

# NORTHUMBRIA POLICE AND CRIME PANEL AGENDA

Tuesday, 24 April 2018 at 2.00 pm at the Whickham Room - Civic Centre

From the Clerk, Sheena Ramsey

Item	Business
1.	<b>Apologies</b>
2.	<p><b>Minutes</b> (Pages 3 - 10)</p> <p>The Panel is asked to approve the minutes of the Chief Constable's confirmation hearing and its last ordinary meeting held on 26 March 2018 (attached).</p>
3.	<b>Matters Arising from the Minutes</b>
4.	<p><b>Feedback from National and Regional Events</b></p> <p>Members are asked to give feedback on issues relevant to the Panel.</p>
5.	<p><b>Police and Crime Commissioner - Progress and Update Report</b> (Pages 11 - 32)</p> <p>Report of the PCC (attached)</p>
6.	<p><b>Police and Crime Plan - Annual Performance Report 2017/18</b> (Pages 33 - 76)</p> <p>Report of the PCC (attached)</p>
7.	<p><b>Complaints Against the Police and Crime Commissioner - Annual Report April 2017 to March 2018</b> (Pages 77 - 80)</p> <p>Report of the Interim Chief of Staff and Monitoring Officer (attached)</p>
8.	<p><b>Themed Report - An update on Operation Sanctuary and the current issues in regard to modern day slavery</b> (Pages 81 - 88)</p> <p>Report of the Safeguarding Department, Northumbria Police (attached)</p>
9.	<p><b>Key Issues in the Next Quarter</b></p> <p>The PCC will be asked to advise the Panel of the key issues she will be addressing in the next quarter.</p>

**10. Schedule of Meetings 2018/19**

The Panel is asked to consider the following schedule of meetings for 2018/19:-

Tuesday, 31 July 2018 at 2.00pm  
Tuesday, 30 October 2018 at 2.00pm  
Tuesday, 15 January 2019 at 2.00pm  
Tuesday, 5 February 2019 at 2.00pm  
Tuesday, 5 March 2019 at 2.00pm  
Tuesday, 23 April 2019 at 2.00pm

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**NORTHUMBRIA POLICE AND CRIME PANEL**

**CONFIRMATION HEARING FOR THE APPOINTMENT OF CHIEF CONSTABLE OF  
NORTHUMBRIA POLICE**

**26 MARCH 2018**

**PRESENT:**

<b>Gateshead Council</b>	Councillors A Douglas (Chair) and J McClurey
<b>Newcastle City Council</b>	Councillor A Ainsley
<b>North Tyneside Council</b>	Councillor C Burdis
<b>Northumberland County Council</b>	Councillors S Davey and J Riddle
<b>South Tyneside Council</b>	Councillors G Kilgour and J Welsh
<b>Sunderland City Council</b>	Councillors H Trueman and M Mordey
<b>Independent Co-opted Members</b>	J Guy and S Isaacson

**ALSO IN ATTENDANCE:**

**Gateshead Council**

D Hill - Service Director Legal and Democratic Services  
B Wilson - Democratic Services

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

V Baird QC - Police and Crime Commissioner for Northumbria  
R Durham - Interim Chief of Staff

**APOLOGIES:** Councillors N Kemp (Newcastle City Council) and T Mulvenna (North Tyneside Council)

**50. MEMBERSHIP OF THE NORTHUMBRIA POLICE AND CRIME PANEL**

Councillor Michael Mordey has replaced Councillor Paul Watson as a representative of Sunderland City Council on the Panel.

RESOLVED - That the information be noted.

## **51. PROPOSED APPOINTMENT OF CHIEF CONSTABLE FOR NORTHUMBRIA POLICE**

This meeting constituted the Confirmation Hearing for the proposed appointment of a new Chief Constable for Northumbria Police required to be held under Schedule 8 to the Police Reform and Social Responsibility Act 2011 (the Act) to enable the Panel to report to the Police and Crime Commissioner for Northumbria (PCC) on that proposed appointment.

The Panel considered the report of the PCC in respect of the proposed appointment of Winton Keenen as Chief Constable of Northumbria Police which, in accordance with the requirements of the Act, provided details of:-

- The criteria used to assess the candidate's suitability for appointment
- Why the candidate satisfied those criteria
- The terms and conditions on which the candidate was proposed to be appointed

Members of the Panel questioned Mr Keenen in relation to his proposed appointment. At the conclusion of their questions, the Panel thanked Mr Keenen and the PCC for attending the hearing.

## **52. EXCLUSION OF THE PRESS AND PUBLIC**

RESOLVED - That the press and public be excluded from the meeting during consideration of the following business in accordance with Paragraph 1 of Schedule 12A to the Local Government Act 1972.

## **53. CONSIDERATION OF THE PANEL'S REPORT AND RECOMMENDATIONS TO THE PCC IN RESPECT OF THE PROPOSED APPOINTMENT OF CHIEF CONSTABLE OF NORTHUMBRIA POLICE**

The Panel Members considered Mr Keenen's responses to the questions relating to his proposed appointment as Chief Constable of Northumbria Police and were unanimous in their recommendation that the PCC should be recommended to proceed with Mr Keenen's appointment.

In reaching this decision, the Panel commented in particular that:-

- Mr Keenen had provided excellent responses to all of the Panel's questions in a strategic and detailed manner.
- Mr Keenen considered that with his experience and understanding of the force, he would give it the consistency and continuity it currently needed and, working with the other Members of the Command Team, continue to take it forward and make improvements.
- It was considered that Mr Keenen had the required leadership qualities to bring all Northumbria police officers and staff on board with his ideas and vision for the force in the future.

- Mr Keenen has a detailed knowledge of the area and he was committed to engaging with local Councils and building greater links and working closer with the area's diverse community.
- Mr Keenen stated his intention for Northumbria Police to become more involved in regional and national work as he felt that as a large force, it had a lot to contribute. He would ensure his senior command team was able to assist him in this.

The Panel also noted that the report provided by the Independent Member on the recruitment panel confirmed that the recruitment and selection process had complied with the principles of merit, fairness and openness and that the PCC had followed the College of Policing guidance on the recruitment and selection of Chief Officers and acted in accordance with the spirit of this guidance.

RESOLVED - That the PCC be recommended to proceed with the appointment of Winton Keenen to the post of Chief Constable of Northumbria Police on the terms and conditions set out in the report submitted to the Panel.

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## NORTHUMBRIA POLICE AND CRIME PANEL

26 March 2018

### PRESENT:

<b>Gateshead Council</b>	Councillors A Douglas and J McClurey
<b>Newcastle City Council</b>	Councillor A Ainsley
<b>North Tyneside</b>	Councillor C Burdis
<b>Northumberland County Council</b>	Councillor S Davey
<b>South Tyneside Council</b>	Councillors G Kilgour and J Welsh
<b>Sunderland City Council</b>	Councillors M Mordey and H Trueman
<b>Independent Co-opted Member</b>	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)
R Durham	- Interim Chief of Staff
M Tait	- Chief Finance Officer
G Noble	- Northumbria Police

#### Gateshead Council

D Hill	- Legal and Democratic Services
B Wilson	- Democratic Services

**APOLOGIES:** Councillors N Kemp (Newcastle City Council), T Mulvenna (North Tyneside Council), J Riddle (Northumberland County Council) and Mrs J Guy

### 54. MINUTES

RESOLVED - That the minutes of the last meeting held on 5 February 2018 be approved as a correct record.

### 55. FEEDBACK FROM NATIONAL AND REGIONAL EVENTS

- (i) Further to Minute 33 – 2017/18, the first meeting to discuss the arrangements for the establishment of the Special Interest Group for Police

and Crime Panels within the Local Government Association (LGA) is to be held on 19 April 2018 in the LGA offices, London.

- (ii) The Local Government Association modern day slavery regional event had recently been held in Newcastle and it had been well attended by staff from local authorities, police and other agencies.

- RESOLVED –
- (i) That the information be noted.
  - (ii) That Councillor J Welsh represent the Panel on the Special Interest Group and further reports be submitted as appropriate.

## **56. THEMED REPORT – OVERVIEW OF POLICE RECORDED CRIME**

Further to minute 43 – 2017/18, Temporary Assistant Chief Constable G Noble provided an overview of the methodology used to measure levels of crime, the current levels of police recorded crime within the force area and how the force was responding strategically and operationally to changes in crime against the background of significant financial challenges.

The Crime Survey for England, for the 12 months to September 2017, reported that crime, excluding fraud and computer misuse offences, had reduced by 6% compared to the previous year. In contrast, police recorded crime increased by 14% in the same period.

Following an assessment, the statistics based on police recorded crime data were found not to meet the required standard for designation as national statistics by the UK Statistics Authority in 2014. Since then, there has been a major inspection programme by Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services of police practices for the recording of crime.

Total recorded crime within Northumbria has increased by 109% since 2014 with increases across all local authority areas and in all major crime types. The increases are largely attributable to improvements in crime recording practices and increased confidence of victims to report crimes because, whilst the number of recorded crimes had increased, the total number of incidents reported to the force had remained at similar levels over the last few years.

The force had undertaken significant work to improve standards of crime recording under the four broad themes of leadership, process change, training and improved quality assurance and rectification as outlined.

Some offence types have been influenced to a lesser extent by the improvements in crime recording standards, therefore, a proportion of the recent increases in crime were likely to be actual increases and/or an increase in reporting due to improved confidence to report. There had also been changes in crime. There have been significant increases in harassment offences, including stalking. The impact of social media and emergence of cyber related crime had been significant on both recorded crime and police demand. Recorded rape and other sexual offences were at their highest level since the national crime recording standards were introduced in 2002. Child sexual exploitation was an increasingly high profile issue and modern

day slavery and human trafficking had also been identified by the force as a key area of business.

Northumbria Police continued to be recognised in the public satisfaction surveys as a service which upheld high standards and delivered outstanding service. However, the last eight years have seen unprecedented cuts to funding by the Government with the force being required to make £135.6m of cuts and efficiencies. Police officer levels have reduced by 21% (898 officers) and police staff by 36% (926 officers). The force received over 800,000 calls for service per year leading to the creation of 450,000 incidents.

Over the past five years, the force had made significant improvements in terms of efficiency with the introduction of a force improvement team and programme of change. Examples of the strategic and operational response were outlined. The recorded crime by local authority area for 2014 to 2017 was also provided.

The Panel raised the following issues:-

It was asked if the data could show the actual increase in crime and not the increases relating to the crime recording standards. It was replied that although it would be difficult to quantify this it was estimated that there had been a 2-3% actual increase in crime as a whole in discrete crime types.

It was asked how the police record the complex nature of crime and whether crimes recorded under Operation Sanctuary, etc were recorded as individual crimes or multiple crimes. It was replied that there were a number of categories and types of crime but each crime was recorded individually and then pulled together to show how complex the operation was.

It was commented that it may depend on how a crime was reported as to how the police record it. Also, a spate of crime reports on one issue can greatly affect the crime figures. It was replied that the police when recording a crime have to capture the perception of the victim. This was more challenging for the police but they try to get a positive outcome.

It was suggested that the crime statistics should include the numbers of crime per 1,000 population for each local authority to help people understand them. It was replied that the crime figures as suggested were available and used both locally and nationally.

The PCC reported that she had sent the report that there had been actual increases in crime in certain categories to the Home Secretary as the Home Office considered that crime was reducing. Any reply received will be reported to the Panel.

It was asked if there was a measure that showed what was reported, the crimes recorded and the conviction rates. It was replied that these figures could be provided together with the different crime types.

If several witnesses of a crime all report it, was it recorded as a single crime or multiple crimes. If the police were confident that all reports were the same incident then one crime would be recorded. If not, more than one crime would be recorded. This would then be verified by the crime recording audit. Each reported crime was considered on its merits.

It was reported that Councillors receive a lot of local crime information from their neighbourhood team and they were very grateful for this. Given that the force had received the largest percentage reduction in funding in the country and it had the lowest precept, the force was doing well within these constraints to maintain its high levels of public satisfaction.

It was asked if the crime survey figures could be split into the categories of crime used in the police recorded crime. This would need to be investigated.

As there had been a reduction in the number of police officers, it was asked whether there had been an increase in overtime. It was replied that overtime levels had also been reduced and it was only used in specific situations and it was closely monitored.

It was asked if there were any theories as to why crime had increased and if it was because people could not afford to live. It was replied that it was difficult to make direct correlations between crime and the times of austerity.

It was commented that the local authorities and the police needed to work closely together to give support in the current financial constraints. The police were looking to work with its partner organisation to continue to make the Northumbria area one of the safest areas to live and work.

RESOLVED - That the presentation be noted.

**57. DATE AND TIME OF NEXT MEETING**

Tuesday, 24 April 2018 at 2.00pm



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

# **Northumbria Police & Crime Panel Report**

**April 2018**

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

### 1.1 Commissioning Intentions 2018-19

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

Funding is provided on an annual basis by the Ministry of Justice (MoJ) to support work with victims of crime and their families. I receive this allocation based on a population formula, which in Northumbria means a grant of £1,679,018, I received notification of this in December 2017 with the expectation that services would be provided from 1st April and all spend complete by 31st March 2019.

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

The main focus of the PCCs grants programme 2018-19 is to support the Police and Crime Plan objectives 'putting victims first', 'reducing ASB' and 'building community confidence'.

**Victims First Northumbria** - £777,391 has been awarded to the charity Victims First, which has completely revitalised the victim referral process and service for victims of crime in Northumbria. Victims First Northumbria enable victims of crime and their family to cope and recover from the impact of crime.

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

- Initial emotional and practical support including signposting
- More detailed/longer term emotional and practical support including restorative justice and support through-out a court process
- Support and referral to existing specialist services that can help a victim cope and recover
- Referrals to victim services commissioned by the Police and Crime Commissioner.

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

My assessment for the 2018-19 year builds on our understanding of services, demand and need since 2015 and is based upon Northumbria wide and local strategic assessments identifying levels of crime, new and emerging crimes, issues facing our area where victim needs may arise and also local research and consultation with victims groups, community safety partnerships and service providers.

The key priority victims groups remain the same this year as last year with the addition of “victims with other vulnerabilities”; updating the areas that we are seeking to support in line with the changing needs of victims and our understanding of local service provision. The priority victim groups are detailed below.

#### 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

#### 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

#### 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 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

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

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

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

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

<b>Organisation</b>	<b>Project/service</b>	<b>Award</b>
Victim Support Gateshead and Newcastle, Wearside Women in Need, Impact Family Services, Harbour, NDAS	Domestic Violence Support and Advice (DVSA) car in all local authority areas - strengthening support at the point of crisis and beyond. The Police Transformation Fund is providing a contribution towards these costs.	£180,000 (indicative)
Northumbria consortia of local authorities	Health Domestic Abuse Advocates - health based early identification, intervention and support for victims of domestic abuse.	£99,997
Rape Crisis	To enable women survivors to receive specialised ISVA, practical and emotional support to cope and recover from the impact sexual violence, recent or historic, across a wide geographical location.	£97,412
The Angelou Centre	Specialist support across Northumbria for BME and refugee women, children (5-16 years) and young victims (under 5's). Forced marriage, honour based violence, domestic slavery, sexual exploitation, trafficking and FGM.	£73,108

<b>Organisation</b>	<b>Project/service</b>	<b>Award</b>
Northumberland Domestic Abuse Service	Support through a whole family approach to victims of domestic abuse	£73,000
Barnardo's Circles 2	Wrap around support for women and their children experiencing domestic abuse.	£65,000
Oasis Aquila Housing	Increased provision of Domestic abuse and sexual violence support service for male and females victims aged 18+. Offering 1 to 1 support, group work and parent and child sessions.	£48,875
Women's Health in South Tyneside	Supporting female victims of domestic abuse to flee violence through delivering of the 'Freedom Programme' and other counselling and support to a wider range of victims.	£40,578
Sunderland Counselling Service	Specialist counselling for male and female victims of sexual violence	£44,901
Changing lives	Provision of vital support to survivors of Sexual Exploitation by individuals or organised gangs in support of Operation Sanctuary.	£40,000
Cygnus Support	Provision of a responsive counselling and psycho-education programme for victims of domestic abuse, supporting females and young people (+14).	£32,022
Newcastle Women's Aid	Provision of the Domestic Abuse Flexible Support Service to females affected by domestic abuse.	£31,356
Community Counselling Co-operative	Community based therapeutic support for male victims of domestic abuse and sexual violence.	£25,015
Tyneside Women's Health	1 to 1 and group work support for women who have experienced domestic abuse. Delivering 'Undergoing the Danger of Domestic Abuse' course to help women understand the impact of domestic abuse on their mental health.	£22,052
Gateshead Council	Provision of Adult Sexual Exploitation Training	£11,000

### **Victims under 18**

<b>Organisation</b>	<b>Project/service</b>	<b>Award</b>
Someone Cares	Supporting both male and female young victims of crime primarily victims of abuse.	£65,569
Children North East	Specialist emotional and practical support for young victims of crime aged 11 to 25 year olds who are vulnerable, at risk or who have been	£55,681

<b>Organisation</b>	<b>Project/service</b>	<b>Award</b>
	victims of crime.	
Children's Society	Supporting the emotional wellbeing needs of children (male and female) victims of child sexual abuse and exploitation through one to one mentoring.	£55,983
West End Women and Girls	Teenage Domestic Abuse Peer Educators – specialist tailored support for young victims (11-25yrs).	£54,647
Northumbria consortia of Local Authorities	Support for both victims and young offenders who experience/perpetrate adolescent to parent violence and abuse (APVA)	£50,000
Streetwise North	Offering counselling support to young victims of crime.	£48,657
Cygnus Support	Provision of a young person's counselling service in Northumberland	£21,974
Newcastle United Foundation	Support for the Onside Project that delivers an education programme to children in schools to combat hate crime and tackle discrimination.	£20,000
Bright Futures	Provision of assertive outreach detached youth work in areas identified as areas where young women are vulnerable and at risk to exploitation providing opportunities for young women take part in informal education sessions and positive social activities.	£9,749

### **Victims of hate crime**

<b>Organisation</b>	<b>Project/service</b>	<b>Award</b>
Advocacy Centre North	Rights based advocacy support and emotional support to both repeat and new victims of all hate crime. Open to all age groups.	£49,954
LGBT Federation	Help and support for LGBT victims of hate crime	£3,000
Sunderland People First	Provision of training to support groups in relation to hate/mate crime	£2,000

### **Victims with mental health needs**

<b>Organisation</b>	<b>Project/service</b>	<b>Award</b>
Tyneside and Northumberland MIND	Specialist emotional and practical support for victims and witnesses of crime with complex mental health needs.	£80,494

### Victims with Other vulnerabilities

Organisation	Project/service	Award
Newcastle Safe Haven	To support the delivery of the Safe Haven that provides a safe place for vulnerable people in the city centre on a weekend.	£60,000
Newcastle Law Centre	Legal advice and guidance for vulnerable victims of crime working with Victims First Northumbria.	£40,350
Changing Lives	Support for Victims of modern slavery in North Tyneside and Northumberland	£30,000
Age Concern South Tyneside	Support for older victims of cybercrime and online fraud.	£11,000
Street Pastors Sunderland	To help in the provision of the Street Pastor Scheme in Sunderland and support towards a safe place where individuals who they come in contact with can be taken to receive help and support.	£8,000

**Anti-Social Behaviour Volunteer Network** - In 2014-15 North Tyneside Council was financially supported to launch their 'volunteer victim support group' to support victims of anti-social behaviour to cope and recover following an incident or sustained attacks. The project proved successful with a high demand for the service and 16 ASB Volunteers fully trained to support those in need. In 2016-17 I supported all areas to introduce similar schemes to strengthen the support available for victims of ASB and as last year, to ensure that this support continues at a local level, a grant of £5,000 has been awarded this year to each of the five local authorities that have taken part in the scheme. Unfortunately Northumberland is unable to continue with the project.

**Monitoring and evaluation** - All grants have been provided with the agreement that output and outcome monitoring information will be provided quarterly with regular 'grant surgeries' to discuss performance and practical delivery to ensure the work delivered through the grant meets expectations. A summary impact of the OPCC grants programme will be reported in my Annual Report 2018-19.

**Future funding** - I will continue to provide funding in this way whilst receiving year on year funding from the MoJ. This approach makes it difficult to move forward and plan over the longer term therefore with other PCCs I am pressing the government via the Association of Police and Crime Commissioners for a more sustainable solution to victims funding.

## 1.2 Commissioners Community Fund

The Commissioners Community Fund provides funding for local groups to develop solutions to local policing and community safety issues in their area. Grants of up to £2,000 are available to charities, voluntary groups, community groups and social enterprises that can clearly demonstrate how their local intervention would help to deliver against the Police and Crime Plan and tackle ASB, build community confidence or prevent crime.

The fund will be launched on 23<sup>rd</sup> April and will close on 21<sup>st</sup> May 2018. As in 2017-18 Community Safety Partnerships (CSPs) will be asked to assist us with the assessment process for applications relevant to their area, as CSPs are well placed in their locality to understand the grass root projects and concerns that neighbourhoods face. Local Neighbourhood Inspectors from Northumbria Police will also provide an assessment of the projects to help ensure supported projects maximise delivery of the Police and Crime Plan 2017-21.

The work that the successful groups do in the communities of Northumbria to support the priorities in the Police and Crime Plan is invaluable. The plan followed extensive consultation with the communities and neighbourhoods in the force area and local communities are therefore involved in helping to design solutions to tackle the issues that are important to them.

Previously we have been impressed by the creativity and appetite from local communities who want to work to deliver change in their local area, this has meant that approximately 70% of the groups applying for funding receive some level of grant. By helping these groups and projects it further supports the Police and Crime Plan providing crucial assistance to the work being carried out by Northumbria Police.

Further information about how to apply and grants and awards can be viewed on the PCC website – [www.northumbria-pcc.gov.uk](http://www.northumbria-pcc.gov.uk).

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

### **2.1 Northumbria Local Criminal Justice Board (LCJB)**

The LCJB brings together the key partners and senior representatives of criminal justice agencies operating within Northumbria, allowing for collaboration and partnership working. Northumbria LCJB is responsible and accountable for the service provided to victims and witnesses, the delivery of the CJS targets in this area, improvements in the delivery of justice and securing public confidence.

Recently the Northumbria Criminal Justice Board reconstituted itself in accordance with the draft protocol issued late last year by the Ministry of Justice. The draft protocol, influenced by a joint inspection of local criminal justice partnerships by HMIC, recommended the creation of a local operating framework (LOF) “that enables local criminal justice agencies to work together more effectively, with the freedom to organise in ways that reflect local circumstances and local and national priorities.” (HMIC, HMCPsI and HMI Probation, 2015).

As PCC I have become the Chair, with a representative of HMCTS as the deputy and the Board agreed a vision statement as follows:

*“The Police Reform and Social Responsibility Act 2011 placed a duty on Police and Crime Commissioners and other criminal justice agencies (Chief Constable, CPS, HMCTS, Prisons, YOTs, CRC,) to work together to provide an efficient and effective local criminal justice system.*

*In Northumbria we will fulfil that duty by working together and with other partners as a Local Criminal Justice Board in a spirit of collaboration to ensure the whole system delivers optimally for local people.*

*Our priorities are strong support for victims and witnesses, fair, just and effective progression of cases and the apprehension, punishment and rehabilitation of offenders, and promotion of joint work that reduces people entering the criminal justice system.*

*Apart from local focus we will engage nationally to shape debate and influence decision making.*

*Our success will be a safe community confident in its criminal justice system as a foundation for wellbeing”.*

Members of the Board, alongside myself, include representatives from a number of organisations; Northumbria Police, Crown Prosecution Service, Her Majesty’s Courts and Tribunal Service, National Probation Service, Community Rehabilitation Company, Youth Offending Teams, HMP Northumberland, Victims First Northumbria and the Legal Aid Agency.

The senior presiding judge and the President of the Queen’s Bench division attend the National Criminal Justice Board as observers and the MOJ protocol encourages local judiciary to take the same role in their local boards. To this end I have written to key members of the judiciary inviting them to attend the board as an observer as their presence and contribution will be invaluable in achieving the ambition of the Board.

Sub groups have been reviewed and will take direction from the board as a whole and report back on their activities. Sub groups to support this work are Victims and witnesses, Prevention and Rehabilitation, Performance, Public Confidence. The Board also agreed to appoint a Business Manager who will be accountable to the Chair and who will work to establish the LCJB as a Northumbria-focused entity, working to optimize criminal justice delivery, victim and witness support, crime prevention and community safety for local people. The Business Manager will also develop a Strategic Business Plan (SBP) to be structured around the four key pillars of the LCJB vision:

- Victims and witnesses
- Prevention and rehabilitation
- Performance
- Public confidence

## **2.2 Modern Slavery Partnership Event**

Working together with Northumbria Police and Durham PCC and constabulary I have recently been successful in securing funding from the Home Office Police Transformation Fund to host a modern slavery event aiming to engage partner agencies to better understand and tackle this emerging crime across the North East.

The event is scheduled to be held on 18<sup>th</sup> October at a central venue in Newcastle and will bring together organisations across the public, private, voluntary and community sectors. All Community Safety Partnership Chairs will be invited as well as key leads from adult safeguarding. There will be a range of national as well as local experts presenting on the subject with an opportunity via breakout sessions to explore in more detail what can and should be done by working together to identify modern slavery and keep vulnerable people safe.

### **2.3 Police Transformation Fund – ‘Whole System Approach to Domestic Abuse’**

Northumbria OPCC and Northumbria Police submitted an application to the Home Office Police Transformation Fund for the ‘whole system approach to domestic abuse’ project in January 2016 for what would be a 3 year period. The Home Office initially approved year 1 funding for the financial year 2016/17; work commenced and was completed in line with year 1 project plans. Year 2 (2017/18) and 3 (2018/19) funding approval was delayed by the Home Office, due to the general election and Brexit but was received in September 2017 which meant a total award of £7,501,185.

The vision of ‘a whole system approach’ is to transform domestic abuse services by giving police, partner agencies and victims the ability to truly deliver lasting change and provide a template for all forces and partnerships to deliver on.

This is a 6 force regional project, led by Northumbria working with Cleveland, Durham, West Yorkshire, North Yorkshire and Humberside. Focus throughout is on;

1. Prevention and education
2. Early intervention
3. Effective engagement with victims
4. Meaningful consequences for perpetrators

The overall outcomes and benefits we aim to achieve as a result of this project are:

- Increases in coercive control convictions
- Effective information sharing between criminal and family courts
- Effective and lasting support for Domestic Abuse (DA) victims with complex needs
- Effective multi-agency offender management

At the time of submitting the bid, South Yorkshire were invited to participate but were unable to commit at that time. The delay in confirmation of funding for years 2/3 presented an opportunity to expand the number of forces involved in the project and as a consequence Cumbria Constabulary and South Yorkshire Police have now joined the project and are delivered alongside the other 6 forces in a number of areas making the collaboration across 8 forces in all. This project has also provided the opportunity for the development of a new Violence against Women and Girls Strategy that will include all the forces working on the project expanding our current strategy from a regional strategy to a north of England strategy.

The three work streams are in place across all 6 forces and progress is monitored by the Project Team. Information below provides members with the work taking place in Northumbria specifically.

### **Theme 1 – Effective Working within the Criminal Justice System**

- A coercive control training programme which was already delivered in Northumbria ahead of the project is being embedded with other training deliveries, such as that given to new recruits ensuring sustained learning.
- Peak time partnership DVSA (domestic violence support and advice) response cars – already delivered and embedded as daily business within Northumbria (prior to the project, funding was provided by the PCC).
- Domestic abuse and CJS liaison workers – one worker in each area command is now in place and builds on the previous DVSA Advisor role within Northumbria Police providing support and advice to officers working with Domestic Abuse incidents ensuring effective safeguarding and support for applications for Domestic Violence Protection Orders and Notices. Prior to the project, this role was successful in Newcastle and Gateshead and the role has also evolved to provide enhanced services such as involvement in the MATAAC.
- An independent Domestic Abuse Scrutiny Panel, 2 panels have taken place to date; one focused on ‘outcome 16’ cases where a victim declined to support prosecution and the other looking at a range of cases covering all levels of risk.
- Accreditation for domestic abuse case work to ensure a consistent approach is evolving and this element of the project is currently with Northumbria Police Learning and Development who are designing a product for embedding within frontline officers’ performance appraisals.

### **Theme 2 – Partnership work with Civil and Family Courts**

This theme of work was developed after looking at offences of coercive control and listening to feedback from victims of domestic abuse. Where couples have separated and the domestic abuse victim has left the abusive situation, family proceedings will often follow in relation to child contact hearings. At these hearings, perpetrators often act as litigant in person and cross examine and further verbally and mentally abuse and sometimes intimidate their ex partners throughout the proceedings. Also in order for the family court to make informed decisions about child contact arrangements which are best for the children, the court need to have information about any domestic abuse allegations in relation to the perpetrator. More work needs to be done here to better protect DA victims and ensure decision made by family courts about child contact arrangements to ensure children are protected, are done so with all relevant DA history being available and taken into account by the court.

In order to address the above and make this process as easy as possible for the DA victim and get the best outcome for families, theme 2 of this project will look at:

- Corporacy and consistency across the region in the police disclosure process for obtaining previous DA history of perpetrators to provide to family court.

- Ongoing development of family proceedings and domestic abuse self-help material and on-line resources including:
  - a leaflet developed working with family solicitors, domestic abuse victims and support services
  - A dedicated website is in the final stages of construction and it is hoped that this will be online in a similar time frame.
- Domestic abuse, civil and family proceedings training for key police personnel to train police officers to be able to better help victims of domestic abuse in signposting them to civil remedies where available and also ensure police understand their own powers in relation to enforcing existing civil orders in place.
- Child and Family court liaison officers – this is a new role, and it is hoped that the team will begin their work the week commencing 14<sup>th</sup> May. This role will work with a consultation group of key stakeholders to identify system inefficiencies between police and family court in relation to both information disclosure and victim and family safeguarding and develop solutions for the best outcome for victims and children.

### **Theme 3 – Multi-Agency Victim Support and Perpetrator/Offender Management**

- Development of vulnerable adult and children MASH's (multi-agency safeguarding hubs) in each local authority area – MASH's are now embedded within the 6 local authorities across the force.
- MATAC (multi-agency tasking and coordination) across the region to identify and target the most harmful and serial domestic abuse perpetrators in order to prevent and reduce reoffending through a range of approaches from education, prevention, diversion and enforcement. MATAC has been running for 24 months and can now be considered part of Northumbria's business as usual. Anecdotally, the original evaluation of the MATAC included a Social Return on Investment Study, which estimated that for every £1 spent, this process saved police, partners and local authorities £14 in efficiencies. .
- Voluntary Domestic Abuse Perpetrator Programmes (DAPPS) in each local authority area – locally, following a procurement process Barnardo's Impact Family Services who have been delivering these voluntary programmes since January 2018.

Additional work is also ongoing in relation to the perpetrator management aspect of the project. At the request of the Police Reform and Transformation Board (on behalf of the Home Office), we are taking the MATAC and DAPPS element of this project and working with 2 other Home Office PTF funded perpetrator management pilots; 'DRIVE' led by Safe Lives and RESPECT and 'Early Intervention Response' led by Women's Aid with RESPECT. We are seeking to share learning and consider a joint evaluation of their 2 projects alongside the MATAC and perpetrator management elements of our project. The aim is to seek to achieve a model for an overarching national approach to tackling domestic abuse perpetrator management.

## 2.4 VAWG Transformation Fund

The VAWG Transformation Fund is a 3 year programme of funding from April 2017 to March 2020. Whilst there were some initial delays in receiving notification of funding, each of the 4 projects included in the building capability project are progressing well including:

1. **The Northumbria DAPS Project** – This aims to support the development and area-wide delivery of accredited multi-agency training on domestic abuse including ‘Basic Awareness’ training, ‘Ask And Act’ training, ‘Trusted Professional’ training and specialist training for staff employed in local refuge and outreach services.

The project is supported by a specialist Training Development Worker and a steering group made up of local practitioners and subject matter experts with representatives from Local Authorities. Together they have piloted the first, ‘Basic Awareness’ training package and developed an associated ‘Training the Trainer’ package. They have also begun work on training accreditation and on developing the second level ‘Ask & Act’ training which aims to enhance professional capability in relation to facilitating and handling disclosures.

2. **The Sexual Violence Complainant Advocate Project** – This aims to test the concept of an assertive ‘sexual violence complainant advocate’ and assess the impact on increasing the level and type of support received by rape and sexual assault complainants engaging with the criminal justice system.

The project has commissioned an interim service, which has offered feedback on a number of key points where sexual violence complainants are likely to experience difficulties. These include the need for an advocate who can support attendance at both ABE interviews and trial proceedings, who can moderate the use of ‘Stafford statements’ which obtain a complainant’s (often uninformed and blanket) consent to disclosure, and who can challenge late (and often un-challenged) Section 41 applications that explore and expose the complainant’s sexual history in court. These findings have informed the development of a new model of complainant advocacy utilising legally qualified practitioners which will go live in the late spring.

3. **The Diversion Support Worker Project** – in April 2017 members were informed about the Out of Court Disposals Project looking at the emerging national context and the internal use of OOC. Nationally the current adult OOC framework is widely considered confusing and, following national pilots, a new simplified two tier framework is proposed. This would dispense with four of the current six disposal outcomes (eg, simple caution) and retain only conditional caution and community resolution outcomes, both of which include meaningful conditions, either rehabilitative or restorative, which the offender must comply with. The review identified a range of interventions that can address behaviours and be used with the conditional caution providing a swift, robust and effective response to lower level crime and requiring the

offender to comply with rehabilitative and/or restorative interventions which may not be available to them, on the grounds that their offending is less serious, via the court. Funding from the Home Office is being used to deliver an assessment of offending related needs and motivational intervention for female offenders at the hubs in each Local Authority area run by Northumbria CRC. In recognising that a significant proportion of female offenders have experienced domestic abuse and the important role of the justice system in addressing the complex needs of female offender this out of court disposal system for low level women offenders will be able to identify and address the commonly found experience of domestic or other abuse within offenders and offer support and advice.

Training has been delivered across Northumbria Police to assist officers to identify women offenders that are eligible and may benefit from this approach and issue out of court disposals. A positive picture is emerging for police referrals and service outcomes. By the end of Quarter 3, for example, the specialist provider had reported on 47 referral outcomes, with 35 women (74%) successfully complying with the requirements of the conditional caution, of which 18 (51%) had been referred on for further work, specialist support and/or treatment programmes including support to escape domestic abuse.

- 4. The Cyber Stalking & Harassment Pilot** – This aims to support the development of effective police investigations and specialist support for local victims of cyber-related stalking and harassment.

Working together since January the team (including a Northumbria Police Detective Inspector, 2 domestic abuse investigators, a digital media investigator and an Independent Domestic Violence Advisor (IDVA) from the voluntary sector. They have already taken full ownership of 12 Domestic Abuse Cyber Stalking and Harassment investigations. Eight of these investigations were completed by mid-March, resulting in 1 conviction for a S2a stalking offence, 3 Stalking With Fear/Serious Alarm charges, 1 Harassment With Fear charge, 1 Domestic Violence Protection Notice (DVPN) and Domestic Violence Protection Order (DVPO) application, 1 caution for Malicious Communications and 1 NFA (deemed appropriate due to victim non-engagement and offender mental health problems). The team were also assisting with 12 similar investigations being handled by front line officers and had referred all 12 victims to the IDVA, with some complainant's only agreeing to engage with the CJS when contact had been made with this specialist support.

## **2.5 Domestic Abuse Health Advocates**

This 3 year project is part-funded through my Supporting Victims Fund and is being delivered by a Northumbria-wide consortia of Clinical Commissioning Groups and Local Authority Domestic Violence Co-ordinators.

Each of the six Local Authority Domestic Abuse services has chosen the approach they wish to take. Newcastle and Sunderland have each opted to recruit a health-based DA advocate to work with local GP services whereas Northumberland, North

Tyneside, South Tyneside and Gateshead have opted to place their advocates in local hospital settings. All of the advocates are required to:

- provide health staff with expert training on DA
- provide short-term support and information (especially safety planning) to victims of domestic abuse presenting at hospital services or at local GP services
- link victims (and their families) to longer-term community-based support

Overseen by a steering group chaired by the OPCC, the project is monitored on a quarterly basis. Up to the end of December 2017 the following has been achieved:

Hospital based DA Advocates - advocates have been recruited for all 3 hospitals (Gateshead, South Tyneside & Northumberland/North Tyneside). Referral pathways have been developed in all areas, as have public information resources, and staff training is progressing well. Referral numbers have varied, due to differences in commencement date, but are felt to be satisfactory:

- Gateshead: 47 A&E attendances related to DA, leading to 16 referrals to Multi-Agency Risk Assessment Conference (MARAC)/IDVA services and 18 referrals to a MASH
- Northumberland/North Tyneside: 20 A&E attendances related to DA, leading to 19 referrals to MARAC/IDVA services
- South Tyneside: from A&E attendances 18 referrals were made to support services (further monitoring data to be supplied in April 2018).

GP Based DA Advocates - advocates have been recruited in both Sunderland and Newcastle, with the former now working with 12 GP practices and the latter working with 6 practices with a further 4 in the pipeline. A great deal of preparatory work has been undertaken to support the launch of this work including:

- The recruitment of interested GP practices
- The production of a 'routine enquiry' training film for GPs
- The production of a 2 hr training programme for clinical and non-clinical staff
- The establishment of referrals pathways/mechanisms
- The creation of clear reporting/recording systems
- These projects also undertook a clinical staff survey prior to the commencement of training which highlighted a lack of understanding of local DA resources, concerns about asking/responding to DA effectively and concerns about the possible impact on GP time.
- Contact with practices has also established that APV (Adolescent to Parent Violence) referrals may be received alongside DA referrals, with the Newcastle Advocate also identifying an unmet training need in relation to Honour Based Abuse and Forced Marriage.
- The DA training for staff in the nominated practices has now taken place and referrals commenced early this year.

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

### **3.1 Joint Diversity and Equality Monitoring Report and Equality Objectives**

The Equality Act 2010 legally protects people from discrimination in the workplace and in wider society. The Act places a statutory responsibility myself as PCC and Northumbria Police to have 'due regard' for the need to:

- Eliminate discrimination, harassment and victimisation and any other conduct prohibited by the Act.
- Ensure equal opportunities between people who have a protected characteristic and those who do not.
- Foster good relations between people who have a protected characteristic and those who do not.

Equality objectives are jointly agreed between myself and Northumbria Police. These objectives are reviewed annually to ensure they remain fit for purpose and reflective of the needs of the communities served and an annual monitoring report provides an update on the progress made against the equality objectives.

In March 2018 my office alongside Northumbria Police produced the Joint Equality and Diversity Annual Monitoring Report which articulates our commitment to providing a service to our community that promotes equality and embraces diversity by providing a fair service to those we serve. The report is available to view on my website.

The annual review of Equality objectives has taken place and whilst the previously agreed objectives remain current they have been revised to reflect a new focus. The equality objectives for 2018/19 are therefore:

- We will provide services to our communities which embrace diversity – providing fair and responsive services to the communities we serve
- We will seek to have a workforce that is representative of the communities we serve, provide an inclusive working environment and ensure all staff have similar opportunities to develop their potential
- We will continuously review our efforts through targeted intelligence gathering and analysis to promote a culture of continuous improvement to deliver better services to our communities
- We will ensure a coherent vision of equality which sits within the wider business framework and is shared and owned by us, our leaders, our workforce and partners.

The objectives are influenced by a wide range of factors including the legal requirements of the Equality Act 2010, recent guidance from the National Police Chiefs Council and the College of Policing to create a culture in which inclusivity underpins all activity, and staff and public views gathered via regular surveys such as the Annual Staff Survey, Victims Satisfaction Survey and Safer Communities Survey.

Delivery of the objectives is through a Force Equality Delivery Plan produced every year and scrutiny is provided by the Equality Board which drives the development

and delivery of this plan. The Equality Board is chaired by the Assistant Chief Constable and members include representatives from my office, Area Commands, Heads of Departments, Staff Associations and Trade Unions.

### **3.2 Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) Effectiveness 2017 Report**

In this inspection HMICFRS analysed the Effectiveness of Northumbria Police, this is part of the PEEL Inspection 2017 and assesses how Northumbria Police carries out responsibilities including cutting crime, protecting the vulnerable, tackling anti-social behaviour, and dealing with emergencies and other calls for service.

In 2017 HMICFRS adopted an interim risk-based approach to inspection allowing them to focus more closely on areas of policing where risk to the public is most acute. Under this approach, not all forces are assessed against every part of the PEEL effectiveness programme every year.

Overall, Northumbria Police's effectiveness was judged as GOOD and they were assessed against the following areas in 2017:

- Investigating crime and reducing re-offending - GOOD
- Protecting vulnerable people – REQUIRES IMPROVEMENT
- Specialist capabilities – NO GRADING IS GIVEN

Judgments from 2016 remain in place for areas not re-inspected in 2017:

- Preventing crime and tackling anti-social behaviour – GOOD
- Tackling serious and organised crime – GOOD

HMICFRS report that Northumbria Police is good at keeping people safe and reducing crime. Since the last effectiveness inspection in 2016, HMICFRS is pleased to see that improvements have been made in some of the areas highlighted in the subsequent report. However, HMICFRS believe that the force's approach to protecting vulnerable people has deteriorated and it should take steps to address this.

HMICFRS report that Northumbria Police investigations are generally conducted to an acceptable standard, particularly in more serious and complex cases. The force has improved its processes for examining digital devices to support investigations, and has reduced the timescales for new examinations to be completed. The force has a good understanding of how to manage incidents that involve concerns relating to the mental health of victims, witnesses and offenders and has good partnership arrangements in place to support vulnerable victims.

As I am charged with close scrutiny of Northumbria Police I don't agree on this occasion with HMICFRS's assessment that Northumbria Police, in one aspect, should be classed as 'needing improvement'. Northumbria Police is good at protecting the vulnerable and I hear praise for that almost every day from members of the public. Although they are modest about their achievements, they accept that there is always room to get even better. I want to make clear that my own

experiences of the Force are not in line with those of HMICFRS. However, whilst I have queried this assertion, I will, of course, continue to work with the Chief Constable to address all concerns.

The report identified six areas for improvement, listed below. From these, a clear theme emerges around consistency. While the inspection highlights that good standards are being achieved, it states there are areas where this level is not being met all of the time.

1. The force should ensure that all investigations are completed to a consistently good standard and that victims receive regular, meaningful contact.
2. The force should improve its IOM programme by adopting clear and consistent methods to select offenders. There should be clear measures of success, which enable the force to evaluate how effectively it is protecting the public from prolific and harmful offenders.
3. The force should improve its initial assessment and response to incidents involving vulnerable people by ensuring that call handlers understand and apply the THRIVE decision-making model consistently.
4. The force should ensure that crimes which involve vulnerable people are allocated promptly to investigators with the appropriate skills, accreditation and support to conduct the investigation to a good standard.
5. The force should improve its initial investigation of cases involving vulnerable victims by giving responding officers photographic and/or video-recording equipment to show evidence of injuries and crime scenes.
6. The force should take steps to understand the reasons why a high proportion of crimes related to domestic abuse fall into the category 'Evidential difficulties; victim does not support police action', and ensure that it is pursuing justice on behalf of victims of domestic abuse.

Since the inspection in October last year, significant progress has already been made to address this with additional training and new processes in place. The Safeguarding Department is now also working towards a new model, developed shortly prior to the inspection, with additional members recruited to the team, and more on their way. The scope of offences dealt with by this specialist unit has also been widened to further make sure vulnerable victims receive the best service possible.

Nationally in respect of Effectiveness, HMICFRS made four recommendations relating to neighbourhood policing, shortage of investigators, peer review and use of bail:

1. By October 2018, all forces should review their own approach to neighbourhood policing to check whether the service they provide to local communities meets these guidelines. As soon as possible, they should make any changes they need to implement the guidelines.
2. By September 2018, all forces with a shortage in qualified detectives and/or other investigators should develop an action plan. The plan should set out in detail what the force will do to address the shortage in the short, medium and long term. It should be in line with the national plan to develop investigative capacity and capability that all chief constables in England and Wales have agreed.

3. The College of Policing, working with the NPCC leads, should develop an approach to peer review. This approach should support forces to work with each other to improve how they identify, respond to and keep safe vulnerable victims. The infrastructure to support peer reviews should be in place by September 2018 with the first reviews taking place by January 2019.
4. By September 2018, all forces should review how they are implementing changes to pre-charge police bail, working with the National Police Chiefs' Council lead. The review should include an assessment of how far vulnerable people are being affected by these changes. As soon as possible, forces should then put into effect any necessary changes to make sure they are using bail effectively, and in particular that vulnerable victims get the protection that bail conditions can give them.

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

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

### **4.1 Social media - a new world of engagement.**

Part of my role as Police and Crime Commissioner is to ensure that Government Ministers are aware of the issues facing Northumbria Police. I have traditionally done this in a number of ways. The long standing traditional method of writing to a Minister, I regular do this on issues ranging from funding to dealing with individual constituent concerns. I also sit on national working groups, such as the Victims Panel, which is chaired by Justice Minister, Phillip Lee MP, I ensure he knows the importance of providing good local services and the value of Victims First Northumbria locally. I believe having Ministerial dialogue opens up a relationship between our region and Whitehall that keeps our force at an influential level and ensures we have access to Ministers - though we may feel they do not always listen, they are certainly made aware of what is going on in Northumbria.

Social media phenomenon - staying in touch with local residents is important - social media is a popular way of achieving this. My work Twitter account has over seven thousand followers and a similar number following my personal account. To give you an example of the power of Twitter, this tweet *"In a week when 9 people died of knife crime in London, Amber Rudd announces a new law. You can't prosecute your way out of this. Try properly funding neighbourhood police, youth services, probation bring back EMAs, tackle poverty & unemployment, stop slashing in-work benefits"* was seen by over 330,000 people, and nearly 10,000 people engaged with the Tweet (either liking it, retweeting it). Similarly on Facebook, a comment I made about a statement by former Met Chief Ian Blair reached over 4,000 people. Social media can work wonders in engaging with local residents, by including Ministers accounts, it will also reach them.

## 4.2 Responding to contact

I pride myself on ensuring that members of the public who contact us receive a response, quickly and efficiently. Those who contact my office do so on a range of issues, whether it is to congratulate Northumbria Police, offer advice where something can be done better or asking me to take up a matter. Where possible, my team will respond that day - even if it's just with an initial contact. By law, some cases do not fall under my remit as they are operational and must go to the Chief Constable. When these cases come in to the office, it is important that we are clear in our response, as PCC I cannot interfere in any investigation. There is a clear demarcation that is followed, however once a case is closed and if a constituent still remains concerned, if appropriate, I can raise the matters with Chief Constable so he is aware of them and he can take forward the issues raised in a manner he feels most appropriate.

## 4.3 National Consultations and Inquiries

I continue to respond and provide evidence to government consultations and inquiries to ensure the views of Northumbria are considered at both a national policy and decision-making level. It's important that I continue to influence to bring about change for the benefit of the people of Northumbria. In the last three months I have responded to the following requests for views:

- **Ministry of Justice consultation- Fit for the future: Transforming the Court and Tribunal Estate** - to assist in finalising their future strategy and approach to court and tribunal estate reform in England and Wales.
- **Justice Committee inquiry into the disclosure of evidence in criminal cases** - to investigate disclosure procedures fully to ensure they are fit for purpose and that the steps proposed to address existing issues are sufficient to resolve them. The Committee's findings will feed into the Attorney General's ongoing review.
- **Women and Equalities Committee inquiry into the sexual harassment of women and girls in public places** - to better understand sexual harassment, following the emergence of widespread allegations in the UK and US about sexual assault and harassment across a wide range of sectors. The Committee is interested in how age, ethnicity, sexuality and other characteristics affect women's experiences.
- **Sexual Violence All Party Parliamentary Group (APPG) inquiry into the links between pornography and sexual violence** - to consider the evidence that pornography creates a conducive context for sexual violence, or leads to copycat crimes, referencing current research, and the impact on young people; to understand the challenges of implementing the current regulatory and legal framework, for example the effectiveness of the more recent changes to the law on age verification, and prohibiting the depiction of rape in pornography. To draw conclusions about the effectiveness of the laws and make recommendations.
- **Department for Communities and Local Government consultation on improving access to social housing for victims of domestic abuse** – to look at the existing statutory guidance to ensure that Local Authorities (a) dis-apply any existing residency tests for victims of domestic abuse who have fled

from another area, and (b) give appropriate priority to this group of social housing applicants and (c) use their existing powers to pro-actively support victims who wish to remain in their home.

- **Department for Education consultation on changes to the teaching of sex and relationship education and PSHE** - the update of existing Sex and Relationship Guidance to ensure that schools are adequately supported in their delivery of two new subjects - 'Relationships Education' at primary level and 'Relationships and Sex Education' at secondary level - as well as Personal, Social, Health and Economic Education (PSHE) resources.
- **National Police Chiefs Council: workforce plan for creating a representative police service** - the plan focuses on improving diversity in the workforce, and encouraging the recruitment, retention and progression of people from all communities within the police service. This is a welcome development as the plan is extremely comprehensive and will enable police forces to systematically work towards employing a more diverse workforce and create a working environment where all staff are treated with dignity and respect. The plan also provides a coherent vision for equality which sits within the wider business framework.
- **National Police Chiefs Council: draft Wildlife Crime Strategy 2018 – 2021** - I contributed to the consultation on the NPCC Wildlife Crime Strategy which will help strengthen Northumbria Police's focus and ongoing work to tackle rural crime and protect those who need it from harm. Against a background of reduced public sector budgets Northumbria Police continues to work collaboratively with partners to tackle wildlife crime and have developed effective community engagement and strong partnerships with statutory and non-statutory agencies to reassure rural communities that the police are committed to tackling all forms of wildlife and rural crime.
- **Home Office: Mental Health Demand** - Nick Hurd, the Minister for Policing and the Fire Service undertook a consultation to better understand Chief Constables and PCCs frustration at the increasing amount of police time spent on issues relating to mental health. The Minister has discussed with national policing leads Chief Constable Mark Collins and PCC Matthew Scott, some of the work that many forces have already done to help get a better understanding of scope of demands on them, as well as the potential benefits of a clearer national overview of some of the key challenges for forces. He wants to work with PCCs to address these concerns and is looking for a clearer and more comprehensive evidence base.

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

### **5.1 Hate Crime Victim Satisfaction**

At the Police and crime Panel in January reference was made in the performance report to the decrease from 91.9% to 82.4% in the victims of hate crime whole experience satisfaction measure. Panel Members, at that time, were advised that an internal inspection review report of the forces response to victims would be undertaken. I have since received and scrutinised the findings of this review.

The internal review methodology mirrored that to be used by HMICFRS during 2018 in their thematic inspection on how forces are tackling hate crime. Focus groups were held with 24/7 and Neighbourhood Policing Teams officers and a dip sample of 50 hate crimes from end to end justice covering a range of protected characteristics were reviewed along with analysis of the survey responses of satisfied and dissatisfied hate crime victims.

The review looked at Leadership, People Development, Partnership and Resources, Confidence and Satisfaction and force procedures and processes. A number of areas were identified for improvement including:

- That there was evidence of good harm reduction plans but in some cases plans were not completed,
- There is a need for better understanding of Victims Code of Practice and enhanced entitlements under the code, 11% of victims surveyed who felt they needed support were not offered support from a victim service.
- Better coding, grading and investigation of crimes and incidents
- Crimes being closed when the victim declined to support prosecution, with no consideration given to an evidence led prosecution.

These issues will be addressed in an action plan and an update will be provided to my Scrutiny meeting.

In considering the work of Northumbria police in respect of engagement with community groups, including those with protected characteristics the review found that Northumbria Police is well regarded and has been recognised nationally when the team won the Law Enforcement Upstander Award at the #No2H8 crime Awards 2017 in recognition of their work to improve the reporting of hate crime.

## **5.2 Connecting with our communities**

The priorities of the Police and Crime plan were set by local residents, so it is invaluable that they see how the plan is delivered. One way of doing this is through campaigns - my office work closely with corporate communications in Northumbria Police to put together effective messages to show how the plan is being delivered. This can be at a very local level to address community issues via a leaflet drop or it can be working in partnership with our partners in the fire service, by delivering a joint bonfire campaign. My team are currently working on a summer campaign focusing on anti-social behaviour and domestic abuse - the team are currently developing ideas and I will be meeting with them at the end of the month to discuss the thoughts behind the ideas and linking in with partners to see which designs they think are most effective to take forward.

I'm determined that our work, the Police and Crime plan and our response to how we handle communication from constituents remains the very best. My role is to speak up for Northumbria - however this is done has to be effective and I believe we are delivering a service that does exactly that.

# POLICE & CRIME PLAN ANNUAL PERFORMANCE REPORT

Building Safer Communities and Effective  
Justice

March 2017 - April 2018

## Domestic and Sexual Abuse

### Highlights

- Domestic abuse satisfaction
- Development of new safeguarding model
- Domestic Abuse: A Whole System Approach Project

### Concerns

- Reduction in victims confident to report domestic abuse

## Putting Victims First

### Highlights

- Attendance rates at incidents with vulnerable victims
- Timely completion of victim needs assessments
- New victim surveys and webpage
- Mental health street triage

### Concerns

- Call answer rates
- Attendance rates at incidents
- Reduction in RWD satisfaction

## Effective Criminal Justice System

### Highlights

- Improved recording of sexual offences
- Out of Court Disposals (OOC) Project
- Conviction rate for rape and domestic abuse
- Improved digital forensic unit

### Concerns

- Reduced charge rates for sexual offences and domestic abuse

## Reducing Anti-Social Behaviour

### Highlights

- New ASB survey
- Multi-agency problem solving training
- Partnership working to tackle ASB

### Concerns

- Increasing perception of ASB
- Satisfaction with ASB follow-up

## Cutting Crime

### Highlights

- Improved crime recording
- Strong and effective relationships with each community safety partnership
- Innovative partnership working for a safer night-time economy

### Concerns

- Increase in recorded crime
- High perceptions of cyber crime

## Community Confidence

### Highlights

- Increasing confidence in the PCC
- Launch of Force Engagement Strategy
- Reduction in Independent Office of Police Conduct (IOPC) upheld appeals

### Concerns

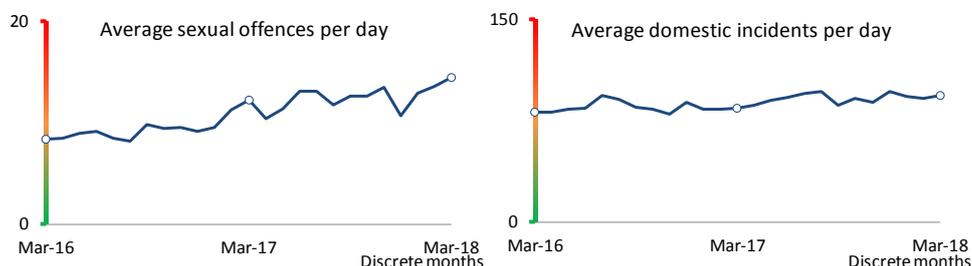
- Reduced perceptions of police visibility
- Reduced satisfaction of victims of hate crime

A reduction in sexual and domestic abuse			Domestic and Sexual Abuse
	2016/17	2017/18	National/MSG comparison
1. Recorded sexual offences	3,465 9 per day	4,548 12 per day	37 <sup>th</sup> Nationally <sup>1</sup> 7 <sup>th</sup> in MSG
2. Recorded domestic abuse incidents	31,047 85 per day	33,479 92 per day	
3. Percentage of high or medium risk victims of domestic abuse who have suffered a subsequent incident or crime	45% 3,393 repeat victims	45% 3,469 repeat victims	
4. Percentage of victims of sexual abuse who have suffered a subsequent crime	7% 152 repeat victims	8% 226 repeat victims	
5. Reduction in the level of harm caused by domestic abuse offenders <sup>2</sup>	60%	<b>61%</b>	

## Sexual Offences

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 37<sup>th</sup> nationally (based on the rate per 1,000 population for the 12 months to January 2018). This increase in sexual offences can be attributed to improved crime recording, an increased likelihood of victims to report recent and non-recent abuse, and complex investigations involving numerous victims and perpetrators, such as Operation Sanctuary.

The repeat rate for sexual offences is a new measure (measure 4). All victims reporting two or more sexual offences have been risk assessed and reviewed by safeguarding specialists, all safeguarding interventions and referrals to support agencies had already taken place.



## Domestic Abuse

In 2017/18, the Force responded to an average of 92 calls about domestic abuse (DA) each day, this is an increase from an average of 85 per day during 2016/17; equating to an increase of 8% (measure 2). 45% of victims are identified as repeat victims. It is reassuring to note that when domestic abuse victims are surveyed, 93% of were satisfied with their experience of the police (measure 11) and 93% would call the police again (measure 12).

## Multi-Agency Tasking and Co-ordinating Conference (MATAC)

The MATAC process determines the most harmful and serial domestic abuse perpetrators and ensures agencies work in partnership to reduce their offending. The MATAC process has been independently evaluated by Northumbria University in June 2017, who identified the project as achieving its objectives of preventing further domestic abuse offending, improving victim safety, improving criminal justice outcomes,

<sup>1</sup> Most similar group and national positions are based on the 12 months to February 2018 (a rank of 1 represents the force with the fewest number of crimes)

<sup>2</sup> Level of reduction in domestic abuse RFG score of MATAC (Multi Agency Tasking and Co-ordinating ). An RFG score is calculated for each offender based on Recent, Gravity, and Frequency of their offending to give an indication of the current level of harm caused, also taking into account the number of victims offended against.

improving partnership working and improving offender behaviour. MATAAC now forms part of the 2017-2019 Home Office Transformation funded project, 'Domestic Abuse: A Whole system Approach' which is about setting this same process up across a six force region.

During the 12 months to August 2017, 202 subjects were discharged from MATAAC. After six months of discharge, the level of domestic abuse offending is assessed using an RFG score. Of the 202, the offending score is lower for 61% (124) offenders and higher for (39%) 78 offenders. Based on an assessment by MATAAC, offenders with a higher score may be reintroduced into MATAAC for further action. This measure (61%, measure 5) has an improved definition from previous performance reports as the measure now considers a group of offenders discharged from the scheme over a 12 month period. The initial RFG score for each member of the group is compared to their score six months after they are discharged to calculate the percentage of offenders managed through MATAAC who reduce their offending. Since the measure is reliant on a period of six months to assess offending rates, there is a time lag in the measure.

### **Clare's Law**

Clare's Law enables the police to disclose details of an abusive partners' past, so a person can make an informed decision about whether to remain in a relationship. Between 1st April 2017 and 31st March 2018, Northumbria Police received 253 Clare's Law applications which met the criteria. There were 69 under the 'Right to know' resulting in 67 disclosures (97% disclosure rate). There were 184 applications under the 'Right to Ask' resulting in 105 disclosures (57% disclosure rate).

### **Domestic Violence Prevention Orders and Notices (DVPO and DVPN)**

Under the DVPO scheme, police and magistrates have the power to ban a domestic violence perpetrator from returning to their home or having contact with the victim for up to 28 days after a domestic violence incident. Northumbria Police are proactive in the use of DVPNs and subsequent orders to reduce the risk to victims and give them the time and space to work with other agencies. Since April 2017, 511 DVPNs have been authorised with full orders being granted in 457 of the applications.

In order to further protect victims and reduce offending, Northumbria Police are developing innovative plans to further raise awareness and increase the use of preventative tools and legislation such as Clare's Law and domestic violence prevention orders.

### **SafetyWorks!**

'SafetyWorks!' is an interactive safety centre based in Newcastle and they have been instrumental in promoting awareness of Child Sexual Exploitation (CSE) to young people in the North East. It has been established and managed by Tyne and Wear Fire and Rescue Service, in partnership with the Northumbria Police Crime Commissioner, Northumbria Police, Nexus, St John's Ambulance and Sainsbury's. Safetyworks! provides realistic, interactive educational experiences for young people and community groups to learn about the prevention of danger and how to live safely.

Between January 2017 and January 2018, 'SafetyWorks!' has delivered specific input to 3,198 students around CSE. 15,066 students have visited the centre and received deliveries from police about peer pressure, drugs and stranger danger, all of which have a strand of child sexual exploitation through the sessions. Young people can be referred by schools and other statutory and voluntary services to receive education work. Recent recruits to the mini police scheme (which is running in selected primary schools in deprived areas across the Force) have also attended SafetyWorks! A new 12 week programme covering all aspects of CSE, which includes: consent, healthy relationships, grooming, sexual health, reporting crime and the process after report, are being developed for future delivery.

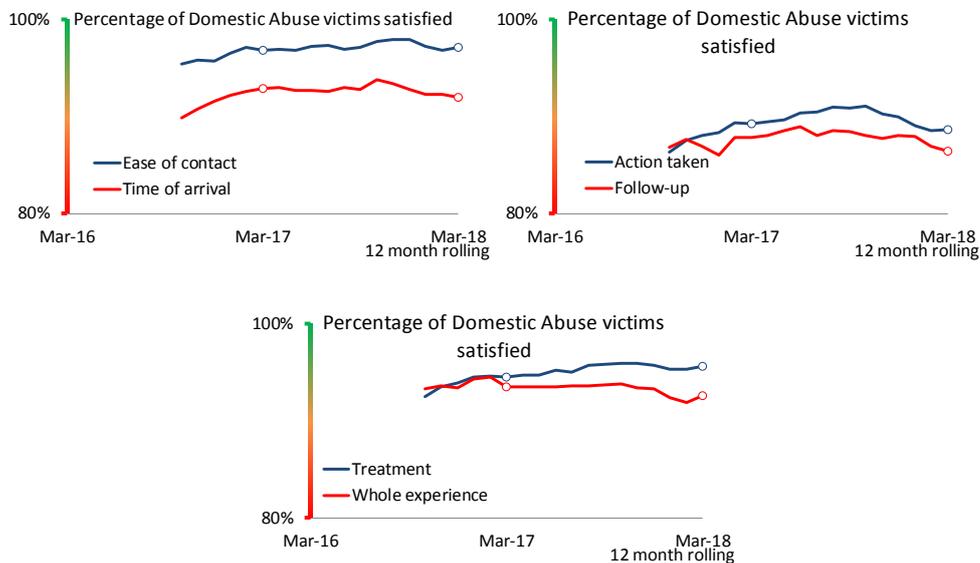
'SafetyWorks!' received an award from Arts 4 Wellbeing (Earths Angel award) for work, including CSE delivery that was carried out with disability groups and has also been nominated for a national award through the NWG (National Working Group formerly The National Working Group for Sexually Exploited Children and Young People) within the Policing lead category.

**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**

	2016/17	2017/18
Percentage of domestic abuse victims satisfied with the policing response provided: (600 surveys completed per annum)		
6. Ease of contact	97% +/- 1.6	97% +/- 1.5
7. Time of arrival	93% +/- 2.1	92% +/- 2.2
8. Action taken	89% +/- 2.4	89% +/- 2.5
9. Follow-up	88% +/- 2.6	86% +/- 2.8
10. Treatment	95% +/- 1.8	96% +/- 1.6
11. Whole experience	94% +/- 1.9	93% +/- 2.1
<b>More confidence in the reporting of domestic and sexual abuse</b>		<b>Domestic and Sexual Abuse</b>
12. Percentage of domestic abuse victims who are confident to report further abuse to the police again <sup>3</sup>	96% +/- 1.6	<b>93% +/- 2.0</b>

National and MSG performance information is not available for these measures.



Domestic abuse (DV) victims are supported by police in partnership with other agencies to ensure their safety and satisfaction. There are a range of actions that are considered based on the individual case, such as the use of restraining orders, community orders and even rehabilitation orders to control the perpetrator.

Domestic abuse victims continue to have high levels of satisfaction with 93% satisfied (measure 11). There has been a small reduction in the latest 12 months to March 2018. This change is not statistically significant, but is being monitored within Force performance meetings. Confidence in reporting domestic

<sup>3</sup> The domestic abuse survey was introduced in May 2016. The 2016/17 figures quoted are based on May 2016 to March 2017.

abuse remains high, although there has been a reduction in the last twelve months from 96% to 93% (statistically significant). The reasons why domestic abuse victims confidence had reduced was analysed and this identified areas which are already a focus for performance improvement such as call handling times. The analysis was shared for improvement at performance meetings and will be regularly monitored.

As part of the internal review and inspection programme, harm reduction plans which set out the response to vulnerable victims, were assessed in 2017. Victims of domestic abuse, crime and ASB are managed by Neighbourhood Policing Teams (NPT), who work with other agencies to support victims and problem solve issues. Victims are involved in the design of the plan and not just subject to it. Areas for development included more detailed documentation of risk assessments and rationale, wider use of other agency options, improved timeliness and increased supervisory oversight. As a result of the findings, a safeguarding tool kit was devised and guidance was delivered on its use. It is based on the RARA (remove, avoid, reduce, accept). A further review of the harm reduction plans is been undertaken and is expected to be completed at the end of April and will be reported at performance meetings. The initial finding is that the model is being applied at the first point of contact for domestic abuse.

### **Supported reporting**

Safe Reporting Centres provide victims with a non-threatening and supportive environment to report crime; refreshed guidance has been provided which includes domestic abuse guidance.

### **Safeguarding Model**

The Force has created a Safeguarding Department with responsibility for protecting vulnerable people. A new operating model has been developed which places vulnerable victims at the centre of service provision.

Key outcomes include:

- Strategic and professional leadership on the development and delivery of services around safeguarding and vulnerability.
- Specialist safeguarding investigation teams in one department, to ensure high standards of investigations.
- Specialist resources allocated to a broader remit of work in relation to serious sexual offences and domestic abuse. This will promote professional discussion where appropriate to agree a victim centred approach.
- Police teams aligned to the Multi-Agency Safeguarding Hubs (MASH).
- Leadership on the development of early help services including 'SafetyWorks!' and School Liaison.
- Strategic direction in relation to the adoption of the Sexual Offences Investigation Trained (SOIT) officers within the Area Commands, adopting national best practice in our response to victims of Rape and Serious Sexual Offences.

Central to the new safeguarding operating model is the development of MASH arrangements within all six local authority areas. This will create the ability to provide a holistic response to vulnerable children and adults based on their individual needs and the needs of the family.

The proposed MASH structure is bespoke for each local authority and based upon three common principles:

- Information sharing
- Joint decision making
- Co-ordinated intervention

The safeguarding model also includes a new domestic abuse investigation strategy. It will be supported by the delivery of enhanced training in relation to coercive control and the development and delivery of domestic abuse case work accreditation/quality assessment training to first-line supervisors.

### **APVA Training**

Adolescent to Parent Violence and Abuse (APVA) is increasingly recognised as a form of Domestic Violence and Abuse. It is any behaviour used by a young person to control, dominate or coerce parents and is intended to threaten and intimidate. It puts family safety at risk and is widely under reported. To improve

reporting, the Local Authority Domestic Abuse Co-ordinators, funded by the PCC Supporting Victims' Fund 2018/2019, are working with Northumbria Police to deliver APVA to all frontline officers and also working with Local Safeguarding Children Boards to deliver briefing sessions to a range of agencies.

## **Home Office Police Transformation Project – Domestic Abuse: A Whole System Approach**

In 2017, Northumbria Police and OPCC submitted a successful bid to the Home Office for Police Transformation Funding (PTF) for a six force regional project, 'Domestic Abuse: A Whole System Approach'. This is funded from April 2017 – March 2019 and covers the force areas of Northumbria, Durham, Cleveland, North Yorkshire, West Yorkshire and Humberside. The project focuses on: prevention and education, early intervention, effective engagement with victims, and meaningful consequences for perpetrators.

There are three themes of work and 15 different work streams:

Theme 1 – focuses on Effective Working within the Criminal Justice System (CJS) through a coercive control training programme for officers and staff, peak time partnership DVSA (domestic violence and sexual abuse) response cars, domestic abuse & CJS liaison workers, an independent domestic abuse scrutiny panel and accreditation for domestic abuse case work. The Child and Family Court Liaison Workers will serve as the liaison between the Child and Family Court, Police and Solicitors in respect of Child and Family proceedings. They will ensure that the safeguarding of children and potential victims of domestic abuse and coercive and controlling behaviour is the priority during proceedings. This is facilitated by the secure and safe exchange of information so that proceedings are informed and not delayed, and that victims are provided with referrals to partners and agencies to ensure their safety.

Theme 2 – focuses on partnership work with Civil and Family Courts through production of a regional corporate police disclosure request notice and processes, Family Proceedings & domestic abuse self-help material and on-line resources for victims, domestic abuse, civil and family proceedings training for key police personnel and the introducing child & family court liaison officers. The CJS Workers will seek to increase access to domestic abuse support services for victims and their families and increase satisfaction levels with the service they receive. It aims to reduce the number of repeat victims of domestic abuse, improve Northumbria Police officer and staff knowledge and understanding of domestic abuse and safety planning for victims, increase the number of early guilty pleas in relation to domestic abuse perpetrators and improve victim retention for prosecution. It also aims to increase perpetrator engagement with the MATAC process and engagement with behaviour change programmes.

Theme 3 – focuses on Multi-agency Victim Support and Offender Management through the development of vulnerable adult and children MASHs in each Local Authority area, MATAC across the region to identify and target the most harmful and serial domestic abuse perpetrators and Voluntary Domestic Abuse Perpetrator Programmes (DAPPs) in each Local Authority area.

The outcomes and benefits the project hopes to achieve are: increases in coercive control convictions, effective information sharing between criminal and family courts, effective and lasting support for victims with complex needs and effective multi-agency offender management.

## **Stalking**

In July 2017, HM Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) published 'Living in Fear' a review of how police and Crown Prosecution Service (CPS) respond to stalking. It identified that nationally there was a general lack of understanding of stalking and harassment. In response, the Force engaged with victims of stalking and their families to devise a procedure that was developed with the CPS and the National Stalking and Harassment Support Agency. The procedure and guidance have been developed and delivered to frontline staff using "webinars" to allow interactive delivery. The format of the webinar training and the handouts that accompany it were well received by staff and promoted a victim-focused approach to investigating and problem solving stalking and harassment.

The PCC has secured funding from the Violence against Women and Girls Transformation Fund in 2017/2018 to pilot a cyber-stalking team who monitor, advise upon and investigate all cases of domestic abuse related to cyber stalking and harassment in the Sunderland area. Findings of the pilot will influence how the force can continue to improve how they support victims of these new and emerging crimes.

## Sanctuary

A widespread investigation in Child Sexual Exploitation was launched in 2014 and has become the largest and most intricate series of operations the Force has ever dealt with. It involved working closely with the voluntary sector and Newcastle local authority and has proven to be hugely successful in giving victims the confidence they need to step forward.

In total, 782 victims came forward and 25 people were sentenced to over 300 years in prison for a range of offences, including sexual abuse, inciting prostitution, witness intimidation and drug supply. A team, which currently consists of 34 officers, continue to work on this enquiry. Local public opinion is overwhelmingly supportive of this work and is as evidenced in a recent public consultation carried out by Northumbria Police. Between July 2017 and January 2018, over 2,000 residents, 32% were aware of Op Sanctuary and 100% were supportive of it.

Awareness of domestic and sexual abuse continues to be promoted through internally developed campaigns and continued partnership working.

More accurate recording of domestic and sexual abuse	Domestic and Sexual Abuse	
	2016/17	2017/18
13. Percentage of sexual offences that comply with National Crime Recording Standards (also see measure 52)	94% 231 under recorded	<b>96%</b> 166 under recorded
14. Percentage of rape offences recorded within 24 hours (also see measure 48)	89% 1,106 within 24 hours	<b>90%</b> 1,338 within 24 hours
15. Percentage of inappropriately cancelled crimes for sexual offences	98%	<b>94%</b> 5 inappropriately cancelled

National and MSG performance information is not available for these measures.

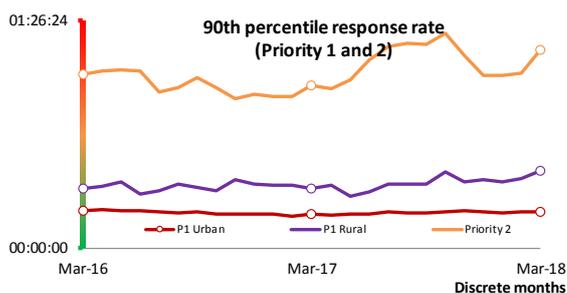
Northumbria Police closely monitor compliance to National Crime Recording Standards (NCRS), including recording crimes disclosed at multi-agency meetings and other safeguarding information. A daily review of rape and domestic abuse is undertaken to identify areas for improvement and to ensure victims receive the most appropriate service. As a result of focused activity, where accurate recording has been a focus across the force, NCRS compliance for sexual offences has increased from 94% in 2016/17 to 96% (measure 13).

The timeliness of recording rape offences has also improved from 89% recorded within 24 hours to 90% (measure 14). This improvement is partly attributable to the introduction of crime recording at source. The Force Crime Registrar reviews and approves all cancelled sexual offences to ensure compliance and provides feedback to officers when required. There were five inappropriately cancelled crimes, therefore the percentage compliance is 94% in 2017/2018 compared to 98% in 2016/17 (measure 15). Analysis of reasons why these crimes are inappropriately cancelled indicated the most common reason is insufficient information recorded to justify the cancellation of a crime. For example, two crimes in February 2018 were inappropriately cancelled as they were transferred to another force without the other force's crime reference numbers recorded on our system, which should be inputted before the crime is cancelled.

Improved victim satisfaction and police response (1 of 3)		Putting Victims First
	2016/17	2017/18
16. Attendance rate for priority 1 incidents (Urban)	13 mins 23 secs	<b>13 mins 28 secs</b>
17. Attendance rate for priority 1 incidents (Rural)	23 mins 25 secs	<b>24 mins 34 secs</b>
18. Attendance rate for priority 2 incidents	1 hr 1 min	<b>1 hr 11 mins</b>
Percentage of calls dealt with meeting call handling standards: (2016/17 based on a sample size of 446, 2017/18 based on a sample size of 345)		
19. Correct greeting and overall politeness	96%	<b>97%</b>
20. An explanation of response was given	58%	<b>65%</b>
21. All information was recorded	80%	<b>85%</b>
22. Contact handler reassured the caller	88%	<b>86%</b>
23. Contact handler related with the caller	90%	<b>88%</b>
24. Contact handler resolved the caller's request	93%	<b>94%</b>

National and MSG performance information is not available for these measures.

Attendance rates for priority 1 and priority 2 (measures 16, 17, and 18) have seen a slight increase over time, they remain an area for improvement and are included in the THRIVE improvement plan which is discussed in more detail later on page 13.



In order to monitor call handling standards, a random sample of calls are assessed. The percentage of calls where the contact handler has reassured and related with the caller has reduced compared to the assessment completed in 2016/2017 (measures 22 and 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 and are also included in the THRIVE improvement plan.

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

Putting  
Victims First

	2016/17	2017/18
Average time to answer calls		
25. Emergency calls	0m 11s	0m 19s
26. 101 calls	1m 06s	1m 13s
27. Non-Emergency calls	0m 41s	1m 40s
28. Secondary calls	1m 24s	2m 38s
29. Switchboard calls <sup>4</sup>	1m 27s	0m 22s
Percentage of calls answered		
30. Emergency calls	98% of 211,449 calls	95% of 240,884 calls
31. 101 calls	86% of 747,889 calls	84% of 828,503 calls
32. Non-Emergency calls	94% of 290,807 calls	81% of 377,959 calls
33. Secondary calls	76% of 367,574 calls	60% of 144,712 calls
34. Switchboard calls	98% of 89,508 calls	99% of 305,832 calls

National and MSG performance information is not available for these measures.

There has been a significant increase in call volumes for both emergency (14% more 999 calls) and non-emergency (11% more 101 calls) compared to 2016/17. The increase in demand has been experienced across all forces. A national review and working group has been set to better understand the reasons for the increase in demand. Four core themes were identified: mental health; severe weather variance; fear and threat of terrorism and partner agency service withdrawal. Northumbria Police is reviewing current systems to introduce analytical capability and to record emergency calls differently to improve the ability to understand emergency call types.

In order to improve performance in this area, Northumbria Police have completed a range of actions. This has included managing the increased demand differently by introducing an initial call triage pilot to manage other secondary calls using a small team of customer service staff which enabled specialist emergency contact handlers to focus on 999 and 101 calls. The Force has also recruited additional call handlers to support increased demand. The ways in which contact handlers are resourced, supervised, supported and performance managed has also been improved with greater support, scrutiny and accountability under a new management structure. In February and March 2018, answer rates for 999 calls were at 100% with average waiting time of between 7 and 10 seconds. For 101 calls, answer rates were at 96% with an average waiting time of no more than 35 seconds. This answer rate performance has not been achieved since April 2016 and reflects the impact of recent changes. For non-emergency 101 calls the answer rate in March 2018 was 97% with waiting times averaging 37 seconds.

<sup>4</sup> The switchboard function was introduced in August 2016. The 2016/17 figures quoted here are based on August 2016 to March 2017.

99% of switchboard calls (measure 34) were answered and the average time to answer was 22 seconds (measure 29). Switchboard calls are short calls where people who know who they wish to speak to are transferred to that person's direct line. The switchboard function enables the customer service team to handle multiple calls at any one time, quickly transferring calls and providing more capacity to call handlers to answer other calls. This minimises the potential for calls to queue and cause delays. As demand of these calls is predictable and the length of the call is very short, performance is easier to manage than other call types.

Improved victim satisfaction and police response (3 of 3)		Putting Victims First
	2016/17	2017/18
35. Satisfaction levels for victims of crime, with a specific sample for those that are considered vulnerable and for repeat victims (1,300 surveys per annum) This is a new survey that was launched in August 2017 so there is no previous year's comparison		82% +/-2.4
Percentage of crime victims satisfied with the policing response provided: (1,300 surveys completed per annum)		
36. Ease of contact		95% +/- 1.5
37. Time of arrival		90% +/- 2.0
38. Action taken		83% +/- 2.5
39. Follow-up		70% +/- 3.6
40. Treatment		94% +/- 1.6
41. Whole experience		83% +/- 2.4
Percentage of victims satisfied with the RWD policing response provided: (600 surveys completed per annum)		
42. Action taken	94% +/- 1.7	92% +/- 2.3
43. Victim thought their incident was taken seriously	91% +/-1.8	88% +/- 2.5
44. Whole experience	89% +/- 2.0	85% +/- 2.6

National and MSG performance information is not available for these measures.

A new survey model has been developed to improve service delivery and tailor services to better meet the needs of victims and service users. Key benefits include:

- Greater focus on vulnerability.
- Consultation with domestic abuse, rape and repeat victims, as well as those who have been through the criminal justice system.

A new volume crime survey was launched in August 2017, following the withdrawal of the Home Office mandated User Satisfaction Survey. The Home Office survey covered the three crime types: burglary; violence and vehicle crime. The new survey has been designed to cover all volume crime, with a greater focus on the needs of the victim and the entitlements laid out in the Victims' Code of Practice.

The survey provides more detailed information about the victim experience to help the Force to better meet victim needs. 'Action taken' and 'follow-up' continue to be identified as areas for improvement (83% and 70% respectively; measures 38 and 39), specifically:

- Managing victim expectations more effectively, and improving the quality of investigations, where appropriate.
- Keeping promises when we commit to action.

- Offering victim support and completing Victim Needs Assessments.
- Providing a CID88 information leaflet, including contact details.
- Agreeing and recording how often, and by what means, victims would like to be updated, keeping victims informed throughout the investigation, and of the outcome.

These areas have been discussed in Force performance meetings. They also feature in a series of briefings delivered to all frontline supervisors by the Chief Constable and Temporary Deputy Constable, and will continue to be monitored closely for improvements throughout 2018.

### Resolution Without Deployment (RWD)

Whole experience satisfaction (measure 44) has been decreasing since March 2017 and is currently at 85% compared to 89% previously; a statistically significant reduction. There has also been a statistically significant reduction for victims agreeing their incident was taken seriously (measure 43), from 91% to 88%. The main reasons for dissatisfaction include:

- Not taking action quickly enough after the initial report.
- Victims expecting more to be done/more investigation.
- Victims not receiving updates, or updates taking too long.

The survey findings have been discussed at performance meetings and as a result in March 2018, a 'customer service wrap up conversation' has been introduced for all appointments to discuss customer expectation and satisfaction to ensure satisfaction for every contact.

Victims are supported to cope and recover from their experience of crime	Putting Victims First	
	2016/17	2017/18
45. Percentage of victims with a satisfactory needs assessment	83% of 90,412 victims	83% of 107,116 victims
46. Percentage of needs assessments completed within 48 hours. (This measure was introduced in March 2017. The figure quoted for 2016/17 is based on March 2017).	81% of 8,586 victims	<b>86%</b> <b>of 107,116 victims</b>

National and MSG performance information is not available for these measures.

The Victims' Code of Practice (VCOP) contains a total of 22 individual entitlements for victims. To assess compliance with VCOP, an assessment of the Victim Needs Assessment (VNA) was carried out in February 2018. This considered VNA timeliness (within 48 hours) and completion, with an appropriate outcome (referral) if required.

The assessment identified 83% of victims have a satisfactory VNA (measure 45); however 11% of crimes were categorised as non-applicable crimes e.g., crimes without an individual victim such as damage to a street light and third-party reports, which if excluded would further increase compliance.

Of the remaining 6% non-compliant VNAs, key issues for non-compliance were identified, and as a result officers are provided with training to highlight who is suitable for a VNA (for example police officers and children were common groups not to have a VNA completed). Regular performance data is being provided to identified leads in each department to increase compliance further by informing them of which cases do not have a VNA.

There have been a number of service improvements to support improved compliance with VCOP, including:

- A victims and witnesses page on the force website.
- A more streamlined process for the Victims' Right to Review Scheme.
- An internal video briefing on the support offered by Victims First Northumbria (VFN).
- Part of the VCOP support includes referral of victims with consent, to Victims First Northumbria, which is a bespoke victim service. It is an innovative service which provides a 'one-stop shop' for victims to cope and recover. They provide specific high quality support dependent on the needs of the individual, co-ordinating contact and interventions. The current referral rate for victims is 12%.

The most vulnerable are recognised and receive an enhanced service		Putting Victims First
	2016/17	2017/18
47. Attendance rates at incidents with vulnerable victims (priority 2)	1 hr 14 mins	<b>1 hr 8 mins</b>
48. Percentage of rape offences recorded within 24 hours (also see measure 14)	89% 1,106 within 24 hours	<b>90%</b> <b>1,338 within 24 hours</b>
Percentage of calls dealt with meeting call handling standards: (2016/17 audit, completed in February 2017, based on a sample size of 446. 2017/18 audit, completed in November 2017, based on a sample size of 345.)		
49. Correctly assessed for vulnerability, threat, risk and harm (THRIVE)	97%	<b>95%</b>
50. Correctly assessed for vulnerability, threat, risk and harm AND rationale recorded (THRIVE)		84%
51. Allocated the most appropriate response (THRIVE)	87%	<b>82%</b>

National and MSG performance information is not available for these measures.

A review of the application of THRIVE showed a reduction in the quality of contact handlers' assessments of threat, harm and risk. 82% of callers received the most appropriate response (measure 51).

Incident logs were inspected to identify if the rationale for THRIVE assessment was recorded and 95% of calls were correctly assessed (measure 49), 84% had the appropriate rationale for assessment recorded on the log (measure 50).

The HMICFRS PEEL Effectiveness Inspection in 2017 recommended, *"The force should improve its initial assessment and response to incidents involving vulnerable people by ensuring that call handlers understand and apply the THRIVE decision-making model consistently"*.

A THRIVE improvement plan was implemented following the HMICFRS debrief in October 2017. It focused on reviewing call quality across all staff in the department. Every call taker in the department had calls listened to and feedback provided. This process was repeated in December 2017 and at the end of January 2018.

Each member of staff was assessed against three criteria:

- Rationale was recorded to a set standard.
- Vulnerability identified (where applicable).
- Correct grading.

Feedback, including further training, was given through one-to-one meetings. The proportion of staff assessed as above the desired standard, increased from 59% to 81%. The THRIVE Improvement Action Plan will remain a key focus for Northumbria Police and a further assessment is scheduled for April 2018.

## Street Triage

The Force has had success using the Street Triage Team, which includes a police officer and a Mental Health (MH) nurse, who can attend to provide face-to-face support to a person in crisis. This has offered a streamlined service to the person in crisis and has resulted in more effective and efficient decision making to support vulnerable people.

Street triage was introduced to help manage demand, reduce the number of people unnecessarily being detained under Section 136 of the Mental Health Act 1983 and to provide an improved quality of care to the

person in crisis. The College of Policing has commended the Force for its commitment to partnership working and leadership around mental health issues and the force is setting the standard nationally.

The Street Triage role has been enhanced enabling MH specialists to resolve incidents via phone where support and referrals are required. The Force is committed to attending incidents where there is a physical or immediate risk to the individual.

In addition, Northumbria Police has worked with other key partners to develop 'Respond' a multi-agency mental health simulation training package which involves service users to improve the understanding of professionals around the crisis pathway. It is unique in its style and had been quoted by the College of Policing as being 'the best mental health multi-agency training available'. A number of other forces including North Wales, Cumbria and the Metropolitan Police are now keen to roll this out.

Respond was the runner up in the Innovation in Mental Health category at the annual Health Business Authority awards in December last year as well as the recent winners of the Working Together Excellence Award' from Northumberland Tyne and Wear NHS Foundation Trust. This is a significant achievement and acknowledgement of its impact from MH partners.

### Specialist Department Schedule

In October 2017, a new Specialist Department Schedule was introduced to allow staff from both the Rape Investigation Team (RIT) and Child and Vulnerable Adult (CAVA) team to be deployed to historical reports of rape and child abuse offences from the outset. This initiative ensures that victims get the best possible quality of service and a specialist investigator at the earliest point of report.

### Victims and Witnesses webpage

In September, a new Victims and Witnesses webpage was launched; it is easy to navigate, with links to the Victims' Code of Practice, advice on Victims' Right to Review, Victims First Northumbria and useful information on crime prevention, as well as helpline numbers. The site will be regularly updated and promoted.

Improved reporting and recording of rape, sexual offences and domestic abuse	Effective Criminal Justice System	
	2016/17	2017/18
52. Percentage of sexual offences that comply with National Crime Recording Standards (see measure 13)	94% 231 under recorded	96% 166 under recorded

National and MSG performance information is not available for this measures.

The compliance with National Crime Recording Standards for sexual offences (measure 52) has improved following crime recording at source and an increased audit activity. Feedback is regularly provided to the investigating officer and senior managers to improve learning and compliance.

Increased number of guilty pleas at first hearing	Effective Criminal Justice System		
	2016/17	2017/18	National/MSG comparison
53. Percentage of guilty pleas at first hearing <sup>5</sup>	63%	63%	69%

The percentage of guilty pleas at first hearing (measure 53) is 63%, lower than the national average of 69%. In order to increase the number of guilty pleas at first court appearance, the Local Criminal Justice Board (LCJB) Performance Board Group is addressing this issue as a priority and is working with criminal justice

<sup>5</sup> The percentage of guilty pleas are provided by the CPS and do not include the number of guilty pleas, just the percentage. The national figure relates to April 2017 to February 2018; figures are not available for the MSG.

agencies to reduce the volume of fail to appear (FTA) cases. This includes a drive to quickly action arrest warrants issued by the court. Northumbria Police continue to focus on file quality.

Prevention of first time and repeat offending			Effective Criminal Justice System
	2016/17	2017/18	National comparison
54. Appropriate use of out of court disposals where a charge is the normal outcome <sup>6</sup>	60%	<b>68%</b>	
55. Monitor the number of first time entrants to the criminal justice system <sup>7</sup>	3,357	2,783	1.9 Force 2.0 National <sup>8</sup> 1.9 MSG
56. Outstanding volume within the Digital Forensic Unit (high risk computers) (as at 31 March)	150 jobs	<b>53 jobs</b>	

A Digital Investigations and Intelligence Project has standardised digital evidence suites across the Force. This has resulted in the digital forensics backlog reducing from 14 months to five months. The service level agreement, which is 24 hours for urgent, three months for high priority and five months for standard is subject of a current UK accreditation service inspection and Northumbria Police is meeting these targets in 92% of the occasions.

All the outstanding work for mobile phones, computers and CCTV examination (measure 56) have been triaged and are awaiting allocation for analysis.

All digital forensics staff are now capable of carrying out mobile phone examinations having successfully completed their training in December 2017. Digital forensics demand is increasing due to increased reliance on digital evidence in investigations.

The Digital Evidence Transfer System (DETS) is now fully operational for sharing material directly with CPS, Defence solicitors and HM Courts Service (HMCTS). Northumbria is the first force in the country to share all material to this extent. This includes uploads of audio recordings, CCTV and ABE interviews. To date 5,607 items of material have been shared since the system became fully operational in November 2017.

### Out of Court Disposals (OCD)

In order to improve victim satisfaction and to rehabilitate offenders to change their behaviour and reduce re-offending, Northumbria Police is piloting a new programme of work aimed at first time and/or low level offenders.<sup>9</sup> Intervening early is key to reducing the risk of future offending, by changing attitudes and increasing understanding of the impact their actions have on victims. Currently, of the cases that are charged and go to court, many first time or low level offender cases do not access interventions which address the causes of offending. These conditional caution pathways are unique; nowhere else in the country are there this range of options which can be used without a prosecution and subsequent court order. By adopting these outcomes for appropriate offences, it places the victim at the heart of the conversation, addressing offending behaviour and improving victim satisfaction.

These pathways have been developed over time, working closely with statutory bodies, local and national organisations and charities to develop each option. The cost of this pilot has been minimal; in all but one of

<sup>6</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 2017 and January 2018, 304 out of court disposals have been examined, of which 206 were found to be appropriate.

<sup>7</sup> The Criminal Justice Statistics Bulletin defines a first time entrant to the criminal justice system is an offender residing in England and Wales at the time of the offence, who has been recorded on the Police National Computer by an English or Welsh police force as having received their first conviction, caution or youth caution. Offences resulting in a Penalty Notice for Disorder are not counted as first offences. 2016/17 relates to 12 months to September 2016 and 2017/18 relates to 12 months to September 2017.

<sup>8</sup> National and MSG comparisons are based on then number of first time entrants to the criminal justice system per 1,000 population.

<sup>9</sup> There is guidance as to what constitutes offences that are too serious for consideration of a conditional caution (Director of Public Prosecution Guidance 2013 section 7.2).

the pathways the providers are meeting the costs as the potential benefits fit the ethos of their own organisation. From the period of 9<sup>th</sup> October 2017 to 28<sup>th</sup> February 2018, the total number of referrals to the pathways was 263. These pathways and the referral numbers are as follows:

- **Women's pathway** [85 referrals] – It is acknowledged that female offenders often have additional needs such as being victims of domestic abuse. This pathway offers support and provides a bespoke service for female offenders.
- **Veterans pathway** [8 referrals] – There are specialist services available to support veterans who may be dealing with a range of health and employment circumstances that may be a causal factor in their offending. This work is undertaken by Project Nova (Walking with the Wounded) and includes a mandatory referral for military veterans for assessment and support.
- **ABC** (Alcohol Behaviour Change) [13 referrals] – Undertaken by Lifeline this pathway is designed to illustrate the impact of offender actions when under the influence of alcohol.
- **Drugs/Alcohol triage** [7 referrals] – There are providers in each local authority area, it includes a mandated appointment and referral designed to address systematic, habitual issues with substance misuse which lead to offending.
- **V-Aware** [34 referrals] – Ran by Victims First Northumbria – A new programme designed to demonstrate to offenders the impact of their actions on victims. This hard-hitting session should challenge offender perceptions. Following engagement with the V-Aware programme three offenders have expressed an interest in taking part in a restorative justice intervention.
- **Unpaid work** [19 referrals] – this is overseen by Northumbria Community Rehabilitation Company (CRC), as part of their existing work schemes. This is truly ground-breaking, popular with victims and provides reparative resolutions. This is only available in Northumbria as a direct result of a community remedy outcome outside a court environment.

Officer training is complete and the pathways are monitored regularly through performance meetings and independently evaluated with findings due in March 2019.

Increased charge and conviction rates for cases of rape, sexual offences and domestic abuse			Effective Criminal Justice System
	2016/17	2017/18	National/MSG comparison
Charge rate for:			
57. Rape	14% 178 charges	7% 123 charges	7% National average 10% MSG average
58. Sexual offences	14% 316 charges	12% 336 charges	11% National average 11% MSG average
59. Domestic abuse	21% 3,299 charges	16% 3,692 charges	
Conviction rate for: <sup>10</sup>			
60. Rape	49%	53%	58% National
61. Sexual offences	77%	83%	80% National
62. Domestic abuse	72%	72%	76% National
Report to conviction rate for:			
63. Rape	7%	4%	
64. Sexual offences	11%	10%	
65. Domestic abuse	16%	11%	
66. Number of post-charge failures <sup>11</sup>	82 per month	168 per month	

## Rape Charge Rate

The reporting and recording of rape crimes has increased; however there is a reduction in the rape charge rate (measure 57).

Northumbria Police has completed data analysis, case reviews and staff focus groups to establish likely causes for the reduction in charges. Analysis shows the reduction is in part due to delays awaiting charging advice from the CPS, which can often be due to high levels of third party materials being requested for disclosure. The level and nature of these disclosures has been identified as a possible impingement on victims' rights and to help strengthen the position of victims in these cases the PCC is introducing Sexual Violence Complainant Advocates who will advocate on their behalf and promote the rights of victims within the criminal justice system. Northumbria Police is also working to reduce this delay, to improve service and reduce the chance of the victim withdrawing.

<sup>10</sup> Conviction rates are provided by the CPS and do not contain the number of convictions, just the percentage. Conviction rate is based on Rolling Year to date for the latest 12 month period.

<sup>11</sup> Criminal Justice file quality is not directly comparable between the two periods. Post-charge data is now captured using a national model, which is integrated with the case management system. File quality data is captured from a live system. 2017/18 relates to April to November 2017.

Other factors which affect the charge rate are the increases in third-party reports which are unlikely to result in a charge due to lack of victim engagement.

## **Rape and Sexual Offences Conviction Rate**

The conviction rates for rape and other sexual offences have improved since last year (measures 60 and 61); however, the conviction rate for rape remains below the national average. The conviction rate for offences of domestic abuse is the same as last year and continues to be below the national average (measure 62).

## **Improving Rape Charge and Conviction Outcomes**

Work to improve service and outcomes of rape from report to court is monitored under Northumbria Police's Rape Action Plan. Actions include implementing an improved performance framework within Rape Investigation Teams, visiting other police forces to identify good practice and share learning and professionalising the SOIT role. In addition other activity includes:

- A new survey of rape victims was launched in March 2018. Whilst it is not anticipated that this survey will provide a reliable measure of satisfaction (due to the small sample sizes achieved), it will provide valuable insight about their experiences, which will help the Force to make further improvements.
- Rape and Serious Sexual Offences (RASSO) Gatekeeper role was developed to improve the quality of files before they are sent to the CPS, which has reduced the delay caused when files are returned. This function has been in place since November 2016 and now features two dedicated resources in order to keep pace with the demand and is having a positive impact on quality and backlogs.
- Plea and Trial Preparation Hearing (PTPH) identify how service can be improved. Northumbria Police and the Crown Prosecution Service attend to observe Plea and Trial Preparation Hearing court sessions at Newcastle Crown Court for rape cases and share learning within the agencies.
- Adverse Outcome Reports are now being prepared by the CPS and are made available monthly. The reports are discussed at regular meetings between the CPS and Northumbria Police to identify obvious failure points and where necessary, provide feedback to individual officers.
- Review of Northumbria Local Criminal Justice Board (LCJB): The Northumbria Local Criminal Justice Board (LCJB) is under review and will be chaired by the Police & Crime Commissioner and with a renewed focus on the LCJB sub-groups. The 'Performance' Group will focus on the speed with which cases progress to court; identify and address themes which cause delays and also work with the Judiciary to improve listing of cases. It will also specifically look to address themes which cause failures in 'Guilty Plea at 1<sup>st</sup> hearing' rates. Northumbria Police will also address issues which impact on service provided to victims and witnesses, including improvements to 'Special Measures' applications <sup>12</sup> and greater awareness and provision of entitlements within 'Victims Code of Practice'.

## **Domestic Abuse Charge Rate**

While domestic abuse recorded crime continues to increase, the number of charges is not increasing at the same pace and as a result the charge rate had reduced to 16% (measure 59). A Domestic Abuse improvement plan has been developed to improve performance.

## **Remote Evidence Suites**

Remote evidence suites are now well utilised with positive outcomes being achieved. Information would suggest that the use of these suites increases the likelihood of victims attending court, which in turn increases the number of guilty pleas at first hearing, as defendants may rely on a victim not attending court.

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<sup>12</sup>Special Measure applications are supportive measure to assist vulnerable and intimidated witnesses give their best evidence at court and can include Screens, Live link, remote evidence, Evidence given in private, Removal of wigs and gowns, Visually recorded evidence-in-chief, use of Intermediary' and Communication Aids).

## **Digital Data Media Repository**

Implementation of the digital data media repository (DMR) in June 2017 enabled officers to upload and store digital evidence electronically. This is also accessible to the Crown Prosecution Service providing significant data sharing efficiency across the Criminal Justice Service (CJS). Work has begun on allowing data sharing with the Courts and Defence.

## **Body Worn Video (BWV)**

The use of BWV increases opportunities for capturing and enhancing available evidence, which can be particularly useful in cases of rape, sexual offences and domestic abuse. Evaluations of BWV around the country have demonstrated that the use of BWV can:

- Increase early guilty pleas, reduce court time and speed up the criminal justice process.
- Reduce challenges to evidence in court.
- Reduce the reliance on victim evidence particularly those who may be vulnerable or reluctant to attend court.
- Increase evidence led prosecutions.
- Reduce incidents of violent crime.
- Promote public reassurance.

## **Post Charge Failures**

The reported 'number of post-charge failures' has increased (measure 66). This is due almost entirely to a more robust approach adopted by CPS in respect of their review regime for file quality assessments in September 2017. CPS reported that until that point, their reviews were sporadic, leading to a false failure rate for files of less than 10%, which has since 'spiked' to over 40% following the change of process from CPS. The current position has stabilised with a failure rate of 34% which is in line with the national average. There is a disparity between case types whereby performance in Crown Court cases are over 10% worse than the national average, balanced by quality for Magistrates court cases which are 10% better than the national average and obviously higher in volume.

Fewer victims of ASB – though we will continue to encourage reporting	Reducing Anti-Social Behaviour	
	2016/17	2017/18
67. Recorded levels of anti-social behaviour incidents	60,934 167 per day	<b>54,146</b> 148 per day
68. Percentage of people who feel that ASB is a very or fairly big problem in their neighbourhood (5,000 surveyed annually)	12% +/- 0.8	<b>14%</b> <b>+/- 1.0</b>
69. Percentage of ASB victims who are confident to report further incidents to the police again (1,300 surveyed, revised survey September 2017. Also see measure 99)		79% +/- 2.7
70. Percentage of victims of long term ASB who experienced no further incidents since original report (600 surveyed)	57% +/- 3.9	54% +/- 4.0

National and MSG performance information is not available for these measures.

The number of reported ASB incidents has decreased (measure 67); this is expected to be due to improved crime recording standards, rather than a reduction in actual ASB.

The percentage of people who feel that ASB is a local problem has increased statistically from 12% to 14% in the period ending March 2018 (measure 68). Northumbria Police continues to improve its response to ASB by working in partnership and learning from and embedding good practice. For example a pilot to enhance the role of our Police Community Support Officers (PCSO) has been established in three neighbourhoods in Newcastle, North Tyneside and South Tyneside. PCSOs have been trained in problem solving activity relating to crime and ASB, understanding local foot beats and Harm Reduction Plans (HRP). The results of the pilot will be monitored and good practice embedded.

The percentage of ASB victims confident to report further incidents following a policing response is 79% (measure 69). 54% of long term ASB victims experienced no further incidents since the original report (measure 70).

While the repeat rate for victims of ASB has previously been reported, the measure has been suspended due to data quality. The processes used to identify risk and monitor risk assessments of ASB victims are inconsistent across the Force. While this does not impact on the service provided to an individual victim, it does impact on the Force's ability to calculate an accurate repeat rate. A new process that seeks to replace the existing repeat victimisation process has been developed and is due to be piloted. The new process focusses on vulnerability.

	2016/17	2017/18
Percentage of ASB victims satisfied with the policing response provided: (1,300 completed per annum) This is a new survey that was launched in September 2017 so there is no previous year's comparison		
71. Ease of contact		93% +/- 1.7
72. Time of arrival		90% +/- 2.6
73. Action taken		88% +/- 2.9
74. Follow-up		68% +/- 6.0
75. Treatment		97% +/- 1.4
76. Whole experience		83% +/- 2.4

National and MSG performance information is not available for these measures.

Victim satisfaction is measured by a new ASB survey introduced in September 2017. The key change in the new survey is that surveys are now conducted in the month following an incident report as opposed to a week, providing a more realistic and reliable view of the victim experience following all police actions.

Survey questions have also been revised to provide greater insight into the victim experience, based on the needs of the service user. For example, satisfaction with follow-up contact is now only asked of those who needed it, which provides a more accurate measure as to how the Force is meeting victim contact needs.

Providing follow-up contact is the main area for improvement according to victim feedback, with 68% of those who wanted an update receiving one (measure 74) and one in three service users are not happy with their updates. This aspect of service has the greatest influence on overall victim satisfaction which is currently 83%, as of March 2018 (measure 76). As a result of this insight, neighbourhood teams have reviewed unsatisfied cases. The ASB Action Plan was updated to include focus on ensuring ASB victims are provided with a high quality follow up, areas for improvement and good practice will be shared across the neighbourhood teams.

An area for improvement (AFI) from the HMICFRS PEEL Effectiveness 2016 inspection stated "the force should evaluate and share effective practice routinely, both internally and with partners, to continually improve its approach to the prevention of crime and anti-social behaviour." The force has made progress to achieve this AFI through:

- Regular meetings held with local authorities to identify issues, develop solutions and share best practice.
- Neighbourhood teams receiving problem solving training in 2017 and utilising problem solving tactics in addressing ASB.
- An event hosted by Northumbria Police with local partners was held in November 2017. This provided training on legislation and powers, shared best practice and built upon previously delivered training. Further training is planned to start in July 2018 for frontline officers and will continue throughout the year. A problem solving internal inspection is scheduled during 2018.

## **ASB Scheduling**

ASB calls for service are THRIVE assessed and incidents which do not require an emergency response are allocated a scheduled diary appointment with a local neighbourhood officer to meet needs and expectations of the victim. This approach has enabled officers to resolve incidents utilising their local knowledge and tactics to identify early problem solving opportunities.

## **Online ASB Toolkit**

Northumbria Police are working in partnership with North Tyneside Council to develop online ASB guidance and seminars for councillors to help them understand how they can support their constituents. The online tool can also be used by the community to understand how issues that matter to them can be resolved. After the tool is reviewed to ensure it is useful, Northumbria Police will share the tool with the other five local authorities.

## **Safe Stop- Partnership within South Tyneside.**

The Safe Stop Partnership is targeted ASB patrols on Friday and Saturday evenings, where the police identify vulnerable youths involved in alcohol and or drugs and ASB. The youths are brought to a Youth Offending Services (YOS) building and risk assessed by social workers to identify vulnerabilities and offer support. The young person's family are also invited to attend and further support and signposting to other agencies is completed for the whole family. The scheme is about to start in Sunderland which is support by the Local Authority.

## **Problem Solving ASB in partnership**

Northumbria Police work with all local authorities to tackle ASB. For example, Gateshead Local Authority are tackling ASB within the Beacon Lough area utilise a wide range of agencies tactics and ASB legislation. A World Café event will be run in the locality to identify community issues and utilise community groups/volunteers in the area.

### Working in partnership to tackle crime

Northumbria Police work with each of the six Community Safety Partnerships (CSPs). They are local multi-agency partnership that is established to tackle community safety issues such as crime, antisocial behaviour and domestic abuse.

The partnerships have seen a range of successes, for example Gateshead partnership have strengthened the Multi-Agency Safeguarding Hub approach within Gateshead (following the recent success and evaluation).

Newcastle CSP have worked in partnership to respond to aggressive begging and linked anti-social behaviour and crime. Aggressive begging has a negative impact on the city centre, resulting in complaints from the public, residents, local business and can be intimidating to some people. People engaged in begging often have a range of complex needs such as substance abuse, mental health and homelessness and can be vulnerable.

Sunderland CSP are working together to tackle the increase in violent offending with young people. Operation Asteroid has been setup and has a number of initiatives looking to tackle this issue.

Operation Arrow was implemented in 2017 to provide a coordinated response to the issue. This involves a small team of police officers embedded within Newcastle Neighbourhood Policing Team who work alongside a local authority staff member. Officers develop intelligence and work in partnership with agencies to safeguard vulnerable people. Information sharing and intervention is coordinated with individual cases triaged through the Common Case Management Group (CCMG). The CCMG is chaired by Public Health and attended by a range of agencies including the police. Enforcement action has targeted the predatory criminals supplying drugs in the city centre, a police operation supported by the Newcastle Local Authority saw 15 sentenced to imprisonment at Newcastle Crown Court.

### Improving our response to Crime

In order to understand and improve the response to crime, regular reviews are conducted and the findings used to improve quality. Although there were many positive examples of victim focused and high quality investigations, there continue to be areas for improvement including; improved recording of action and rationale, compliance to VCOP and a need for increased supervisory oversight of cases. A significant improvement plan is underway to ensure a consistently high standard of investigation. The activity, which includes staff training and clarity of standards, will be robustly monitored and performance managed.

An internal review of 376 volume crimes offences was completed in 2017 with 71% of investigations meeting required standards.

In 2017, the HMICFRS PEEL Effectiveness inspection assessed the force against the question 'How effective is the force at keeping people safe and reducing crime? The inspection concluded by grading the force as 'Good' for Investigating Crime and Reducing Re-offending and 'requires improvement' for Protecting Vulnerable People and Supporting Victims. Six areas for improvement were identified, two in relation to investigating crime and reducing re-offending and four in relation to protecting vulnerable people and supporting victims. Key findings include:

- Standards of investigation could be improved.
- There was an absence of supervisory oversight and investigative plans.
- Victim contact and care was varied.
- Vulnerability was not always correctly identified.
- The response to vulnerable victims was not always satisfactory.

In response to the findings, the force has put in place a number of actions, including:

- A review of investigation practices and standards from initial call for service to the submission of case files. As a result, improvement activity has been identified to ensure consistent, high quality investigations.
- Comprehensive guidance and aide memoires are being produced to facilitate improved crime recording and recording of the rationale behind decision-making.
- Training to ensure the effective identification, management and supervision of crimes and victim care.
- Implementation of a performance management framework to review the quality of investigations.
- Implementation of a new Integrated Offender Management (IOM) process.
- Development of a crime allocation policy to ensure crimes are allocated to the most appropriate resource for investigation.
- Promoting evidence led prosecutions in particular for crime when risk is identified.
- Enhancing the use of body worn video (BWV).

Safer night-time economy	Cutting Crime	
	2016/17	2017/18
77. Perceptions of safety of those that use the night time economy (5,000 surveyed annually, introduced June 2017)		90% +/-2.1
78. Recorded crime levels in night time economy areas	5,353 15 per day	<b>6,008</b> 16 per day

*National and MSG performance information is not available for these measures.*

The measure of night time economy (NTE) 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. The recorded crime in NTE areas has increased by 12% from an average of 15 crimes per day during 2016/17 to 16 crimes per day in 2017/18 (measure 78). This increase is largely attributable to an increase in recorded assaults without injury from an average of three per day to four per day.

All NTE plans have been reviewed following terror attacks in Manchester and London to ensure adequate protection for crowded areas. All hotels, door staff and NTE partners have received North East Counter Terror Unit training to ensure understanding and expectations should such an incident occur.

Northumbria Police work with a range of agencies and volunteers to ensure a safe NTE including the North East Ambulance Service, street pastors and street and taxi marshals. The Force works closely with license holders and promoters in Newcastle and Sunderland, who are currently not regulated by legislation, to build relationships and respond to demand. Work has commenced in Newcastle on the formation of a Promoter Protocol to professionalise and licence their role in the NTE. The Newcastle City Council Statement of Licensing Policy for 2018 -2023 will include a comment acknowledging the emergence of promoters, and once complete will be supplementary to the wider policy.

In Newcastle a Licensed Premises Drugs Protocol has been devised by Northumbria Police to assist licensees, operators, and their staff and contractors, to take a zero tolerance approach to drug use or supply on licensed premises. It provides guidance to those working in the night time economy as to the action they should take if they find drugs on the premises, or they suspect that drugs are being used or supplied on or near to their licensed premises. The protocol confirms the expectation of Northumbria Police and the other responsible authorities. It confirms when and how they should contact the police to report an incident and what action the police will take.

Vulnerability training is regularly delivered to takeaways, promoters, security staff, licensees, hotels and taxi drivers in key areas.

The Night Time Levy was introduced by Newcastle City Council in 2013 with the introduction of the Police Reform and Social Responsibility Act (PRSRA) 2011, which permitted local authorities the powers to apply additional charges to suppliers who sell alcohol late at night when acute alcohol-related harms are at their peak. The levy has funded the much valued partners in Newcastle City Centre including street and taxi marshals and street pastors. These services have a range of benefits for NTE visitors as well as residents.

Safe Haven was established in Newcastle City Centre, as part of the PCC's continued focus on a safer NTE. It provides a safe space for vulnerable people who are able to recover from the effects of alcohol, charge mobile phones and organise safe travel back home. The site is shared with St John's Ambulance (SJA) who ensure people in need of medical attention are able to receive care, reducing the need to call an ambulance or attend hospital. Patients can be triaged on the ground between the services and cases that do require hospital treatment can be identified more quickly.

Intelligence-led policing in Newcastle City Centre identified significant issues at several licenced premises with drugs being supplied by door staff, promoters and drug dealers, resulting in the arrest of 34 individuals. To prevent nuisance and disorder whilst protecting the public, Closure Notices were issued in respect of four bars (two licenses), closing the premises over the busy Christmas and New Year period. Northumbria Police submitted two further licence reviews in respect of other premises. Licensing review proceedings taken against the premises secured changes to how they are managed, which is hoped to prevent future issues.

Northumbria Police is working in partnership with Newcastle and Gateshead local authorities to pilot a Taxi Licensing scheme. The pilot launched in 2017 aims to share relevant information about incidents, intelligence and crimes involving taxi drivers to local authorities, so that drivers who provide a risk to the public have their licence revoked or suspended. An enhanced disclosure and context is provided at a committee to ensure new applications and renewals are properly scrutinised. To date feedback from the pilot has been positive; it will be reviewed later in 2018 with plans to share good practice with other local authorities.

Fewer offenders, specifically those who cause the most harm to victims			Cutting Crime
	2016/17	2017/18	National/MSG comparison
79. Recorded crime	124,179 340 per day	<b>153,821</b> 421 per day	40 <sup>th</sup> Nationally <sup>13</sup> 7 <sup>th</sup> in MSG
80. Recorded crime levels based on the crime severity score published by ONS <sup>14</sup>	41,759	<b>52,511</b>	31 <sup>st</sup> Nationally 4 <sup>th</sup> in MSG
81. Compliance with National Crime Recording Standards	93% 9,843 under recorded	<b>96%</b> 6,877 under recorded	
82. Percentage of crimes recorded within 24 hours <sup>15</sup>	72% 89,550 within 24 hours	<b>85%</b> 134,766 within 24 hours	

Total recorded crime (measure 79) and the related crime severity score (measure 80) continue to increase. This is in part, as a result of improvements with national crime recording standards to 96% (measure 81).

A detailed report on police recorded crime was presented to the Police and Crime Panel in March 2018 and further data is available in appendix 1 and appendix 2.

Following an assessment of crime statistics by the UK Statistics Authority in 2014, the statistics based on police recorded crime data were found not to meet the required standard for designation as National Statistics. Since 2014, there has been a major national inspection programme by Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) of police practices for the recording of crime. In 2014, HMICFRS concluded the compliance rate for Northumbria was 72%. A subsequent inspection in October 2016 showed that improvements in recording practices had been made, with compliance at 93% (the 2<sup>nd</sup> best compliance rate of the 17 forces inspected to date).

Significant work has been undertaken to improve standards of crime recording, under four broad themes:

<sup>13</sup> MSG and national positions are based on the 12 months to February 2018 (a rank of 1 represents the force with the fewest number of crimes)

<sup>14</sup> The crime severity score is an alternative measure of total recorded crime where more severe offences are given a larger weighting.

<sup>15</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.

- Leadership.
- Process change – Implementation of crime recording at source.
- Training.
- Improved quality assurance and rectification.

There are a number of offence types which have been influenced to a lesser extent, albeit not entirely, by improvements in crime recording standards. Within Northumbria, those offences which are more likely to be actual increases in offending include burglary dwelling, vehicle crime, theft (including shoplifting) and some offences within the violent crime category including most serious violence.

Appendix 2 shows the changes in recorded crime since 2014/15 by local authority area alongside the changes in reported incidents which give a better estimate of levels of offending.

The impact of social media and emergence of cyber-crime has been significant on both crime recording and police demand. The introduction of new offence types (e.g. sending letter or social media message with intent to cause distress or anxiety) is now a daily occurrence and contributes to an increase of 45% in cyber-crime. The Force also recognises national increases of serious crime including child sexual exploitation, modern slavery and human trafficking.

The Crime Survey for England and Wales (CSEW) provides an alternative measure of crime. The survey measures crime by asking members of the public, about their experiences of crime over the last 12 months. In this way the survey records all types of crimes experienced by people, including those crimes that may not have been reported to the police. CSEW reports the risks of personal and household crime<sup>16</sup> in Northumbria continue to reduce. The Force is 8<sup>th</sup> lowest in the country (8.6%) for risk of personal crime, and the risk of household crime in Northumbria is the lowest it has been since the measure was introduced in 2007 (5.5%).

Improvements have also been made with respect to recording crimes at the first opportunity (measure 82); with 85% of crimes recorded within 24 hours (this is largely attributable to the introduction of crime recording at source).

### **Improving how we tackle crime**

There are four areas for improvement (AFI) from the HMIC PEEL Effectiveness 2016 inspection. The force has made progress on each of these AFIs:

*“The force should widen its approach to integrated offender management to maximise its impact on reducing threat, harm and risk. There should be clear measures of success which enable the force to evaluate how effectively it is protecting the public from prolific and harmful offenders”.*

Northumbria Police launched a new IOM model in March 2018, which builds on the already established model within Multi Agency Public Protection Arrangements (MAPPA) and Multi-Agency Risk Assessment Conference (MARAC).

The new model looks to develop a multi-agency case management plan for all of the top 100 Cohort offenders in each Area Command, early assessment of cohort offenders indicates that around 90% will be subject to some form of statutory management by National Probation Service (NPS), Community Rehabilitation Company (CRC) or Youth Offending Teams (YOT). This will assist in monitoring the use and impact of pathways out of offending including: accommodation, education and training, substance misuse, finance management, relationships, lifestyle and associates, attitudes, thinking & behaviour and mental and physical health.

*“The force should further develop its serious and organised crime local profile in conjunction with other interested parties to enhance its understanding of the threat posed by serious and organised crime and inform joint activity aimed at reducing this threat”.*

*“The force should engage routinely with partner agencies at a senior level to enhance intelligence sharing and promote an effective, multi-agency response to serious and organised crime”.*

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<sup>16</sup> The estimated percentage risk of an adult / household being a victim once or more in the previous 12 months of a personal / household crime (excluding sexual offences) as measured by CSEW

“The force should take steps to identify those at risk of being drawn into serious and organised crime, and ensure preventative initiatives are put in place with partner organisations to deter them from offending”.

Northumbria Police is committed to tackling and reducing serious and organised crime, activity includes:

- Monthly Operation Magnet meetings with partner agencies.
- All Organised Crime Groups (OCGs) are mapped and targeted by Northumbria Police and partners at a local, force and regional level.
- The Serious and Organised Crime (SOC) Local Profile has been developed to help the force understand the threat posed. It has been shared with partners to help inform the threat posed by SOC.
- Use of SafetyWorks! including training with the police and the mini police to divert children from serious and organised crime.
- Effective partnership working with Children Services, Local Authority Community Safety Officers, Pupil Referral Units and the Coalition Against Crime, to identify individuals at risk of becoming involved in OCG activity.
- Local Community Engagement Teams work with local authorities on initiatives such as Streetwise, using the Home Office Serious Organised Crime Toolkit DVD and lesson plan to divert young people away from Organised Crime. The tool kit supports work with groups such as the Army Cadets and schools by providing awareness to those who may be vulnerable to being drawn into serious organised crime. This work is supported by Neighbourhood Policing Teams through engagement with new and emerging communities to identify those who are vulnerable to OCGs or those who may be linked to new and emerging OCGs.

Cut drug use and the crime that is a consequence	Cutting Crime	
	2016/17	2017/18
83. Monitor the number of offenders given a conditional caution referred to substance abuse intervention <sup>17</sup>		131

National and MSG performance information is not available for these measures.

### Early intervention Pilots

Multi-agency Early Help Hubs are well-established in the Northumbria Police area, however, there has been a recognition that further work to support early intervention for families with complex needs would be of benefit.

A six-month pilot, which started in October 2017, involved PCSOs in Sunderland and Northumberland working with other agencies to support families. The pilot improved multi-agency working and intelligence sharing between the police and other agencies, and shifting the focus from a reactive to a preventative service. Consultation is planned with all Local Authorities in the Northumbria Police area to consider its extension.

### Building Trust and Networks

In April 2017, the Force developed a pilot in conjunction with Mutual Gain, a company that specialises in building trust and networks. The aim of the pilot is to build and improve community contacts and confidence within some of our more challenging, complex and diverse communities. This approach assists the force to meet current and future challenges, in relation to early identification and engagement to meet threats posed around counter terrorism, human trafficking, modern day slavery and sexual exploitation. In September 2017, two events were held in two communities (Elswick and Byker) based on the 'World Café' approach. The events were well attended and feedback was extremely positive. Findings have shaped and influenced policing activities and partnership work in these and other communities.

<sup>17</sup> New pathways of intervention including Triage assessment (drugs and/or alcohol) and Alcohol Behaviour Change Programme (ABC) were introduced in October 2017.

Improved satisfaction with the services that Northumbria Police and key community safety and criminal justice partners provide		Community Confidence
	2016/17	2017/18
84. Percentage of people who believe the police do a good or excellent job in their neighbourhood (5,000 surveyed annually)	85% +/- 1.0	86% +/- 1.0
85. Satisfaction levels for victims of crime, with a specific sample for those that are considered vulnerable and for repeat victims (1,300 surveyed annually – introduced August 2017)		82% +/-2.4
86. Percentage of people who feel safe in their local area (5,000 surveyed annually)	98% +/- 0.4	97% +/- 0.4
87. Percentage of people who believe that the level of visibility in their neighbourhood is about right (5,000 surveyed annually)	58% +/- 1.3	54% +/- 1.5
Percentage of hate crime victims satisfied with the policing response provided: (approximately 300 surveys completed per annum)		
88. Ease of contact	98% +/- 1.9	97% +/- 2.0
89. Time of arrival	87% +/- 4.4	88% +/- 3.6
90. Action taken	88% +/- 3.9	83% +/- 3.9
91. Follow-up	82% +/- 4.6	75% +/- 4.9
92. Treatment	97% +/- 2.1	92% +/- 2.8
93. Whole experience	90% +/- 3.6	82% +/- 3.9

National and MSG performance information is not available for these measures.

Residents' perceptions of local policing are stable, with 86% believing the police do a good job and 97% feeling safe in their local area (measures 84 and 86). The percentage of people who believe the level of visibility is 'about right' has continued to show a statistical reduction, from 58% to 54% (measure 87). Most residents feel that a police presence would act as a deterrent or reassurance rather than be needed in response to a specific problem. This is supported by the high perceptions of safety. As a result of this reduction the neighbourhood teams are analysing public insight and undertaking further research within their local communities to identify opportunities to improve visibility.

Hate crime has increased in Northumbria Police, as is the case nationally as a result of high profile events, such as the EU referendum and terrorist events.

Hate crime satisfaction has shown a statistical reduction from 90% to 82% (measure 93). There have been reductions in satisfaction for actions taken, follow-up and treatment, with follow-up and treatment statistical reductions. This trend is particularly notable since June 2017. Common reasons for dissatisfaction include:

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

As a result of this reduction and a review of hate crimes, the Hate Crime Action Plan was updated to include a number of actions to improve performance. This included training to all call handlers to improve the initial

response to hate crime. Investigating officers have been provided with clear expectations from their line management who are scrutinising cases. The Neighbourhood Policing and Community Engagement Teams (CET) who have expertise in hate crime are providing support and oversight around hate crime. How hate crime victims are kept up to date and advised of outcome is under review to identify and embed best practice. Northumbria Police are working with VFN and Advocacy Centre North, who have been commissioned by the PCC to support victims of hate crime. Northumbria Police are also working with CPS and Probation to improve outcomes for victims.

Northumbria Police's CET have built relationships with groups and communities who would not usually engage with the police. This is supported by the Force campaign 'Being you is not a crime', resulting in increased confidence in the police service to treat these crimes with the seriousness that they deserve.

Central Area Command's CET has been recognised nationally, for their efforts to improve the reporting of hate crime, when the team won the Law Enforcement Upstander Award at #No2H8 Crime Awards 2017. This is a high profile national award and has resulted in other forces visiting to share good practice.

As a Top 100 Employer in the Stonewall Workplace Equality Index and a Stonewall Diversity Champion. This demonstrates that Northumbria Police is viewed positively by the Lesbian, Gay, Bisexual and Transgender (LGBT) community and is seen to be championing the needs of those who are LGBT. It also demonstrates the ongoing commitment to increasing trust and confidence amongst the wider LGBT community.

Hate Crime and Community Tension Monitoring Groups have been established with Newcastle, Sunderland and Gateshead Councils, work is ongoing with the other three Local Authorities to establish a similar group within their areas.

In June 2017, the number of LGBT liaison officers increased from 30 to 70. This was in response to public insight which identified that those in the LGBT community had a fear of not being taken seriously when reporting hate crime, fear of discrimination and a lack of trust that Police would fail to protect their privacy. One of the outcomes of the insight was to increase the number of LGBT liaison officers to help improve confidence. To support staff in their roles training is routinely delivered to improve their knowledge and understanding of issues affecting the LGBT community. The officers now regularly support both the LGBT community and other police staff in understanding LGBT issues. The force is seeking to expand the service further by providing victim support to hate crime victims from Advocacy North, funded by the Office of Police & Crime Commissioner.

More people connecting with the police to report local concerns and crimes and reporting confidence in the police response	Community Confidence	
	2016/17	2017/18
94. Percentage of people who feel that cyber-crime is a very or fairly big problem (5,000 surveyed annually)		94% +/-0.9
95. Awareness of the community regarding exploitation (e.g. sexual, labour and benefit) (5,000 surveyed annually)		81% +/-1.3
96. Percentage of people who feel that exploitation is a very or fairly big problem (5,000 surveyed annually)		62% +/-2.6
97. Perceptions of road safety, including drink driving and use of mobile phones (5,000 surveyed annually)		84% +/-1.2

*National and MSG performance information is not available for these measures.*

### Community Engagement

A new front office model has been implemented with a refreshed approach to service provision, and an increased emphasis on providing greater customer service to the public when engaging via the front office. The new front office model better reflects the needs and changing demands of the community and has been introduced as a result of identifying significant periods of low or no demand at key times and locations.

At the end of 2017, the Force Engagement Strategy was launched. It is underpinned by the Force Equality Action Plan, with progress monitored by Equality Board and Strategic Hate Crime Groups. Independent oversight is provided by the Strategic Independent Advisory Group, the Office of Police and Crime Commissioner (OPCC) Advisory Groups and the Police Complaints Scrutiny Panel.

Throughout 2017, community engagement activity prioritised engagement with Muslim, Jewish, LGBT and Roma Traveller/Gypsy communities. The key priority for 2018 will be building better relations with Eastern European communities and people with disabilities. The Force now uses technology and social media to better engage with its diverse communities; Hootsuite allows monitoring and management of all social media trends and feedback in one place. This increased use of social media has helped identify offenders, locate missing persons and communicate events, incidents and crime prevention advice with the public.

The Force has developed a corporate media and campaign calendar which has been developed in conjunction with the OPCC. The calendar contains events both locally and nationally, linking in targeted crime prevention activity including events that maximise engagement, such as dedicated days of action.

The way communities engage and interact with Police is changing and there is a need to develop creative communication channels to provide relevant information, accessible contact points, timely feedback, and success stories for reassurance and maximise the way we use technology including:

- 'MyStreet' app is a reporting tool for the public, directing issues and concerns to the appropriate authority and away from the police. The app is currently live in five of the six local authorities and will go live in Sunderland before the end of March 2018.
- Work is on-going on the new Northumbria Police force website with continuing development of online services. The new website will support a variety of digital services including detailed advice and Information and over 30 online forms.
- Web Chat is available through the external website and allows members of the public to speak directly with an operator within the Communications Department at a time and place that is convenient for them.
- 'Your Northumbria', a community messaging tool went live in June 2017 which allows officers and staff to engage directly with targeted community groups to provide information and reassurance.

Customer expectation of policing services is changing. Customers are beginning to favour services that are convenient, digitally-enabled and accessible at a time and place convenient to them. The Customer Service project aims to improve customer experience by:

- Enhancing the force's digital capabilities i.e. online crime reporting, the ability to send images and media clips in support of crime investigations.
- Improving its ability to manage demand by changing contact behaviours i.e. web chat and the ability for victims to receive progress information on crime investigations.
- Increasing customer satisfaction through the development of an effective service recovery/complaints management approach.

This project looks to improve the customer experience by reducing waiting times, improving accessibility through increased contact points and personalising the service through appropriate channelling of demand.

## **Cybercrime and Fraud**

94% of people feel cyber-crime is a significant problem (measure 94), although only one in four people have experienced it themselves. Of those affected, three in four reported it, mostly to banks, credit card companies and online service such as EBay; only 18% reported to the police.

A Cyber Crime problem profile has been produced to understand the issue locally. Operation Signature ensures vulnerable victims who report to Action Fraud are given an enhanced service, which includes safeguarding, crime prevention advice and where appropriate, referrals to other agencies such as VFN.

20 Cyber volunteers are in their final stages of training, which will involve working with over 50 local companies who have signed up to have their cyber security systems tested. These include local small to

medium size businesses, law firms, schools, and large public sector organisations. This initiative is supported by regular breakfast meetings between regional crime agencies and businesses. Northumbria Police's annual media campaign runs alongside the Get Safe Online (GSOL) campaign.

In March 2017, a new banking protocol was launched aimed at improving early intervention to protect victims by empowering banks to phone the police at an early stage of any concerns. As of 15th February 2018, Northumbria Police dealt with 84 incidents, made 10 arrests and stopped fraudulent transactions worth £795,832. The average age of victims was 68 years, and 50 victims were subject of an adult concern submission, many of whom were previously unknown to police or social services. This is now well embedded within the force area and will continue as business as usual from now on.

### **Tackling Exploitation and Modern Day Slavery**

Modern slavery is an overarching term encompassing slavery, servitude, forced or compulsory labour and human trafficking. As a new emerging area, a problem profile will be produced by June 2018. The profile will focus on raising awareness, sharing and compiling data with safeguarding partners.

The Force is currently working on a joint Modern Day Slavery (MDS) protocol which all local authorities will be asked to sign-up to. This will provide consistency of understanding and ability to respond to MDS.

A complex investigation into offences of Human Trafficking and Modern Slavery revealed a large, complex network of approximately 70 suspects and victims being recruited and trafficked across the UK on the promise of work. As a result of the investigation, nine defendants were charged with offences of trafficking, slavery and controlling prostitution.

A separate multi-agency investigation resulted in nine people being charged with offences including: hold person in slavery or servitude; conspiracy to require person to perform forced or compulsory labour; conspiracy to traffic people within the UK for exploitation and fraud by false representation. At trial, four defendants were found guilty and sentenced to a total of 32 years imprisonment. The investigation received an accolade from the Independent Anti-Slavery Commissioner.

In June 2017, the Force held a multi-agency Modern Day Slavery (MDS) conference to raise awareness, share good practice and lessons learned around operational activity. The Force has been working with Sunderland University students who have produced short films about MDS, funded by the PCC, which can be used as multi-agency training videos.

In July 2017, Northumbria, Durham and Cleveland Police worked with a range of agencies to target foreign criminals and immigration offenders as well as safeguarding those at risk of being targeted by human traffickers.

A joint Northumbria and Durham Modern Day Slavery Conference is planned in October 2018.

Northumbria Police is working with partners to tackle Child Sexual Exploitation (CSE)/Sexual Exploitation (SE) focussing on community engagement, raising awareness and training to share information and promote confidence. The force regularly contributes to and leads on engagement events and the delivery of training to other agencies, businesses and the wider community ensuring strong relationships with communities and partners.

Northumbria Police, working with other agencies, has developed a victim focused response to engaging and protecting those involved in sex work. The multi-agency project focuses on engaging sex workers, by building up their trust and confidence. Information has been provided to them about how to keep safe and encourage sex workers to report a crime or share intelligence on dangerous people. As a result of the project, a number of individuals have been able to exit sex work.

### **Effective Road Policing**

Road safety perceptions are high (measure 97), with 84% of the public thinking roads are safe in their local area. The use of mobile phones is the biggest public concern (61%), followed by speeding and dangerous driving (43%), and drink driving (9%).

Northumbria Police target the 'Fatal 4': speed, mobile phones, alcohol or drugs and seatbelts; focusing on education and prevention including promoting safety messages on social media as well as enforcement. Surveys completed with residents show the use of mobile phones whilst driving and speeding to be a concern to the general public.

The force works in partnership with local authorities and other agencies to develop problem solving initiatives e.g. 'think, speed, signage' and identifying solutions to road safety issues e.g. traffic calming measures. Through data analysis, locations are identified to target patrols and to reduce road casualties i.e. rural Northumberland was identified as an area to target for motorcycle anti-social behaviour.

Engagement is undertaken with road user groups i.e. cyclists and older motorists to promote road safety messages and ensure compliance. In September 2017, the Washington Wetlands event was held where approximately 200 bikers were in attendance. Feedback was positive and the event was used to inform attendees of schemes such as Biker cornering clinic.

Further campaigns are scheduled for May and August 2018. Work is ongoing with Northumberland County Council to explore a potential Bikewise style scheme and with Northumberland Fire & Rescue and Tyne and Wear Fire & Rescue to promote rider safety.

Awareness that the PCC is always available to hear views and suggestions and will scrutinise fearlessly on the public's behalf		Community Confidence
	2016/17	2017/18
98. Percentage who agree PCC talks to people to understand community's needs (5,000 surveyed)	45% +/- 1.4	48% +/- 1.6
99. Percentage of public who agree the PCC holds NP to account on behalf of the public (5,000 surveyed)	61% +/- 1.4	66% +/- 1.5

National and MSG performance information is not available for these measures.

There have been statistically significant increases in the number of residents who agree the Police and Crime Commissioner (PCC) talks to people to understand the needs of the community from 45% to 48% (measure 98), and the percentage who think the PCC holds the police to account on behalf of the public, which has increased from 61% to 66% (measure 99). This follows longer-term year-on-year increases in these measures since the introduction of PCCs.

Awareness that the PCC is always available to hear views and suggestions and will scrutinise fearlessly on the public's behalf			Community Confidence
	2016/17	2017/18	National/MSG comparison
Monitor level and type of allegations <sup>18</sup> :			
100. Incivility, impoliteness or intolerance	406 allegations 34 per month	<b>374 allegations</b> 31 per month	13% Force 12% National 13% MSG
101. Other assault	198 allegations 16 per month	<b>203 allegations</b> 17 per month	11% Force 8% National 7% MSG
102. Other neglect or failure in duty	740 allegations 61 per month	<b>690 allegations</b> 58 per month	23% Force 38% National 39% MSG
Appeals made and upheld			

<sup>18</sup> National and MSG comparisons are based on the percentage of all allegations recorded.

103. Percentage of appeals made	13% 95 appeals	21% 160 appeals	
104. Percentage of appeals upheld - Overall	21% 35 appeals upheld	21% 43 appeals upheld	
105. Percentage of appeals upheld - Force investigated	15% 6 appeals upheld	16% 12 appeals upheld	17% National 4% MSG
106. Percentage of appeals upheld - Force locally resolved	0%	0%	15% National 9% MSG
107. Percentage of appeals upheld – Independent Office of Police Conduct (IOPC) investigated	39% 16 appeals upheld	25% 9 appeals upheld	39% National 44% MSG
108. Percentage of appeals upheld - Independent Office of Police Conduct (IOPC) non-recording	17% 10 appeals upheld	33% 20 appeals upheld	36% National 32% MSG
109. Number of live complaints being managed (as at 31 March)	193	192	

As part of its annual inspections into police effectiveness, efficiency and legitimacy (PEEL), in 2017 HMICFRS assessed the legitimacy of Northumbria Police to ensure that police powers are used fairly and that they treat people with respect in the course of their duties and the overall judgment for Northumbria Police is 'good'. HMICFRS did not identify any cause of concern or make specific recommendations for Northumbria Police.

The top three allegation types and volume remains consistent with the previous year. Northumbria Police is robust in how it records each allegation; however a quality assurance exercise was recently carried out to ensure the categorisation of allegations were appropriate. The findings have been fed back to the Complaints Service Advisors and the Force Assessor in order to improve accuracy of recording.

The allegation, 'Other neglect or failure in duty' remains the top recorded allegation type, but it has decreased compared to the same point in 2016/17 (measure 102). Whilst the force numbers are lower than the MSG (38%) and the National average (39%), analysis of the allegation category shows that the majority of complaints originate from a belief that a crime investigation has been inadequate and that officers have:

- Failed to take the complainant seriously;
- Failed to keep in contact or update the complainant; and
- Failed to consider additional information and evidence provided by the complainant.

Allegations of 'Incivility, impoliteness and intolerance' have shown minimal change in comparison to the same period in 2016/17. It is also comparable to the MSG average (13%) and the national average (12%). A large proportion of complaints in this category originate from a perception that officers had been rude or complainants had felt intimidated by officer behaviour.

As 'Other assault' allegations is higher compared to the national average and MSG, Northumbria Police is carrying out analysis, the results of which will be used to improve working practices in order to reduce complaints of this nature.

The percentage of appeals made has shown a significant increase. The right of appeal is embedded within the complaints process and complainants should be encouraged to exercise that right where they believe it to be necessary.

It should be noted however, that the number of those appeals which are upheld are generally in line with national performance or in the case of 'investigation appeals upheld by Independent Office for Police Conduct (IOPC)', significantly lower.

The increase in the number of upheld non-recording decisions has been discussed with the IOPC. The majority of the IOPC non-recording decisions pertain to persistent/ complex complainants and have been partially upheld only. Such complaints frequently contain large numbers of allegations and revisit historic

issues where complaint investigations have already been concluded. In an effort to ensure a better understanding of those more complex complainants and subsequently any Northumbria Police decision to non-record, IOPC has agreed to appoint case workers for a number of identified complainants. Within the last quarter (2017/18) the non-recording upheld rate has dropped to 9%.

## Methodology

Statistical results that are highlighted in green or red denote a positive or negative change. Uncoloured measures relate to either no change, or a change that could be deemed as both positive and negative (for example an increase in recorded sexual offences). Statistically significant changes should be used as a starting point in considering the meaning and significance of the change. In other words, a significant statistical reduction does not necessarily necessitate an organisational response, but should be used in context with other evidence to inform decision making.

All survey results include a confidence interval (e.g. +/- 1.2%) which is a margin of error in the sample when representing the greater population from which the sample was drawn. For example, a 90% satisfaction result from a sample with a confidence interval of 1% means that the result within the whole population that is being represented could fall anywhere between 89% and 91% (one percent either way).

## MSG – Most Similar Group of Forces

Northumbria Police is considered by Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) to be most similar to the following forces:

- South Wales Police
- West Yorkshire Police
- Lancashire Police
- South Yorkshire Police
- Humberside Police
- Gwent Police
- Cleveland Police

## Appendix 1: Change in recorded crime and crime related incidents by local authority area from 2014/15 to 2017/18

In recent years, recorded crime has been greatly influenced by improvements to the quality of crime recording and these changes mean that recorded crime does not give an accurate reflection of increases or decreases in crime trends. An alternative indicator of crime trends is the initial assessment made by the Contact Handler. When Northumbria Police receive a call for service, the Contact Handler categorises the type of incident to assist in deploying the most appropriate response (categories include anti-social behaviour, roads policing, concern for safety, and several broad categories of crime). Numbers of incidents can therefore give a better indication of crime trends. The tables shown here highlight that, when comparing 2014/15 (before improvements to crime recording) with 2017/18 (after improvements to crime recording), while the Force has recorded more crime (column A), the calls initially assessed as a crime related incident (column B) have generally reduced. Increases in crime trends are therefore indicated in relation to sexual offences for all local authorities and theft and handling in Sunderland and Gateshead.

	North Tyneside						Northumberland					
	COLUMN A Crimes recorded			COLUMN B Crime related incidents			COLUMN A Crimes recorded			COLUMN B Crime related incidents		
	2014/15	2017/18	%	2014/15	2017/18	%	2014/15	2017/18	%	2014/15	2017/18	%
VAP (Including robbery)	1,800	6,073	+237%	11,256	6,264	-44%	1,999	8,028	+302%	15,636	8,824	-44%
Sexual offences	220	530	+141%	424	494	+17%	318	767	+141%	691	706	+2%
Burglary	775	1,102	+42%	1,252	1,043	-17%	1,473	1,842	+25%	2,357	1,804	-23%
Theft and handling	2,489	3,913	+57%	4,277	4,219	-1%	2,890	4,754	+64%	5,892	5,550	-6%
Vehicle crime	490	890	+82%	736	686	-7%	975	1,183	+21%	1,377	912	-34%
Criminal damage	1,622	3,110	+92%	3,160	2,362	-25%	2,419	4,568	+89%	5,262	3,680	-30%
Other notifiable crime	828	3,465	+318%	2,292	759	-67%	820	3,867	+372%	3,269	1,035	-68%
	8,224	19,083	+132%	23,397	15,827	-32%	10,894	25,009	+130%	34,484	22,511	-35%

	Gateshead						Newcastle					
	COLUMN A Crimes recorded			COLUMN B Crime related incidents			COLUMN A Crimes recorded			COLUMN B Crime related incidents		
	2014/15	2017/18	%	2014/15	2017/18	%	2014/15	2017/18	%	2014/15	2017/18	%
VAP (Including robbery)	1,775	5,954	+235%	11,314	6,552	-42%	4,326	11,385	+163%	23,592	12,622	-46%
Sexual Offences	265	657	+148%	477	597	+25%	689	1,257	+82%	1,005	1,068	+6%
Burglary	1,160	1,416	+22%	1,766	1,384	-22%	1,941	2,346	+21%	2,833	2,214	-22%
Theft and handling	2,505	4,473	+79%	4,639	5,005	+8%	7,532	11,056	+47%	12,120	11,846	-2%
Vehicle crime	905	1,280	+41%	1,067	802	-25%	1,279	1,980	+55%	1,705	1,360	-20%
Criminal damage	1,873	3,489	+86%	3,701	2,688	-27%	3,834	5,709	+49%	7,103	4,586	-35%
Other notifiable crime	885	3,400	+284%	2,291	872	-62%	2,452	6,933	+183%	5,106	1,738	-66%
	9,368	20,669	+121%	25,255	17,900	-29%	22,053	40,666	+84%	53,464	35,434	-34%

	Sunderland						South Tyneside					
	COLUMN A Crimes recorded			COLUMN B Crime related incidents			COLUMN A Crimes recorded			COLUMN B Crime related incidents		
	2014/15	2017/18	%	2014/15	2017/18	%	2014/15	2017/18	%	2014/15	2017/18	%
VAP (Including robbery)	2,765	9,523	+244%	18,309	10,146	-45%	1,532	4,994	+226%	9,538	5,531	-42%
Sexual Offences	389	864	+122%	706	784	+11%	185	464	+151%	358	437	+22%
Burglary	1,656	1,915	+16%	2,498	1,967	-21%	579	745	+29%	930	810	-13%
Theft and handling	4,064	7,260	+79%	7,070	8,180	+16%	1,994	2,922	+47%	3,458	3,272	-5%
Vehicle crime	1,271	1,958	+54%	1,536	1,281	-17%	321	714	+122%	571	471	-18%
Criminal damage	3,254	5,291	+63%	6,052	3,934	-35%	1,648	2,628	+59%	2,747	1,955	-29%
Other notifiable crime	1,653	5,670	+243%	3,375	1,198	-65%	814	2,665	+227%	1,829	594	-68%
	15,052	32,481	+116%	39,546	27,490	-30%	7,073	15,132	+114%	19,431	13,070	-33%

Further analysis suggests that burglaries that occur within dwellings and aspects of vehicle crime have increased. The impact of social media and emergence of cyber-crime has been significant in each local authority. In particular, stalking and harassment and the introduction of new offence types, including sending letter or social media message with intent to cause distress or anxiety. The Force also recognises national increases of serious crime including child sexual exploitation, modern slavery and human trafficking.

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**Appendix 2: Recorded crime by local authority area**

Sunderland	2016-17	2017-18	Change		Comparison with most similar CSP (2017-18)		
					Per 1,000 populaion	MSG (CSP) average	Rank 1 = fewest crimes 15 = most crimes
<b>Total crime</b>	<b>24,960</b>	<b>32,481</b>	<b>+7,521</b>	<b>+ 30%</b>	107.2	103.8	9
<b>Violence against the person</b>	<b>6,785</b>	<b>9,386</b>	<b>+2,601</b>	<b>+ 38%</b>	30.7	32.5	7
Violence against the person - With injury	2,338	2,589	+ 251	+ 11%	8.6	11.2	4
Violence against the person - Without injury	4,447	6,797	+2,350	+ 53%	22.1	21.2	9
Other violence	280	385	+ 105	+ 38%	1.2	1.8	4
Harassment & assault	4,167	6,412	+2,245	+ 54%	20.9	19.4	8
<b>Robbery</b>	<b>126</b>	<b>137</b>	<b>+ 11</b>	<b>+ 9%</b>	0.5	1.1	2
<b>Sexual offences</b>	<b>696</b>	<b>864</b>	<b>+ 168</b>	<b>+ 24%</b>	2.8	3.2	6
Rape	258	319	+ 61	+ 24%	1.0	1.2	7
Other serious sexual offences	294	365	+ 71	+ 24%	1.2	1.3	6
Other sexual offences	144	180	+ 36	+ 25%	0.6	0.7	5
<b>Vehicle crime</b>	<b>1,321</b>	<b>1,958</b>	<b>+ 637</b>	<b>+ 48%</b>	6.3	8.3	4
<b>Criminal damage</b>	<b>4,468</b>	<b>5,291</b>	<b>+ 823</b>	<b>+ 18%</b>	17.5	15.5	13
<b>Burglary</b>	<b>1,630</b>	<b>1,915</b>	<b>+ 285</b>	<b>+ 17%</b>	6.4	8.4	4
<b>Theft and handling</b>	<b>6,370</b>	<b>7,260</b>	<b>+ 890</b>	<b>+ 14%</b>	24.3	20.7	13
Shoplifting	2,262	2,872	+ 610	+ 27%	9.4	8.2	11
Theft from the person	164	222	+ 58	+ 35%	0.7	0.9	8
Theft of a pedal cycle	343	337	- 6	- 2%	1.1	1.1	10
Other theft and handling	3,601	3,829	+ 228	+ 6%	12.9	10.4	14
<b>Drug crime</b>	<b>557</b>	<b>500</b>	<b>- 57</b>	<b>- 10%</b>	1.6	2.1	6
<b>Fraud and forgery</b>	<b>38</b>	<b>47</b>	<b>+ 9</b>	<b>+ 24%</b>	0.1	0.1	9
<b>Public disorder</b>	<b>2,660</b>	<b>4,735</b>	<b>+2,075</b>	<b>+ 78%</b>	15.7	10.6	13
<b>Miscellaneous crime</b>	<b>309</b>	<b>388</b>	<b>+ 79</b>	<b>+ 26%</b>	1.3	1.4	8

Note - Comparison with most similar CSP relates to the period April 2017 to February 2018

South Tyneside	2016-17	2017-18	Change		Comparison with most similar CSP (2017-18)		
					Per 1,000 populaion	MSG (CSP) average	Rank 1 = fewest crimes 15 = most crimes
<b>Total crime</b>	<b>12,527</b>	<b>15,132</b>	<b>+2,605</b>	<b>+ 21%</b>	92.8	99.6	5
<b>Violence against the person</b>	<b>3,878</b>	<b>4,936</b>	<b>+1,058</b>	<b>+ 27%</b>	30.0	30.2	6
Violence against the person - With injury	1,301	1,277	- 24	- 2%	7.8	10.4	2
Violence against the person - Without injury	2,577	3,659	+1,082	+ 42%	22.1	19.8	9
Other violence	202	201	- 1	- 0%	1.2	1.8	3
Harassment & assault	2,375	3,458	+1,083	+ 46%	21.0	17.9	10
<b>Robbery</b>	<b>69</b>	<b>58</b>	<b>- 11</b>	<b>- 16%</b>	0.4	1.2	1
<b>Sexual offences</b>	<b>328</b>	<b>464</b>	<b>+ 136</b>	<b>+ 41%</b>	2.8	3.0	9
Rape	125	159	+ 34	+ 27%	1.0	1.1	8
Other serious sexual offences	140	229	+ 89	+ 64%	1.4	1.3	11
Other sexual offences	63	76	+ 13	+ 21%	0.5	0.6	5
<b>Vehicle crime</b>	<b>635</b>	<b>714</b>	<b>+ 79</b>	<b>+ 12%</b>	4.4	8.9	1
<b>Criminal damage</b>	<b>2,469</b>	<b>2,628</b>	<b>+ 159</b>	<b>+ 6%</b>	16.0	14.7	9
<b>Burglary</b>	<b>755</b>	<b>745</b>	<b>- 10</b>	<b>- 1%</b>	4.7	8.9	1
<b>Theft and handling</b>	<b>2,583</b>	<b>2,922</b>	<b>+ 339</b>	<b>+ 13%</b>	18.2	19.4	8
Shoplifting	1,073	1,171	+ 98	+ 9%	7.3	8.1	8
Theft from the person	56	87	+ 31	+ 55%	0.5	0.7	3
Theft of a pedal cycle	164	203	+ 39	+ 24%	1.3	1.1	11
Other theft and handling	1,290	1,461	+ 171	+ 13%	9.1	9.4	7
<b>Drug crime</b>	<b>296</b>	<b>257</b>	<b>- 39</b>	<b>- 13%</b>	1.6	2.1	6
<b>Fraud and forgery</b>	<b>15</b>	<b>33</b>	<b>+ 18</b>	<b>+120%</b>	0.2	0.1	14
<b>Public disorder</b>	<b>1,331</b>	<b>2,195</b>	<b>+ 864</b>	<b>+ 65%</b>	13.6	10.0	10
<b>Miscellaneous crime</b>	<b>168</b>	<b>180</b>	<b>+ 12</b>	<b>+ 7%</b>	1.1	1.3	7

Note - Comparison with most similar CSP relates to the period April 2017 to February 2018

Gateshead	2016-17	2017-18	Change		Comparison with most similar CSP (2017-18)		
					Per 1,000 populaion	MSG (CSP) average	Rank 1 = fewest crimes 15 = most crimes
<b>Total crime</b>	17,760	20,669	+2,909	+ 16%	93.6	101.1	5
<b>Violence against the person</b>	4,603	5,831	+1,228	+ 27%	26.2	31.8	3
Violence against the person - With injury	1,624	1,567	- 57	- 4%	7.1	10.4	1
Violence against the person - Without injury	2,979	4,264	+1,285	+ 43%	19.1	21.4	6
Other violence	257	294	+ 37	+ 14%	1.2	1.6	4
Harassment & assault	2,722	3,970	+1,248	+ 46%	17.9	19.8	6
<b>Robbery</b>	132	123	- 9	- 7%	0.6	1.0	3
<b>Sexual offences</b>	431	657	+ 226	+ 52%	3.1	3.2	9
Rape	162	245	+ 83	+ 51%	1.1	1.2	10
Other serious sexual offences	184	268	+ 84	+ 46%	1.3	1.3	9
Other sexual offences	85	144	+ 59	+ 69%	0.7	0.7	8
<b>Vehicle crime</b>	1,087	1,280	+ 193	+ 18%	5.7	7.6	4
<b>Criminal damage</b>	3,389	3,489	+ 100	+ 3%	15.9	15.5	7
<b>Burglary</b>	1,148	1,416	+ 268	+ 23%	6.6	8.0	7
<b>Theft and handling</b>	4,453	4,473	+ 20	+ 0%	20.4	19.9	8
Shoplifting	2,130	1,865	- 265	- 12%	8.5	8.2	9
Theft from the person	96	153	+ 57	+ 59%	0.7	0.9	5
Theft of a pedal cycle	161	185	+ 24	+ 15%	0.9	1.1	6
Other theft and handling	2,066	2,270	+ 204	+ 10%	10.3	9.7	10
<b>Drug crime</b>	394	371	- 23	- 6%	1.6	2.1	5
<b>Fraud and forgery</b>	27	45	+ 18	+ 67%	0.2	0.1	15
<b>Public disorder</b>	1,834	2,711	+ 877	+ 48%	12.1	10.5	11
<b>Miscellaneous crime</b>	262	273	+ 11	+ 4%	1.3	1.4	6

Note - Comparison with most similar CSP relates to the period April 2017 to February 2018

North Tyneside	2016-17	2017-18	Change		Comparison with most similar CSP (2017-18)		
					Per 1,000 populaion	MSG (CSP) average	Rank 1 = fewest crimes 15 = most crimes
<b>Total crime</b>	<b>16,095</b>	<b>19,083</b>	<b>+2,988</b>	<b>+ 19%</b>	86.0	86.1	10
<b>Violence against the person</b>	<b>4,610</b>	<b>5,979</b>	<b>+1,369</b>	<b>+ 30%</b>	26.7	25.9	9
Violence against the person - With injury	1,446	1,605	+ 159	+ 11%	7.2	8.9	2
Violence against the person - Without injury	3,164	4,374	+1,210	+ 38%	19.5	16.9	11
Other violence	234	306	+ 72	+ 31%	1.3	1.3	11
Harassment & assault	2,930	4,068	+1,138	+ 39%	18.1	15.7	12
<b>Robbery</b>	<b>53</b>	<b>94</b>	<b>+ 41</b>	<b>+ 77%</b>	0.4	0.9	1
<b>Sexual offences</b>	<b>437</b>	<b>530</b>	<b>+ 93</b>	<b>+ 21%</b>	2.3	2.6	4
Rape	147	213	+ 66	+ 45%	0.9	1.0	7
Other serious sexual offences	211	215	+ 4	+ 2%	0.9	1.1	3
Other sexual offences	79	102	+ 23	+ 29%	0.4	0.5	5
<b>Vehicle crime</b>	<b>822</b>	<b>890</b>	<b>+ 68</b>	<b>+ 8%</b>	4.0	7.2	2
<b>Criminal damage</b>	<b>2,904</b>	<b>3,110</b>	<b>+ 206</b>	<b>+ 7%</b>	14.1	12.5	11
<b>Burglary</b>	<b>1,287</b>	<b>1,102</b>	<b>- 185</b>	<b>- 14%</b>	5.1	7.4	2
<b>Theft and handling</b>	<b>3,761</b>	<b>3,913</b>	<b>+ 152</b>	<b>+ 4%</b>	17.8	18.5	8
Shoplifting	1,503	1,701	+ 198	+ 13%	7.9	7.9	8
Theft from the person	81	97	+ 16	+ 20%	0.4	0.8	1
Theft of a pedal cycle	411	250	- 161	- 39%	1.2	1.5	8
Other theft and handling	1,766	1,865	+ 99	+ 6%	8.4	8.2	11
<b>Drug crime</b>	<b>288</b>	<b>288</b>	<b>+ 0</b>	<b>+ 0%</b>	1.3	2.3	3
<b>Fraud and forgery</b>	<b>30</b>	<b>33</b>	<b>+ 3</b>	<b>+ 10%</b>	0.2	0.1	10
<b>Public disorder</b>	<b>1,716</b>	<b>2,902</b>	<b>+1,186</b>	<b>+ 69%</b>	13.0	7.6	14
<b>Miscellaneous crime</b>	<b>187</b>	<b>242</b>	<b>+ 55</b>	<b>+ 29%</b>	1.0	1.2	5

Note - Comparison with most similar CSP relates to the period April 2017 to February 2018

Newcastle	2016-17	2017-18	Change		Comparison with most similar CSP (2017-18)		
					Per 1,000 populaion	MSG (CSP) average	Rank 1 = fewest crimes 15 = most crimes
<b>Total crime</b>	<b>33,450</b>	<b>40,666</b>	<b>+7,216</b>	<b>+ 22%</b>	126.1	104.8	14
<b>Violence against the person</b>	<b>8,343</b>	<b>11,095</b>	<b>+2,752</b>	<b>+ 33%</b>	34.1	29.0	14
Violence against the person - With injury	3,249	3,524	+ 275	+ 8%	10.9	10.6	9
Violence against the person - Without injury	5,094	7,571	+2,477	+ 49%	23.2	18.4	13
Other violence	452	585	+ 133	+ 29%	1.7	1.7	8
Harassment & assault	4,642	6,986	+2,344	+ 50%	21.6	16.7	14
<b>Robbery</b>	<b>319</b>	<b>290</b>	<b>- 29</b>	<b>- 9%</b>	0.9	1.6	4
<b>Sexual offences</b>	<b>984</b>	<b>1,257</b>	<b>+ 273</b>	<b>+ 28%</b>	3.9	3.3	12
Rape	367	504	+ 137	+ 37%	1.6	1.3	12
Other serious sexual offences	450	580	+ 130	+ 29%	1.8	1.4	13
Other sexual offences	167	173	+ 6	+ 4%	0.5	0.6	5
<b>Vehicle crime</b>	<b>1,882</b>	<b>1,980</b>	<b>+ 98</b>	<b>+ 5%</b>	6.2	9.0	3
<b>Criminal damage</b>	<b>5,030</b>	<b>5,709</b>	<b>+ 679</b>	<b>+ 13%</b>	17.9	13.4	14
<b>Burglary</b>	<b>2,339</b>	<b>2,346</b>	<b>+ 7</b>	<b>+ 0%</b>	7.3	8.9	4
<b>Theft and handling</b>	<b>9,957</b>	<b>11,056</b>	<b>+1,099</b>	<b>+ 11%</b>	34.4	25.1	15
Shoplifting	4,587	4,726	+ 139	+ 3%	14.8	10.0	14
Theft from the person	643	797	+ 154	+ 24%	2.4	1.9	13
Theft of a pedal cycle	760	947	+ 187	+ 25%	3.0	2.8	9
Other theft and handling	3,967	4,586	+ 619	+ 16%	14.2	10.4	13
<b>Drug crime</b>	<b>1,019</b>	<b>1,146</b>	<b>+ 127</b>	<b>+ 12%</b>	3.5	2.9	11
<b>Fraud and forgery</b>	<b>49</b>	<b>91</b>	<b>+ 42</b>	<b>+ 86%</b>	0.3	0.2	14
<b>Public disorder</b>	<b>3,199</b>	<b>5,277</b>	<b>+2,078</b>	<b>+ 65%</b>	16.3	9.9	13
<b>Miscellaneous crime</b>	<b>329</b>	<b>419</b>	<b>+ 90</b>	<b>+ 27%</b>	1.3	1.5	6

Note - Comparison with most similar CSP relates to the period April 2017 to February 2018

Northumberland	2016-17	2017-18	Change		Comparison with most similar CSP (2017-18)		
					Per 1,000 populaion	MSG (CSP) average	Rank 1 = fewest crimes 15 = most crimes
<b>Total crime</b>	<b>19,182</b>	<b>25,009</b>	<b>+5,827</b>	<b>+ 30%</b>	72.3	57.3	13
<b>Violence against the person</b>	<b>5,383</b>	<b>7,958</b>	<b>+2,575</b>	<b>+ 48%</b>	23.0	18.3	13
Violence against the person - With injury	2,053	2,326	+ 273	+ 13%	6.8	7.0	8
Violence against the person - Without injury	3,330	5,632	+2,302	+ 69%	16.3	11.3	14
Other violence	219	321	+ 102	+ 47%	0.9	0.8	9
Harassment & assault	3,111	5,311	+2,200	+ 71%	15.4	10.4	13
<b>Robbery</b>	<b>60</b>	<b>70</b>	<b>+ 10</b>	<b>+ 17%</b>	0.2	0.2	8
<b>Sexual offences</b>	<b>589</b>	<b>767</b>	<b>+ 178</b>	<b>+ 30%</b>	2.2	2.2	8
Rape	190	258	+ 68	+ 36%	0.7	0.8	9
Other serious sexual offences	277	363	+ 86	+ 31%	1.0	0.9	11
Other sexual offences	122	146	+ 24	+ 20%	0.4	0.5	5
<b>Vehicle crime</b>	<b>1,137</b>	<b>1,183</b>	<b>+ 46</b>	<b>+ 4%</b>	3.4	3.5	9
<b>Criminal damage</b>	<b>3,993</b>	<b>4,568</b>	<b>+ 575</b>	<b>+ 14%</b>	13.3	9.4	15
<b>Burglary</b>	<b>1,734</b>	<b>1,842</b>	<b>+ 108</b>	<b>+ 6%</b>	5.4	4.3	11
<b>Theft and handling</b>	<b>3,945</b>	<b>4,754</b>	<b>+ 809</b>	<b>+ 21%</b>	13.8	12.9	11
Shoplifting	1,444	1,763	+ 319	+ 22%	5.0	5.4	8
Theft from the person	84	107	+ 23	+ 27%	0.3	0.3	11
Theft of a pedal cycle	262	251	- 11	- 4%	0.8	0.9	9
Other theft and handling	2,155	2,633	+ 478	+ 22%	7.7	6.4	12
<b>Drug crime</b>	<b>322</b>	<b>338</b>	<b>+ 16</b>	<b>+ 5%</b>	1.0	1.8	2
<b>Fraud and forgery</b>	<b>20</b>	<b>87</b>	<b>+ 67</b>	<b>+335%</b>	0.3	0.1	15
<b>Public disorder</b>	<b>1,711</b>	<b>3,081</b>	<b>+1,370</b>	<b>+ 80%</b>	8.8	3.6	15
<b>Miscellaneous crime</b>	<b>288</b>	<b>361</b>	<b>+ 73</b>	<b>+ 25%</b>	1.0	0.9	11

Note - Comparison with most similar CSP relates to the period April 2017 to February 2018



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

**REPORT TO THE POLICE AND CRIME PANEL** **24<sup>th</sup> April 2018**  
**REPORT OF THE INTERIM CHIEF OF STAFF AND MONITORING OFFICER**  
**COMPLAINTS AGAINST THE POLICE AND CRIME COMMISSIONER ANNUAL**  
**REPORT – APRIL 2017 - MARCH 2018**

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**1. Purpose of the Report**

- 1.1 To provide the Police and Crime panel with the third ‘annual’ report about the complaints and purported complaints received and every conduct matter recorded by the Monitoring Officer between April 2017 and March 2018.

**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 Office for Police Complaints (IOPC).
- 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. 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. There were no complaints received between January 2018 and March 2018. This annual report therefor provides a full list of all 6 complaints received between April 2017 and March 2018. It is worth the Panel noting that in some cases complainants are historic and correspondence has been taking place for a number of years.

<b>Received</b>	<b>Nature of Complaint</b>	<b>Recorded / Action Taken</b>
17 <sup>th</sup> May 2017	1 complaint: That the Commissioner has abused her position by advertising the book 'Three Years on' on emails sent out by the Office of the Police and Crime Commissioner	Complaint not upheld – a response to the complainant clarified that the book reflects the work carried out in office and any payments for the book are not dealt with by the PCC and all monies go to Northumbria Police.
6 <sup>th</sup> June 2017	1 complaint: That the PCC appointed an employee of Northumbria Police to carry out a local resolution of a complaint made to her (by the same complainant) about the Chief Constable.	Complaint not upheld – a response was sent to the complainant confirming that the PCC has acted in accordance with IOPC guidance in respect of complaints made to her about the Chief Constable.
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 sent 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.	Complaint not upheld. The complainant was advised that the PCC cannot investigate reported crimes.  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.
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.	Complaint not upheld. A comprehensive reply sent outlining that: <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,</li> </ul>

		details were included of local and national organisations who can offer the necessary support.
14 <sup>th</sup> November 2017 sent to PSD who forwarded it to OPCC on 12 <sup>th</sup> December 2017	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.

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

**POLICE AND CRIME PANEL**

**24th April 2018**

**REPORT OF THE SAFEGUARDING DEPARTMENT, NORTHUMBRIA POLICE**

**AN UPDATE ON OPERATION SANCTUARY AND THE CURRENT ISSUES IN REGARD TO MODERN DAY SLAVERY**

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## **1. PURPOSE**

- 1.1 The purpose of this paper is to provide an update with regard to Operation Sanctuary and the newly formed Complex Abuse Investigation team and to highlight current issues with regard to Modern Day Slavery and Human Trafficking.

## **2. BACKGROUND**

- 2.1 Operation Sanctuary was a Northumbria Police led multi-agency operation which began in Newcastle in 2014 to target the criminal behaviour of men who commit sexual offences against vulnerable women, and children. From the start, this operation into sexual exploitation was supported by social care resources and resources from the third sector and health.

- 2.2 In April 2015, a successful home office innovation bid of £3.5 million allowed the expansion of a Sanctuary victim team including additional social care and third sector resource, as part of a two year project which operated both north and south of the Tyne to tackle and investigate perpetrators who commit / attempt to commit sexual exploitation and to safeguard and support vulnerable adults and children who are victims of CSE/SE and Human Trafficking or at risk of CSE/SE and Human Trafficking.

- 2.3 Operation Sanctuary has been absorbed into the Complex Abuse Investigation Unit, within the Safeguarding Department and consists of:

2.4 Intelligence capability

2.5 Prevention:

The intelligence picture is developed using police and partner intelligence and information and from that identify geographical locations, problematic areas, takeaways / food outlets, places where vulnerable adults and young people gather and then develop patrol plans for those areas.

- 2.6 Promote Awareness:

The team raises awareness and increases Safeguarding interventions within the Police, raises understanding with partner agencies including local authorities and promotes awareness from the business community and the general public.

#### 2.7 Offender Activity:

The team build intelligence, highlight current and potential offenders, build activity around any persons with live intelligence which associates them with potential sexual abuse or exploitation and builds intelligence / activity around geographical locations associated to abuse or sexual exploitation.

#### 2.8 Investigation:

The investigation team are made of a workforce blend of Detective Constables and Police Constables who are undergoing detective training (ICIDP). The officers are trained in the investigation of rape and serious sexual assaults and in child abuse investigation (SCAIDP and SSADIP), or are working towards their accreditation or are enrolled onto the process. The officers within the teams are now experienced officers investigating complex cases of sexual exploitation, conspiracies to commit sexual exploitation and modern day slavery.

2.9 The investigation team have responsibility to investigate the most prevalent models of sexual exploitation with Northumbria Police;

2.10 Inappropriate relationship – usually involving one perpetrator who has control over a young person or vulnerable adult who may believe they are in a loving relationship.

(Project Sanctuary is unable to deal with all inappropriate relationships and deal with those perpetrators who target more than one victim or the victim is at high risk of sexual exploitation).

2.11 Boyfriend Model – the perpetrator befriends and grooms the victim into a relationship and then coerces them to have sex with friends and associates.

2.12 Organised and party network – Young people (often connected) are passed through networks possibly over geographical distances between towns and cities where they may be forced / coerced into sexual activity with multiple people. Young people are often used as agents to recruit others into the network.

2.13 In addition to the sexual exploitation models, the investigation team have the responsibility of investigating the offences of Modern Day Slavery.

#### 2.14 The Victim Team

The development of Sanctuary's response around prevention, investigation and disruption has yielded very successful outcomes in terms of safeguarding future victims and bringing offenders and organised crime groups to justice. From 2018/19 the PCCs Supporting Victims Fund has supported Changing Lives and Bright Futures to deliver these support services.

The victim teams are made up from Police officers, social workers from Adult and Social Care and charities including;

- 2.15 Bright Futures – This is a young women’s project that supports young women around healthy relationships and staying safe, health and wellbeing, employment, education and training. Bright Futures offer one to one support but also carry out a range of other activities including education work in secondary schools and colleges.
- 2.16 Barnardo’s – A family therapist sits within the team and receives referrals to provide and manage support plans for vulnerable families due to Child sexual exploitation.
- 2.17 Changing Lives – Provides specialist support to vulnerable people in relation to drug addiction, homelessness, sex work and sexual exploitation.
- 2.18 The victim teams are co-located within rented premises to establish a community based hub that has a victim focused approach to build on identified good practice. The North victim team is based at Freeman House, West End of Newcastle and the South team, is at the Hub, Crowther industrial estate, Washington. The priority of the team is to protect victims or potential victims of sexual exploitation by working closely with them and our partners to ensure they receive the appropriate safeguarding and support.
- 2.19 The benefit of the specialist victim multi agency team is that they are able to efficiently and effectively share their information and to make a sensitive approach to a suspected victim through an identified trusted individual.
- 2.20 Through persistence and patience the team build a rapport with the victim, gain their confidence to allow the team to help and support victims and potential victims to Safeguard them, capture their evidence and support them through the court process and beyond.
- 2.21 The purpose of the victim team is three fold:
- To ascertain if the potential complainant is a victim of Child Sexual Exploitation (CSE) / Sexual Exploitation (SE) and if they want to provide an evidential account. This then allows the investigation team, to investigate and prosecute the named offenders.
  - If the potential complainant does not wish to provide an evidential account, the social worker and or Police officer engage with the potential complainant to asses the risk of CSE/SE. This enables support to be put in place around understanding the risk of CSE/SE to build their knowledge of exploitative behaviour and their ability to keep themselves safe with the hope that this reduces the risk of CSE/SE and significant harm to that person.
  - To build an intelligence picture to allow for disruption of those suspected to be engaged in exploitation, to protect those who are susceptible to exploitation and to prevent offences being committed against them.
- 2.22 On several occasions, (especially on initial contact) many potential complainants will not disclose any offending against themselves but have provided intelligence to those engaging with them whether that be a police officer, a social care representative, or a colleague from one of the third sector organisations. This intelligence can be used and developed by the intelligence team for disruption purposes to target hot spot areas and potential suspects to help prevent any further offending.

- 2.23 As a result, it is difficult to overstate the positive impact of Sanctuary on culture and practice and, as a consequence improvement in addressing sexual exploitation. The multi-agency victim team has allowed for positive improvements in relation to safeguarding partner's working together, improving victim's welfare, restricting and preventing abusive activities by perpetrators. The dedicated victim's teams have been nationally recognised as best practice in a victim centric approach and is subject to national interest from other Police Forces, Local Authorities, Government bodies and the third sector and was highlighted as best practice in the Newcastle joint serious case review which was recently published.

### **3. DRIVERS FOR CHANGE**

- 3.1 The Home Office funding for Sanctuary ended in April 2017. Consultation with Local Authorities ensured that they; Newcastle, Gateshead, South Tyneside and Sunderland children and adult services committed to Sanctuary and continued to support the victim team by funding their social care resources. North Tyneside and Northumberland attend a weekly information sharing meeting held at Freeman House but have not committed a resource to the victim team. Bright Futures, Changing Lives and Barnardo's have also obtained funding streams to fund their resource within Sanctuary.

- 3.2 More recently there has been an emergence of Modern Day Slavery (MDS) investigations which are complex and organised crime investigations, which has placed further demand upon the Safeguarding and the Sanctuary team. The approach to MDS from Sanctuary has similarly seen Northumbria Police and partners recognised by the Anti-Slavery Commissioner as best practice.

- 3.3 Following the implementation of the new Safeguarding Operating Model, there have been three key changes to Sanctuary;

The two investigation teams formerly based in Washington Police Station and Etal Lane Police station have moved location and have combined as a centralised team at Gateshead Police Station. To reflect the nature and type of investigations undertaken by the team, they have been rebranded as the 'COMPLEX ABUSE INVESTIGATION TEAM'. This provides resilience for the larger investigations and ensures a more coordinated approach. There are now four larger investigation teams supervised by four Detective Sergeants and 2 Detective Inspectors. This team will continue to investigate offences of CSE / SE / MDS and will continue to work with the victim team in exactly the same way as before.

- 3.4 The change in the name of the investigation team has no impact upon the Sanctuary victim team, who will remain known as such and which continues as our dedicated multi agency response to protecting and safeguarding victims / suspected victims of CSE.

The Intelligence cells from South and North Sanctuary teams to return to FIB to a centralised location.

- 3.5 The two multi-agency victim teams remain co-located with safeguarding partners in non-police premises, to ensure continued delivery of the best possible service, to support victims and ensuring that dangerous offenders are brought to justice, victims are safe and public reassurance and confidence is maintained. Newcastle Council, Newcastle CCG have agreed that they will share the cost with Northumbria Police to

maintain the victim hub at Freeman House, West Road, Newcastle. The South Hub for the financial year 2018 -2019 will be paid by Northumbria Police.

#### **4. THE CURRENT POSITION**

##### **4.1 Victims and Engagement**

The total number of referrals into Sanctuary are 640, of these 432 are associated with sexual exploitation offences and 77 are associated to modern slavery or trafficking offences and 131 are related offences such as drug offences and assaults. 409 are adults and 231 are children. All potential complainants were contacted and visited by the victim teams. Of these complainants a total of 166 have engaged, 133 providing evidential accounts in relation to CSE/SE and or MDS. All 166 complainants are currently engaging with the victim team.

##### **4.2 Partnership Collaboration and Engagement**

In relation to the complainants, the following numbers of referrals have been made to the agencies within the victim team:

36 to Changing Lives, GAP/MAP service  
6 to Children's Society  
42 to Barnardo's  
56 Bright Futures

##### **4.3 Investigations**

There have been a number of successful prosecutions and custodial sentences achieved by the Sanctuary teams; 97 convictions for offences including rape and sexual assault, offenders sentenced to over 400 year's imprisonment. There are 35 prosecutions still ongoing. As stated the complex abuse investigation team investigate offences of the emerging threat of Modern day Slavery, Sexual Exploitation and Child Sexual Exploitation. The investigations are complex, large scale and often involve conspiracies.

##### **4.4 Intelligence**

There has been a total of 1437 intelligence items containing information relating to CSE and Modern Day Slavery were further researched and acted upon which has resulted in a number of disruption tactics;

290 vehicles actively monitored on police intelligence system or PNC & ANPR action markers involved or suspected involved in CSE / SE / HT / MDS, multiple vehicles have been uplifted and seized for no insurance or other traffic related matters.

713 subjects actively monitored on police intelligence system suspected involved in CSE / SE / HT / MDS currently subject to directed tasking / disruption by NPT

Over 60 premises visited with partners – consumer service, trading standards, environmental health, immigration, fire service. In excess of £40,000 served by way of civil penalty. In excess of £30,000 worth of illicit alcohol / tobacco seizures.

220 CAWNs (Child Abduction Warning Notices) served (34 North, 102 Central, 78 South, data provided by MSET coordinators)

60 Taxi licences – suspended persons suspected involved in sexual exploitation  
2 Sexual Risk Order, 4 Sexual Harm prevention order, 3 Slavery and Trafficking Risk Orders, 7 Slavery and Trafficking Prevention Orders

14 persons detained / pending removal from UK/ awaiting deportation

10 people removed from UK due to info share with UKBA

16 live trigger plans

552 names of persons provided to Op Nexus (Immigration Service), referrals to see if they can be removed under the High Harm scheme

9 names of persons provided to Op Signal (UK Border Force) to prevent their re-entry to the country

2 door supervisors licences revoked

8 Organised Crime Groups mapped and scored and subject of ongoing disruption

The disruption opportunities which have been conducted throughout Sanctuary have showcased our commitment to tackling offenders of CSE/SE and MDS. The disruption activity is also subject to national interest from government bodies and interest from other Police Forces wishing to learn more and adopt our approach.

The disruption aspect of the response is again something which, is understood, will be highlighted as best practice in the joint serious case review.

## **5. EMERGING CHALLENGES**

- 5.1 CSE and SE continue to occur with Northumbria Police. Social media platforms assist perpetrators to contact and groom victims. Northumbria Police and the safeguarding partnership recognise the signs and indicators of CSE/ SE and have a good understanding of its impact. Despite targeted activity and investigation this type of offending continues.
- 5.2 There are also new emerging trends of sexual exploitation, most recently the pop up party type model whereby children who are not necessarily known to services are being targeted. In these types of incidents, details are given out via social media of an all-night party where payment is expected on entry. The organisers rent a quality apartment/venue and the location and venue is given over social media with little notice, money paid on entry with drugs and alcohol made freely available. The victims become intoxicated through drink and drugs and become victims of sexual offending. The next day the organisers tidy the venue and leave.
- 5.3 Modern Day Slavery (MDS) forms part of Northumbria Police's control strategy and there has been an increase in reporting in MDS offences. Police are leading partners with regard to training to raise awareness and understanding of MDS offences. An MDS partnership coordinator role has resulted in multi-agency training being provided to all Local Authorities in relation to MDS. As a result of this training and further work from the Safeguarding department, the Local Authorities are now considering their response to MDS and identifying strategic leads to have responsibility for MDS. Durham and Northumbria PCCs have successfully applied for funding for a Modern Slavery Partnership event aimed at engaging partners agencies to better understand and tackle this emerging crime.
- 5.4 Newcastle City Council has identified a dedicated victim reception centre (VCR) for the safe recovery of victims of MDS. The VCR offers them a safe place where they can be assessed for health and care and support needs. The accommodation allows officers to work with the victims to gain their confidence and cooperation to support

an investigation and allows them safe accommodation until alternative safe accommodation can be obtained through the National Referral Mechanism (NRM) process or robust safeguarding, harm reduction and trigger plans can be implemented.

- 5.5 The referrals to the National Referral Mechanism are increasing year on year as a result to ensure capability the Government have put in place proposals to reform the NRM, which include extending the move on period from 14 days to 45 days for confirmed victims of modern day slavery. Providing drop in services for all confirmed victims for up to 6 months after leaving support and to work with Local Authorities.

## **6. MOVING FORWARD**

- 6.1 The current Safeguarding model was partly devised due to learning from Sanctuary principles and the bespoke victim strategy and the teams have been resourced accordingly to reflect the present demand of the complex MDS/SE and CSE investigations.
- 6.2 Moving forward, the intention is to build on the preventative, disruption approach to CSE which includes early intervention model, improving the MSET (missing sexually exploited trafficked) meetings and our approach to, understanding and investigation of missing children.
- 6.3 By improving our response to missing children which is inextricably linked to CSE and understanding the push and pull factors to the missing episodes working with agencies at the first opportunities to problem solve, consider early intervention and information sharing between all agencies including schools and health and not just police and children social care will allow us the opportunity to get upstream of the problem and work together is our agencies.
- 6.4 Modern Day Slavery is still a relatively hidden crime. However Northumbria Police and partners are well briefed in relation to the signs and indicators of Modern Day Slavery and are able to work together to deal with incidents and investigations where we know it exists.
- 6.5 There is consultation ongoing with Northumbria Police, the Local Authorities and safeguarding partnerships to establish a joint Modern Day Slavery protocol for all agencies to agree and sign up to. This will ensure a corporate approach in dealing with victims of Modern Day Slavery to ensure that their care needs are met and they are fully supported through out a modern day slavery investigation.

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