



## **NORTHUMBRIA POLICE AND CRIME PANEL**

**Virtual Meeting held on 16 March 2021**

### **PRESENT:**

<b>Gateshead Council</b>	Councillor A Douglas (Chair)
<b>Newcastle City Council</b>	Councillors C Penny-Evans
<b>North Tyneside Council</b>	Councillors J Mole and T Mulvenna
<b>Northumberland County Council</b>	Councillors J Riddle and M Swinburn
<b>South Tyneside Council</b>	Councillor J Welsh
<b>Sunderland City Council</b>	Councillor P Stewart
<b>Independent Co-opted Member</b>	Mrs J Guy

### **ALSO IN ATTENDANCE:**

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

K McGuinness	- Police and Crime Commissioner for Northumbria
R Durham	- Chief of Staff and Monitoring Officer
M Tait	- Chief Finance Officer
A Pearson	- Director of Planning and Delivery
S Young	- Assistant Chief Constable, Northumbria Police
P Godden	- Head of Corporate Development, Northumbria Police
D Garrigan	- Business Intelligence Manager, Northumbria Police

#### **Gateshead Council**

G Morton	- Representing the Clerk to the Panel
B Wilson	- Democratic Services

**APOLOGIES:** Councillors S Hawkins (Gateshead Council), K Webster (Newcastle City Council), A Strike (South Tyneside Council) and D MacKnight (Sunderland City Council)

## **42. MINUTES**

**RESOLVED -** That the minutes of the last meeting held on 2 February 2021 be approved as a correct record.

#### **43. APPOINTMENT PANEL FOR THE INDEPENDENT MEMBERS OF THE PANEL**

The Panel received the minutes of the meeting of the above Panel held on 9 March 2021. The Panel recommended that Jonathan Klajn and Andrew Shepherd be appointed as Independent Members of the Panel from 1 April 2021. This was, therefore, Mrs Guy's last meeting as an Independent Member of the Panel.

- RESOLVED -
- (i) That the Minutes of the Appointment Panel held on 9 March 2021 be agreed.
  - (ii) That Jonathan Klajn and Andrew Shepherd be appointed as Independent Members of the Panel from 1 April 2021 until the PCC elections in May 2025.
  - (iii) That Mrs Guy be thanked for the excellent support she had given to the Panel and the contributions she had made at its meetings since her appointment in 2012.

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

Councillor Welsh gave an update on the National Association of Police Fire and Crime Panels.

The National Association and Local Government Association have asked the Government to extend the provision in the Coronavirus Act 2020 to lawfully hold meetings remotely which expires on 7 May 2021.

RESOLVED – That the information be noted.

#### **45. THEMED REPORT – COMMUNICATIONS DEPARTMENT – CALL HANDLING**

Assistant Chief Constable Young gave a presentation on the Communication Department call handling including an overview of how call handling performance is managed, trend of demand and performance levels, 2020 performance and challenges, HMICFRS areas for improvement and the drive to increase quality and the future – modernising public contact.

The Panel raised the following issues:-

Technology has a huge part in call handling and its good to see this is being used and developed. There can be a perception that it took a while for a 101 call to be answered. The force's digital reporting work was excellent but the response needs to be managed correctly. It was replied new shift patterns, using other staff when available and looking at a call back system will be used to address this.

Whilst 89% of calls were correctly assessed for threat, harm, risk and vulnerability (THRIVE), 11% were not. The force is introducing new systems and procedures and extensive training to improve the vulnerability, risk of harm and critical need assessments. The PCC was satisfied with the progress and improvements being made by the force.

It was asked how social media was being included in the force's increased digital engagement. The use of new technology, etc was being considered as part of the

force's future planning and in line with the national contact handling strategy and the force would move accordingly as technology changes.

The number of 101 calls had declined since 2017 but digital reporting had increased. The calls service was regularly monitored to identify any issues as part of the force's improvement planning. At times of high demand, callers were directed towards digital reporting and the call back system. The calls were dip sampled to assess the balance between the quality of how they were dealt with and being answered in a timely manner.

The force's THRIVE assessment may not be achieved when there were long call queues. The force had brought in additional resources to address this and calls were monitored to check that the THRIVE assessment had been properly applied.

RESOLVED – That the information be noted.

**46. COMPLAINTS AGAINST THE POLICE AND CRIME COMMISSIONER – DECEMBER 2020 TO MARCH 2021**

In accordance with the agreed procedure, an update report about the complaints and purported complaints against the PCC and every conduct matter recorded by the Monitoring Office in December 2020 to March 2021 was submitted.

RESOLVED - That the information be noted.

**47. DELIVERY OF THE POLICE AND CRIME PLAN – QUARTERLY PERFORMANCE REPORT OCTOBER TO DECEMBER 2020**

The Panel considered the key performance areas and crime tables at force and local authority level relating to the delivery of the Police and Crime Plan for October to December 2020.

The Panel raised the following issues:-

The PCC referred to the recent murder in London and women not feeling safe on the streets. The new police and crime plan will need to address this by finding out what made people feel safe and what changes were needed in the public realm.

Victim satisfaction levels in regard to police follow up action still required improvement. The PCC replied that she was continuing to work with the force to identify ways to address this. Contacting and supporting victims will be an element in the new communications and contact system being developed.

The resolved rate for total recorded crime of 16% was disappointing when crime was down by 11%. It was replied that the force was working to address this and the number of detectives was being increased.

Whilst the force's charge rate for rape offences was ranked 3<sup>rd</sup> nationally, it was placed 22<sup>nd</sup> nationally for the rape conviction rate. The force being placed 41<sup>st</sup> nationally for the domestic abuse charge rate was disappointing. The PCC was pleased with the charge rate for rape offences but work was ongoing to improve the rape conviction rate. There were massive delays in the Courts and victims were experiencing long waiting times.

Complaints against the force have increases and this was being reflected in other forces across the region and nationally. Comparative force data was due to be published by the Independent Office for Police Conduct after being delayed.

RESOLVED - That the information be noted.

Mrs Guy declared a personal and non-pecuniary interest in the above matter because she is a Trustee of Victims First Northumbria.

#### **48. POLICE AND CRIME COMMISSIONER REPORT**

The PCC presented her report which covered the following:-

- Recruitment
- Funding your police
- Reducing crime
- County lines
- Violence Reduction Unit
- Community support and education
- Operation Payback
- Domestic abuse perpetrators
- Domestic abuse workplace champions
- Victim services funding
- Helping victims in Court

The Chief Finance Officer gave a presentation on the Medium Term Financial Strategy (MTFS) including its purpose, key principles, financial year 2021/22, budget projections, key assumptions - total funding, MTFS forecasts, capital programme and reserves forecasts for 2021/22 to 2024/25, risks and conclusions.

The Panel raised the following issues:-

The Panel Members who were involved in the panels awarding funding from Operation Payback to local projects and community groups found it very enjoyable. The PCC thanked the Members and Councils for their assistance.

The PCC stated that the replacement body armour would be appropriate for all police officers to wear.

The PCC's proposals for the police to work with the Councils and other relevant organisations to tackle anti-social behaviour was welcomed by the Panel.

It was suggested that ANPR cameras could be used to combat speeding vehicles in the area. The PCC replied that Northumbria Police was upgrading traffic cameras and the suggestion would be referred to the force.

The MTFS included funding for vehicles and equipment and it was asked if it was sustainable for police officers to use electric vehicles because of the mileage used. It was replied that the force would use the national fleet contract for a range of vehicles that will meet operational needs and climate targets.

RESOLVED – That the information be noted.

**49. SCHEDULE OF MEETING 2021/22**

Tuesday, 1 June 2021 at 2.00pm

Tuesday, 27 July 2021 at 2.00pm

Tuesday, 19 October 2021 at 2.00pm

Tuesday, 7 December 2021 at 2.00pm

Tuesday, 1 February 2022 at 2.00pm

Tuesday, 15 March 2022 at 2.00pm