

POLICE & CRIME PLAN QUARTERLY PERFORMANCE REPORT

Building Safer Communities and Effective
Justice

Quarter 3, 2018/19

Domestic and Sexual Abuse

Key points

- Increasing reported sexual offences and domestic abuse incidents.
- Preventative activity under Operation Sanctuary
- Embedded Multi-Agency Safeguarding Hubs (MASH).
- High domestic abuse satisfaction.

Pages 2 to 5

Putting Victims First

Key points

- Improved percentage of calls answered.
- Improved call answer times.
- Continued increase in time taken to attend incidents, particularly grade 2.
- 83% of victims with a satisfactory needs assessment.

Pages 6 to 9

Effective Criminal Justice System

Key points

- Improving post-charge failure rate.
- Rape charge and conviction rate below agreed thresholds and development of an improvement plan.
- Domestic Abuse charge and conviction rate below agreed thresholds and development of an improvement plan.

Pages 11 to 13

Reducing Anti-Social Behaviour

Key points

- Increasing community perceptions of ASB.
- Good partnership work and problem solving to address ASB in local communities.

Pages 14 to 15

Cutting Crime

Key points

- Range of activity to raise investigative standards.
- Activity against serious and organised crime.
- Increase in crimes related to the Night Time Economy, yet high perceptions of safety.

Pages 16 to 18

Community Confidence

Key points

- Reduction in community confidence, but safety perception remains high.
- Public perceptions that roads are safe remain high.
- Hate crime – follow-up and action taken satisfaction is a focus for improvement.

Pages 19 to 22

Domestic and Sexual Abuse

A reduction in sexual and domestic abuse							Domestic and Sexual Abuse	
	Threshold	Quarterly data					12 months to...	
		2017/18 - Q3	2017/18 - Q4	2018/19 - Q1	2018/19 - Q2	2018/19 - Q3 (October & November)	November 2017	November 2018
1. Recorded sexual offences	Monitor	1,120 12 per day	1,206 13 per day	1,379 15 per day	1,261 14 per day	796 13 per day	4,229 12 per day	4,880 13 per day
2. Recorded domestic abuse incidents	Monitor	8,470 92 per day	8,334 93 per day	8,760 96 per day	9,294 101 per day	5,913 97 per day	32,433 89 per day	35,290 97 per day

	Threshold	Rolling 12 month data to...			12 months to...	
		March 2018	June 2018	September 2018	November 2017	November 2018
3. Percentage of high or medium risk victims of domestic abuse who have suffered a subsequent domestic abuse incident or crime	Monitor	45% 3,469 repeat victims	43% 3,429 repeat victims	43% 3,474 repeat victims	43% 3,363 repeat victims	43% 3,506 repeat victims
4. Percentage of victims of sexual abuse who have suffered a subsequent sexual abuse crime	Monitor	8% 226 repeat victims	9% 258 repeat victims	9% 255 repeat victims	8% 228 repeat victims	9% 249 repeat victims

	Threshold	Rolling 12 month data to...			12 months to...	
		October 2017	January 2018	April 2018	June 2017	June 2018
5. Reduction in the level of domestic abuse harm caused by domestic abuse offenders ¹	New measure	73% (141/192)	72% (142/196)	77% (146/189)	75% (149/199)	70% (133/189)

¹ 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.

Sexual Offences

The number of sexual offences recorded per day has increased from an average of 12 per day during the 12 months to November 2017 to 13 per day during the 12 months to November 2018 (measure 1); an increase of 15%. Represented as a rate per 1,000 population, the Force recorded the 5th highest sexual offence rate in England and Wales during the 12 months to October 2018.

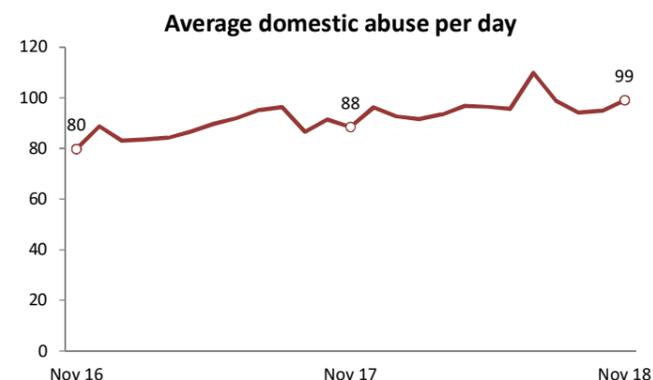
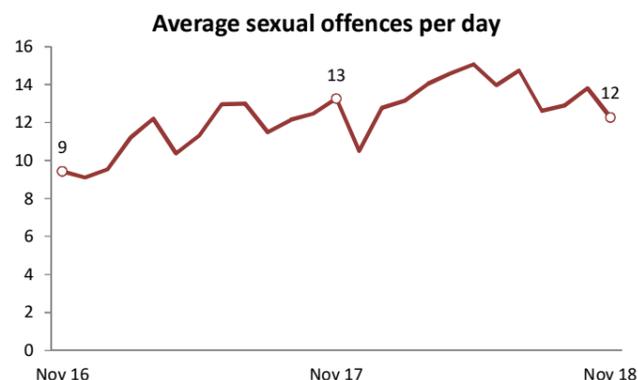
The increase in sexual offences can be attributed to improved crime recording practices, an increase in proactive complex investigations involving numerous victims and perpetrators, as well as an increase in confidence of victims to report both recent and non-recent abuse. Under the Sanctuary banner, Northumbria Police continue to work with a range of agencies dedicated to supporting and safeguarding victims of sexual abuse. This has ensured that there are sophisticated mechanisms in place to encourage reporting of both recent and non-recent abuse.

Also under the Sanctuary banner, Northumbria Police continue to work with agencies to educate young people, businesses and other agencies to prevent abuse, increase safeguarding and disrupt sexual offending; for example, Operation Cloak under the Night Time Economy section.

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.

In response to predicted increases in both domestic and sexual abuse reporting, Northumbria Police has planned investment in its investigative capacity, which will continue to be monitored against increasing demand.

Both the Domestic Abuse Improvement Plan and the Rape and Serious Sexual Offence Improvement Plan have been further developed to improve both the victim experience and improve outcomes. They are presented in more detail in the Effective Criminal Justice Section.



Management of Sexual Offenders and Violent Offenders (MOSOVO)

Neighbourhood Policing Teams are now working alongside MOSOVO specialists in the effective risk management of registered sex offenders. The improved approach has already seen success, including prosecutions for breaching notification requirements, and further safeguarding. A cyber training programme is being developed to provide MOSOVO specialists with the skills and support required to more intrusively risk manage sexual and violent offenders.

Complex Investigation Unit

The complex abuse investigation unit is the force's dedicated response to investigating, disrupting and prosecuting offences of sexual exploitation (child and adult) and modern slavery. It comprises of a team of detectives and a dedicated multi-agency team embedded within the unit which provides bespoke support from skilled and experienced statutory and voluntary sector workers.

This unit seeks to build the trust of victims and provide support from skilled and experienced statutory and voluntary sector workers. The team are also involved in educational work across various sectors of the community by raising awareness of CSE among young people, parents, carers and potential perpetrators.

Northumbria Police's dedicated response to tackling CSE and modern slavery is considered as national best practice and has resulted in many years of convictions being handed down at court.

Tackling Modern Day Slavery (MDS)

Northumbria Police lead on behalf of the regional forces in relation to modern slavery and are working closely with the national Modern Slavery Police Transformational Unit (MSPTU) to understand this type of offending, identify 'lessons learned'. In November, the force hosted its first Modern Slavery Human and Trafficking Investigators course, with further training planned in 2019.

A number of proactive joint operations have been conducted recently, with the regional forces working together to tackle this type of crime.

Safetyworks!

Following a successful launch of Safetyworks! utilising Innovation Funding, the PCC and Northumbria Police have permanently funded five posts, including school liaison officers, to ensure a corporate and

consistent approach to educating young people. Safetyworks! staff attend strategic safeguarding meetings to ensure their training packages contain the most up to date themes and procedures. Domestic abuse sessions have been commissioned by the PCC and delivered by Barnardos.

Domestic Abuse (DA)

During the 12 months to November 2018, the Force responded to an average of 97 calls about DA each day, this is an increase from an average of 89 per day during the 12 months to November 2017 (measure 2). 43% of victims identified as high or medium risk are repeat victims (measure 3).

Domestic Abuse Procedure

The new Domestic Abuse Procedure seeks to improve risk assessment, to ensure each case receives the most appropriate risk based response. A key priority in improving our response to domestic abuse has been to improve investigative standards, which is discussed in the Effective Criminal Justice section.

Think Through the Eyes of the Child

This initiative encourages officers to speak to children present at domestic abuse incidents and to consider how life is for that child. This gives the officer the opportunity to understand the impact and develop the right response to support the child. The campaign is to be expanded into 2019 with a focus on a 'Think through the Eyes of the Child' external campaign too – highlighting the effect DA has on children.

Operation Encompass

The OPCC has been successful in securing funding from the Home Office in relation to a new project, Operation Encompass: The Next Step. This project builds on the valuable work of Operation Encompass and takes the next step in seeking out early intervention with children living with domestic abuse, and giving them the best possible chance to cope and recover. As part of this project, new roles of 'School Safeguarding Liaison Officers' (SSLOs) will be created, who will be responsible for all 584 schools.

SSLOs will have 3 main responsibilities:

- Delivery of inputs to key stage 1 - 4 children in each school through Personal, Social and Health Education (PHSE) lessons, in relation to awareness of domestic abuse and healthy relationships;
- Delivery of inputs to all staff within schools in relation to understanding the impact of domestic abuse on children and how to support them; and
- Creation of a drop-in facility at each school to allow parents, children or school staff to seek advice and support from SSLOs.

Inputs for the children and school staff will be developed and delivered in partnership with the SSLOs, the Operation Encompass team and Barnardo's.

The project seeks to provide early intervention and support for vulnerable children in a safe environment. This approach also supports the Government's National Violence against Women and

Girls Strategy objective to deliver appropriate PHSE and will act as a pilot for a national roll out if successful.

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

The MATAC process continues to determine the most harmful and serial DA perpetrators and ensures agencies work in partnership to reduce their offending.

During the 12 months to June 2018, 189 subjects were discharged from MATAC. After six months of being discharged the level of DA offending is assessed using the RFG score. Of the 189, the offending score is lower for 70% (133 offenders).

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.

During the 12 months to November 2018, there were 369 applications to court (386 in the previous period); 315 granted by the court (350 in the previous period); and 54 refused (36 in the previous period). In the latest period there were 70 breaches of

DVPOs (compared to 91) and 23 breaches of DVPNs (compared to 26).

Clare's Law

Clare's Law enables the police to disclose details of an abusive partner's past, so a person can make an informed decision about whether to remain in a relationship. There has been a media campaign for Clare's Law running throughout December to raise awareness to the public about this tool; early findings suggest an increase in requests.

Between 1st April and 30th November 2018, Northumbria Police received 329 Clare's Law applications which met the criteria:

- 88 under the 'Right to know' resulting in 75 disclosures (85% disclosure rate compared to 88% in 2017/18).
- 241 applications under the 'Right to Ask' resulting in 133 disclosures (55% disclosure rate compared to 57% in 2017/18).
- Some disclosures are still ongoing and therefore have not yet resulted in a disclosure.
- Northumbria Police is undertaking analysis to understand the impact of Clare's Law. Early findings suggest the process provides the right information for people to make a decision to improve their safety. Around half of those surveyed to date

have taken action to reduce risk, such as terminating a relationship, ceasing contact or continuing with an investigation when they were considering retracting a statement.

Sarah's Law

Between 1st April and 30th November 2018, Northumbria Police received 57 Sarah's Law applications which met the criteria:

- 49 of those applications are closed, 11 resulted in a disclosure (22% disclosure rate).
- 8 are still ongoing.

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
	Threshold	Rolling 12 month data to...			12 months to...	
		March 2018	June 2018	September 2018	November 2017	November 2018
Percentage of domestic abuse victims satisfied with the policing response provided: (600 surveys completed per annum)						
6. Initial contact	95% and above	97% ● +/- 1.5	96% ● +/- 1.7	97% ● +/- 1.6	98% ● +/- 1.2	97% ● +/- 1.6
7. Response time	90% and above	92% ● +/- 2.2	91% ● +/- 2.4	91% ● +/- 2.4	93% ● +/- 1.9	92% ● +/- 2.3
8. Action taken	90% and above	89% ● +/- 2.5	87% ● +/- 2.7	88% ● +/- 2.6	90% ● +/- 2.2	88% ● +/- 2.6
9. Follow-up	90% and above	86% ● +/- 2.8	85% ● +/- 3.0	87% ● +/- 2.8	88% ● +/- 2.5	88% ● +/- 2.7
10. Treatment	95% and above	96% ● +/- 1.6	94% ● +/- 1.8	95% ● +/- 1.7	96% ● +/- 1.5	94% ● +/- 1.8
11. Whole experience	90% and above	93% ● +/- 2.1	92% ● +/- 2.2	92% ● +/- 2.1	93% ● +/- 1.8	92% ● +/- 2.1
More confidence in the reporting of domestic and sexual abuse						Domestic and Sexual Abuse
12. Percentage of domestic abuse victims who are confident to report further abuse to the police again	95% and above	93% ● +/- 2.1	93% ● +/- 2.1	94% ● +/- 1.9	95% ● +/- 1.7	94% ● +/- 1.9
13. Percentage who felt safer following police response	Monitor			66% +/-3.9%	NA	67% +/- 3.9

Domestic Abuse victims continue to have high levels of satisfaction with 92% satisfied, and many victims providing positive feedback

about the support received from officers. As each police force undertake domestic abuse surveys differently, there are no national

comparisons; however, local benchmarking conducted with other forces shows Northumbria Police continues to have one of the

highest overall satisfaction rates (joint 1st highest compared to 12 other forces). Satisfaction with the actions taken has reduced from 90% to 88% and is below the agreed threshold of 90%. Common reasons for dissatisfaction with the police service are a lack of action or appropriate intervention against the offender and a lack of updates throughout the investigation or the outcome.

Follow-up satisfaction is at 88%, which is a marginal increase compared to previous quarters. Improving follow-up satisfaction is a performance priority for the Force.

Around two-thirds (67%) of DA victims felt safer following police response and confidence in reporting DA remains high at 94%, although below the agreed threshold of 95%.

Multi Agency Safeguarding Hubs (MASH)

The six MASHs are now well established and are receiving positive feedback from all the agencies involved in safeguarding adults and children. The MASHs are producing consistency and improvements in working practices. In Quarter 3, the MASHs assumed responsibility for the management of 'Clare's Law' and in Q4 will take responsibility for 'Sarah's Law'. The future will see MASH's develop further efficient processes around Domestic Abuse policies and

procedures, which includes partnership arrangements such as MARAC.

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

The whole system approach continues to be delivered across the region and is on track and within timescales. National interest continues and many forces, as well as the College of Policing and HMICFRS, have shown interest, particularly in respect of MATAAC, which is achieving strong national recognition. The evaluation continues and there are no predicted risks to the project delivery.

More accurate recording of domestic and sexual abuse							Domestic and Sexual Abuse	
	Threshold	Quarterly data					12 months to...	
		2017/18 – Q3	2017/18 – Q4	2018/19 - Q1	2018/19 – Q2	2018/19 – Q3 (October & November)	November 2017	November 2018
14. Percentage of sexual offences that comply with National Crime Recording Standards	95% and above	97% ● 34 under recorded	97% ● 42 under recorded	97% ● 32 under recorded	95% ● 63 under recorded	98% ● 15 under recorded	95% ● 213 under recorded	97% ● 160 under recorded
15. Percentage of rape offences recorded within 24 hours	90% and above	88% ● 342 within 24 hours	88% ● 301 within 24 hours	89% ● 386 within 24 hours	89% ● 399 within 24 hours	88% ● 246 within 24 hours	92% ● 1,371 within 24 hours	89% ● 1,428 within 24 hours
16. Percentage of inappropriately cancelled crimes for sexual offences	95% and above	100% ● 0 inappropriately cancelled	94% ● 2 inappropriately cancelled	75% ● 7 inappropriately cancelled	81% ● 6 inappropriately cancelled	100% ● 0 inappropriately cancelled	92% ● (12 months to Oct 17)	87% ● 15 inappropriately cancelled (12 months to Oct 18)

Northumbria Police closely monitor compliance to National Crime Recording Standards (NCRS). A daily review of rape and domestic abuse reports is undertaken to identify areas for improvement and to ensure victims receive the most appropriate service. As a result of a focus on accurate recording, NCRS compliance for sexual offences has increased from 95% during 12 months to November 2017 to 97% during the 12 months to November 2018 (measure 14).

The timeliness of recording rape offences has stayed consistent at 89% recorded within 24 hours, but remains below the 90% threshold (measure 15).

The Force Crime Registrar reviews and approves all cancelled sexual offences to ensure compliance and provides feedback to officers when required. There were 15 inappropriately cancelled crimes in the

12 months to October 2018 (12 were administration errors and 3 were non-compliant cancelling); compliance of 87% is lower than the 95% threshold (measure 15). No sexual offences were inappropriately cancelled in October or November.

Putting Victims First

Improved victim satisfaction and police response (1 of 3)							Putting Victims First	
	Threshold	Quarterly data					12 months to...	
		2017/18 - Q3	2017/18 - Q4	2018/19 - Q1	2018/19 - Q2	2018/19 - Q3 (October & November)	November 2017	November 2018
17. Attendance rate for priority 1 incidents (Urban)	10 minutes	13 mins 50 secs ●	13 mins 44 secs ●	14 mins 0 secs ●	14 mins 50 secs ●	15 mins 09 secs ●	13 mins 08 secs ●	14 mins 25 secs ●
18. Attendance rate for priority 1 incidents (Rural)	20 minutes	26 mins 15 secs ●	26 mins 36 secs ●	25 mins 30 secs ●	27 mins 43 secs ●	26 mins 01 secs ●	23 mins 49 secs ●	26 mins 36 secs ●
19. Attendance rate for priority 2 incidents	60 minutes	1 hr 14 mins ●	1 hr 9 mins ●	1 hr 37 mins ●	2 hr 32 mins ●	2 hr 25 mins ●	1 hr 7 min ●	1 hr 52 mins ●

	Threshold	February 2017	November 2017	September 2018
Percentage of calls dealt with meeting call handling standards: (February 2017 is based on a sample size of 446, November 2017 is based on a sample size of 345, and September 2018 is based on a sample of 349)				
20. Correct greeting and overall politeness	95% and above	96% ●	97% ●	99% ●
21. An explanation of response was given	73% and above	58% ●	65% ●	78% ●
22. All information was recorded	87% and above	80% ●	85% ●	89% ●
23. Contact handler reassured the caller	90% and above	88% ●	86% ●	92% ●
24. Contact handler related with the caller	90% and above	90% ●	88% ●	Data is not available
25. Contact handler resolved the caller's request	90% and above	93% ●	94% ●	94% ●

Attendance rates for priority 1 and 2 incidents remain an area for improvement monitored under the Responding to the Public Operational Delivery Group.

In the last quarter, the 90th percentile for grade 2 incidents is 2 hours and 25 minutes; or alternatively 10% of callers reporting a priority 2 incidents had to wait more than 2 hours and 25 minutes for a response.

The 90th percentile response rate for priority 1 incidents was over 15 minutes for urban areas and over 26 minutes for rural.

The number of incidents assessed as priority 1 has increased by 22% in the last quarter compared to the same time last year (an increase of 22% in urban areas and an increase of 19% in rural areas); those assessed as priority 2 have increased by 10% over the same period.

These increases are, in part, due to an improvement in identifying vulnerability at the first point of contact and therefore assigned a higher priority for a more urgent response (see page 10).

	October to November 2017	October to November 2018	Change	
Priority 1 (urban)	7,339	8,971	1,632	22%
Priority 1 (rural)	572	678	106	19%
Priority 2	24,472	26,799	2,327	10%
Priorities 1 and 2	32,383	36,448	4,065	13%

An emphasis on improving the quality of investigations and the appropriate safeguarding of vulnerable victims has impacted on attendance rates. A number of measures have been put into place to minimise the impact, including the use of Demand Support Teams to deal with immediate and priority calls.

Improved victim satisfaction and police response (2 of 3)							Putting Victims First	
	Threshold	Quarterly data					12 months to...	
		2017/18 – Q3	2017/18 – Q4	2018/19 – Q1	2018/19 – Q2	2018/19 – Q3 (October & November)	November 2017	November 2018
Average time to answer calls								
26. Emergency calls	0 mins 10 secs	0 mins 20 secs ●	0 mins 09 secs ●	0 mins 13 secs ●	0 mins 15 secs ●	0 mins 10 secs ●	0 mins 19 secs ●	0 mins 12 secs ●
27. 101 – Non-Emergency calls	1 min 0 secs	1 mins 50 secs ●	0 mins 41 secs ●	0 mins 42 secs ●	1 mins 10 secs ●	1 mins 07 secs ●	1 mins 40 sec ●	0 mins 57 secs ●
28. 101 – Secondary calls	1 min 0 secs	2 mins 35 secs ●	1 mins 00 secs ●	1 mins 21 secs ●	2 mins 12 secs ●	0 mins 46 secs ●	2 min 12 secs ●	1 mins 30 secs ●
Percentage of calls answered								
29. Emergency calls	98% and above	95% ● 59,272 calls	99% ● 50,797 calls	99% ● 58,645 calls	99% ● 63,895 calls	99% ● 40,450 calls	95% ● 225,978 calls	99% ● 233,407 calls
30. 101 – Non-Emergency calls	90% and above	84% ● 81,809 calls	95% ● 84,101 calls	95% ● 88,184 calls	89% ● 81,820 calls	89% ● 53,371 calls	84% ● 297,996 calls	92% ● 332,555 calls
31. 101 – Secondary calls	90% and above	73% ● 17,005 calls	90% ● 16,752 calls	90% ● 23,322 calls	82% ● 12,799 calls	85% ● 3,321 calls	65% ● 143,766 calls	86% ● 61,915 calls

There is an improved call handling position compared to the same period last year; with reduced average answer times and increased answer rates for all call types during the 12 months to November 2018.

The new Customer Service Desk, introduced in the summer 2018 is used to route calls other than Emergency and Non-Emergency to the most appropriate resource at first point of contact resulting in the continued decrease in the number of Secondary calls being presented.

Enhanced initial contact streams on the new Force website, including a digital web chat facility, have also now been implemented and are being used to offer alternative contact options to the public.

Call performance has improved since the peak summer months, with 99% answer rates remaining high at 99% and average answer times dropping to 6 seconds in November 2018. 101 answer rates have

increased for the past two months with average answer time falling to below the one minute threshold.

Improved victim satisfaction and police response (3 of 3)					Putting Victims First	
	Threshold	Rolling 12 month data (since October 2017) to...			12 months to...	
		March 2018	June 2018	September 2018	November 2017	November 2018
32. Satisfaction levels for victims of crime, with a specific sample for those that are considered repeat victims	New measure	No data, survey commenced June 2018			N/A	77% +/-5.0%
Percentage of crime victims satisfied with the policing response provided: (1,300 surveys completed per annum) This survey was revised in August 2017						
33. Initial contact	To be established in April 2019	96% +/- 1.5	96% +/- 1.1	96% +/- 1.0	No data, survey commenced August 2017	95% +/- 1.0
34. Response time	To be established in April 2019	90% +/- 2.0	90% +/- 1.6	89% +/- 1.4		88% +/- 1.4
35. Action taken	To be established in April 2019	83% +/- 2.5	84% +/- 1.9	83% +/- 1.7		82% +/- 1.7
36. Follow-up	To be established in April 2019	70% +/- 3.6	72% +/- 2.8	70% +/- 2.6		69% +/- 2.6

37. Treatment	To be established in April 2019	94% +/- 1.6	94% +/- 1.1	94% +/- 1.1		94% +/- 1.0
38. Whole experience	To be established in April 2019	83% +/- 2.4	84% +/- 1.8	83% +/- 1.7		83% +/- 1.6
Percentage of victims satisfied with the Resolution Without Deployment (RWD) policing response provided: (600 surveys completed per annum)						
	Threshold	Rolling 12 month data to...			12 months to...	
		March 2018	June 2018	September 2018	November 2017	November 2018
39. Action taken	90% and above	92% ● +/- 2.3	91% ● +/- 2.4	90% ● +/- 2.7	93% ● +/- 2.0	90% ● +/- 2.8
40. Victim thought their incident was taken seriously	90% and above	88% ● +/- 2.5	87% ● +/- 2.6	85% ● +/- 2.8	90% ● +/- 2.2	86% ● +/- 2.8
41. Whole experience	85% and above	85% ● +/- 2.6	85% ● +/- 2.8	83% ● +/- 2.9	86% ● +/- 2.5	84% ● +/- 2.9

Initial findings from the repeat victim survey show that 77% of victims were satisfied with the overall service provided. Positively, 81% of repeat victims felt their report was taken seriously and 82% were happy with police support. Feedback from victims regarding what could have been done to prevent repeat victimisation includes:

- Responding sooner to deal with the incident.
- More action to be taken, such as speaking to or warning the offender, or making an arrest.
- Including all available evidence in the investigation.

The volume crime survey provides detailed information about the victim experience. 'Action taken' and 'follow-up' continue to be identified as areas for improvement (82% and 69% respectively;

measures 35 and 36). Analysis of victim surveys identified victim experience could be improved by:

- Managing victim expectations more effectively, clearly explain what action will be taken and improving the quality of investigations.
- Keeping promises when we commit to action.
- Offering victim support and completing Victim Needs Assessments (VNAs).
- Agreeing and recording how often, and by what means, victims would like to be updated.

Improving follow-up for volume crime victims is a priority for the Force, and is monitored across a number of Operation Delivery Group meetings.

Resolution Without Deployment (RWD) Satisfaction

Whole experience satisfaction (measure 41) has been decreasing since March 2017 and, although recently stable, is currently at 84% compared to 86%, previously. Actions taken (measure 39) has also reduced, from 93% to 90%, and victims agreeing their incident was taken seriously (measure 40), from 90% to 86%.

The main reasons for dissatisfaction include victims expecting more action or an investigation and updating victims when necessary.

Victims are supported to cope and recover from their experience of crime							Putting Victims First	
	Threshold	Quarterly data					12 months to...	
		2017/18 – Q3	2017/18 – Q4	2018/19 – Q1	2018/19 – Q2	2018/19 – Q3 (October-November)	November 2017	November 2018
42. Percentage of victims with a satisfactory needs assessment	85% and above	84% ● of 27,537 victims	83% ● of 26,438 victims	83% ● of 28,970 victims	84% ● of 28,867 victims	85% ● of 19,061 victims	80% ● of 105,031 victims	83% ● of 111,961 victims
43. Percentage of needs assessments completed within 48 hours. ³	80% and above	89% ● of 27,537 victims	87% ● of 26,438 victims	86% ● of 28,970 victims	86% ● of 28,867 victims	85% ● of 19,061 victims	82% ● of 82,556 victims	87% ● of 111,961 victims

³This measure was introduced in March 2017. The figure quoted for 12 months to November 2017 is based on March 2017 to November 2017

Although the percentage of victims with a satisfactory needs assessment has improved since last year, it remains below the threshold (measure 42). The timeliness of conducting a needs assessment is better than the threshold (measure 43).

The Force has developed a comprehensive training programme, 'Raising Investigative Standards'. A significant portion of the programme is dedicated to improving the identification of vulnerable victims and to improve the standards of victim care, including full compliance with the Victims' Code of Practice.

The most vulnerable are recognised and receive an enhanced service

Putting Victims First

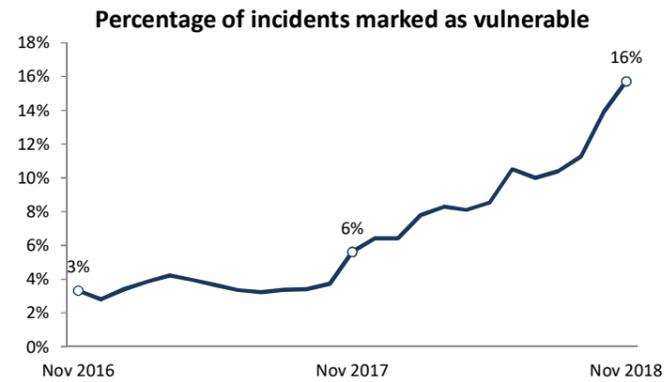
	Threshold	Quarterly data					12 months to...	
		2017/18 - Q3	2017/18 - Q4	2018/19 - Q1	2018/19 - Q2	2018/19 - Q3 (October & November)	November 2017	November 2018
44. Attendance rates at incidents with vulnerable victims (priority 2)	60 minutes	1 hr 12 mins ●	1 hr 2 min ●	1 hr 25 mins ●	2 hr 12 mins ●	2 hr 18 mins ●	1 hr 12 mins ●	1 hr 46 mins ●

	Threshold	February 2017	November 2017	September 2018
Percentage of calls dealt with meeting call handling standards: (February 2017 is based on a sample size of 446, November 2017 is based on a sample size of 345, and September 2018 is based on a sample of 349)				
45. Correctly assessed for vulnerability, threat, risk and harm AND rationale recorded	90% and above	No data, measure introduced in November 2017	84% ●	92% ●
46. Allocated the most appropriate response	90% and above	87% ●	82% ●	90% ●

A THRIVE action plan is in place and continues to drive improvements with regular performance scrutiny. Additional refresher THRIVE training has been provided to all Communications staff.

There is an improved focus in recognising vulnerability at the first point of contact. In November 2018, the Force identified and marked 16% of all incident demand as vulnerable, compared to 6% in November 2017 and 3% in November 2016.

Priority 1 and 2 vulnerable incidents now have a greater level of scrutiny by supervision with an escalation process to oversee effective response deployment.



Effective Criminal Justice System

Increased number of guilty pleas at first hearing							Effective Criminal Justice System	
	Threshold	Quarterly data					12 months to...	
		2017/18 – Q3	2017/18 – Q4	2018/19 – Q1	2018/19 – Q2	2018/19 – Q3 (October)	October 2017	October 2018
47. Percentage of guilty pleas at first hearing ⁴	70% and above	62% ●	61% ●	67% ●	66% ●	66% ●	64% ●	64% ●

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

The percentage of guilty pleas at first hearing (measure 47) is 64%; lower than the threshold of 70%.

In order to increase the number of guilty pleas at first court appearance, the Local Criminal Justice Board (LCJB) Performance

sub-group is working with criminal justice agencies to reduce the volume of fail to appear (FTA) cases.

Northumbria Police continue to focus on disclosure and case file quality; the 'Raising Investigative Standards' training programme includes a module dedicated to this stage of investigation.

Prevention of first time and repeat offending							Effective Criminal Justice System	
	Threshold	Quarterly data					12 months to...	
		2017/18 - Q2	2017/18 - Q3	2017/18 - Q4	2018/19 - Q1	2018/19 - Q2	September 2017	September 2018
48. Appropriate use of out of court disposals where a charge is the normal outcome ⁵	Monitor	64%	69%	65%	54%	58%	66%	62%

	Threshold	Rolling 12 month data to...			12 months to...	
		September 2017	December 2017	March 2018	June 2017	June 2018
49. Monitor the number of first time entrants to the criminal justice system ⁶	Monitor	2,806	2,767	2,861	2,860	2,952

⁵ 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

⁶ 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.

Out of Court Disposals (OCD)

The diversion of charge to conditional caution has been operating for a year, a total of 475 conditional cautions have been given with a compliance rate of 72% of offenders completing the course. The table below shows that Women's Hub, Veterans, V Aware and Alcohol Triage continue to be the best performing pathways.

Compliance Rates

Women's Hub	76% (+2%)
Veterans	93% (+1%)
ABC Course	61% (+ 5%)
Triage – Alcohol	71% (no change)

Triage – Drugs	65% (no change)
V Aware – (interactive programme)	85% (no change)
Unpaid Work	46% (no change)
Force	72% (+1%)

Northumbria University is carrying out an independent evaluation of the Revised Conditional Caution Framework, with a final report due after March 2019.

First Time Entrants to the Criminal Justice System

The number of first time entrants to the criminal justice system has increased by 3% over the past 12 months. Ten forces have reported an increase, but the overall national trend is a reduction (-11%). The

rate per 1,000 population remains similar to the Force's MSG and the national average.

Increased charge and conviction rates for cases of rape, sexual offences and domestic abuse							Effective Criminal Justice System	
	Threshold	Quarterly data					12 months to...	
		2017/18 - Q3	2017/18 - Q4	2018/19 - Q1	2018/19 - Q2	2018/19 - Q3 (October)	October 2017	October 2018
50. Percentage of post-charge failures	32% and below	41% ● 615 failures	34% ● 480 failures	33% ● 453 failures	33% ● 478 failures	29% ● 143 failures	No data, data only available since September 2017	34% ● 1,967 failures

	Threshold	Quarterly data					12 months to...	
		2017/18 - Q3	2017/18 - Q4	2018/19 - Q1	2018/19 - Q2	2018/19 - Q3 (October & November)	November 2017	November 2018
Charge rate for:								
51. Rape	9% and above	8% ● 34 charges	5% ● 23 charges	4% ● 21 charges	5% ● 25 charges	14% ● 40 charges	9% ● 136 charges	7% ● 121 charges national charge rate: 5%
52. Sexual offences	12% and above	13% ● 90 charges	10% ● 77 charges	7% ● 58 charges	11% ● 80 charges	10% ● 48 charges	12% ● 316 charges	10% ● 296 charges national charge rate: 8%
53. Domestic abuse	22% and above	14% ● 789 charges	14% ● 804 charges	14% ● 870 charges	13% ● 892 charges	12% ● 554 charges	15% ● 2,659 charges	13% ● 3,379 charges national charge rate: 15%

	Threshold	Rolling 12 month data to...			12 months to...	
		March 2018	June 2018	September 2018	October 2017	October 2018
Conviction rate for: ⁷						
54. Rape	58% and above	54% ●	58% ●	56% ●	51% ●	56% ● national conviction rate: 61%
55. Sexual offences	83% and above	83% ●	82% ●	81% ●	80% ●	81% ● national conviction rate: 80%
56. Domestic abuse	76% and above	72% ●	72% ●	71% ●	71% ●	71% ● national conviction rate: 77%
Report to conviction rate for:						
57. Rape	5% and above	4% ●	4% ●	3% ●	4% ●	4% ●
58. Sexual offences	10% and above	10% ●	8% ●	8% ●	10% ●	8% ●
59. Domestic abuse	17% and above	10% ●	10% ●	10% ●	11% ●	10% ●

⁷ Conviction rates are provided by the CPS and do not contain the number of convictions, just the percentage.

Post Charge Failures

Latest performance data for file quality shows a post charge failure rate of 29.4% for the month of October; a continued improvement which is below the threshold (measure 50) and also below the national average of 32.6%.

During the last quarter there have been several improvements made:

- File quality training for operational officers has been launched.
- File quality performance data has been developed to drive up standards.
- An exercise with CPS has been conducted regarding Crown Court file quality errors – highlighted IT transfer failures.

Plans to improve post charge failures in the next quarter include:

- Further ongoing training;
- All digital media failures to be reviewed;
- Change of digital media process with increased support;
- A process to identify Crown Court case file issues prior to review;
- Inspector briefings on file quality; and
- Ongoing development of File Wizard application.

Rape Charge Rate

The reporting and recording of rape crimes has increased. Whilst the current charge rate is under the threshold of 9%, there has been an improvement this quarter and the charge rate is 7% (national charge rate 5%) (measure 51).

The recent improvement in the charge rate can be attributed to charges from complex investigations and additional focus and resources in dedicated teams.

The national charge rates for rape and sexual offences have reduced over the past five years:

National charge rates	Rape	Sexual offences
2013/14	21%	25%
2014/15	15%	19%
2015/16	16%	17%
2016/17	11%	14%
2017/18	7%	11%
12 months to Oct 18	5%	8%

Domestic Abuse Charge Rate

The reporting and recording of domestic abuse crimes has increased and the current charge rate is at 13%, which is under the threshold of 22% and is a reduction from the previous year.

Improving our Response

Northumbria Police has recently redeveloped and improved both the Domestic Abuse Improvement Plan and the Rape and Serious Sexual Offences improvement Plan. Both plans ensure all activity to improve performance is coordinated and prioritised. A dedicated crime and performance analyst have been appointed to undertake detailed analysis in order to better understand the areas negatively

impacting on outcomes and to provide quick time recommendations for consideration to business leads.

In order to improve charge rate, Northumbria Police has recognised that investigative standards need to improve. The Raising Investigative Standards Programme seeks to address this, with a focus around domestic abuse. Areas for improvement include increasing supervisory oversight of crimes, increasing the arrest rate, improving the effective use of body worn videos and seeking more evidence led prosecutions. A 'live time' oversight of all Domestic Abuse reports by supervisors is taking place to ensure immediate improvement in response, investigation and safeguarding.

For Rape and Serious Sexual Offences actions include, improving our detective capacity and capability, increasing our forensic capability and improving support for victims.

Further information about the Raising Investigative Standards Programme is summarised in the 'Cutting Crime' section of this report.

Rape and Sexual Offences Conviction Rate

The conviction rates for rape and other sexual offences have improved since last year (measures 54 and 55); however, they remain below the thresholds. The conviction rate for offences of domestic abuse is the same as last year and continues to be below the threshold (measure 56). The national conviction rates for rape, other sexual offences and domestic abuse are 61%, 80% and 77% respectively.

Figures released recently by the CPS reveal a national reduction of 23% in the number of rape suspects prosecuted in 2017-18 compared with the previous year, whilst in the same period there was an increase of 31% (almost 54,000) in reported offences.

The successful prosecution of offenders requires an effective joined up response across the criminal justice system, Northumbria Police and CPS now hold bi-monthly review panels to highlight and address

issues in performance. The PCC chairs the Local Criminal Justice Board which brings together a range of agencies to improve performance.

Rape Victim Survey

Since March to November 2018, 96 victims of rape have been surveyed, with 92% of victims satisfied with the service provided by the police.

Recent feedback from victims has been used to improve future response; this includes keeping them more up to date with the investigation and explaining why statements may need to be taken more than once.

Positive feedback from victims of rape included officers being supportive, attentive, empathetic and thorough, put victim at ease and explained everything clearly.

Local Criminal Justice Board (LCJB)

As part of the LCJB, Northumbria Police has developed a pilot to divert adult offenders (18 years and over) to Victim's First Northumbria as a condition of the community resolution. The pilot aims to reduce offending by assisting offenders in understanding the impact their offending has on victims. As part of the community resolution, offenders will write a letter of explanation for the victim. This will be overseen by Victims First Northumbria team who will then deliver the letter to the victim and answer any questions they may have.

A practitioner uses the programme as a catalyst to engage offenders and establish if they would like to take part in a restorative justice intervention. The practitioner then works with Victims First and the police to establish the victims' views and ensure restorative justice is progressed where appropriate and in the most suitable format for all concerned.

Reducing Anti-Social Behaviour

Fewer victims of ASB – though we will continue to encourage reporting							Reducing Anti-Social Behaviour	
	Threshold	Quarterly data					12 months to...	
		2017/18 - Q3	2017/18 - Q4	2018/19 - Q1	2018/19 – Q2	2018/19 – Q3 (October & November)	November 2017	November 2018
60. Recorded levels of anti-social behaviour incidents	Monitor	12,924 140 per day	11,472 127 per day	14,093 155 per day	13,323 145 per day	8,054 132 per day	57,117 156 per day	50,591 139 per day

	Threshold	Rolling 12 month data to...			12 months to...	
		March 2018	June 2018	September 2018	November 2017	November 2018
61. Percentage of people who feel that ASB is a very or fairly big problem in their neighbourhood (5,000 surveyed annually)	15% and below	14% ● +/- 1.0	15% ● +/- 1.0	16% ● +/- 1.1	13% ● +/- 0.9	16% ● +/- 1.1
62. Percentage of ASB victims who are confident to report further incidents to the police again (1,300 surveyed, commenced Sept 2017)	85% and above	79% ● +/- 2.7	79% ● +/- 2.3	79% ● +/- 2.1	No data, survey commenced September 2017	80% ● +/- 2.1
63. Percentage of victims of long term ASB who experienced no further incidents since their report (600 surveyed)	50% and above	54% ● +/- 4.0	50% ● +/- 3.8	47% ● +/- 3.5	57% ● +/- 4.2	46% ● +/- 3.4

The number of reported ASB incidents has decreased (measure 60). This is expected to be due to improved crime recording practices, rather than a reduction in actual ASB; in that some incidents that were recorded as ASB are now recorded as a crime.

Perceptions of ASB have increased in local neighbourhoods according to local resident surveys, with the percentage of people who feel that ASB is a local problem increasing statistically from 13% to 16% (measure 61), taking it above the threshold. The percentage of people experiencing no further incidents following a report of ASB (measure 63) has decreased statistically from 57% to 46%, however, confidence in reporting (measure 62) has shown an improvement from 79% to 80%, but is not yet achieving the threshold of 85%.

Northumbria Police continue to work in partnership to address issues important to local communities. A number of recent examples highlighting activity across the Force are summarised below.

Wallsend Neighbourhood Team is working with partners in North Tyneside to relaunch a Neighbourhood Watch Scheme in the town centre. The scheme is supported by North Tyneside Council, including local Councillors, the local primary school, residents and Wallsend Chamber of Trade.

Northumbria Police is working with Nexus and Community Safety Officers to tackle crime and anti-social behaviour at Whitley Bay Metro Station through a series of engagement and enforcement events.

Operation Respect was launched to reduce ASB in Ashington Town Centre, predominantly around McDonalds, Asda and the Leisure Centre. A meeting was held with McDonalds managers who have agreed a plan to reduce ASB incidents, including the employment of more security staff. A further engagement meeting and joint training is planned in December 2018.

The College of Policing has identified the partnership and problem solving activity in Ashington as good practice.

ASB and low level crime issues in Whitley Bay have been addressed through key offenders being arrested and restrictive conditions applied. Tenancy enforcement activity has been carried out by North Tyneside Council (NTC) and patrols by NTC Enforcement Officers using a CCTV vehicle. Northumbria Police is also working with schools to educate the community about ASB by arranging a residents meeting to gather information. The local MP has also assisted in tackling environmental issues.

The Platform Outreach Project in Gateshead has delivered outreach work in hotspot areas for ASB, providing advice and guidance around substance misuse to over 450 young people. Further work is ongoing with Tyne and Wear Fire and Rescue Service, including engaging with young men who were on the cusp of offending, diverting them away from committing ASB.

Operation Equinox in Gateshead is linked to the 'Darker Nights' campaign, targeting burglary and ASB. Information from Tyne and Wear Fire and Rescue Service was used to target areas where secondary fires have occurred. ASB tools will be used, such as Dispersal Notices as a pre-emptive tool to deal with ASB.

Neighbourhood teams in Sunderland have been tackling ASB issues in Silksworth, through patrols in partnership with the Environmental Agency, Local Authority ASB Officer and Local Councillors.

Neighbourhood Teams are working with Gentoo and Sunderland City Council regarding problem families in Southwick. Families have been identified for intervention, with a multi-agency meeting planned to agree the most appropriate action.

Northumbria Police is developing an ASB toolkit, which will provide a corporate resource to front-line officers to ensure best practice is shared and used to reduce ASB across the force area.

Improved satisfaction for victims of ASB

Reducing Anti-Social Behaviour

	Threshold	Rolling 12 month data (since September 2017) to...			12 months to...	
		March 2018	June 2018	September 2018	November 2017	November 2018
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						
64. Initial contact	90% and above	93% ● +/- 1.7	93% ● +/- 1.4	93% ● +/- 1.3	No data, survey commenced September 2017	94% ● +/- 1.3
65. Response time	90% and above	90% ● +/- 2.6	90% ● +/- 2.3	90% ● +/- 2.2		90% ● +/- 2.3
66. Action taken	85% and above	88% ● +/- 2.9	87% ● +/- 2.6	86% ● +/- 2.6		84% ● +/- 2.8
67. Follow-up	85% and above	68% ● +/- 6.0	68% ● +/- 5.3	68% ● +/- 5.1		65% ● +/- 5.3
68. Treatment	95% and above	97% ● +/- 1.4	96% ● +/- 1.5	96% ● +/- 1.4		95% ● +/- 1.5
69. Whole experience	85% and above	83% ● +/- 2.4	82% ● +/- 2.1	81% ● +/- 2.0		82% ● +/- 2.0

Providing follow-up contact is the key area for improvement according to victim feedback, with 65% of ASB victims who wanted an update satisfied (measure 67). This aspect of service has a significant influence on overall victim satisfaction which is currently 82% (measure 69). Actions taken, follow up and whole experience satisfaction are all below their respective thresholds.

Reasons for dissatisfaction include the timeliness of response, a lack of action and a desire for more updates.

Working in partnership to tackle crime

Northumbria Police work with each of the six Community Safety Partnerships (CSPs). They are local multi-agency partnerships that were established to tackle community safety issues such as crime, ASB and domestic abuse. A number of recent examples are summarised below.

Operation Ghille was introduced in response to reports of poaching and rural crime in Morpeth. Members of the rural community, such as farmers and game keepers, are part of a group who are given details of suspect vehicles to keep observations and regularly pass intelligence about poaching and other forms of rural crime. Members of the group have also volunteered to attend specific locations, and alert the police to any suspicious activity.

Following an increase in theft from unsecured vehicles parked in housing estates in Morpeth, Cadets patrolled the areas involved and identified over 60 unsecured vehicles. The owners were informed and given crime prevention advice and encouraged to keep vehicles locked, resulting in a reduction in theft from vehicle offences.

A nightclub in Ashington, which was associated with crime and disorder, was recently a focus of problem solving activity. The Neighbourhood Inspector held a multi-agency meeting with the Landlord, Licencing and the Local Authority. A plan was agreed, including more robust checks at the door, challenge 25 policy, CCTV and licenced premises checks.

Blyth Valley Neighbourhood Policing Team, working in partnership with Northumberland County Council and Blyth Town Council, held a crime prevention awareness event in November 2018 with residents of the Silver Birch Estate in Blyth. The estate houses the most vulnerable members of the community. The initiative involved funding for crime prevention equipment and promoting regular contact with local policing teams and the Local Authority.

Operation Spear was in response to a rise in robberies in parks across Newcastle city centre. Crime patterns were analysed, identifying four groups of offenders. Several arrests were made for drug supply and possession of weapons, resulting in a reduction in violence and ASB and increased confidence of the community and local business owners.

Operation Notredame was launched following an increase in burglaries of affluent Asian families in Gosforth, targeting jewellery or large amounts of cash. A number of measures were introduced, including reassurance patrols by neighbourhood officers, Motor Patrols identifying vehicles with false plates and investigations by the local police burglary team following a review of CCTV footage.

South Shields NPT were involved with “WHITE” (What Help In Tyneside Event), which is a domestic abuse event organised by Options. The event ran for a week in November 2018 with attendance by local neighbourhood officers who used the opportunity to provide safety advice and promote the use of Clare’s Law.

Operation Benelli was launched in September with an aim to reduce crime and disorder involving motorcycles across Newcastle City Centre. As a result of an intelligence led approach a number of offenders were targeted, arrested and charged. Partnership working with local businesses and engagement with the community led to an increase in intelligence which was actioned. As a result of activity, incidents have reduced by 27%

Safer night-time economy **Cutting Crime**

	Threshold	Quarterly data					12 months to...	
		2017/18 - Q3	2017/18 - Q4	2018/19 - Q1	2018/19 - Q2	2018/19 - Q3 (October & November)	November 2017	November 2018
70. Recorded crime levels in night time economy areas	Monitor	1,585 17 per day	1,479 17 per day	1,491 16 per day	1,489 16 per day	1,113 18 per day	5,607 15 per day	6,088 17 per day

	Threshold	Rolling 12 month data (since June 2017) to...			12 months to...	
		March 2018	June 2018	September 2018	November 2017	November 2018
71. Perceptions of safety of those that use the night time economy (5,000 surveyed annually, introduced June 2017)	Monitor	90% +/- 2.1	90% +/- 1.9	90% +/- 1.9	89% +/- 2.8	90% +/- 1.8

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.

Recorded crime in NTE areas has increased by 9% from an average of 15 to 17 crimes per day (measure 70). This increase is largely attributable to an increase in recorded assaults without injury and other theft and handling (increases of 13% and 8% over the same period respectively).

Perceptions of safety amongst those who use the NTE are high, with 90% feeling safe whilst out on an evening (measure 71).

Under the banner of Sanctuary, Operation Cloak was implemented in response to sexual assaults occurring during the night time economy in Newcastle City Centre. The intelligence led operation identified and engaged with vulnerable individuals, focusing on a proactive approach to detect predatory behaviour and challenge individuals to prevent offending.

To date, 31 males were dealt with either through an arrest or issued with a dispersal order. Outcomes of Operation Cloak have ranged from taking individuals to the Safe Haven, arranging a taxi or reuniting them with friends and relatives and placing them in a place of safety.

An evaluation of Operation Cloak is being undertaken to assess its impact and determine how learning and tactics can be incorporated into business as usual.

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

Cutting Crime

	Threshold	Quarterly data					12 months to...	
		2017/18 - Q3	2017/18 - Q4	2018/19 - Q1	2018/19 - Q2	2018/19 - Q3 (October & November)	November 2017	November 2018
72. Recorded crime	Monitor	38,809 422 per day	37,496 417 per day	41,129 452 per day	41,931 456 per day	28,252 463 per day	146,456 401 per day	159,988 438 per day
73. Recorded crime levels based on the crime severity score published by ONS ⁸	Monitor	53,396	54,110	59,774	57,737	55,707	49,776	56,162
74. Compliance with National Crime Recording Standards	95% and above	95% ● 1,990 under recorded	98% ● 864 under recorded	97% ● 1,120 under recorded	95% ● 2,058 under recorded	93% ● 1,981 under recorded	94% ● 8,607 under recorded	96% ● 6,210 under recorded
75. Percentage of crimes recorded within 24 hours ⁹	90% and above	88% ● 35,695 within 24 hours	87% ● 33,754 within 24 hours	86% ● 36,225 within 24 hours	85% ● 35,540 within 24 hours	86% ● 24,330 within 24 hours	82% ● 123,306 within 24 hours	86% ● 141,295 within 24 hours

⁸ The crime severity score is an alternative measure of total recorded crime where more severe offences are given a larger weighting.

⁹ 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.

Total recorded crime (measure 72) and the related crime severity score (measure 73) continue to increase. This is in part as a result of improvements to national crime recording standards, with compliance now at 96% (measure 74). As previously reported to the Police and Crime Panel, there have been actual increases in certain crime types; for example, sexual offences, theft and handling, including aspects of vehicle crime, burglaries that occur within dwellings and crimes as a result of the impact of social media and emergence of cyber-crime. Additionally, there remains an element of unknown demand arising from the significant under-reporting of some crime types, such as hate crime, child sexual exploitation, modern slavery and stalking and harassment

Improvements have also been made with respect to recording crimes at the first opportunity (measure 74); with 86% of crimes recorded within 24 hours. However, it remains lower than the threshold of 90%.

The Crime Survey for England and Wales (CSEW) provides an alternative measure of crime by asking members of the public about their experiences of crime over the last 12 months. This includes crimes that may not have been reported to the police. According to the survey, the risks of personal and household crime in Northumbria continue to reduce¹⁰. The Force is second lowest in the country (8.1%) for risk of personal crime and the risk of household crime (5.3%).

Integrated Offender Management (IOM)

Northumbria Police launched a new model of Integrated Offender Management (IOM) in April 2018. The model seeks to prioritise

offender management activity against a Cohort of 300 offenders who pose the highest levels of threat, harm and risk. This assessment is based on the recency, frequency and gravity of their offending.

A governance structure is in place to manage offenders, including a monthly Operational Delivery Group, internal Harm Reduction Chief Inspector meetings, the Local Criminal Justice Board and the Prevention and Rehabilitation subgroup, as well as the partnership working groups for each Local Authority area.

A case owning officer is assigned to each offender in the cohort, with Harm Reductions plans in place for the majority of the cohort. The quality of the plans will be assessed as part of an evaluation.

Serious and Organised Crime (SOC)

Northumbria Police continue to tackle serious and organised crime. The Force currently has 50 mapped Organised Crime Groups (OCGs). During October and November 2018, there have been 22 disruption actions against these groups including:

- 17 persons arrested and 1 person charged.
- Total of 103 years and 6 months convicted sentences (including suspended sentences), as a result of 23 persons convicted over three investigations.
- 1 Serious Crime Prevention Order (SCPO) enforced.
- 14 people safeguarded.
- Numerous drugs recovered.

Raising Investigative Standards

The 'Raising Investigative Standards' programme of work continues with progress as follows:

- A new team will be introduced in the early part of 2019 to improve the allocation of crimes for investigation. The aims of the new Resolution Centre and Quality and Standards Delivery Team include improving the quality of investigations by ensuring the most appropriate resource is allocated.
- A short presentation has been developed to cover THRIVE and Victims' Code of Practice (VCOP), which will be delivered to all staff to increase the identification of vulnerability and enhance victim care.
- The launch of a new 'Raising Investigative Standards' (RIS) magazine to reinforce key messages, including other ways in which evidence can be captured i.e. the use of phablets to capture images of injuries.
- Development of the Force's understanding of Evidence Led and Victim Focussed investigations has been facilitated through a series of videos.
- Ongoing work is being undertaken between Northumbria Police and the CPS to improve referral rates to the CPS by understanding the reasons for cases failing after charge.
- A strategic review of the Voluntary Attender (VA) process has been completed. The review has led to numerous changes in the VA process, including: reducing the number of facilities; process improvements for obtaining biometrics; introduction of a revised VA Log; and an aide memoire.
- To improve standards around disclosure, 42 officers and staff were identified to receive additional training in order to take on the role of disclosure champions.

Cut drug use and the crime that is a consequence

Cutting Crime

	Threshold	Quarterly data					12 months to...	
		2017/18 - Q3	2017/18 - Q4	2018/19 - Q1	2018/19 - Q2	2018/19 - Oct & Nov	November 2017	November 2018
76. Monitor the number of offenders given a conditional caution referred to substance abuse intervention ¹⁰	Monitor	75	52	25	17	6	47*	128

¹⁰ New pathways of intervention including Triage assessment (drugs and/or alcohol) and Alcohol Behaviour Change Programme (ABC) were introduced in October 2017.

* Conditional cautions were launched in October 2017, figures to November 2017 are for Oct-Nov.

Out of Court Disposals (OOC)

Northumbria Police continue to tackle the root cause of offending behaviour by using conditional cautions where appropriate. In the last 12 months, there have been 128 referrals for substance abuse interventions to drug or alcohol triage and the Alcohol Behaviour Change (ABC) programme.

Cutting Drug Use

Northumbria Police has continued to target the supply and use of illegal drugs. Recent examples include:

Operation Red Kite, implemented by Gateshead Neighbourhood, tackled the supply of class A drugs, with the aim of reducing drug related deaths in Gateshead. Over 40 warrants were executed and a number of vulnerable people, who are either in the supply chain or have been part of the purchasing community were identified. Safeguarding and support has been provided to these individuals by multi-agencies.

Operation Panther was introduced in response to concerns about youth-related ASB which was linked to drug dealing in Gateshead and included a range of intelligence led activity.

The Blue Light Programme in South Shields engages with people with various addictions and has led to the identification of both offenders and victims. This work is ongoing with a reduction in offending and reported incidents in the town centre.

Improved satisfaction with the services that Northumbria Police and key community safety and criminal justice partners provide				Community Confidence		
	Threshold	Rolling 12 month data to...			12 months to...	
		March 2018	June 2018	September 2018	November 2017	November 2018
77. Percentage of people who believe the police do a good or excellent job in their neighbourhood (5,000 surveyed annually)	85% and above	85% ● +/- 1.1	85% ● +/- 1.2	83% ● +/- 1.2	86% ● +/- 1.0	82% ● +/- 1.2
78. Percentage of people who feel safe in their local area (5,000 surveyed annually)	95% and above	97% ● +/- 0.4	97% ● +/- 0.5	97% ● +/- 0.5	97% ● +/- 0.4	97% ● +/- 0.5
79. Percentage of people who believe that the level of visibility in their neighbourhood is about right (5,000 surveyed annually)	55% and above	54% ● +/- 1.5	52% ● +/- 1.5	50% ● +/- 1.6	56% ● +/- 1.4	49% ● +/- 1.5
Percentage of hate crime victims satisfied with the policing response provided: (approximately 300 surveys completed per annum)						
80. Initial contact	95% and above	97% ● +/- 2.0	97% ● +/- 2.0	95% ● +/- 2.3	97% ● +/- 2.1	96% ● +/- 2.1
81. Response time	90% and above	88% ● +/- 3.6	88% ● +/- 3.4	89% ● +/- 3.2	85% ● +/- 4.3	89% ● +/- 3.1
82. Action taken	90% and above	83% ● +/- 3.9	86% ● +/- 3.6	86% ● +/- 3.5	83% ● +/- 4.2	86% ● +/- 3.5
83. Follow-up	90% and above	75% ● +/- 4.9	76% ● +/- 5.0	76% ● +/- 5.0	78% ● +/- 4.8	74% ● +/- 5.2
84. Treatment	95% and above	92% ● +/- 2.8	94% ● +/- 2.4	94% ● +/- 2.3	92% ● +/- 3.0	95% ● +/- 2.2
85. Whole experience	90% and above	82% ● +/- 3.9	82% ● +/- 3.9	84% ● +/- 3.7	83% ● +/- 4.2	84% ● +/- 3.6

The percentage of people who believe the police do a good job has reduced statistically, from 86% to 82%, and is below the threshold of 85% (measure 77). It is likely this is linked to public awareness of police funding cuts as survey participants comment regularly about this. Feelings of safety remain high at 97% (measure 78).

The percentage of people who believe the level of visibility is 'about right' has continued to reduce statistically, from 56% to 49% and is below the threshold of 55% (measure 79). In most cases, residents feel that a police presence would act as a deterrent or reassurance rather than in response to a specific neighbourhood problem.

Hate Crime

Recorded hate crime has increased by 7% over the past 12 months; with largest increases in racist and homophobic crimes. While increases in hate crime nationally over the last five years have been driven by improvements in crime recording by the police, there has been spikes in hate crime following certain events such as the EU Referendum and the terrorist attacks in 2017 (Home Office Report 'Hate Crime, England and Wales, 2017/18').

	12 months to November 2017	12 months to November 2018	Change	
Racist	1,614	1,738	+124	+8%
Faith	241	217	-24	-10%
Homophobic	257	327	+70	+27%
Transphobic	58	61	+3	+5%
Disability	277	264	-13	-5%
Total hate crime	2,447	2,607	+160	+7%

Hate crime satisfaction has shown recent improvement from the 82% low seen March to June 2018, to 84% currently (measure 85). However, most aspects of service remain below the thresholds. A perceived lack of action and updates remain the most common reasons for dissatisfaction.

The Raising Investigative Standards Programme, which has been discussed in earlier sections, seeks to address the issues identified in the survey findings. Peer reviews of hate crime responses across the region have taken place. Results of the peer review were shared at the Regional Hate Crime meeting. Positive feedback was received and good practice identified in Northumbria, including the Force's Hate Crime Awareness conferences and the solidarity walk.

All Community Engagement Teams across the Force have now adopted the same procedure to track hate crimes and ensure a quality level of service is provided to victims of hate.

An LGBT+ Liaison Officer event was held at Newcastle United in November 2018 to further raise awareness and understanding of LGBT+ issues.

Northumbria Police and Victims First Northumbria are working together to reduce the attrition rates of hate crime victims. An 'opt out' model rather than 'opt in' for referrals is being considered for a pilot to address this issue.

The CPS Hate Crime coordinator has reviewed a dip sample of hate crimes with the outcome of 'not in the public interest' and 'victim does not wish to prosecute'. No issues were identified, with the outcomes determined to be appropriate.

More people connecting with the police to report local concerns and crimes and reporting confidence in the police response					Community Confidence	
	Threshold	Rolling 12 month data (since October 2017) to...			October 2017 to ...	
		March 2018	June 2018	September 2018	November 2017	November 2018
86. Percentage of victims that have confidence to report further crime in the future	90% and above	91% ● +/-1.8	92% ● +/-1.3	92% ● +/-1.2	No data, survey commenced October 2017	92% ● +/-1.1

	Threshold	Rolling 12 month data (since June 2017) to...			12 months to...	
		March 2018	June 2018	September 2018	November 2017	November 2018
87. Percentage of people who feel that cyber-crime is a very or fairly big problem (5,000 surveyed annually)	Monitor	94% +/- 0.9	94% +/- 0.8	93% +/- 0.9	94% +/-1.1	93% +/- 0.9
88. Awareness of the community regarding exploitation (e.g. sexual, labour and benefit) (5,000 surveyed annually)	Monitor	81% +/- 1.4	82% +/- 1.2	85% +/- 1.1	80% +/-1.7	87% +/- 1.1
89. Percentage of people who feel that exploitation is a very or fairly big problem (5,000 surveyed annually)	Monitor	59% +/- 2.7	64% +/- 2.2	66% +/- 2.1	59% +/-3.6	67% +/- 2.1
90. Perceptions of road safety, including drink driving and use of mobile phones (5,000 surveyed annually)	Monitor	84% +/- 1.3	84% +/- 1.1	83% +/- 1.2	84% +/-1.6	84% +/- 1.1

Public Trust and Confidence

Confidence amongst victims to report further crimes remains high at 92% (measure 86), a marginal increase from March 2018.

The Perceptions Programme within Gateshead included four World Cafés, with action and activity plans being prepared and overseen by existing or newly formed resident committees. The programme is in collaboration with Newcastle University and seeks to train staff across all agencies in new and innovative engagement techniques. Communities have been identified where perceptions of joint working between Police and Local Authority are seen as low. Following initial events, data is analysed and priorities and action plans are agreed with residents' groups.

Cybercrime and Fraud

93% of people feel cyber-crime is a significant problem (measure 87), although less than one in four people have experienced it themselves. Of those affected, more than three in four reported it, to banks, credit card companies and online service such as EBay; only one in five reported to the police.

Northumbria Police work closely with the National Crime Agency to proactively identify people who may pose a risk to children online. Officers are continually upskilled to ensure proactive and effective investigation and safeguarding.

A Force Specialist Cyber Crime Unit is in the early stages of being implemented to increase capability to investigate cyber dependent (computer misuse) offences such as malware, ransomware, denial of service attacks, national funding has been secured to help develop the required capability. The cyber volunteers continue to work with businesses in respect of vulnerability assessments. As it stands over

60 assessments have been completed which has led to significant vulnerabilities being identified and rectified.

Operation Signature (supporting vulnerable victims of cyber-crime and fraud) has now been live across the Force for a year. Between September 2017 and October 2018, 3,910 victim reports were sent to Northumbria Police. Out of a total of 1,106 'potentially' vulnerable victims disseminated to neighbourhood teams. 62% (687) were identified as requiring additional support and visited with the aim of improving victim care and preventing further victimisation through crime prevention advice.

In November 2018, the force hosted seven events with the UK Safer Internet Centre delivering Online Safety updates to 388 workers who work with young people. The event gave updates on the latest in research, legislation, technology, tools and resources along with exclusive access to the presentation and resource materials

Perceptions of Exploitation and Modern Day Slavery (MDS)

Perceptions of MDS in the Force area are increasing, with 87% aware of the term (measure 88), and 67% believing it to be a problem (measure 89), which has increased by 8% since November 2017.

Effective Road Policing

Public perceptions that roads are safe remain high and stable at 84% (measure 90). The use of mobile phones is the biggest public concern, followed by speeding and dangerous driving, whilst drink driving is less of a public concern.

Northumbria Police Motor Patrols are conducting a number of road safety campaigns, including an insurance enforcement week in

November and a Christmas Drink and Drug Drive campaign which ran throughout December.

The Christmas initiative is being accompanied with a comprehensive social media campaign to ensure that key messages are distributed to a wide audience. Known offenders continue to be targeted. In three days, 218 vehicles were stopped with 155 road side breath tests carried out.

Operation Dragoon has delivered their unique Road Sense Common Sense presentation schools and colleges reaching over 1,000 16-18 year olds. These inputs are emotive and thought provoking with key messages in support of the fatal 4, underpinned by the OPCC priorities. There has also been a similar input to 500 members of the armed services at RAF Boulmer in conjunction with the Ambulance and Fire service.

Motor Patrols continue to target organised criminal use of the road network with notable successes in joint operations with the regional unit.

The targeting of sexual and violent offenders continues to be a priority (identified by the MOSOVO team) by the operation Dragoon team who disrupt these offenders on the road.

Improve the complaints process, reduce appeals and increase satisfaction with how complaints against the force are managed

Community Confidence

	Threshold	Quarterly data					12 months to...	
		2017/18 - Q3	2017/18 - Q4	2018/19 - Q1	2018/19 – Q2	2018/19 – Oct & Nov	November 2017	November 2018
Monitor level and type of allegations								
91. Incivility, impoliteness or intolerance	35 or below per month	88 Allegations ● 29 per month	96 Allegations ● 32 per month	97 Allegations ● 32 per month	80 Allegations ● 27 per month	59 Allegations ● 30 per month	307 Allegations ● 26 per month	368 Allegations ● 31 per month
92. Other assault	20 or below per month	45 Allegations ● 15 per month	51 Allegations ● 17 per month	52 Allegations ● 17 per month	49 Allegations ● 16 per month	23 Allegations ● 12 per month	206 Allegations ● 17 per month	187 Allegations ● 16 per month
93. Other neglect or failure in duty	67 or below per month	174 Allegations ● 58 per month	183 Allegations ● 61 per month	217 Allegations ● 72 per month	229 Allegations ● 76 per month	115 Allegations ● 58 per month	677 Allegations ● 56 per month	804 Allegations ● 67 per month

	Threshold	Rolling 12 month data to...			12 months to...	
		March 2018	June 2018	September 2018	November 2017	November 2018
Appeals made and upheld						
94. Percentage of appeals made	Monitor	21% 160 appeals	20% 158 appeals	20% 161 appeals	17% 124 appeals	20% 150 appeals
95. Percentage of appeals upheld - Overall	32% or below	20% ● 46 upheld	18% ● 40 upheld	20% ● 45 upheld	21% ● 43 upheld	22% ● 44 upheld
96. Percentage of appeals upheld - Force investigated	13% to 23%	18% ● 14 upheld	16% ● 13 upheld	17% ● 14 upheld	19% ● 11 upheld	12% ● 8 upheld
97. Percentage of appeals upheld - Force locally resolved	9% to 14%	8% ● 2 upheld	9% ● 2 upheld	13% ● 3 upheld	0% ● 0 upheld	15% ● 4 upheld
98. Percentage of appeals upheld – Independent Office of Police Conduct (IOPC) investigated	21% to 39%	26% ● 10 upheld	20% ● 7 upheld	38% ● 15 upheld	34% ● 14 upheld	47% ● 16 upheld
99. Percentage of appeals upheld - Independent Office of Police Conduct (IOPC) non-recording	22% to 38%	30% ● 20 upheld	29% ● 18 upheld	23% ● 11 upheld	26% ● 18 upheld	29% ● 15 upheld
100. Number of live complaints being managed (figures are as at 30 th of November)	210 or below	192 ●	171 ●	217 ●	174 ●	191 ●

Complaints

Between April and November 2018, 96% of complaint cases were recorded within 10 days, reflecting an improvement on the previous period.

The non-recording upheld appeal rate remains within the agreed threshold at 29%, this is as a result of the strong relationship between the Independent Office for Police Conduct IOPC and Northumbria Police. IOPC has appointed dedicated case workers for those persistent Northumbria Police complainants who have complex case histories and are more likely to appeal non-recording decisions. This development allows for a more informed appeal decision which takes cognisance of the entire complainant history.

Legislation

Phase three of the remaining reforms to the complaints and discipline systems (Policing and Crime Act 2017) is now expected to be delayed until Autumn 2019. The reforms include an overhaul of the police discipline system including implementation of recommendations from the Chapman Review, changes to the composition and administration of Police Appeal Tribunals, simplification of the complaints system including a transfer of greater responsibility to Police and Crime Commissioners, changes to the related secondary legislation within the Policing and Crime Act 2017, enhanced powers for the IOPC and measures to ensure greater independence in IOPC investigations.

In the coming weeks, Northumbria Police's Professional Standards Department will create a P&CA 2017 Implementation Working Group consisting of key stakeholders to examine the impact of the reforms and how best to prepare for the changes. It is proposed that the working group will identify and deliver changes which can be implemented without the legislation being laid. This would place the Force and OPCC in a better position to implement the mandatory legislative changes once phase three has been passed.

Complainants

The victim at the heart of Operation Larkspur (historic sexual abuse investigation) delivered a comprehensive and emotive presentation to Northumbria Police and invited colleagues from neighbouring forces. The presentation reinforced the need to keep the victim/ complainant at the heart of any investigative process and to continue to strive for improvements in complainant care. Improvements to working practices continue to be made under the recommendations of Larkspur, some of which include; a revision to the 'Workflow' complaints system which includes an appropriate assessment of vulnerability, the ability to refer vulnerable complainants to Victims First Northumbria, the introduction of a process which ensures the correct investigator's with the correct skills is assigned to specialist cases.

Work is ongoing with Northumberland Tyne and Wear NHS Foundation Trust to formalise existing collaborative processes and ensure swift access to service providers and a joined up approach to dealing with complainants with significant mental health problems. Plans are in place for all PSD staff to receive a bespoke training in mental health to enhance the service provided to complainants and taking into account the recent research which was commissioned by the IOPC; "Research into the Public Confidence of People with Mental Health Concerns in the Police Complaints System".

Counter corruption

A new audit trail tool has been launched in December 2018, this provides the capability to monitor all force computer systems to identify risks to the force's integrity. Its implementation has been widely publicised in force.

This tool supports the annual integrity health checks which are conducted with each officer to raise awareness of vulnerability to corruption and specifically around abuse of authority for a sexual purpose. Two 'Understanding the Boundaries' leaflets have been developed, firstly for dissemination to partners and secondly for dissemination to the public. This is supported by the creation of a joint engagement group where internal and external partners are represented.