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DELIVERY OF THE POLICE & CRIME PLAN: IMPROVING LIVES



NORTHUMBRIA POLICE & CRIME PANEL

TABLE OF CONTENTS

03 From the PCC

04 Priorities

05 Priority 1: Support for victims

06 Supporting people through the
15 justice system

15
17 Stalking and harassment

17
19 Hate crime

20 Community cohesion and
extremism

21
22 Mental health

22
23 Complaints

23 Use of Force and Stop and
24 Search

25 Priority 2: Tackling Domestic Abuse
40 & Sexual Violence

41 Appendix 1: Performance Data

42
46 Fighting Crime

47 Preventing Crime

48
49 Improving Lives



FROM THE PCC

When the public set out their priorities for a safer Northumbria, they wanted to see a police force equipped to fight crime and a region working together to prevent crime.

But it's also clear that for victims of crime, for those at risk of hate crime, and for those struggling to see justice as a result of sexual offences, people deserve more from our police service than just officers out on patrol.

That's why this third report focuses on delivering the Improving Lives section of my police and crime plan.

There is a lot of great work going on in our region to support victims, work that is needed now more than ever.

Over the last year, we have seen overall crime rise back to pre-covid levels, and we have seen women in particular continue to suffer violence and abuse.

The safety of women was brought to focus in the horrific murder of Sarah Everard, and with it the role of the police in how they treat women.

Northumbria Police is a force we can be proud of, and I'm working with the Chief Constable to ensure more is done to support women.

But there is more that needs to change than just the police. We need to see at a national level a change in how we treat violence against women and girls, and a much greater focus given to how we educate men, young and old, about respect, especially respect in a relationship.

I know across Northumberland, Tyne and Wear there are some incredibly dedicated organisations doing so much to help victims of crime, and I'm proud to back them and, where possible, fund their work.

The latest example of this great partnership work is seen in the launch of the Safer Transport North East app.

The app is designed to make it easier to report any safety concerns people have when on buses and Metro. There will always be a 999 response there if needed, but on many occasions people just want to be reassured, or to say if they saw something worrying.

This app has great potential for keeping our region safer, and I look forward to updating the police and crime panel about its roll-out.

PRIORITY 1

SUPPORT FOR VICTIMS

Being a victim of crime can undermine a person's confidence and make them unhappy or frightened. It can affect a person's outlook on life, that's why it is so important that we put victims at the heart of policing. Protecting vulnerable victims is absolutely a priority for Northumbria Police and I will continue to make sure this focus remains. In the Police and Crime Plan I set out 8 areas of focus under this priority:

1. Supporting people through the justice system
2. Stalking and harassment
3. Hate crime
4. Community cohesion and extremism
5. Mental health
6. Complaints
7. Use of force and stop and search
8. Environmental policy

PRIORITY 2

TACKLING DOMESTIC ABUSE AND SEXUAL VIOLENCE

Violence and abuse can blight communities and lead to devastating consequences. It has devastating, traumatic and long-lasting impact on victims, families and wider communities. I will make it my business to encourage people to come forward and report it, and support them through their experience when they do.

PRIORITY 1

SUPPORT FOR VICTIMS



A

SUPPORTING PEOPLE THROUGH THE JUSTICE SYSTEM

Crime, and the fear of crime, can cause far reaching damage both to individuals and local communities. I want to make sure no one suffers alone, and that there is always support available for victims of crime or parts of our region that have been hit by crime.

Navigating the criminal justice system can be daunting for victims and witnesses so I want to put them at the heart of that system. In the Police and Crime Plan I made several commitments. I outline these below, along with an update on work completed to date.

Commitment 1: I will continue to invest in the services that support people through the criminal justice system

Commissioning victim services

In my role as PCC I am responsible for commissioning the majority of victim services in our area. I am committed to investing in victim support services to give people a greater chance of coping with the impact of crime and recovering from their experience. My Policy and Commissioning team oversee the distribution of over £2 million in grant funding for victim services and continue to be successful in identifying gaps in need and bidding for additional funds where possible. The organisations we commission aim to help victims cope with, and recover from, the impact of crime. The nature of support offered varies to meet all needs. For victims who have reported crime to the police, support is available from pre-report to post-court. Support is also in place for those who do not feel that pursuing a criminal justice outcome is right for them.

Funding is allocated via various funding streams:

- £ **Supporting Victims Fund**
 - My Supporting Victims Fund (SVF) provides core funding to organisations across Northumbria, continuing year on year to strengthen the overall offer of support to victims; improving and widening the specialist services available to meet the needs of our most vulnerable and priority victims. £1,702,736.37 of the Ministry of Justice's yearly funding has been distributed to services in the current financial year. In addition to this I have contributed a further £463,961.83 of my own Discretionary Funding towards the supporting victim's fund, to ensure all victims can access support at the point of need.
 - 33 organisations receive funding from the SVF. These organisations specialise in supporting the following victims:
 - Domestic abuse (14 services)
 - Sexual violence (3)
 - Young victims of crime (11)
 - Hate crime (2)
 - Victims with mental ill health (1)
 - Victims with other vulnerabilities (3)

33
Organisations
funded
through
Supporting
Victims Fund

- Services offer a range of support from a variety of professionals – from Independent Sexual Violence and Domestic Abuse Advisors (IDVAs and ISVAs), to counsellors and specialist therapeutic group support workers.
- Mental health continues to dominate the type of need that victims across our region require support with. An example of good practice in meeting this need comes from our mental health specialist commissioned service, Tyneside and Northumberland Mind. Their REVOC project offers counselling support for victims presenting with mental health issues and as a result of receiving this counselling support; the service have recently been able to provide a 94% improvement in their service user's health and wellbeing.
- In addition to direct support, the SVF fund preventative work. In the first half of the current financial year:
 - 369 children in primary and secondary schools have received sessions on healthy relationships through Barnardo's Real Love Rocks programme
 - 10 girls have been trained to be DA Champions in their communities, by West End Women and Girls Centre
 - Racism awareness sessions have been delivered to 631 young people in schools and youth organisations
 - 727 children in primary schools have received education sessions on discrimination through the United as One programme delivered by Newcastle United Foundation
- I am delighted that this combined support is available to vulnerable victims of crime and the wider community

£ Operation Payback

- I launched my initial Operation Payback Fund in March 2021, which allowed for money recovered from criminals to be put back where it belongs which is into the heart of local communities. 24 groups and organisations across Northumbria who wanted to make a positive difference in their neighbourhood and repair the harm caused by crime were successful in bidding for this funding. These groups are now in the process of delivering on projects which are making a huge impact in their communities. For example:
 - Cowpen Quay Community Association who, with Operation Payback funding, provide in-house and detached youth work, other diversionary young people activities, BAME women's groups and groups focussed on older adults.
 - Edge North East are running a project that focuses on supporting women and girls who are at risk or being groomed and exploited through Gangs, exploitation and County Lines.
 - Street Games Southwick deliver diversionary activities to young people on a Friday evening which was highlighted as a time of increased anti-social behaviour in their community.
- These excellent examples show what can be achieved by groups who are working at the core of communities and are aware of the issues that impact on local people. They are also best placed to provide solutions to these issues as the groups I have described above are showing.
- Following the success and obvious need for funding for diversionary activities for young people and repairing the damage caused by crime in communities, I have recently launched Round 2 of the Operation Payback Fund. This has the same focus as before, however this fund is aimed at grass roots organisations

and community groups and allows them to bid for micro grants up to £1k or larger grants up to £5k. This fund will also be launched twice per year.

In addition to these two funds, I have also commissioned further services and projects which aim to support victims, prevent violence abuse and create safer spaces in Northumbria, utilising the MoJ Uplift, IDVA/ISVA and Male Rape Support Funds, and the Home Office Safer Streets Fund. More detail on this work funds can be found below, under priority 2.

OVER £500,000 INVESTED VIA OPERATION PAYBACK FUNDS

Monitoring processes for commissioned victims services

To ensure efficient and effective delivery of victim services in Northumbria, my office has a comprehensive monitoring process. Each service has a dedicated Commissioning and Policy Officer to follow them throughout the funding period, monitoring their progress and providing any additional support required.

Through quarterly monitoring report submissions and grant surgeries, my office can ensure each grant is spent in the way it was intended, track performance against agreed outputs (e.g. the number of victims/survivors that have received support, the number of group programmes carried out etc.), receive information on key cope and recovery outcomes and service feedback, and gain an understanding of pressures and demand. This enables us to swiftly pick up any key arising trends and identify possible gaps in our commissioning of victims services that we can address. I make personal visits to a selection of services to see first-hand the work that they are undertaking and the impact they are making.

It is important that our monitoring processes are carefully considered to ensure they are sufficient for collecting the information required to monitor a service, but also to ensure the process is not a burden on our commissioned services. With this in mind, my team recently revised the quarterly reporting templates to improve the consistency of the data we receive and to be focussed on the key information required to monitor each service, also providing a supplementary guidance document to aid completion.

I am pleased to report that in the first half of the current financial year, my Supporting Victims, Uplift, IDVA/ISVA and Male Rape Support Funds have enabled 14,343 victims of various crimes to be supported:

	Domestic Abuse (DA)	Sexual Violence (SV)	Child Sexual Abuse (CSA)	Child Criminal Exploitation (CCE)	Hate Crime	Modern Slavery	Other	Victims supported by VFN	TOTAL
Q1	1904	555	306	9	83	4	289	4077	7227
Q2	1972	660	335	8	77	6	260	3798	7116
TOTAL	3876	1215	641	17	160	10	549	7875	14,343

Victim and Witness Service Improvement Board

The ongoing improvement of victim support services and achieving better outcomes for victims continues to be one of my key priorities, as reflected in the Improving Lives theme. It is critical that I have an overview of how all victims' services are performing and developing, in partnership with service providers and victim and witness representatives. Therefore, I have recently introduced a new Victim and Witness Service Improvement Board to further assist my understanding of how we 'get it right' for victims of crime across Northumbria.

Alongside representation from my own office and Northumbria Police, membership of this board include victims and witnesses along with representatives from services supporting victims of Domestic abuse and Hate Crime, as well as young people and older victims of crime. I am delighted to have such an array of specialist input and personal experience that will really help improve our general understanding of what victims want and need, along with helping improve and potentially shape future commissioning.

The first Victim and Witness Service Improvement Board meeting was held in September and was well received by all of the members.

Future meetings will focus upon the wider victim services review, incorporating how the new victims' service (VFN) is being shaped and implemented; to which I am excited to see how this board help shape my thinking around improving lives.

Commitment 2: I will introduce a new system for supporting victims of crime

In the Police and Crime Plan I committed to further enhance the delivery of victim support services across Northumbria, by streamlining the whole process, making things simpler and doing everything I can to ensure that all victims receive the help they need. This work is well underway.

I have commissioned Northumbria Police to deliver genuine end-to-end support for all victims, including those pursuing a route through the criminal justice system and those who are not, resulting in an improved offer to victims and witnesses across the Northumbria area. The new victim and witness service will join up and enhance the delivery of the core victim support service across the Northumbria Police Force area, and reflect my commitment to putting victims at the heart of policing.

Late last year I commissioned an independent review of local support for victims, to see how the needs of victims and witnesses are being met. The findings of that review have informed the new arrangements with Northumbria Police, which will help ensure the best possible support is reaching those who have been a target of all types of crime. We absolutely have to put victims first and make sure we are doing things right by them.

The independent review was delivered through a close partnership between my office, Victims First Northumbria, and Northumbria Police. I am really pleased that

everyone has worked so closely together to deliver the new arrangements, and that partners welcome the new service approach. I am delighted that the Chief Constable has welcomed this move. As a force Northumbria Police place protecting vulnerable victims as their absolute number one priority.

This is a really positive step for all involved, building on the good work already done and giving an even better service. I am confident that this change will help overcome some of the barriers Victims First Northumbria faced in supporting victims, while ensuring the dedicated support victims get from the hardworking Victims First team continues. Everyone involved in the criminal justice system wants the best for victims and I'm thankful to everyone who are bringing these changes to life. It's a real opportunity to build on the great work happening everyday throughout our region and will allow us to help even more victims cope, recover and move forward with their lives.

The new service has already started to take shape with Victims First Northumbria transferring to Northumbria Police and working under the same umbrella. In the months to come we will see a truly joined up service bringing together roles and responsibilities around cope and recovery support, support for court, Victims Code of Practice and restorative justice. We want more people to take up the offer support and when they do they are offered with tailored support to meet their needs, helping to ensure their continued engagement with the criminal justice process.

Commitment 3: I will support the introduction of a multi-agency victim hub, set up to support our most vulnerable and exploited victims

Northumbria Police have established a multi-agency Victim Hub in Newcastle. The Hub is recognised as a model of national best practice, dealing with all forms of exploitation and providing victims with a holistic service; recognising that all forms of exploitation are linked and cannot be addressed in siloes. Northumbria Police officers sit within the Hub, alongside numerous other agencies, including the Changing Lives Liberty Project (which offers support to victims of modern slavery across the Northumbria force area), representatives from all 6 Northumbria local authorities and various health organisations.

The Hub facilitates a number of functions including:

- The design and implementation of bespoke victim contact plans to support victims
- Engagement with partners to enable a multi-agency approach to victims / families to provide support and intervention
- Providing advice and support to the wider workforce regarding the management of victims presenting with complex needs.

Commitment 4: I will make high-quality restorative justice available to all victims of crime in Northumbria by linking together Victims Services, offender-focused organisations and a wide range of agencies.

One of the continued challenges I face is to make high-quality restorative justice available to all victims of crime in Northumbria by linking together victim services, offender-focused organisations and a wide range of other agencies. This is something that the new end-to-end core victim service, outlined above, will strive to achieve - we plan to engage specialists who can make this a reality, taking this work forward for us with valuable expertise and much needed focus.

Commitment 5: I will work with partners to ensure the fair, just and effective progression of cases.

Recovery from Covid-19

At present a priority for me, both as PCC and Chair of the Local Criminal Justice Board (LCJB), is recovery from the impact that Covid-19 has had on the progression of cases through the Criminal Justice System. Locally, I have commissioned a Recovery Group where the police, CPS and courts are working together to reduce delays and provide opportunities for victims and witnesses to give evidence remotely.

Recovery in the courts has been a primary focus both for LCJB partners and the LCJB itself. The Recovery Group, an off shoot of the board, has continued to meet, achieving good progress against its delivery plan and ongoing monitoring of progress using a variety of data sources particularly from the police, CPS and HMCTS. One of the positive outcomes of the pandemic has been the significant increase in data-sharing across partners, with LCJB direct access to some databases. This supports a shared understanding of where the challenges lie. The emphasis of this work is about reducing the outstanding cases in the system and maximising the use of existing court space. Progress is being made, particularly in the Magistrates' Courts, but the real challenge in both courts are the outstanding trials and the challenges these present. Alterations to Newcastle Crown Court does mean multi handed trials can now be heard.

A frequently quoted measure within the CJS is the CPS Recovery Rate. This relates to the number of cases received by the CPS (receipts into) on a weekly basis compared to the number exiting the CPS (disposed of). If the R Rate is below 1 this suggests that the outstanding caseload is decreasing. Northumbria is doing well in this respect although the rate is lower (and therefore better) in the Magistrates Courts' than the Crown Court. This generally mirrors the national picture although our overall R Rate (both courts combined) is well below 1 and currently lower (i.e. better) than the national average.

Timely and Effective domestic abuse trials

I made a specific commitment in the Police and Crime Plan to continue work to improve the timeliness and effectiveness of domestic abuse (DA) trials within Northumbria Magistrates Courts.

This was temporarily placed on hold whilst the primary focus was on recovery across the system during the peaks of the pandemic. This work has now recommenced and is currently analysing how these cases are now progressing through the system, COVID-19 having had some impact on this. Specialist arrangements are in place for first hearings and DA trials in the Magistrates' Courts and the focus is on understanding the impact of COVID-19 on the level of these crimes and matching capacity to demand. Essential to this is the new victim service, highlighted above, and a significantly increased level of support for victims whose cases are going through the CJS. Victim and Witness attrition (non-attendance at court) is one of the main reasons why a trial does not go ahead.

Commitment 6: I will encourage the police and criminal justice system to develop trauma informed practice so the support options made available to victims best meet their needs.

The Local Criminal Justice Board (LCJB), which I chair, is looking into training on trauma-informed practice for professionals across the criminal justice system. The Covid-19 Recovery Group, mentioned above, is exploring the best options for training inputs and I will have a further progress update in due course.

Commitment 7: I will monitor Northumbria Police's performance against the Victims Code of Practice and ensure that they comply with the things that Northumbria residents said were most important to them.

The Victims Code of Practice (VCOP) sets out a level of service victims should receive from the criminal justice system. As PCC I committed in the Police & Crime Plan to monitor Northumbria Police's performance against VCOP and ensure that they comply with the things that Northumbria residents said were most important to them, including:

- Written acknowledgement that a crime has been committed;
- An assessment of victims' support needs;
- Feedback to victims on the progression and outcome of their case;

As Chair of the LCJB I will work with all partners in the Criminal Justice System to ensure that Victims are given the opportunity to provide a Victim Personal Statement describing how the crime has affected them and that under the Victim Contact Scheme Victims are informed when an offender is released.

Northumbria Police Performance

As shown in the table below, overall compliance with VCOP has improved in the 12 months to September 2021, compared to the previous 12 months to September 2020. In terms of Victim Needs Assessments (VNAs), there has been an increase in the percentage of needs assessments completed that are satisfactory. However, the percentage of VNAs completed within 48 hours has reduced. I have discussed with Northumbria Police the need for improvement in this area and have been assured that improvements are expected as the force is working to improve timeliness for Telephone Investigation Unit diary appointments.

<u>VNA Indicator</u>	<u>12 months to Sept 2020</u>	<u>12 months to Sept 2021</u>
% of completed needs assessments that are satisfactory (referred not not referred)	92%	90%
% of needs assessments that are completed within 48 hours	87%	84%
<u>VCOP Indicator</u>	Previous 12 months	Current 12 months
Percentage of victims who state they received a victim contract (notification that a crime was recorded)	54%	65%
Percentage of victims (who require updates) informed when the suspect is arrested (or voluntary attended) and it is recorded on the victim log	51%	77%
Percentage of victims (who require updates) informed when the suspect is charged (or OOC) and it is recorded on the victim log	53%	76%
Percentage of victims (who require updates) informed when the suspect is bailed and it is recorded on the victim log (pre-charge bail)	65%	83%
Victims informed within 5 days after a crime is assessed for no investigation	88%	84%

Local Criminal Justice Board

Compliance with the Victims Code of Practice (refreshed early 2021) is one of the LCJB Priorities within the current LCJB Business Plan (2020-2022). Whilst the annual national reporting requirement of the Ministry of Justice was suspended during COVID, the Northumbria LCJB has continued to apply our locally designed VCOP Compliance Framework which involves partner organisations feeding in various performance data each month which is then considered by the LCJB

Victim and Witness Sub Group (the owners of this LCJB priority) and reported to the board on a quarterly basis.

Performance in relation to most issues encouraging and there has been focused improvement work undertaken by the police in relation to weaker performance in relation to providing a written acknowledgment that a crime has been reported and keeping victims updated about the progression of this case. As a result performance has improved but the ambition is to improve this further.

Looking ahead:

- Structural change to the delivery of the core Victims Service (with delivery now being provided by the force) is ongoing and is also expected to have a further positive impact on keeping victims informed and updated regarding the progress of their case.
- The Ministry of Justice (MoJ) is currently working on a second iteration of national performance reporting requirements and recently the Northumbria LCJB completed the required self-assessment, as a partnership, regarding Northumbria's performance against the revised code and our ability to report on such performance. A significant challenge here are the out dated information systems used by many of the Criminal Justice Agencies. The intention is that the MoJ will present a revised minimum data set regarding compliance with VCOP which all police force areas, and LCJB partners, will have to report on from 2022.

Commitment 8: I will influence, where I can, the bigger picture.

By changing the whole system nationally we can improve the experience of everyone seeking justice. As well as ensuring support for victims locally, I am committed to speaking out on national issues which will positively impact on people in Northumbria and around the country.

Improved advocacy for sexual violence complainants

In the Police and Crime Plan I specifically committed to continue to lobby Government to roll-out an innovative Northumbria pilot scheme which was operational between 2018 and 2020 – the Sexual Violence Complainants' Advocates (SVCA) scheme. This was the first scheme of its kind in our jurisdiction offering free and independent legal advocacy to complainants of sexual violence and abuse.

As was evidenced in a report by Loughborough University (SVA evaluation), it would cost the Government just £3.9 million annually to get legal help to victims in need, in England and Wales. We've seen how doing this has improved best practice in police and CPS responses, and improved the overall victim experience. Committing funding to this would be a small price to pay to help improve conviction rates and treat victims with the respect they deserve. There is a campaign calling on the Government to roll out legal advocacy nationwide and I will do all I can to support this and to continue speaking out for victims so we can improve lives and prevent further crime, while strengthening local support for victims by working alongside the force and CPS.

I recently wrote to the Policing and Crime Minister to suggest joined up work with the government on pilots of legal advocacy they are currently working on.

Specialist support for domestic abuse and sexual violence victims

As set out above, my office was recently successful in obtaining almost £750,000 in funding from the Ministry of Justice IDVA/ISVA fund for additional IDVAs and ISVAs to serve victims across Northumbria. My office undertook an in-depth analysis of the current provision and identified gaps for victims; particularly those in underrepresented communities. Our proposal for funding additional IDVAs and ISVAs was successful and has allowed us to commission local specialist services to create 17 additional posts to support domestic abuse and sexual violence victims, including specialist posts to support those who face additional barriers to accessing the criminal justice and/or accessing specialist support to cope and recover, including:

- LGBT+ victims
- Victims living in rural communities
- Black and Minoritised victims
- Children and young people
- Victims with learning disabilities

Funding is secured for 2 years, until March 2023. I will continue to lobby Government on the need for additional funding for victims to support them through the criminal justice system, and to cope and recover from the abuse they have experienced.

STALKING AND HARASSMENT

B Stalking, whether in person or online, is a distressing and potentially life threatening crime and must be taken very seriously. In the Police and Crime Plan, I committed to continue to work with Northumbria Police to ensure that relevant legislation and powers are effectively adhered to, and measured in my scrutiny process. I know that many victims of stalking want to see concerning behaviours result in immediate action – to protect the victim and effectively deal the perpetrator. With thorough training, officers will be able to intervene and take action at the earliest opportunity.

HMICFRS Reports

1 Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) recent published two reports which explore the policing response to stalking and harassment:

HMICFRS Interim Report: Inspection into how effectively the police engage with women and girls.

- This report focused on the police response to VAWG offences; violent and high-harm crimes that disproportionately affect women and girls, such as domestic abuse, sexual violence, stalking, and female genital mutilation (FGM). In relation to stalking, the report found:

- Inconsistencies and unexplained differences were found in the use of protective powers and some forces do not pay sufficient attention to breaches of orders, the effect they have on women and how well they perform in this area. Powers and tools are available to the police, but there is often limited local, national or Government oversight and limited evaluation of how these powers are being used, no indication when they should be introduced and no guidance as to what their results should be.
- Stalking Protection Orders (SPOs) were introduced in January 2020, which are civil orders. Police can apply to a magistrate for either an interim or full order. Any breach of an SPO without a reasonable excuse is a criminal offence. The forces that had applied for the most SPOs had paid more attention to the early screening of stalking cases by specialist officers. This allowed for an earlier consideration of suitable cases and consultation with the authorising officer and legal department. HMICFRS is concerned that some forces aren't protecting some victims of stalking by using SPOs effectively. The Ministry of Justice and the Home Office are planning to publish regular data on SPOs showing how many are being used and how their use varies from force to force.

2 HMICFRS super-complaint: A duty to protect: Police use of protective measures in cases involving violence against women and girls.

- The Centre for Women's Justice made a super-complaint to HMICFRS because it is concerned that the police are failing to use protective measures, namely pre-charge bail conditions, non-molestation orders, Domestic Violence Protection Notices and Domestic Violence Protection Orders and restraining orders, to protect women and girls. It is worried that highly vulnerable people are not being safeguarded. HMICFRS investigated the super-complaints and reported on its findings. With regard to stalking, they found:
 - Failure to impose pre-charge bail conditions: Following the introduction of changes to pre-charge bail legislation in April 2017, there has been a dramatic fall in the use of bail in rape, domestic abuse and harassment and stalking cases, and a corresponding increase in use of 'released under investigation' (RUI).
 - Failure to apply for restraining orders: Restraining orders are issued by a judge in criminal proceedings to protect the victim, for example in cases of domestic abuse or stalking. They put restrictions on the offender, for example to stop them from contacting the victim or to prevent them from going to certain areas. The super-complaint suggests that restraining orders could be used more effectively, and raises many concerns, including that applications are being overlooked.

Whilst neither report cites Northumbria specifically, the force will review the recommendations and take action to improve their own practice where necessary. I will monitor progress on actions through my Scrutiny process and have asked Northumbria Police to provide a 'call in' report to report on progress.

Support and advice for victims of stalking and harassment

I am also committed to ensuring that victims of stalking and harassment are able to access specialist support to help them cope and recover, as well as seek the information and advice required to pursue a criminal justice outcome, where desired. I commission a number of services who provide such support, including Women's Health in South Tyneside (WHiST) and Rape Crisis Tyneside and Northumberland (RCTN), who support victims across Northumbria, and Newcastle Women's Aid, who support those living and working in the Newcastle local authority area.

Early indication from the victim needs assessment my office is currently undertaking highlights the increase in stalking and harassment over recent years and the need for more tailored provision to meet victim needs associated with this. My victim services commissioning in future years will try to reflect this.

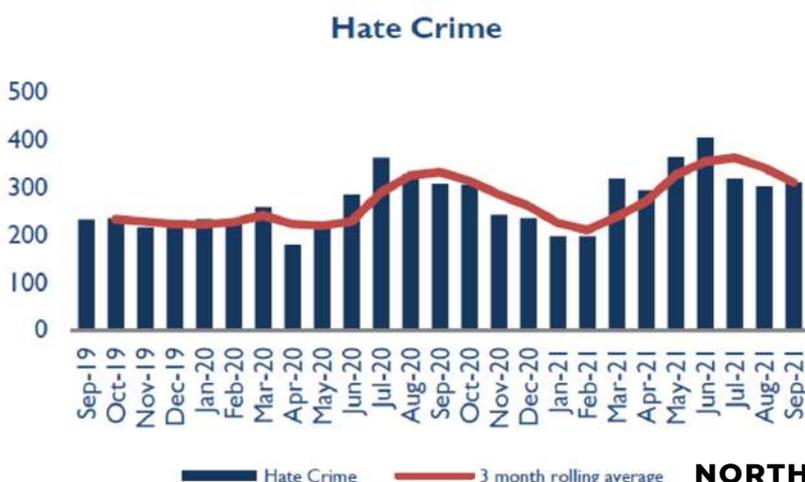
HATE CRIME

While I am proud to be Police and Crime Commissioner of such a welcoming region made up of many diverse communities, there are always some people who want to incite hatred and that's completely unacceptable. I want all victims to feel listened to, regardless of background. I recognise the importance of reaching out to those communities who are perhaps uncomfortable contacting the police. The Chief Constable and I are committed to doing all we can to strengthen relationships with all communities and we will continue striving to recruit from a diverse range of backgrounds to better reflect the communities we serve.

Current force position

Recorded crime:

In the 12 months to September 2021, the force recorded 3,458 hate crimes, an increase of 13% on the previous 12 months to September 2020 (3,059 recorded crimes). Hate crime has increased year on year. An increase in race (+100 crimes), homophobic (+142 crimes) and disability (+100 crimes) accounts for the majority of the increase for the current 12 month period (+411 crimes in total).

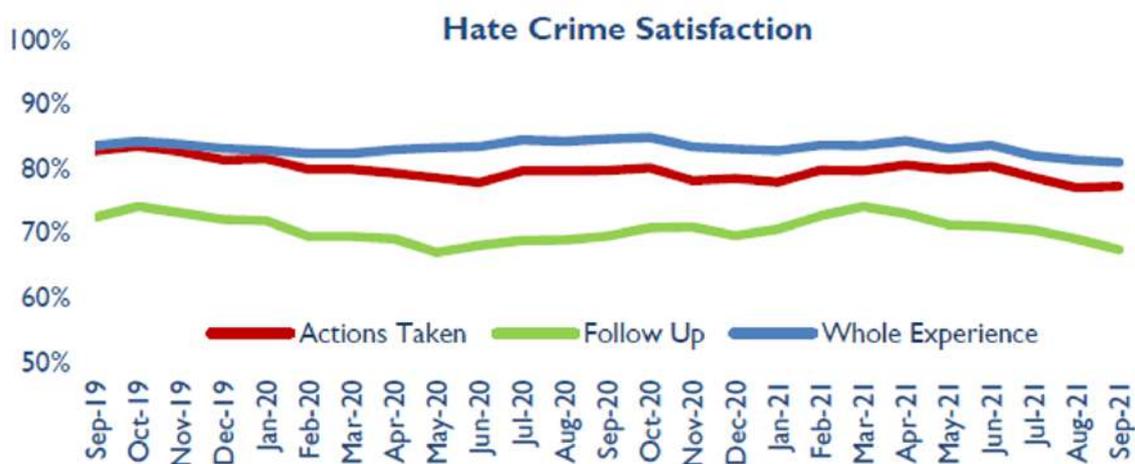


Graph 1:
Number of hate crimes recorded by the force, by month, September 2019 – September 2021.

▶ **Victim satisfaction:**

The below table shows the percentage of victims of hate crime who were satisfied with the actions taken by the force, the follow-up by the force, and the whole experience of reporting the crime to the force. The indication is that satisfaction is declining, however the changes are not statistically significant. I will continue to monitor victim satisfaction through my Scrutiny process.

Indicator	12 months to Sept 2020	12 months to Sept 2021
Actions taken	80%	77%
Follow-up	70%	68%
Whole experience (Panel KPI)	85%	81%



Graph 2: Showing hate crime victim satisfaction with actions taken, follow-up and the whole experience reporting to Northumbria Police, September 2019 – September 2021.

▶ **Looking ahead**

OPCC Equality, Diversity and Inclusion (EDI) Business Plan

Recommendations focusing on greater attention being paid to working with perpetrators of hate relationships and early identification of hate relationships enabling advocates and other service providers to better understand clients' experience and facilitate better interventions will be incorporated into the OPCC Equality Diversity and Inclusion Business Plan, ensuring future intervention have the desired impact.

▶ OPCC Staff Training:

To strengthen the roll-out of the EDI Business Plan, Show Racism the Red Card are delivering equality, diversity and inclusion training to OPCC staff to develop their skills and understanding, enabling them to relate effectively with a range of communities. The training will also assist the OPCC in ensuring commissioned services demonstrate they understand and can articulate a commitment to equality and make sure their services are responsive to the needs of diverse communities.

▶ Support for Victims:

My office engages with the voluntary sector, local community and frontline organisations who play a crucial in supporting individuals who experience hate crime. Connected Voice is one organisation that receives funding from my Supporting Victims Fund to deliver specialist advocacy service focused on providing individual support to victims of hate crime and those at risk of hate crime. Interventions have led to improved access to services to help people cope and recover from their experiences. It has also resulted in improved access to practical support tailored specifically to their needs. The client feedback has also been extremely positive with the majority rating the service as excellent.

▶ Hate Crime Champions:

In line with the national picture, unfortunately we've seen hate crime rise in recent years. Our fight against hate certainly continues and I feel more impassioned than ever to bring about positive change. Building on the over-arching theme of prevention, Northumbria Police has done some good work through the Hate Crime Tension Monitoring group, where local issues are identified and we try to step in with early intervention work to reduce further offending.

Our engagement teams have had a real focus on building their relationships with LGBTQ+, disabled, Eastern European and emerging communities. It's especially important to try and reach out to those who are perhaps uncomfortable contacting the police. This is also where our nationally acclaimed Hate Crime Champions scheme comes in. The scheme, a direct response to concerns about under-reporting, is about raising awareness of how unacceptable hate is and how, together, we can help put a stop to it. Champions are there to make getting help easier and I have ambitions to ensure we have them everywhere. Wherever you were born, whoever you worship, whoever you love – we all belong in Northumbria. I will continue to bang the drum for equality.

▶ National lobbying:

The Law Commission is currently reviewing the hate crime legislative framework and my office has contributed to the public consultation around this. In 2020 I wrote to the Law Commission to fully support the consolidation of existing hate crime laws and comment on proposals to extend legislative protection to further groups, including women, sex workers and homeless people. We await the findings of the Law Commission and stand ready to support any changes that are made to the legislative framework.

COMMUNITY COHESION AND EXTREMISM

D It is crucial that people get on well together, respect differences and work towards achieving shared goals. Working with communities is at the heart of what Northumbria Police does. In the Police and Crime Plan, I committed to continue to support all efforts to work with partners to strengthen relations, understand issues and improve cohesion. As well as actively tackling extremism, I am also committed to ensuring our force continues to build on collective efforts to prevent vulnerable people from being drawn into extremist activity.

CASE STUDY: COMMUNITY COHESION



I recently awarded funding to West End Women and Girls Centre, through Operation Payback, to deliver targeted work in the West End of Newcastle. Utilising the funding provided, the Centre runs an innovative 'Edible Elswick Garden Neighbours' project, which brings together the diverse communities of Elswick by providing gardening activities. This has led to increased pride in the local area, breaking down barriers, reducing and combatting the impact of crime and increasing resilience and community cohesion.

Local people have commented that they feel safer on their estates since taking part in the project. They have got to know their neighbours better, through taking part in the activities and new friendships have been developed as a result. Many residents are taking shared responsibility for the communal green spaces on their estates. The project engaged with residents who would otherwise not take part in such activities due to lack of confidence and by working together, it has helped break down some barriers and neighbours are getting along better than before.

The project also organised a large community event in Elswick Park in the summer of 2021, bringing the whole community together to take part in fun activities, sharing food, celebrating the diverse communities and making new friends.

▶ Major Incident Framework:

As we all know the UK National Threat Level has recently been raised from substantial to SEVERE – meaning an attack is highly likely. My office is reviewing our plans and protocols to ensure the victim services we commission are ready to stand-up and provide cope and recovery support should a major crime incident occur in the Northumbria area. This would be a devastating event and its essential we are prepared should this happen.

MENTAL HEALTH

Overall picture in Northumbria:

After a decade of austerity and cuts to public services, mental health concerns are a regular feature of day to day policing, exacerbated in many ways by the recent Covid-19 pandemic. Like other forces, Northumbria is now routinely dealing with the consequences of reduced availability of mental health services. Northumbria Police have been responding to an increase in complex cases in which their frontline officers are acting as the first point of contact to people with mental health needs that are in crisis. Northumbria Police will continue to promote mental health awareness and work with other emergency services to make sure that people facing a mental health crisis get the appropriate support. But this will not in itself solve the problems we face. I will continue to lobby for better resourced mental health services.

National lobbying:

I recently published a report detailing the impact of austerity on the youth services sector in Northumbria. This report detailed findings from a survey and extensive consultation with local youth services. 78% of the organisations who responded to the survey told us that they are dealing with more young people displaying mental health concerns now than in 2011, despite the majority of organisations having had cuts to their funding in the same period.

I made several recommendations to Government in this report, including requests for a Government-appointed minister to take on a portfolio focussed on youth services, urgent Government investment in struggling youth services, the implementation of a Rural Action Plan, and long-term investment in Violence Reduction Units.

Support for victims:

Alongside pressure on the force, our victim support services report that mental health is the main support need being presented by victims and referrals to specialist mental health services remain high.

Mental health support continues to feature within our core victim services initial needs assessment that is completed with victims at the point they have reported a crime. I am confident that the recent changes to our core victim service provider moving in house with Northumbria Police will only enable more victims to seek out support surrounding their mental health. Further complimenting this, the streamlined referral mechanism that my office has in place for victims of crime (from report to support) will further ensure that our victims can access specialist mental health support.

That is why I continue to fund services including Tyneside and Northumberland Mind who provide specialist emotional, practical and counselling support to victims of crime with additional mental health needs. I recognise the invaluable work that this service does for all victims that live across our region, which is why they have

been commissioned as part of our Supporting Victims Fund since 2015. I am pleased to feedback that year on year, Tyneside and Northumberland Mind continuously report an overall improvement to victim's health and wellbeing after accessing support.

The consistently high referral numbers and uptake of this specialist service demonstrate the demands for mental health provision across our region, of which my office have also been liaising with all of our commissioned services to understand the frequently identified complex needs (including mental health) and how our services are fulfilling them. I am pleased to see that our office and commissioned services are working together to ensure that such complexities are being addressed and our vulnerable victims are receiving the right help and support at the right time.

COMPLAINTS

Complaints against the force:

I take complaints about Northumbria Police very seriously and want to make sure that the service provided to communities is professional, effective and efficient. It is important that complaints are listened to and that complainants receive a timely response from Northumbria Police.

Often complaints can identify areas where service delivery can be improved and I receive regular reports from Northumbria Police that tell me how many complaints have been received. These can identify any trends in complaints, disparity between different communities or geographical areas within Northumbria and most importantly any learning that Northumbria Police have identified from analysis of their complaints process.

The top 3 categories of complaint are currently:

- Delivery of duties – General level of service, police action following contact, decisions
- Police powers, policies and procedures – Use of force, power to arrest, search of premises
- Individual behaviours – Unprofessional attitude, lack of fairness and impartiality, overbearing or harassing behaviour

▶ Reviewing the handling of complaints:

From the 1st February 2020 legislation changes resulted in my office becoming responsible for certain reviews following a complaint that has been dealt with by Northumbria Police Professional Standards Department (PSD). A review is not a reinvestigation of a police investigation or of the complaint itself: it is to determine if the complaint has been handled by Northumbria Police in a reasonable and proportionate manner.

When the review process is undertaken, the OPCC will check if the request is valid and if it has been received by the relevant review body (if it isn't the OPCC it will be the IOPC). My office will also encourage the person requesting the review to provide as much information as possible to ensure all the concerns they have following the outcome are addressed.

The Director of Confidence, Standards and Statutory Reviews conducts all reviews, adhering to statutory guidance and will consider whether the outcome of the complaint was reasonable and proportionate. Where we find that the outcome is not reasonable and proportionate, we will uphold the review. We may also make a recommendation(s) to Northumbria Police with a view to remedying the dissatisfaction. It is important that Northumbria Police continues to be a learning organisation, therefore the OPCC sends a monthly update to the Head of Professional Standards and the OPCC Chief of Staff outlining any issues, concerns and good practice. The OPCC and PSD liaise to ensure any issues are dealt with effectively and in a timely manner. We strive to complete reviews in an efficient and timely manner, nearly all reviews are completed within 28 days should they go beyond this timescale the person requesting the review is updated.

In the spirit of openness and transparency all review numbers are uploaded on to the OPCC website. In the last 12 months (November 2020 to November 2021) there have been 170 review requests with an upheld rate of 24%. The data from Northumbria is in line with our most similar forces.

USE OF FORCE AND STOP AND SEARCH

I know that for the public to have confidence in the police there needs to be trust that the police will treat them with respect, make fair decisions and take time to engage and explain their actions. Some areas of business cause concerns for communities and can impact on confidence and trust in a significant way. We all know that for the police, the power to stop and search people who they suspect of being involved in crime is an important crime-fighting tactic.

In the Police and Crime Plan I committed, as part of my scrutiny programme, to ensure that Stop and Search is only used when police have sufficient grounds to act thereby protecting communities. Where there is disparity between different racial groups, I will oversee the force's work to reduce this rate.

Current force position

In the most recent HMICFRS inspection report '*Disproportionate use of police powers: A spotlight on stop and search and use of force*', disproportionality is examined in stop and search, and more recently, the use of force. The report found that no police force was able to satisfactorily explain their disproportionate use of these powers and a number of recommendations for police forces were made. In Northumbria:

- The disparity ratio in 2020/21 was 1.9 in stop and searches of BAME individuals compared to white individuals and for 2021/22 (to date), this has reduced to 1.4.
- Black people are about 2.7 times more likely to have force used on them than white people. Nationally this ratio is 5.7.



Police Powers External Scrutiny Panel

The disproportionate use of powers by the police in differing proportions on different ethnic minority groups causes suspicion among some communities that they are being unfairly targeted, undermining police legitimacy.

In July 2021, my office worked established an External Scrutiny Panel for communities to provide constructive oversight, discussion and challenge. There is active involvement of diverse communities across Northumbria to address the disproportionate use of police powers which can undermine police legitimacy and risks damaging public confidence.

The community representatives on the panel have actively contributed to the discussions and debate, expressed a real desire to understand any disproportionality and action taken by the police to address it and the training officers receive to better understand diverse cultures and backgrounds to ensure their engagement with these communities is measured and proportionate.

Northumbria Police's internal scrutiny arrangements for stop and search have been redefined and a joint internal panel for stop and search and use of force has been established focusing on reviews of performance data and scrutiny of Body Worn Video to understand where improvements can be made and the Panel are updated on their work.

PRIORITY 2

TACKLING DOMESTIC ABUSE AND SEXUAL VIOLENCE



Sexual and domestic violence and abuse can blight communities and lead to devastating consequences. It has devastating, traumatic and long-lasting impact on victims, families and wider communities. Domestic abuse is one of the biggest contributors to violent crime locally and nationally and PCCs have a hugely important lead role in tackling this. Domestic abuse and sexual violence can affect anybody – regardless of age, gender, ethnicity, sexuality or disability.

In the Police and Crime Plan I made several commitments related to tackling domestic and sexual abuse, and supporting victims of these crimes. I outline these below, along with an update on progress to date.

Commitment 1: I will make it my business to encourage people to come forward and report it, and support them through their experience when they do.

Support for victims

As highlighted above under Priority 1, I commission numerous specialist services to support victims of crime. A large proportion of funding is awarded to support victims of domestic abuse (DA) and sexual violence (SV). In addition to the funds highlighted above, this year I have also been successful in obtaining additional funding from three Ministry of Justice (MoJ) specialist funds which have allowed me to offer more support to DA and SV services:

£ UPLIFT FUND FOR DOMESTIC ABUSE AND SEXUAL VIOLENCE SERVICES

- The Uplift Fund is a continuation of the Covid-19 Extraordinary Funding that my office received in 2020-2021. This funding aims to support local specialist domestic and sexual abuse services, including grass root organisations, to meet the ever growing needs and demands of our region's victims. I have allocated £354,110 across 28 of these specialist services, with 16 commissioned specifically for domestic abuse (DA), 6 for sexual violence (SV) and 8 across both. I am proud to report that this funding has enabled these services to build capacity so that they can respond to increased demand.
- The services benefiting from this fund offer a variety of specialist support and interventions that ensures all victims, including those who traditionally face additional barriers to receiving support, such as Black and Minoritised victims, have access to support at the point of need.
- This funding has enabled extra capacity for services to offer one to one support, group work, therapeutic support and IDVA/ISVA provision.

£354,110 TO SUPPORT DOMESTIC & SEXUAL ABUSE SERVICES

16 DA SERVICES FUNDED

6 SV SERVICES FUNDED

8 DUAL SERVICES FUNDED



CASE STUDY: Being Woman's RAIN Project

Being Woman is a small charity based in Ashington, Northumberland, which offers support to asylum seekers, refugees and BAME victims. The RAIN project utilises a 4 step process to offer support when working with survivors of abuse who are struggling with intense and difficult emotions –

1. Recognise what is happening
2. Allow life to be just as it is
3. Investigate inner experience
4. Non-Identification

Utilising the Uplift Fund, some of the most vulnerable clients of Being Woman have benefited from receiving digital and Wi-Fi devices to enable them the opportunity to receive and engage with support. As a result, these victims were enrolled in group therapy sessions and were also provided one to one support to overcome their emotional turmoil so that they could get back to their normal life. 82% of people we have accessed the RAIN project have felt better after receiving support and 90% claim that they were provided with the emotional support that they needed to cope and recover.



IDVA/ISVA FUND

- In May 2021 the MoJ invited PCCs to apply for monies from this fund to provide additional Independent Sexual Violence and Domestic Abuse Advisors (ISVAs and IDVAs), in recognition of the demand on these services nationally, which far outstrips current capacity.
- My office undertook an extensive exercise, mapping current provision and identifying gaps, before submitting a bid which aimed to plug these gaps. We were successful in obtaining £747,681.29 from this national fund, which will go directly to specialist DA and SV services to increase their IDVA and ISVA capacity.
- 10 specialist organisations will receive funding across two years – 2021/22 – 2022/23. The funding will pay for:

- | | |
|--|--|
| <ul style="list-style-type: none"> • 0.5 FTE ISVA specialising in supporting Black and Minoritised women and girls • 1 FTE ISVA specialising in legal advocacy • 1 FTE ISVA specialising in supporting women and girls with learning disabilities • 1 FTE ISVA specialising in supporting women and girls involved in sex work/sexual exploitation | <ul style="list-style-type: none"> • 1 FTE specialist children and young person (CYP) ISVA • 1 specialist LGBTQ+ ISVA • 1 FTE ISVA specialising in supporting rural women and girls • 0.5 FTE IDVA specialising in supporting Black and Minoritised women and girls • 2 FTE IDVAs supporting all victims • 1 FTE specialist CYP IDVA |
| <ul style="list-style-type: none"> • Training costs for 6 additional IDVAs in Gateshead and 2 CYP IDVAs | |

- This funding has been hugely beneficial to our area. Whilst it is due to end in March 2023, I will continue to lobby Government on the need for continued and sustainable additional funding for these crucial support services, which provide practical and emotional support to DA and SV victims throughout the criminal justice system, and outside of it for those who do not wish to report.



MALE RAPE SUPPORT FUND

- It is crucial that men and boys who experience rape and sexual violence also have access to specialist support. That is why my office applied for additional funding from the MoJ Male Rape Support Fund in the summer of 2021.
- We were successful in securing £34,974 which went directly to two organisations – Sunderland Counselling Service and Community Counselling Cooperative – to support male victims of DA and SV.
- Funding will be used to recruit additional counsellors and group work staff, as well as to support younger victims than was possible under existing budgets.

Creating a safer Northumbria

I have secured over £1 million from the Home Office Safer Streets Fund to support my vision of helping improve the public's feelings of safety, specifically women and girls and marginalised groups across our region in public spaces. We have been successful with all three of the bid we submitted, receiving 100% of all funds requested. The funding runs until 31 March 2022. The three bids are focused around transport, parks and night time economies. In developing all of these bids my office consulted and worked really closely with our VAWG sector to help shape the projects.



SAFER NORTHUMBRIA TRANSPORT PROJECT:

- After hearing from the public what makes people feel unsafe and working closely with our region's transport providers, almost £400,000 of funding received from the Home Office Safer Streets Fund will be spent on our transport bid. This funding granted by the Home Office is short term and must be spent by March 2022. To ensure longevity of this work I have also sourced match funding from local transport providers and I have also contributed to this which will extend the project until December 2022.
- A Project Lead has been appointed, who will be working closely with Northumbria transport providers to look at safety plans and policies with a VAWG lens, ensuring that they are fit for purpose.
- Key partners on this project are: Northumbria Police, British Transport Police, Nexus, Stagecoach, Go North East, Arriva, Jesmond and Whitley Bay Street Pastors, Newcastle Street Pastors, and Rape Crisis Tyneside and Northumberland (RCTN).
- The transport bid has 3 pillars of work:
 - **Report:** We are developing a simplified reporting facility (via an App) that will let victims and bystanders report any incidents or behaviours that are causing harm or making people feel unsafe. App users will be able to access support from my specialist core and commissioned victim services. A media campaign will accompany this to promote the app, clarify what to report (what is unwanted sexual behaviour) and ensure people know it is okay to report. The app is already in development and we have a provisional launch date of 10th December 2021.
 - **Prevent:** Capable guardians such as Street Pastors and youth workers will have a presence on high harm routes offering support to those who are vulnerable and acting as active bystanders to improve people's feelings of safety. An education package, as mentioned above, will be delivered in

£398,160 TO MAKE OUR TRANSPORT SAFER

schools based around an active bystander model, encouraging peer challenge of inappropriate behaviours – particularly around Violence against Women and Girls.

- **Enforce:** The last strand of this project will focus on enforcement, this will include 'Days of Action' where there will be a high visibility presence of multiple agencies (including Northumbria Police) to increase public confidence. This bid will also help in addressing trends and patterns of offending behaviours that are identified throughout the delivery of this bid.



NORTHUMBRIA SAFER PARKS PROJECT:

- My team worked closely with all six local authorities to identify one park in each local authority area where VAWG crime types occur and people feel most unsafe:
 - Leazes Park, Newcastle
 - Saltwell Park, Gateshead
 - Mowbray Park, Sunderland
 - North Marine Park, South Tyneside
 - Richardson Dees Park, North Tyneside
 - Hirst Park, Northumberland

Our parks project has secured over £377,000 and has 3 pillars of work:

1. **Physical Interventions:** In all parks, except Saltwell Park in Gateshead, a help point will be installed to provide a place that anyone can go to in order to seek support or feel safer. The help points will have lighting, CCTV and an intercom which will be monitored 24/7 by the local CCTV control rooms. In Saltwell Park, due to its size, a help point was not appropriate, so Saltwell Towers will become a safe space. The staff will be trained and the safe space promoted.
2. **Academic Research:** We have gone out to tender for academic research and local stakeholder information gathering into what creates safe parks, with the development of a 'Safe Parks Standard' that will improve the safety of the public, particularly women and girls and marginalised groups, in parks. This will then be used to guide park operators such as local authorities and charities in future developments of our region's parks and open spaces. Focus groups of local residents and voluntary sector organisations, in particular VAWG organisations will help shape the research.
3. **Positive Messaging and Social Action:** In terms of positive messaging we want to 'flip' the narrative in parks from the negative to the positive, so instead of 'keep off the grass' or 'no ball games' we will have signs saying sit on the grass, 'play game here'. We will work with our fantastic local VAWG sector on what kind of social action we need to encourage people back into our parks and help them be and feel safer.



SAFETY OF WOMEN AT NIGHT PROJECT

£243,852 TO MAKE OUR NIGHT TIME ECONOMY SAFER

- Most recently I have secured £244,000 from the Home Office Safety of Women at Night (SWAN) Fund, which will focus on improving the safety and feelings of safety for women within Northumbria’s vibrant night time economies (NTEs). Based on analysis of data, four NTE areas in three local authorities were identified as those where crime rates and feelings of unsafety are highest - Newcastle City Centre, Sunderland City Centre, Tynemouth and North Shields Fish Quay. Again, this is short term funding which is only provided by the Home Office until March 2022. This project will focus on 4 pillars of work:
 1. **Prevent:** There will be an increase in the number of dedicated police patrols operating across the night time economy in each area command, these will be supported by additional street pastor patrols to increase the eyes and ears in the busy areas to improve the safety of the public.
 2. **Support:** Specialist practical and emotional support will be available and offered to any women that have been spoken to or helped by the police or street pastors.
 3. **Behaviour change:** There will be follow-up phone calls or visits to any identified alleged potential offenders to raise awareness of the possible consequences, with a small Brief Intervention Programme pilot for up to 8 potential offenders who are identified more than once. This will be a structured conversation to motivate and support behaviour change to reduce their risk of becoming an offender or harming others.
 4. **Awareness:** Bespoke vulnerability training will be offered to all key stakeholders in the night-time Economies right across the region about what vulnerability is, what it looks like and how to respond to or help someone who might be vulnerable.

I look forward to continuing the work with the transport providers, VAWG sector, Local Authorities and others to will help fulfil my vision of improving lives across our region’s public spaces such as transport, parks and towns and cities.

Northumbria Sexual Assault Referral Centre (SARC)

The SARC offers confidential medical, practical and emotional support to people who have been recently raped or sexually assaulted. Victims are able to undergo a forensic medical examination (FME) at the SARC. Any evidence collected can be used in a case against the perpetrator, should the victim wish to pursue a criminal justice outcome.

In July 2021 it was confirmed that the OPCC would be responsible for commissioning SARC services in Northumbria. To provide robust governance in respect of the SARC commissioning work the OPCC has established the SARC Transformation Programme 21-22, which is led by the Director of Commissioning and Policy and is overseen by an OPCC SARC Project Board. This ambition programme has five key work streams:

1 Stream 1 – Northumbria/Cleveland SARC Interoperability (now closed).

This work stream was operational during the temporary closure of the Newcastle SARC site earlier this year. It centred on ensuring smooth arrangements for

Northumbria sexual violence victims to access SARC services from the Cleveland site. This work was very successful in ensuring minimal disruption to clients and professionals, thanks to excellent cooperation between all agencies involved. The Northumbria site is now fully operational once more.

2 Stream 2 – Newcastle Renovations, CQC Registration and Inspection.

Linked to stream 1, the Northumbria SARC had to temporarily close earlier this year whilst renovations were completed. All remedial and renovation work has now concluded in the Newcastle SARC and the building re-opened on 23rd September 2021 following successful CQC registration. CQC are yet to inspect the SARC but we are confident that when they do, the site will pass inspection.

3 Stream 3 - New Northumbria SARC premises.

We have established a working group to explore procurement of new SARC premises, amalgamating Newcastle and the former Sunderland site in to one new, more modern and fit for purpose building with two examination rooms. An initial specification for the new site has been developed with input from Northumbria Police Safeguarding, Head of Forensics and the NHSE Quality Manager. Potential sites are being explored.

4 Stream 4 - Regional SARC Procurement.

In late 2018 NHSE approached the PCCs in Cleveland, Cumbria, Durham and Northumbria to explore the concept of jointly commissioning a regional SARC service, the main benefit to Northumbria being additional SARC funding and increased resilience. Following completion of an NHSE-led tender exercise Mountain Healthcare Ltd have been appointed as the new regional SARC provider from 1st April 2022. Specialists from Northumbria Police, the OPCC and NHSE were all involved in the evaluation process. Mobilisation meetings are underway and will continue monthly to ensure a smooth transition from the current to new service provider. Transition will also be a standing item at the Northumbria SARC Board, which my office chairs

5 Stream 5 – ISO 15189 Accreditation.

The Forensic Science Regulator requires all SARCs to be working towards accreditation of ISO 15189 – an international standard for medical laboratories - with staged implementation by all facilities between October 2020 and 2023. The new provider of Northumbria SARC services, Mountain Healthcare Ltd, will be the legal entity for the standard. As the new provider will not be in place until April 2022 and accreditation must be achieved by 2023, we have established a regional working group which includes the three PCC leads, force forensic leads, NHS England and the RVI paediatric SARC service. A benchmarking exercise has been undertaken to gauge the overall position and readiness.

Commitment 2: Children must not be the forgotten victims of abuse. The right support is crucial and I am committed to ensuring that this is in place from an early stage to help avoid trauma in later life.

As touched upon above, I ensure that support for children and young victims is in place across Northumbria. Two key funds ensure this support:

£ SUPPORTING VICTIMS FUND

- Supporting children and young people continues to remain one of my key themes within the Supporting Victims Fund. Ensuring young people are recognised as victims in their own right, have access to specialist support across the region and the opportunity to engage in educational prevention work is vitally important.
- That is why 28% of this year's Supporting Victims Fund is used to commission specialist children and young people services.

£ CHILDREN AFFECTED BY DOMESTIC ABUSE (CADA) FUND

- Through my CADA fund, I funding 9 services to enhance the delivery of DA-specific, trauma-informed: play therapy and counselling services; children's group work; parent and child group work programmes; and specialist provision for Black and minoritised children.
- The target is to directly support 900 children through this year's CADA fund.
- This money supplements other OPCC-funded victims' services. This fund specifically aims to: increase, and begin to equalise, provision across the 6 local authority areas; encourage small, local providers, where they exist, to build on and develop their service offer alongside the larger, national charities; and widen the pool of potential providers that could be considered by the local authorities when meeting their future commissioning obligations under the DA Act 2021.
- Between July – September 2021, 185 referrals have been assessed from statutory and VCS providers (e.g. Children's Social Care, Early Help, local schools). Group and 1:1 work commenced for 150 children and young people during this period. This type of direct support is helping address the 'post-code lottery' for those needing support across our 6 local authority areas.
- A 'Meet the Providers' Event in August allowed service providers to describe their service offer and referral routes to DA-leads and commissioner from the 6 local authorities.

Commitment 3: I will oversee Northumbria Police's role in bringing those responsible for DA and SV to justice.

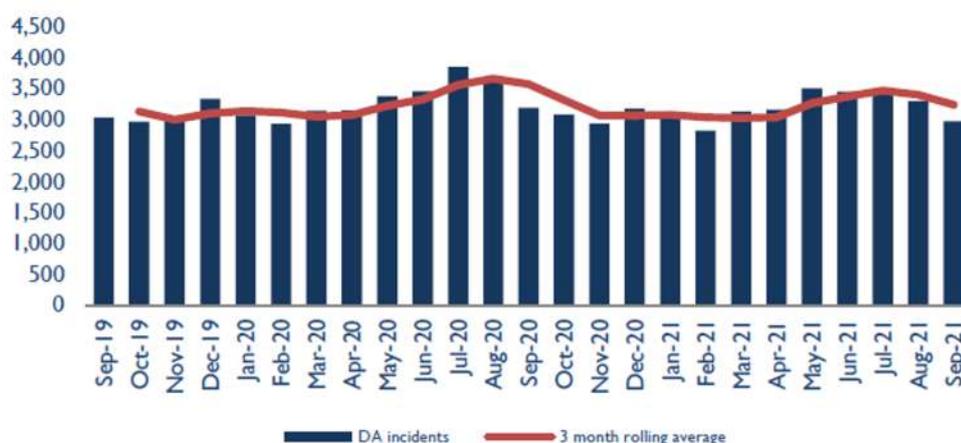
I have introduced focussed and regular challenge sessions with the Chief Constable and his team where we explore together what has been achieved and what more needs to be done to best support victims and improve criminal justice outcomes. We last met in November 2021.

Domestic Abuse Scrutiny

Improving the response to domestic abuse (DA) and increasing positive Criminal Justice outcomes are priorities for Northumbria Police. The force approach to tackling DA offences includes an emphasis on internal collaboration with Performance Development, Communications, Area Commands and Safeguarding and working in partnership with key external partner agencies to prevent domestic abuse, improve Northumbria's response and investigation, make use of protective orders, and improve Criminal Justice Outcomes

Current force position:

- **DA Incidents** - There has been a 3% reduction in the number of domestic abuse incidents in the rolling 12 months to September 2021 compared to the previous year – from 39,155 to 38,110. This was largely affected by the large spike in July and August 2020. The seasonal increase in the summer months has been followed by lower levels in September which are comparable to pre-COVID levels.



Graph 3: Showing the total number of domestic abuse incidents recorded by Northumbria Police, September 2019 - September 2020.

- **DA Recorded Crime** - There were an average of 69 DA crimes recorded each day during 12 months to September 2021, a 1.5% increase on the previous 12 months; up from 68.
- **DA Arrest rate** - Current arrest rates stand at 30% to September 2021, a 1% decrease on the previous 12 months.
- **Body Worn Video (BWV)** – As at September 2021, force wide use of BWV for DA is 75% which is a 9% increase on the previous 12 months, up from 66%.
- **DA charge rate** - As at September 2021, the charge rate for DA is 10%; this has reduced 1.4% when compared to the previous 12 months, which was 11.4%. The charge rate is 1% point above the national average of 9%.
- **DA conviction rate** – The DA conviction rate stands at 71.5% which is a decrease of 3.5% points compared to the previous 12 months (75%), moving further away from the national average of 76.2%.
- **DA report-to-conviction rate** - Stands at 7.2%, which is 1.4% lower than the same period last year which was 8.6%. We are 0.3% points above the national average of 6.9%.
- **DA victim satisfaction rate** - Stands at 89% overall, which is 1% higher than the previous 12-month period.

The force have identified a number of performance challenges, including deployment/response times, data quality in crime recording and file quality standards. Getting it right in these areas is key for positive criminal justice outcomes and victim attrition. The force have a plan in place to address issues and I continue to oversee this through my scrutiny process. Actions include:

- **Domestic Abuse Specialist Support Advisor (DASSA):** The new operating model for the pilot of a DASSA has now been agreed. The revised model will increase the level of take-up of specialist support and ensure victims receive support at the time of crisis from qualified IDVA domestic abuse specialists, alongside police officers within a control room setting. The primary aim of the DASSAs is to enhance the victim's experience of their initial contact with Northumbria Police, thereby strengthening engagement and retention through the victim's journey and reducing victim attrition, which accounted for 70.1% of all failed cases in quarter 2 2021/22.
- **Domestic Abuse Improvement plan** – The force have constructed a plan which continues to ensure strong collaboration between the DA operational and strategic leads, Force performance, Communications and Area Commands to share learning and good practice, and drive targeted performance improvements in alignment with six Victim Service Standards.
- **DA Champions** - The force's internal DA Champions Network has now met several times since its creation earlier this year, and has provided tangible benefits, supporting all staff to improve their understanding of the impact of DA on victims and children. An action tracker ensures that operational performance barriers raised by the Network are captured and shared with force leads to drive improvements, ensure DA response and investigation is given a high priority throughout the organisation, and to maintain the focus required to continue to deliver against force policy.

Sexual violence scrutiny

Improving the response to Rape and Serious Sexual Offences (RASSO) and the criminal justice outcomes is a priority for Northumbria Police which is currently receiving national attention and drive. The force approach to tackling RASSO offences includes working in partnership with a range of agencies to prevent sexual abuse, ensure the earliest identification, best possible support for victims and to ensure perpetrators are held to account for their actions, improving criminal justice outcomes.

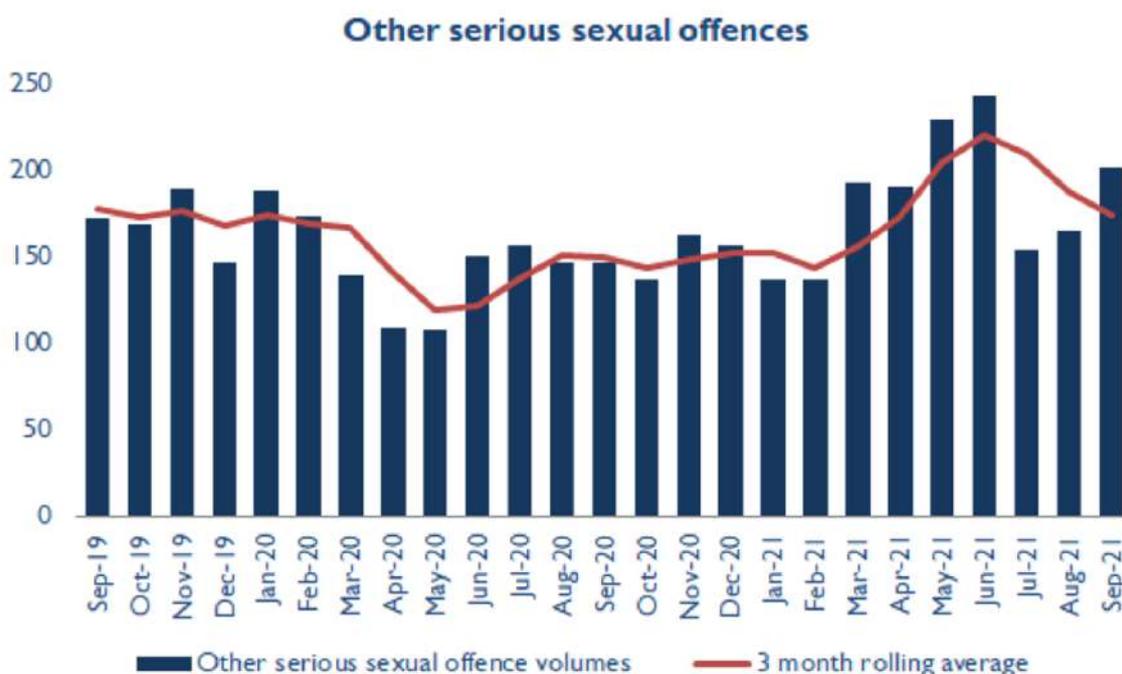
Current force position:

- **Recorded crime** - the overall number of rape offences has increased by +4% in the 12 months to September 2021 (from 1448 to 1504), and the number of other serious sexual offences (excluding rape) has also increased by +16% over the same period (from 1824 to 2107).
- **Rape charge rate** - has reduced to 6.3% in the 12 months to September 2021, compared to 10.6% in the previous 12 months. This continues to be above the current national rate of 4.8% and the force is currently placed 7th nationally, but it is acknowledged that further improvement is necessary.
- **Charge rate for sexual offences excluding rape** – has reduced to 10.5% in the 12 months to September 2021, compared to 12.9% in the previous 12 months. This continues to be above the current national rate of 8.5% and the force is currently placed 6th nationally.

- **Report to conviction rate for rape** – is 3.8% (previous 12 months was 7.0%) and is slightly above the national figure of 3.3%.
- **Report to conviction rate for sexual offences excluding rape** – is now 8.9%, compared to 11.0% in the previous period, however higher than the national rate (7.1%).
- **Conviction rate for rape** – is 60.5%, a reduction from 66.7% in the previous 12 months and remains below the national average of 67.9%. 82% of all non-convictions at court are due to jury acquittal.
- **Conviction rate for sexual offences excluding rape** – is 84.4%, a reduction from 85.8% in the previous 12 months however above the national rate of 83.3%. 59% of all non-convictions at court are due to jury acquittal.



Graph 4: Shows the total number of recorded rapes, and the rolling 3 month averages, from September 2019 – September 2021.



Graph 5: Shows the total number of recorded other sexual offences (excluding rape), and the rolling 3 month averages, from September 2019 – September 2021.

A number of measures have been introduced to improve RASSO performance and whilst some improvements have been made there is still work required to improve the conviction rate for rape offences and overall timeliness of investigations.

Actions include:

- **Review of RASSO file standards:** Detective Sergeants' training on RASSO file standards and submission has been completed, with ongoing review within Safeguarding and refresher CPD planned for delivery by the RASSO manager concentrating on file quality and common errors in file submissions. Data is collated on individual Sergeants / team performance and fed back through the department 'One to One' Performance Management Process.
- **Appointment of RASSO Managers:** The Police RASSO Manager role is now firmly embedded in Safeguarding operational practice. This has allowed for a greater collaboration between the manager and operational teams and has undoubtedly assisted in improving performance. Data received from Crown Prosecution Service (CPS) indicates that currently 69.3% of RASSO offences in Q1 2021/22 are progressing to charge; an increase on previous quarters. CPS aim for performance of over 50%, which we are exceeding.
- **Review of decisions to take no further action:** Partnership work with the CPS RASSO team continues to grow through engagement at monthly performance. The CPS has begun to review Police No Further Action (NFA) decisions by the investigative teams (one per quarter) and Achieving Best Evidence (ABE) quality feedback is provided for all ABE cases. The initial review of NFA decisions found adequate decision making rationale by Northumbria officers. Standardised NFA form completion has been implemented to enable consistency.
- **Improving the length of investigations:** The CPS/Police leads are monitoring the length of investigations from report to charge this currently stands on average at 14 months, an improvement on the previous length of 9 months. This is an area that requires improvement and the force accept that they must reduce this timescale and provide a better service to victims. This can be achieved through improved response to examination of digital devices and administrative support to ease the burden of redaction.
- **Creating a robust sexual violence problem profile:** The force are looking to refresh their existing SV problem profile. Ordinarily, this is informed only by police-held data, however the force have recognised that specialist victim support services hold a wealth of data that the police are not privy to, as the majority of victims do not report to the police. My office is facilitating contact between the force and these services to agree a way to share data moving forward. This data will enhance the overall picture of offending in the region, and enable the force to better understand how they can support marginalised groups and other who do not come forward to the police.

Northumbria Rape Scrutiny Panel:

- My office established a Rape Scrutiny Panel in 2014 to scrutinise police investigation and case files in relation to rape.
- The Rape Scrutiny Panel aims to provide independent oversight on how Northumbria Police deal with reports of rape and the subsequent investigations, identifying best practice and opportunities for improved working practices. The aim is to add transparency to the investigation process, building confidence to encourage victims to report rape and ultimately improving conviction rates.

- The Panel, which meets in person for 4 whole days per year, is comprised of members of the local community with experience of rape or scrutiny, including staff from specialist sexual violence support services, lawyers and others.
- Due to Covid-19 pandemic restrictions, the Panel has not met for a number of years, however I committed in my Police and Crime Plan to 'reviving' the panel. Preparation is underway and I aim to host the first Panel meeting in early 2022.
- Future panel work will link in with the findings of the Government's End-to-End Rape Review, published earlier this year, as well as the work of Operation Bluestone/Soteria, which is developing a national best practice model for forces for dealing with Rape and Serious Sexual Offences (RASSO) cases.

Commitment 4: I will continue to develop my Domestic Abuse Workplace Champions scheme, so more than ever, workplaces can recognise abuse and offer support to their staff, building on the important role that friends, families and communities can play in connecting loved ones to the right help and support as early as possible.

Workplace domestic and sexual abuse (DSA) champions.

- The OPCC has continued to grow the private sector workplace champions scheme so that workplaces can recognise abuse, offer support to their staff and implement a workplace policy.
- There had been 1,177 employees trained pre-pandemic across 306 different local employers and 112 organisations had a domestic abuse policy in place.
- Training moved online in February 2021 and is delivered in partnership with the TUC. A further 180 new champions have been trained and 70 new organisations engaged between March-July 2021.
- The project is a case study in a Government report on "Improving workplace support for DA victims, including raising awareness and sharing best practice among employers".

Further education and awareness-raising

▶ Ask Me Scheme (North of Tyne):

- Survivors of domestic abuse are most likely to confide first in people they know and trust, such as friends, family or someone in their local community. But a lack of understanding and confidence can make people unsure of how to safely respond when a survivor finds the courage to speak out.
- In response, my Violence Reduction Unit (VRU) has commissioned a pilot of the Ask Me scheme across the North of Tyne. This is a preventative and early intervention initiative that trains the community to become active bystanders and empowers them to act as prosocial citizens.
- Training gives people the skills and confidence to: identify domestic abuse and coercive control; raise awareness of it; share knowledge; know how to provide the right response if someone discloses abuse; signpost victims; and break the silence around DA by having conversations and challenging views, myths and behaviours in a range of contexts (e.g. with friends, family, workplaces or wider community).

- By the end of Quarter 2 2021/22, the scheme received 246 applications for training. 15 courses have been run so far with 59 people successfully completing their training; 51 have gone on to register as 'Ask Me Ambassadors'. All participants are asked to complete an attitudinal questionnaire, pre- and post-training to measure changes in skills, confidence and attitudes. This is evidencing improved understanding coercive control; and improved skills and ability to manage and respond to someone sharing their personal experience of domestic abuse. One participant said:

"This was 1000% the best training I have ever taken part in. We got the opportunity to take part in plenty of discussions, and it has made me a lot more confident to break the silence and help if and where I can. I found the training completely inclusive..."

Commitment 5: Work with partners to focus on perpetrators of abuse, providing behaviour change and stabilisation work to the highest harm/high risk domestic abuse perpetrators. By its very nature, this will result in improved safety and feelings of safety for survivors and their children.

The Northumbria Drive Pilot

- The Drive intervention works with high risk, high harm serial DA perpetrators to prevent their behaviour and protect their adult and child victims. The model was introduced in Northumbria in late 2021. Strategic governance for Drive is via the VRU Strategic Board.
- Of referrals received to end of Sept, 30 high risk, high harm serial perpetrators have been accepted into the Drive caseload. There are 53 adult victims and 38 associated children linked to these 30 perpetrators.
- Feedback from the Drive Central Team indicates that our attempts to develop a hybrid model in Northumbria that incorporates the best of Drive and the best of MATAAC (Multi Agency Tasking and Coordination – a process of identifying and tackling serial DA perpetrators, developed in Northumbria) are bearing fruit. Operational links between the Drive Case Managers and the MATAAC's Domestic Abuse & Criminal Justice Workers (who deliver MATAAC notification letters to targeted DA perpetrators and encourage them to engage with support services and gather further intelligence) appears to offer something that other Drive sites do not have. This helps enable perpetrator services to overcome or circumvent the stumbling block that other sites experience when seeking to make contact with a perpetrator and help to turn a promising referral into an actual, open case.
- Being a Drive pilot site also includes working as part of a national network to push for whole systems improvements to working with perpetrators; learn from the work of others; and press for much needed developments e.g. pushing for a national training offer for those working with high risk, high harm DA perpetrators.
- One of the early learning outcomes from the project so far is the lack of experienced and accredited behaviour change providers in the region. My office is looking at how we can stimulate and grow the market so we, and other service commissioners have greater choice when commissioning perpetrator services in the future.

Young People Causing Harm: Child to Parent Violence and Abuse (CPVA)

- The VRU has funded Northumberland County Council's Adolescent Service to set up the CPVA and Exploitation Team which was established in January 2021. This has led to the development a CPVA pathway and a Non Violent Resistance (NVR) intervention.
- Parents are often reluctant to discuss abuse perpetrated by their children due to fear of being blamed or misunderstood by professionals, alongside the risk of their child being criminalised. The underlying causes for CPVA are often misunderstood. The project has found an overlap in exploitation causing CPVA as a trauma response or in response to extra familial pull factors.
- The project has had 87 CPVA referrals and 34 exploitation referrals. In cases of 'hard to reach' young people the service offers a tenacious, informal and creative approach to build trusted relationships. They have worked with 51 young people and their families with an engagement rate of 96%.
- The intervention is helping to: reduce the need to escalate some children from Child In Need to Child Protection; prevent some children becoming/remaining in 'looked after care'; supporting social care closures; preventing early help needing to escalate to social care; reducing vulnerability to exploitation; reducing violence in the home; reducing missing episodes; reducing youth offending; and reducing police time in responding to incidents.
- The VRU is currently exploring, with Northumberland County Council, future funding opportunities (such as the Youth Endowment Fund) to allow the work to continue and/or expand to other areas of Northumbria.
- The VRU's DA Specialist has also updated the Northumbria safeguarding policies and procedures around CPVA to help strengthen multi-agency responses.

Commitment 6: Enhance the role of the VRU's Education Team who have a key role to work with schools and communities around healthy relationships, and other issues such as knife crime awareness.

My Violence Reduction Unit continues to work with schools and young people to help prevent crime. Most recently, the Education Team, in partnership with Newcastle University, piloted Project Based Learning; a pedagogical approach which stimulates curiosity and creativity as students learn to engage with a relevant and real-world challenge, in this case violence reduction themes.

The Education Team piloted this approach at a PRU. The school chose Domestic Abuse as a violence reduction theme for their PBL; c.10 Year-9 students further refined this to focus on controlling and coercive behaviour and 'gaslighting'. With the support of a local radio station the students have worked on a radio advert and photo competition.

The knife crime awareness training continues to provide front line practitioners with information around knife crime and support options for any young person they may be concerned about. The team have spoken to doctors in local hospitals, at the North East Paediatric conference and are scheduled to talk at the North East Region Education Conference in October. There has been national requests for this

training too from areas such as Leeds, Birmingham, Durham and Suffolk all taking part.

Figures for the 12-month period to August 2021 show that the team have delivered a total of 645 sessions to 13,919 young people.

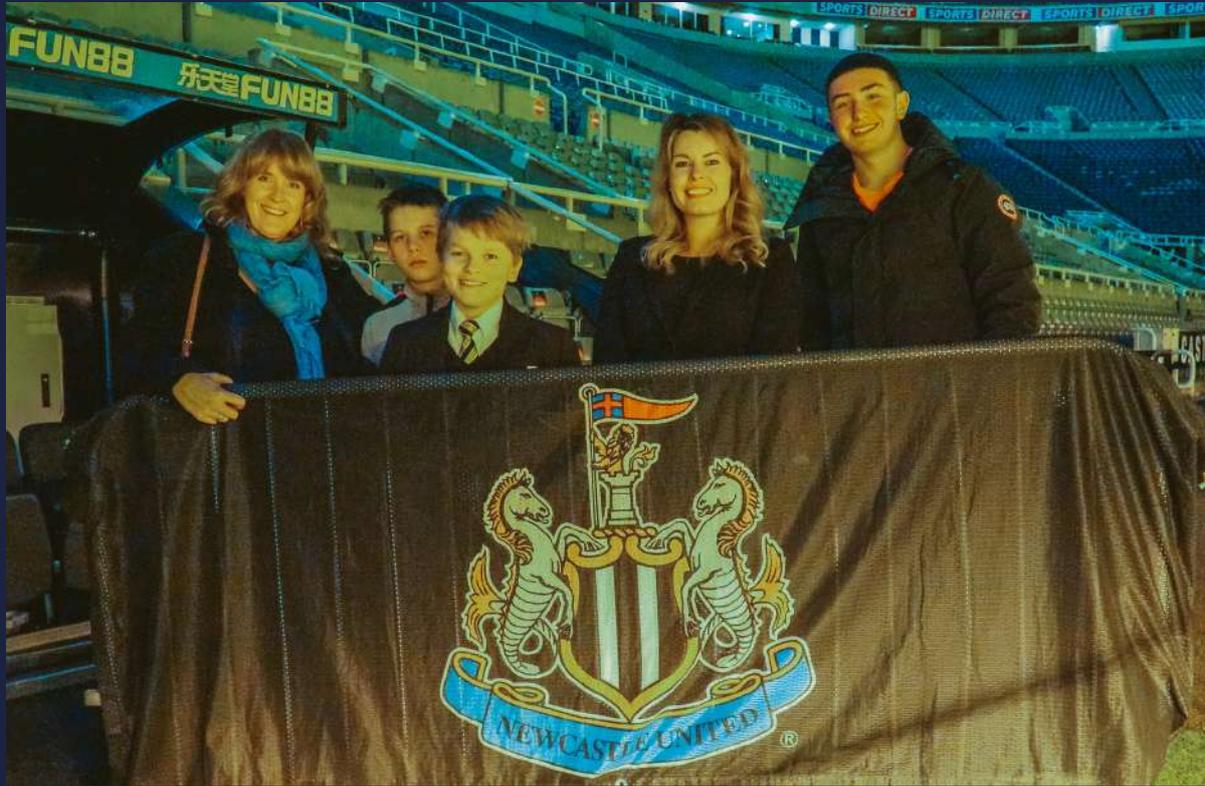
Commitment 7: Continue to build on the work of the Violence against Women and Girls (VAWG) strategy

My Northumbria VAWG Strategy is being refreshed and I hope to launch it in early 2022. The Strategy will bring together in one place my vision and ambition for improving the response to all forms of VAWG, including DA and SV, as well as detail actions to tackle, prevent and change attitudes around VAWG. The Strategy will be informed by public consultation which is currently being planned. It is likely that the VAWG Strategy will have 4 key priorities:

- 1.Prevention
- 2.Supporting victim-survivors
- 3.Pursuing perpetrators
- 4.Creating stronger systems

One of my staff is currently on attachment with the National Police Chiefs' Council (NPCC) National VAWG Taskforce, assisting with a national Framework for Delivery for all forces. Learning from this work will feed into our local VAWG Strategy.

IMPROVING LIVES

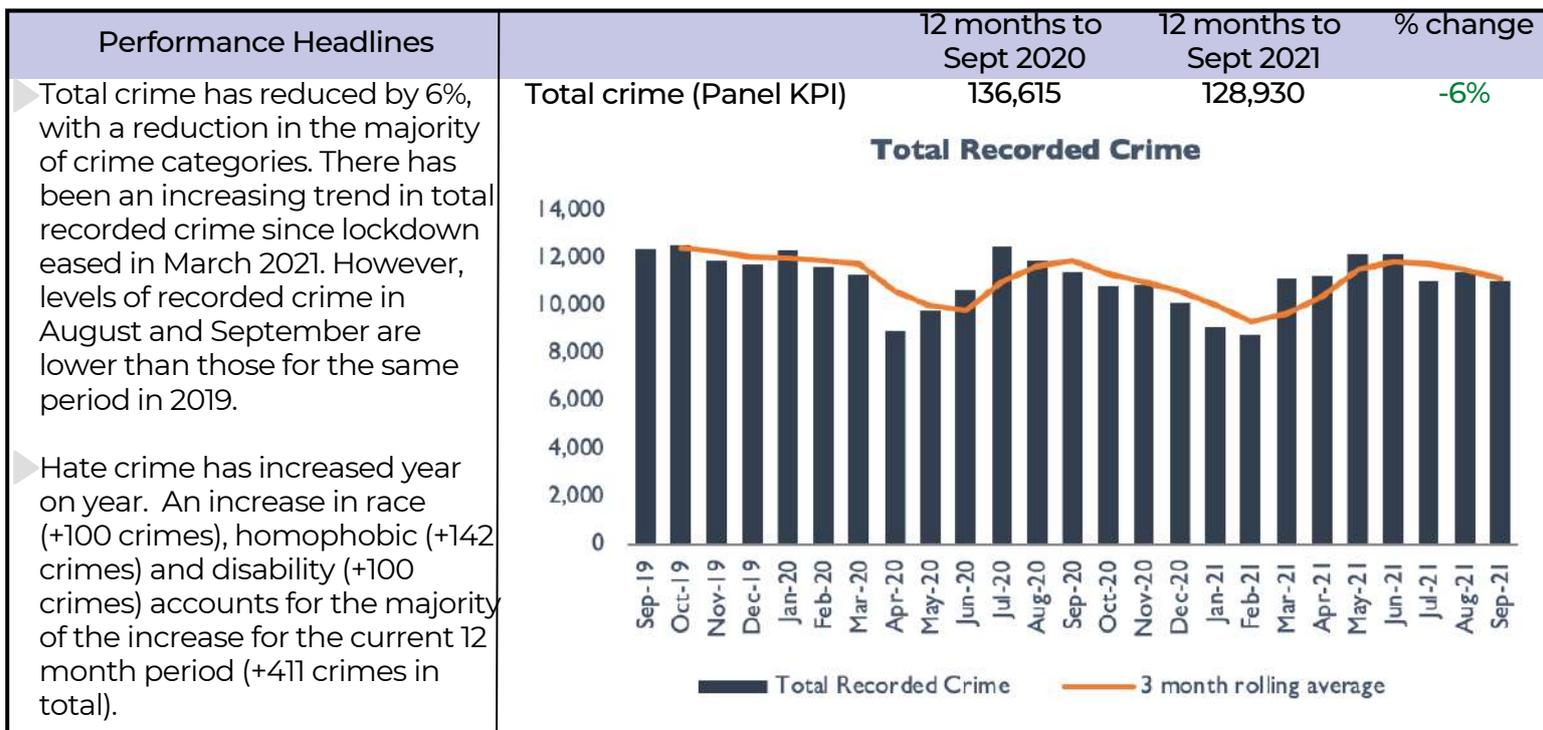


NORTHUMBRIA POLICE AND CRIME PLAN

CORE PERFORMANCE DATA

FIGHTING CRIME

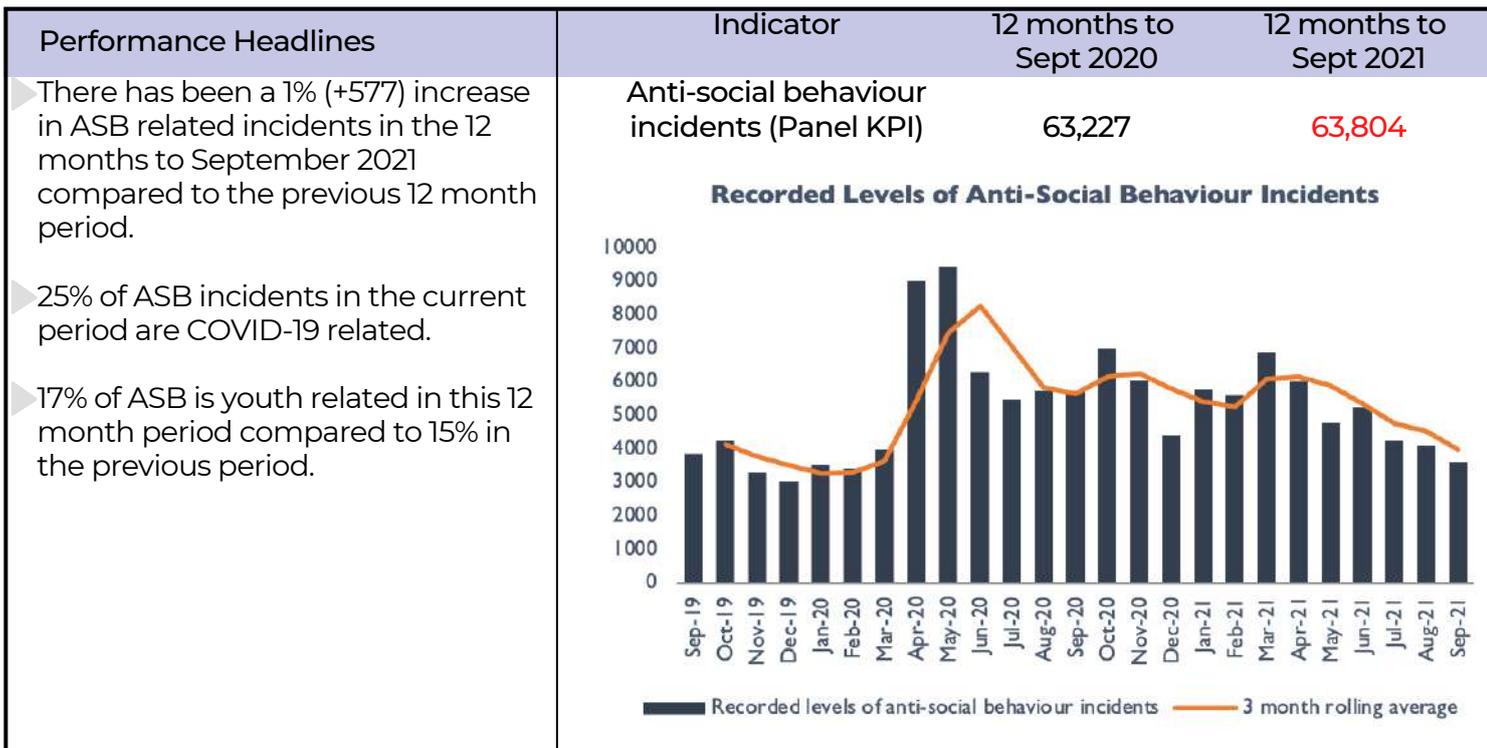
RECORDED CRIME



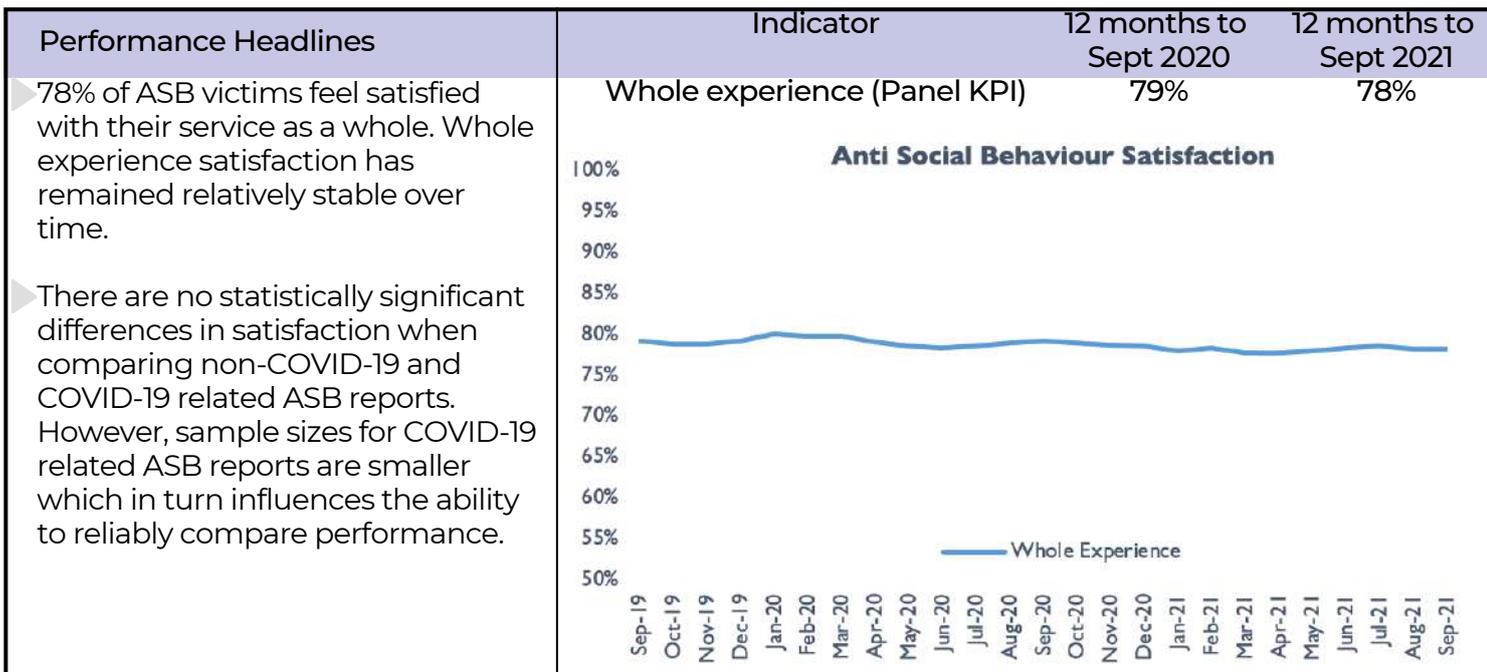
TOTAL RECORDED CRIME BY LOCAL AUTHORITY

Performance Headlines	12 months to Sept 2020	12 months to Sept 2021	% change
<p>Reduction in total recorded crime across all 6 Local Authorities when comparing the 12 months to September 2021 to the previous 12 month period</p> <p>South Tyneside shows the highest reduction with Gateshead showing the lowest.</p>	Total 136,615	128,930	-6%
	Gateshead	17,931	-2%
	Newcastle	31,670	-5%
	North Tyneside	17,374	-6%
	Northumberland	21,873	-4%
	South Tyneside	13,288	-10%
	Sunderland	26,794	-6%

ASB - INCIDENTS



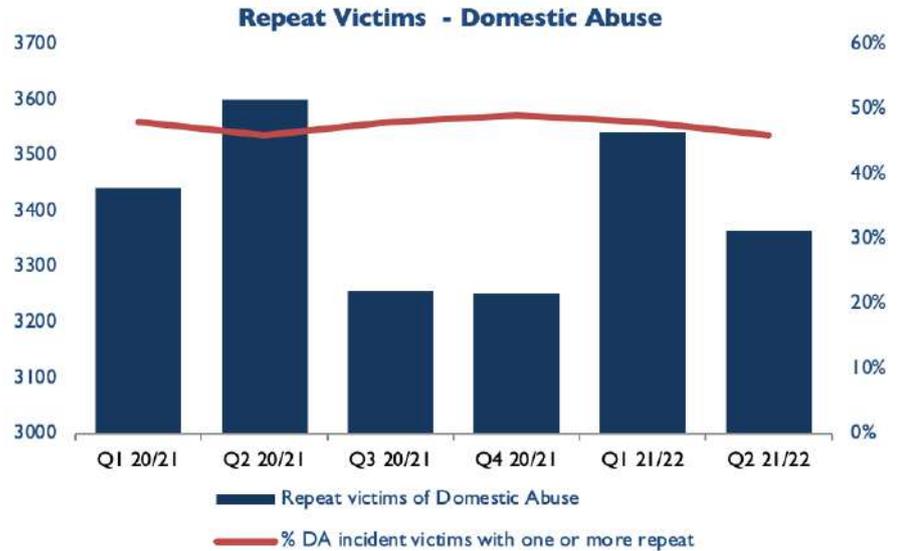
ASB - SATISFACTION



REPEAT VICTIMS - DOMESTIC ABUSE

Performance Headlines

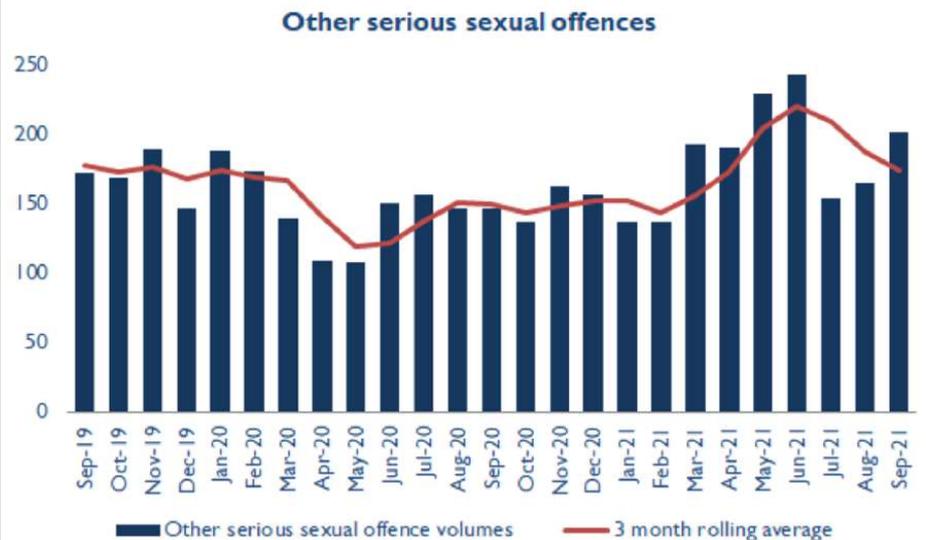
- ▶ This measure is based on DA HRNs (reports) and shows the 'Victims of the incidents in the period that have had at least one further incident in the 12 months prior' as a % of 'total DA victims from incidents in the period'.
- ▶ The increase in the number of victims in Q2 of each year reflects the seasonal increase in demand in those periods. Q2 in 2020/21 was a particularly high period in terms of DA HRNs.



REPEAT VICTIMS - SEXUAL OFFENCES

Performance Headlines

- ▶ This measure presents the number of victims of sexual offences in the last 12 months and then those victims who have also been a victim in the 12 months prior to that. It is therefore a rolling year view due to the number of victims.
- ▶ The chart shows that the volume of victims with one or more repeat crimes remains relatively consistent on a rolling 12 month basis.



POLICE RESPONSE TIMES

GRADE 1 URBAN

Performance Headlines	Indicator	12 months to Sept 2020	12 months to Sept 2021	Standard
<p>Grade 1 incidents remain high for the period July to September 2021, there were 23% more grade 1 incidents (+ 3,946 incidents) compared to the same period in 2020 and +53% (+7,300 incidents) compared to the same period in 2019.</p> <p>There has been a decrease in the percentage of incidents attended on time for grade 1 urban incidents in the 12 months to September 2021. The 90th percentile time has increased to 16 minutes.</p> <p>The response rate for grade 1 urban incidents was 80% for July to September 2021.</p>	Attendance rate for priority 1 incidents-urban (Panel KPI)	92% 14 mins	88% 16mins	15 minutes
	% Attended within standard - Grade 1 Incidents (Urban)			
	<p>The chart displays the attendance rate for priority 1 incidents in urban areas. The y-axis represents the percentage of incidents attended within the standard, ranging from 0% to 120%. The x-axis shows monthly data from September 2019 to September 2021. Blue bars represent the monthly attendance rate, and an orange line represents the 3-month rolling average. The attendance rate starts at approximately 88% in Sep-19, peaks at about 92% in May-20, and then shows a steady decline to 80% by Sep-21.</p>			

GRADE 1 RURAL

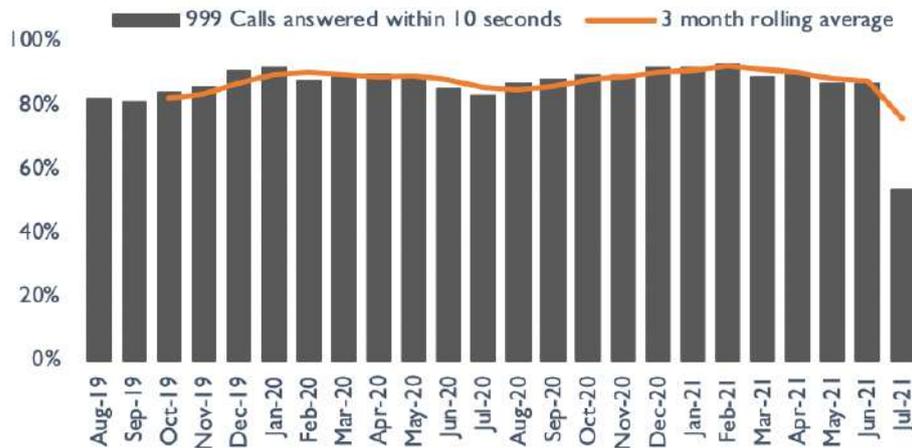
Performance Headlines	Indicator	12 months to Sept 2020	12 months to Sept 2021	Standard
<p>The 90th percentile for grade 1 incidents (rural) for the 12 months to September 2021 has increased by 2 minutes compared to the previous 12 months.</p> <p>As previously stated, the reduction in the attendance rate for grade 1 incidents from July 2021 is due to the introduction of the new command and control system and officers and staff taking time to become proficient in the use of the system and the increase in grade 1 incidents.</p>	Attendance rate for priority 1 incidents-rural (Panel KPI)	77% 26 mins	72% 28 mins	20 minutes
	% Attended with standard - Grade 1 Incidents (Rural)			
	<p>The chart displays the attendance rate for priority 1 incidents in rural areas. The y-axis represents the percentage of incidents attended within the standard, ranging from 0% to 100%. The x-axis shows monthly data from September 2019 to September 2021. Blue bars represent the monthly attendance rate, and an orange line represents the 3-month rolling average. The attendance rate starts at approximately 77% in Sep-19, peaks at about 82% in May-20, and then shows a steady decline to 60% by Sep-21.</p>			

ANSWER TIMES - 999 EMERGENCY CALLS

Performance Headlines

- ▶ Call handling performance has improved in November 2021, compared to October 2021.
- ▶ The percentage of 999 calls answered within the SLA in November is 64%.
- ▶ Total calls answered (rolling year total) 97.7% with 76% within standard.

Calls answered within standard

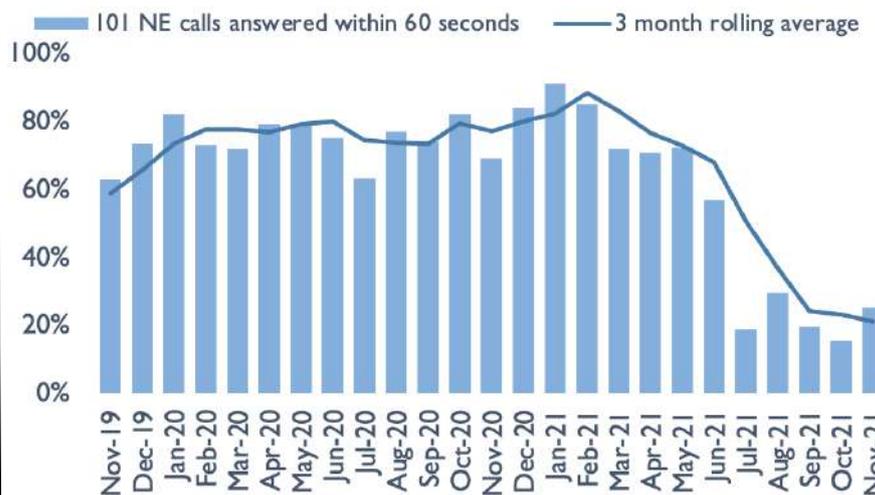


101 NON-EMERGENCY CALLS

Performance Headlines

- ▶ Call handling performance for 101 non-emergency calls has improved in November 2021, compared to September and October 2021.
- ▶ The percentage of 101 calls answered within the SLA in November is 25%.
- ▶ Total calls answered (rolling year total) 77% with 52% within standard.

Calls answered within standard



PREVENTING CRIME

FIRST TIME ENTRANT INTO CRIMINAL JUSTICE SYSTEM

Performance Headlines	Indicator	12 months to Sept 2019	12 months to Sept 2021
<p>Updated first time entrants data was published in August 2021 with data to September 2020. There has been a reduction in the number of first time entrants to the criminal justice system.</p>	Monitor the number of first time entrants to the criminal justice system	2,704	2,043

OPCC VIOLENCE REDUCTION UNIT

Performance Headlines	Indicator	12 months to Sept 2020	12 months to Sept 2021	% change
<p>The number of serious violence offences increased in May following the reduction in Covid restrictions and the re-opening of the Night Time Economy. Levels have reduced slightly from the peak in May 2021.</p>	Serious violence offences (Panel KPI)	17,893	18,452	+3%
	Knife enabled serious violence (Panel KPI)	823	808	-2%
<p>Knife enabled serious violence was 4.4% of the total serious violence offences in the 12 months to September 2021, compared to 4.6% for the previous period.</p>	Homicides (Panel KPI)	15	8	-47%*
	Hospital admissions (under 25s for assault with a sharp object) (Panel KPI)	87	108 (to Apr '21)	N/A
*Please note this percentage change is against very low volumes.				

IMPROVING LIVES

PUBLIC PERCEPTION

Performance Headlines	Indicator	12 months to Sept 2020	12 months to Sept 2021
<p>There is a statistically significant increase in the percentage of residents who feel police do a good or excellent job in their neighbourhood.</p> <p>Residents who have higher levels of confidence in police tend to reference police doing what they can with limited resources or the low levels of crime in their local neighbourhood.</p> <p>Residents who have lower levels of confidence in the police tend to attribute this to rarely seeing a police presence in their local area.</p>	<p>Percentage of people who think the police do a good or excellent job in their neighbourhood (Panel KPI)</p> <p>% of people who believe the police do a good or excellent job in their neighbourhood</p>	77%	81%

SATISFACTION - VOLUME CRIME

Performance Headlines	Indicator	12 months to Sept 2020	12 months to Sept 2021
<p>84% of volume crime victims are satisfied with their service as a whole.</p>	<p>Whole experience (Panel KPI)</p> <p>Volume crime - whole experience satisfaction</p>	83%	84%

SATISFACTION - HATE CRIME

Performance Headlines	Indicator	12 months to Sept 2020	12 months to Sept 2021																																																				
<p>Indication that overall service satisfaction is declining; however, the change is not statistically significant.</p>	Whole experience (Panel KPI)	85%	81%																																																				
<p>Hate Crime Satisfaction</p> <p>— Whole Experience</p> <table border="1"> <caption>Hate Crime Satisfaction Data</caption> <thead> <tr> <th>Month</th> <th>Whole Experience (%)</th> </tr> </thead> <tbody> <tr><td>Sep-19</td><td>83</td></tr> <tr><td>Oct-19</td><td>83</td></tr> <tr><td>Nov-19</td><td>83</td></tr> <tr><td>Dec-19</td><td>82</td></tr> <tr><td>Jan-20</td><td>82</td></tr> <tr><td>Feb-20</td><td>82</td></tr> <tr><td>Mar-20</td><td>82</td></tr> <tr><td>Apr-20</td><td>83</td></tr> <tr><td>May-20</td><td>83</td></tr> <tr><td>Jun-20</td><td>83</td></tr> <tr><td>Jul-20</td><td>84</td></tr> <tr><td>Aug-20</td><td>84</td></tr> <tr><td>Sep-20</td><td>85</td></tr> <tr><td>Oct-20</td><td>84</td></tr> <tr><td>Nov-20</td><td>83</td></tr> <tr><td>Dec-20</td><td>83</td></tr> <tr><td>Jan-21</td><td>83</td></tr> <tr><td>Feb-21</td><td>83</td></tr> <tr><td>Mar-21</td><td>84</td></tr> <tr><td>Apr-21</td><td>84</td></tr> <tr><td>May-21</td><td>83</td></tr> <tr><td>Jun-21</td><td>83</td></tr> <tr><td>Jul-21</td><td>82</td></tr> <tr><td>Aug-21</td><td>81</td></tr> <tr><td>Sep-21</td><td>81</td></tr> </tbody> </table>				Month	Whole Experience (%)	Sep-19	83	Oct-19	83	Nov-19	83	Dec-19	82	Jan-20	82	Feb-20	82	Mar-20	82	Apr-20	83	May-20	83	Jun-20	83	Jul-20	84	Aug-20	84	Sep-20	85	Oct-20	84	Nov-20	83	Dec-20	83	Jan-21	83	Feb-21	83	Mar-21	84	Apr-21	84	May-21	83	Jun-21	83	Jul-21	82	Aug-21	81	Sep-21	81
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SATISFACTION - DOMESTIC ABUSE

Performance Headlines	Indicator	12 months to Sept 2020	12 months to Sept 2021																																																				
<p>Domestic abuse victims continue to report high levels of satisfaction with the service.</p> <p>Actions taken performance shows some scope for improvement. A minority of respondents feel that police could have taken more rigorous action in response to their report. Other respondents noted that they would have liked more feedback about their report.</p>	Whole experience (Panel KPI)	88%	89%																																																				
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Jan-21	89																																																						
Feb-21	89																																																						
Mar-21	89																																																						
Apr-21	89																																																						
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Jun-21	89																																																						
Jul-21	89																																																						
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Sep-21	89																																																						

DELIVERY OF THE POLICE & CRIME PLAN: IMPROVING LIVES DECEMBER 2021

