidents (violence against the person, sexual offences, robbery, theft and begging) that occur between 8pm and 7am in areas across the Force with a night time economy.</p> <p>A slight increase in the past five months is related to assault without injury (measure 87).</p> <p>In November, there were 52 thefts of mobile phones at the O<sub>2</sub> Academy in Newcastle and the Metro Radio arena. The total number of thefts in November was 81 compared to fewer than 50 in every other month in the past two years.</p>			

## Fewer offenders, specifically those who cause the most harm to victims

## Cutting Crime

	Information presented at October 2017 Panel	Comparative period FY 2016/17 unless stated	Current
88. Recorded crime	419/day 63,429 crimes April to August 2017	340/day 124,192 crimes	427/day 104,121 crimes April to November 2017
89. Recorded crime levels based on the crime severity score published by ONS	50,895 April to August 2017	41,759	52,431 April to November
90. Compliance with National Crime Recording Standards	95% 3,641 under recorded April to August 2017	93% 9,843 under recorded	95% 5,254 under recorded April to November 2017
91. Percentage of crimes recorded within 24 hours <sup>7</sup>	83% 53,776 within 24 hrs April to August 2017	72% 89,550 within 24 hrs	84% 89,566 within 24 hrs April to November 2017
 <p>Total recorded crime (measure 88) and the related crime severity score (measure 89) continue to increase. The largest crime increases are seen in violence against the person, theft, criminal damage and public order.</p> <p>For recorded crime, the Force is ranked 4th in its MSG and 32nd nationally, based on data for the 12 months to October 2017.</p> <p>This is in part, a result of improvements with national crime recording standards to 95%. HMICFRS reports Northumbria as a force with one of</p>			

<sup>7</sup> The denominator used in the calculation of crimes recorded within 24 hours is slightly higher than the number of recorded crimes, as it also includes crimes subsequently cancelled.



	the highest compliance rates. Improvements have also been made with respect to recording crimes at the first opportunity (measure 91), with 84% of crimes recorded within 24 hours (this is largely attributable to the introduction of crime recording at source).
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Cut drug use and the crime that is a consequence			Cutting Crime	
	Information presented at October 2017 Panel	Comparative period FY 2016/17 unless stated	Current	
92. Monitor the number of offenders given a conditional caution referred to substance abuse	N/A		40	9th October to 30th November
93. Percentage of people who feel that cyber-crime is a very or fairly big problem (1,638 surveyed)	94% +/-1.4	June to August 2017	94% +/-1.1	June to November 2017
94. Awareness of the community regarding exploitation (e.g. sexual, labour and benefit) (2,048 surveyed)	79% +/-2.3	June to August 2017	80% +/-1.7	June to November 2017
95. Percentage of people who feel that exploitation is a very or fairly big problem (703 surveyed)			59% +/-3.6	June to November 2017
96. Perceptions of road safety, including drink driving and use of mobile phones (2,006 surveyed)	84% +/-2.1	June to August 2017	84% +/-1.6	June to November 2017
	The safer community survey was revised in June 2017 to seek perceptions over a wider range of issues. These initial results from the first five months are based on a sample of almost 2,000 surveys. While this sample size is reasonably large and is expected to be representative of the whole community, it is too early to comment on any trends.			

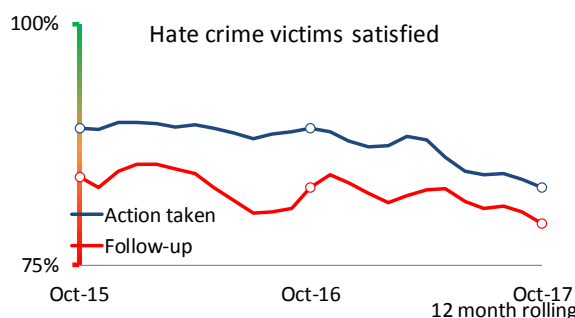
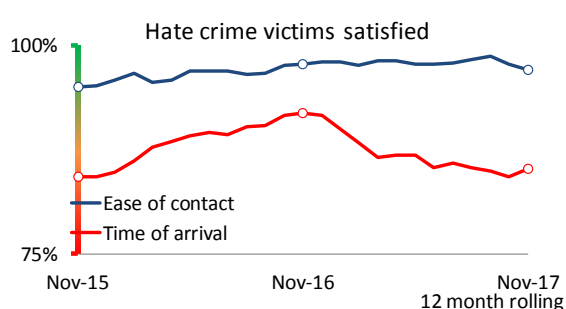
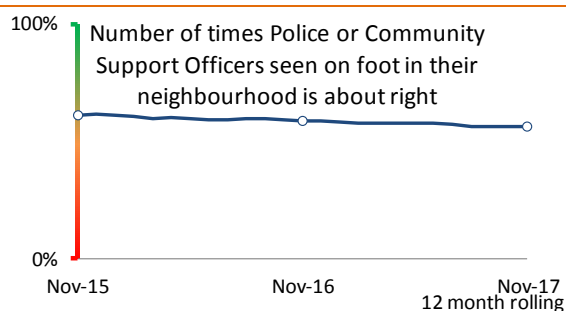
## Improved satisfaction with the services that Northumbria Police and key community safety and criminal justice partners provide

## Community Confidence

	Information presented at October 2017 Panel		Comparative period FY 2016/17 unless stated		Current	
97. Percentage of people who believe the police do a good or excellent job in their neighbourhood	86%	12 months to +/- 0.9 August 2017	85%	12 months to +/- 1.0 November 2016	86%	12 months to +/- 1.0 November 2017
98. Satisfaction levels for victims of crime, with a specific sample for those that are considered					N/A	
99. Percentage of people who feel safe in their local area	98%	12 months to +/- 0.4 August 2017	98%	12 months to +/- 0.4 November 2016	97%	12 months to +/- 0.4 November 2017
100. Percentage of people who believe that the level of visibility in their neighbourhood is about right	56%	12 months to +/- 1.3 August 2017	59%	12 months to +/- 1.4 November 2016	56%	12 months to +/- 1.4 November 2017

Percentage of hate crime victims satisfied with the policing response provided (approx.. 300 surveys completed per annum):

101. Ease of contact	98%	12 months to +/- 1.7 August 2017	98%	12 months to +/- 2.0 November 2016	97%	12 months to +/- 2.1 November 2017
102. Time of arrival	85%	12 months to +/- 4.4 August 2017	92%	12 months to +/- 3.5 November 2016	85%	12 months to +/- 4.3 November 2017
103. Action taken	85%	12 months to +/- 4.2 August 2017	89%	12 months to +/- 3.9 November 2016	83%	12 months to +/- 4.2 November 2017
104. Follow-up	81%	12 months to +/- 4.5 August 2017	84%	12 months to +/- 4.4 November 2016	78%	12 months to +/- 4.8 November 2017
105. Treatment	95%	12 months to +/- 2.6 August 2017	97%	12 months to +/- 1.9 November 2016	92%	12 months to +/- 3.0 November 2017
106. Whole experience	84%	12 months to +/- 4.1 August 2017	92%	12 months to +/- 3.3 November 2016	82%	12 months to +/- 4.2 November 2017



### Perceptions of police visibility

Residents' perceptions of police visibility (measure 100) have steadily decreased over time. In the 12 months to November 2017, there has been a statistically significant reduction from 59% to 56%. Most resident comments show that a police presence is desired as it would act as a general deterrent, rather than being necessary in response to local crime or ASB problems.

### Satisfaction – Victims of Hate Crime

At a force level, whole experience satisfaction (measure 106) has fallen in the 12 months to November, from 91.9% to 82.4%, a statistically significant reduction of 9.5%. This has been influenced by fewer victims being happy with arrival time, actions taken and follow-up contact. This decreasing trend is particularly notable since June 2017.

Common reasons for dissatisfaction include:

- Not responding quickly enough/when advised.
- Not taken seriously.
- Lack of action/safeguarding.
- Not advised of progress/outcome.

### Hate crime inspection

An internal Hate Crime inspection has commenced and will be completed by mid-January. The objectives of the internal inspection mirror the HMICFRS Hate Crime Scoping Study including analysis of satisfaction rates to ascertain driver factors which will inform the Hate Crime action plan for 2018.

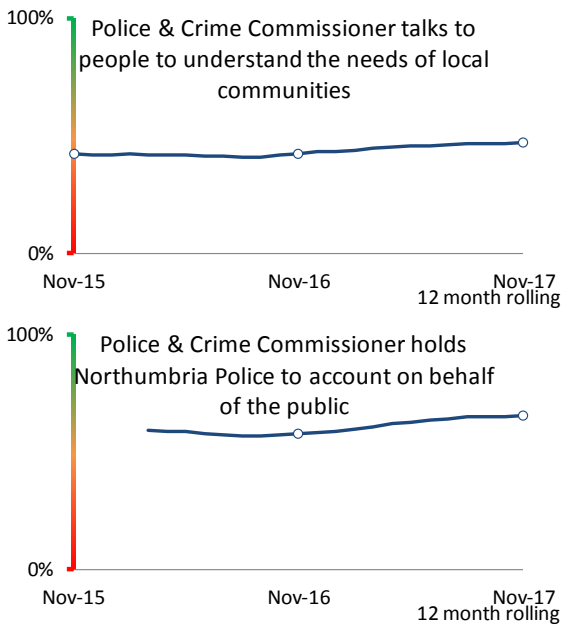
## More people connecting with the police to report local concerns and crimes and reporting confidence in the police response

## Community Confidence

	Information presented at October 2017 Panel	Comparative period FY 2016/17 unless stated	Current
Percentage of victims that have confidence to report further incidents in the future:			
107. Domestic abuse (600 surveyed)	97% +/- 1.4	12 months to August 2017	96% +/- 2.2
			May 2016 to November 2016
			95% +/- 1.7
			12 months to November 2017
108. Anti-social behaviour (1,560 surveyed)	97% +/- 0.8	12 months to August 2017	96% +/- 0.9
			12 months to October 2016
			97% +/- 0.9
			12 months to October 2017
Crime			N/A
<b>Confidence in reporting</b> There has been no statistical change in the confidence levels to report by domestic abuse (measure 107) and ASB victims (measure 108); both remain high at 95% and 97%, respectively.			

## Awareness that the PCC is always available to hear views and suggestions and will scrutinise fearlessly on the public's behalf (1 of 2)

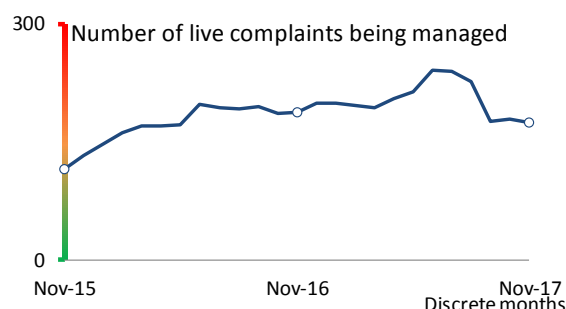
## Community Confidence

	Information presented at October 2017 Panel	Comparative period FY 2016/17 unless stated	Current
109. Percentage who agree PCC talks to people to understand the needs of local communities (5,000)	46% +/- 1.4	12 months to August 2017	42% +/- 1.5
			12 months to November 2016
			47% +/- 1.5
			12 months to November 2017
110. Percentage of public who agree the PCC holds NP to account on behalf of the public (5,000 surveyed)	65% +/- 1.4	12 months to August 2017	58% +/- 1.5
			12 months to November 2016
			65% +/- 1.4
			12 months to November 2017
111. Evaluate the delivery of training and awareness of the code of ethics			N/A
112. Evaluate the impact of learning inputs, which have been identified during complaint and conduct			N/A
 <p><b>Safer Community Survey – PCC Perceptions</b>            For the 12 months to November 2017, there have been statistically significant increases in both the number of residents who agree the Police and Crime Commissioner talks to people to understand the needs of the community (measure 109) (from 42% to 47%) and holds the police to account on behalf of the public (measure 110) (from 58% to 65%).</p>			

## Awareness that the PCC is always available to hear views and suggestions and will scrutinise fearlessly on the public's behalf (2 of 2)

## Community Confidence

	Information presented at October 2017 Panel		Comparative period FY 2016/17 unless stated		Current	
113. Number of live complaints being managed	226	As at 31 <sup>st</sup> August 2017	193	As at 31 <sup>st</sup> March 2017	174	As at 30th November 2017
Monitor level and type of allegations:						
114. Incivility, impoliteness or intolerance	27 /mth 132 allegations	April to August 2017	34 /mth 406 allegations		29 /mth 229 allegations	Apr to November 2017
115. Other assault	17 /mth 87 allegations	April to August 2017	16 /mth 198 allegations		17 /mth 134 allegations	Apr to November 2017
116. Other neglect or failure in duty	55 /mth 273 allegations	April to August 2017	61 /mth 740 allegations		57 /mth 450 allegations	Apr to November 2017
117. Percentage of appeals made	18% 53 appeals	April to August 2017	13% 95 appeals		19% 95 appeals	Apr to November 2017
118. Percentage of appeals upheld - Overall	20% 18 appeals upheld	April to August 2017	21% 35 appeals upheld		20% 29 appeals upheld	Apr to November 2017
119. Percentage of appeals upheld - Force investigated	8% 2 appeals upheld	April to August 2017	15% 6 appeals upheld		20% 8 appeals upheld	Apr to November 2017
120. Percentage of appeals upheld - Force locally resolved	0%	April to August 2017	0%		0%	Apr to November 2017
121. Percentage of appeals upheld - IPCC investigated	31% 4 appeals upheld	April to August 2017	39% 16 appeals upheld		28% 7 appeals upheld	Apr to November 2017
122. Percentage of appeals upheld - IPCC non-recording	34% 12 appeals upheld	April to August 2017	17% 10 appeals upheld		29% 14 appeals upheld	Apr to November 2017



The number of live complaints (measure 113) has reduced since the previous report from 226 cases to 174, and is now in line with the position last year.

The number of allegations of incivility, impoliteness or intolerance (measure 114) has reduced compared to 2016/17; however, has increased compared to the last report. The number of allegations of other neglect or failure in duty (measure 116) has also reduced compared to 2016/17, but has increased compared to the last report.

The percentage of appeals made (measure 117) has increased, from 13% to 19%, but the overall percentage of appeals upheld (measure 118) has remained similar to 2016/17 (20%). The percentage of appeals upheld, which have been investigated by the force (measure 119) has increased from 15% to 20% (18% nationally and 3% MSG average).

There have been no appeals for IPCC locally resolved complaints. The percentage of appeals upheld that were IPCC investigated (measure 121) has reduced from 39% to 28% (39% national, 44% MSG average). The percentage of appeals upheld - IPCC non-recording (measure 122) has increased from 17% to 29% (38% national, 30% MSG average).

Based on data for April to September 2017, Northumbria Police had 170 allegations recorded per 1,000 employees (137 nationally, 148 MSG average).

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## APPENDIX 1

<b>Force Wide</b>	<b>2017-18</b>	<b>2016-17</b>	<b>Change compared to 2016-17 daily average</b>	
<b>Total crime</b>	<b>103,958</b>	<b>82,884</b>	<b>+21,074</b>	<b>+ 25%</b>
Violence against the person	29,863	22,465	+7,398	+ 33%
Robbery	513	507	+ 6	+ 1%
Sexual offences	3,035	2,318	+ 717	+ 31%
Vehicle crime	5,508	4,603	+ 905	+ 20%
Criminal damage	16,973	14,877	+2,096	+ 14%
Burglary	6,424	5,946	+ 478	+ 8%
Theft and handling	24,078	20,773	+3,305	+ 16%
Shoplifting	9,829	8,690	+1,139	+ 13%
Theft from the person	1,045	751	+ 294	+ 39%
Other theft and handling	11,518	9,928	+1,590	+ 16%
ASB	38,994	40,733	-1,739	- 4%
Hate Crime	1,813	1,499	+ 314	+ 21%

<b>Sunderland</b>	<b>2017-18</b>	<b>2016-17</b>	<b>Change compared to 2016-17 daily average</b>	
<b>Total crime</b>	<b>22,295</b>	<b>16,690</b>	<b>+5,605</b>	<b>+ 34%</b>
Violence against the person	6,201	4,536	+1,665	+ 37%
Robbery	93	84	+ 9	+ 10%
Sexual offences	592	467	+ 125	+ 27%
Vehicle crime	1,324	883	+ 441	+ 50%
Criminal damage	3,677	2,987	+ 690	+ 23%
Burglary	1,303	1,090	+ 213	+ 20%
Theft and handling	5,160	4,261	+ 899	+ 21%
Shoplifting	1,924	1,512	+ 412	+ 27%
Theft from the person	167	110	+ 57	+ 52%
Other theft and handling	2,821	2,410	+ 411	+ 17%
ASB	7,038	7,023	+ 15	+ 0%
Hate Crime	363	263	+ 100	+ 38%

<b>South Tyneside</b>	<b>2017-18</b>	<b>2016-17</b>	<b>Change compared to 2016-17 daily average</b>	
<b>Total crime</b>	<b>10,265</b>	<b>8,375</b>	<b>+1,890</b>	<b>+ 23%</b>
Violence against the person	3,261	2,592	+ 669	+ 26%
Robbery	42	46	- 4	- 9%
Sexual offences	316	219	+ 97	+ 44%
Vehicle crime	460	424	+ 36	+ 8%
Criminal damage	1,749	1,651	+ 98	+ 6%
Burglary	506	505	+ 1	+ 0%
Theft and handling	2,093	1,727	+ 366	+ 21%
Shoplifting	848	717	+ 131	+ 18%
Theft from the person	65	37	+ 28	+ 74%
Other theft and handling	1,027	863	+ 164	+ 19%
ASB	3,568	3,925	- 357	- 9%
Hate Crime	153	136	+ 17	+ 12%

<b>Gateshead</b>	2017-18	2016-17	Change compared to 2016-17 daily average	
<b>Total crime</b>	<b>14,046</b>	<b>11,872</b>	<b>+2,174</b>	<b>+ 18%</b>
Violence against the person	3,872	3,077	+ 795	+ 26%
Robbery	89	88	+ 1	+ 1%
Sexual offences	445	287	+ 158	+ 55%
Vehicle crime	834	727	+ 107	+ 15%
Criminal damage	2,375	2,266	+ 109	+ 5%
Burglary	962	767	+ 195	+ 25%
Burglary OTD	335	450	- 115	- 26%
Theft and handling	3,137	2,977	+ 160	+ 5%
Shoplifting	1,339	1,424	- 85	- 6%
Theft from the person	111	64	+ 47	+ 73%
Other theft and handling	1,545	1,382	+ 163	+ 12%
ASB	4,722	5,106	- 384	- 8%
Hate Crime	243	235	+ 8	+ 4%

<b>North Tyneside</b>	2017-18	2016-17	Change compared to 2016-17 daily average	
<b>Total crime</b>	<b>12,878</b>	<b>10,761</b>	<b>+2,117</b>	<b>+ 20%</b>
Violence against the person	3,914	3,082	+ 832	+ 27%
Robbery	58	35	+ 23	+ 64%
Sexual offences	348	292	+ 56	+ 19%
Vehicle crime	589	550	+ 39	+ 7%
Criminal damage	2,113	1,941	+ 172	+ 9%
Burglary	757	860	- 103	- 12%
Theft and handling	2,793	2,514	+ 279	+ 11%
Shoplifting	1,222	1,005	+ 217	+ 22%
Theft from the person	77	54	+ 23	+ 42%
Other theft and handling	1,299	1,181	+ 118	+ 10%
ASB	4,950	5,061	- 111	- 2%
Hate Crime	203	137	+ 66	+ 48%

<b>Newcastle</b>	2017-18	2016-17	Change compared to 2016-17 daily average	
<b>Total crime</b>	<b>27,685</b>	<b>22,360</b>	<b>+5,325</b>	<b>+ 24%</b>
Violence against the person	7,401	5,579	+1,822	+ 33%
Robbery	188	213	- 25	- 12%
Sexual offences	852	658	+ 194	+ 30%
Vehicle crime	1,465	1,258	+ 207	+ 16%
Criminal damage	3,980	3,363	+ 617	+ 18%
Burglary	1,582	1,564	+ 18	+ 1%
Theft and handling	7,639	6,656	+ 983	+ 15%
Shoplifting	3,291	3,066	+ 225	+ 7%
Theft from the person	555	430	+ 125	+ 29%
Other theft and handling	3,047	2,652	+ 395	+ 15%
ASB	11,894	12,065	- 171	- 1%



Hate Crime	667	570	+ 97	+ 17%
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<b>Northumberland</b>	2017-18	2016-17	Change compared to 2016-17 daily average	
<b>Total crime</b>	<b>16,789</b>	<b>12,824</b>	<b>+3,965</b>	<b>+ 31%</b>
Violence against the person	5,214	3,599	+1,615	+ 45%
Robbery	43	40	+ 3	+ 7%
Sexual offences	482	394	+ 88	+ 22%
Vehicle crime	836	760	+ 76	+ 10%
Criminal damage	3,079	2,669	+ 410	+ 15%
Burglary	1,314	1,159	+ 155	+ 13%
Theft and handling	3,256	2,637	+ 619	+ 23%
Shoplifting	1,205	965	+ 240	+ 25%
Theft from the person	70	56	+ 14	+ 25%
Other theft and handling	1,779	1,441	+ 338	+ 23%
ASB	6,822	7,552	- 730	- 10%
Hate Crime	184	158	+ 26	+ 17%

Please note Hate Crime figures are shown separately but are also included in the totals for other types of crime such as violence against the person.

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Vertical line segment 2

Vertical line segment 3

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