



DELIVERY OF THE POLICE & CRIME PLAN:

FIGHTING CRIME PANEL REPORT

JUNE 2022

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FROM THE PCC

My police and crime plan, Fighting Poverty, Fighting Crime, commits Northumbria Police to supporting our region and keeping us all safe, and for me, that work is best viewed under the three key areas of Fighting Crime, Preventing Crime and improving Lives. In this first thematic report I will set out the latest work taking place in the fight against crime, with further reports this year on Preventing Crime and Improving Lives.

Our region remains a safe place overall, and it is my job to ensure Northumbria Police maintains that impressive record. That means tackling organised crime, targeting drug dealers who make profit out of misery and supporting neighbourhoods hit by anti-social behaviour.

There has been a lot of progress in recent years, and lots of proactive operations to target crime. But this work has to be seen against the post-pandemic backdrop. Now that we are out of lockdown and learning to adapt to covid, crime rates are rising back to pre-pandemic levels and new crime areas grow.

Northumbria Police faces up to this challenge with only limited resources. Your force lost 1,100 officers and saw a £148m budget reduction as a result of austerity. The Home Office has promised to replace some of these as part of its national Uplift programme, but to date we have only had around half of our lost officers replaced, and no sign that the Government will ever fully back Northumbria Police with all the officers it needs.

Despite this, I am confident your police force has the commitment and resolve needed to keep us safe in Northumberland, Tyne and Wear.

**Yours,
Kim**



FIGHTING CRIME PRIORITY 1: REDUCING CRIME

1. GIVING THE FORCE THE TOOLS TO DO THE JOB

In my Police and Crime Plan, I committed to:

- Ensuring Northumbria Police has a solid financial footing from which to plan and respond to public safety demands.
- Authorise budgets which will ensure that over the course of this plan every police officer will have access to taser training if required, ensuring those who protect us are kept safe and those who threaten our safety face well-equipped officers.
- Reverse the impacts of austerity when it comes to officer numbers. I am committed to going above and beyond Government recruitment targets, including for example replacing departing and retiring officers.
- Oversee the multimillion-pound refresh of force infrastructure, especially digital infrastructure, ensuring Northumbria Police is equipped to deal with emerging crime trends.

Update on work undertaken:

- **Medium Term Financial Strategy**
 - I recently finalised the Medium-Term Financial Strategy (MTFS). The MTFS sets out the key financial issues facing the Police and Crime Commissioner over the period 2022/23 to 2025/26, and provides options for delivering a sustainable budget and capital programme over the medium term. It also sets out how I can provide the Chief Constable with the resources to deliver the priorities in the Police and Crime Plan and the financial context for the Commissioner's revenue budget, capital programme and precept decisions.
- **Officer recruitment**
 - Since the Government committed to funding more officers, we have recruited 427 in Northumbria, but this is not enough. Northumbria Police have lost more than 1,100 officers over the past 12 years, taking the biggest financial hit of all forces in England and Wales. I have called on Government to fund another 627 officers, which would give the force the number of officers it had before austerity cuts began in 2010. In March I welcomed a new cohort of 74 officers – the first class of 2022 – who will replace departing and retiring officers, and the recruitment drive continues.
- **Call handler recruitment**
 - Recruitment is underway to hire 50 call handlers to help with high emergency call volumes experienced across Northumbria. Northumbria Police has dealt with a significant rise in the number of calls over the last year, receiving an average of 880 calls per day in the period July to September 2021 compared to 676 in the same period in 2020. The call handler recruitment drive is part of ongoing plans to improve the service the Force provides to local residents. As well other as extra phone operators, other planned improvements include new technology and call back features.
- **Training**
 - All Northumbria officers and staff are currently receiving digital training to fully prepare them for the implementation of a new force-wide case, custody, investigation, and intelligence system - Connect. The training will be broken down into 97 modules and over 100 tutorials, including process overviews and knowledge checks. Each individual will be provided with a training pathway which is right for them in their role and in a way that suits their individual learning style. Northumbria Police will supplement this approach with a programme of instructor-led sessions, designed to cover more complex tasks and specialist roles.

2. TACKLING CRIME

Whether it is a small number of people making a neighbourhood unhappy with anti-social behaviour or the organised crime gangs that infuriate our sense of justice, crime has no place in our region. This Police and Crime Plan commits the police to tackling crime, using all available resource to reduce crime and to stand by our communities for the greater good.

Reducing Serious Violence

As part of my commitment to Fighting Crime, the Violence Reduction Unit (VRU) has commissioned a range of interventions aimed at providing intensive engagement and diversion for those involved in serious violence and vulnerable to wider criminality. The approach aims to bring key agencies together to provide an operational and problem-solving response in areas of most need, identifying and working with those who are at risk of causing the most harm to communities.

The work of the VRU is centred on tackling serious violence. The broad measures of impact, on which the Home Office monitors the impact of the VRU are:

- Reduce knife enabled serious violence
- Reduce hospital admissions for knife related serious violence
- Reduce homicides

Current position:

Indicator	12 months to March 21	12 months to March 22	% change
Serious violence offences (<i>Panel KPI</i>)	16,632	21,563	+30%
Knife enabled serious violence (<i>Panel KPI</i>)	852	822	-4%
Homicides (<i>Panel KPI</i>)	13	12	-7%
Hospital admissions (Under 25s for assault with a sharp object) (<i>Panel KPI</i>)	87	108 (to Apr '21)	N/A

Table 1 showing the number of offences of serious violence and knife-enabled serious violence, homicides, and hospital admissions in Northumbria in the 12 months to March 2021 and 12 months to March 2022.

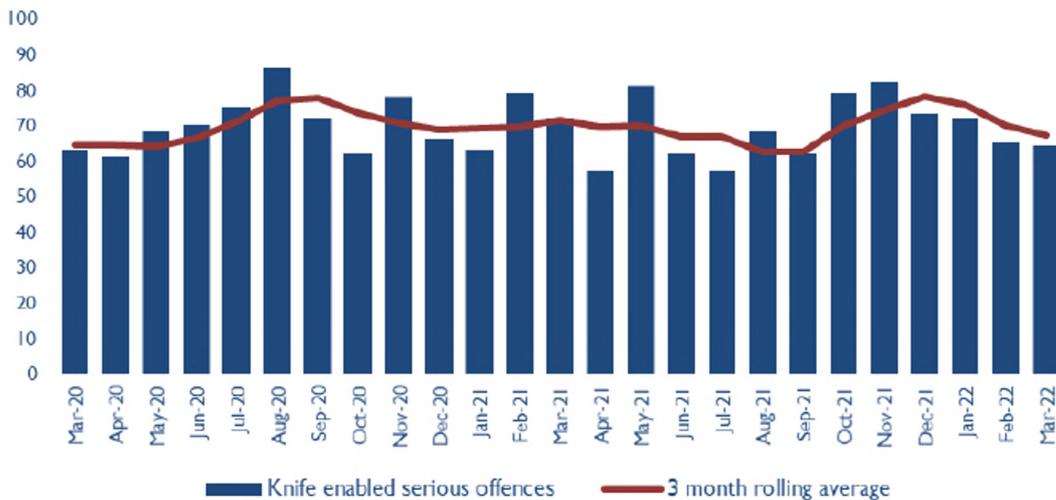
- The number of serious violence offences has remained stable since the re-opening of the night-time economy in March/April 2021 with small peaks in October 2021 and March 2022.
- Knife enabled serious violence was 3.8% of the total serious violence offences in the 12 months to March 2022, compared to 5.1% for the previous period.
- For serious violent crime, the Force is placed 34th nationally for the 12 months to January 2022.

Serious Violence Offences



Tables 2 and 3: graphs showing the number of serious violence offences and knife-enabled serious offences recorded by Northumbria Police, March 2020 – March 2022.

Knife Enabled Serious Offences



Update on work undertaken by Violence Reduction Unit (VRU):

- **Out of Court Disposals (OCD)**

- Continue to support individuals through different pathways (Women’s Pathway, Employment Pathway, and the 18-25 Male Pathway). 224 referrals were received through the pathways in the 2021/22 financial year, with 147 people supported through the Employment & Women’s Pathways. There is evidence these pathways are working, during January-March 2022 a total of 92 individuals were taken onto the caseload of one of the OCD pathways, with 55 (60%) of those not returning to custody/offending since accessing the intervention.

- **Domestic abuse**

- The two VRU DA programmes continue to show great promise, with over 181 Ask Me Ambassadors recruited and active within our communities. The ambassadors are reporting an increased ability to understand patterns of coercive control and domestic abuse, with 89% reporting an increased awareness of the local charities and services that are available to support survivors of domestic abuse in their area.
- The Drive Programme have a caseload of 36 high harm high risk serial perpetrators, with 89% aged between 21-39 years old. There are one or more victims associated to the perpetrators, including children.

Case Study: Ask Me

The Ask Me programme has allowed 181 individuals within our communities to become ambassadors. The initial training has provided them with an increased ability to recognise the signs of coercive control and domestic abuse and provided them with the skills and abilities to manage and respond to those sharing their personal experiences of domestic abuse in our communities. The below comments from ambassadors demonstrate the impact this programme is having.

One of our participants commented about how pervasive myths about domestic abuse are and how this impacts her ambassador role:

“I regularly have to explain that it is not as simple as just leaving....this notion that is held by many is more ingrained than I thought and it can be really tough to challenge this belief.”

One of our participants reflected on her training as an Ask Me Ambassador and how she could use this knowledge and skills in different settings.

“One of our participants who is a ‘Forest School’ leader, recognised the power of the outdoors for women who have been subjected to trauma. As part of her Ask Me ambassador role, she linked up with a local children’s centre to provide an ‘Outdoor Group’ for women, where they will walk, be in nature, learn how to make campfires and undertake other outdoor activities. Although this is not a specialist service for women who have been subjected to abuse and is open to anyone using the children’s centre, the Forest School leader recognised her skills from Ask Me and how this will benefit her, should any of the participants talk about domestic abuse.

- **Community Alternative to Short Prison Sentencers**

- The VRU launched another diversionary programme in 2022 - the CASPS (Community Alternative to Short Prison Sentencers). This intervention, in partnership with the Probation Service, is aimed at making communities safer by breaking the cycle of offending across Northumbria. Since it commenced the Probation Practitioners have started working with 11 individuals.

Case study: CASPS

Client FC1 had a history of convictions between 1998- 2022 and recently received a 24-month community order for having an article with a blade or point in a public place. As a result, FC1 was assigned to CASPS. Since being referred FC1 has had 15 appointments and has engaged well during these meetings.

Together the Community Navigator and FC1 completed the CASPS assessment which allows the navigator to examine FC1s background to offending and to identify strengths and areas of development for the Community Navigator and FC1 to focus on. The following issues were discussed;

1. Managing Tenancy and Accommodation
2. Finance Benefit and Debt
3. Dependency and Recovery
4. Physical Health
5. Emotional and Mental Health
6. Motivation and Taking Responsibility
7. Education and Training and Employment (ETE)
8. Offending Behaviour

Whilst at the early stages FC1 has engaged well with the Community Navigator, there are several agreed actions which they will focus upon during the coming weeks, including the setting of realistic goals and targets. The Community Navigator will help to support FC1 to engage in community groups to help to develop positive relationships and build self-esteem.

Some strengths that have already identified with FC1 and they already taking active steps in their life such as engaging with appointments, taking steps to help manage money and attending substance misuse treatment appointments.

Looking ahead:

Moving forward, the VRU will use a five-tiered model of delivery that will mirror the operational police tiered approach to threat, harm and risk. This is based on the national public health primary, secondary and tertiary approach commonly used in relation to harm reduction. The proposed delivery model will include core VRU commissioned interventions delivered across the three area commands and the development of specialised teams that can be mirrored across all three areas (covering the whole of Northumbria).

The VRU will explore development of response teams as well as the inclusion of and regular information sharing with all partners to ensure robust response. All responses will reply on using problem solving approaches that identify both risk and vulnerability that will inform responses via early intervention, offender management and multi-agency working to mitigate risk and harm within our communities across Northumbria.

Primary Prevention

- Education Engagement

Secondary Prevention

- Custody / A&E Diversion
- YOLO
- Community Link Workers
- Employment Pathways
- Out of Court Disposals

Tertiary Prevention

- Focused Deterrence
- Short Sentence Diversion (CASPS)

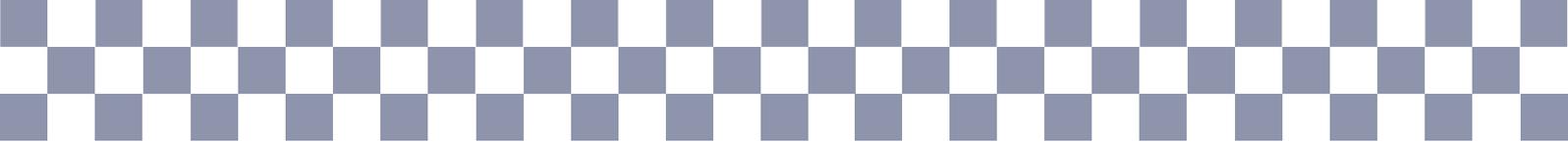
The model will comprise of two access points in Custody and the Community with integrated care pathways into higher tiers and more intensive behaviour change interventions based on the needs of the individual. Beneficiaries will be able to navigate through the system with escalation and de-escalation support plans based on offending behaviours.

- **Tiers 1-4:** will initially be managed via referrals only – no self-referral with the exception of universal services.
- **Tier 0-2:** seek to identify risk and vulnerability and use problem solving, early intervention, offender management and partnership working in an attempt to mitigate risk and any increasing offending trajectories. Involvement in these tiers will be in the form of advice and guidance and working to create clarity of pathways of escalation /de-escalation.
- **Tier 3:** carries a focus on high harm causers with significant levels of offending. They will also manage/ monitor localised victims on the cusp of moving from medium to high risk of harm in the space before specialist response is required. Monitoring the local management of offenders who pose significant risk to victims or the wider community.
- **Tier 4:** offenders in tier 4 will be managed alongside Specialist Departments/ Agencies for individualised response. Tier 4 predominantly relates to high-risk victims and high harm offenders.

Tier 0 Universal offer	Tier 1 Low level criminal offending / ASB	Tier 2 Increasing level of criminal offending - severity and/or frequency	Tier 3 Higher harm causer - significant levels of localised offending	Tier 4 Police or high harm offender
Tier 0 Primary prevention	Tier 1 & 2 Secondary prevention		Tier 3 & 4 Tertiary prevention	

The following interventions will be delivered in response to the 'Fighting Crime' priorities contained within my Police and Crime Plan: CASPS, Out of Court Disposals and Focussed Deterrence.

CASPS	<ol style="list-style-type: none"> 1.Reduction in frequency and gravity of offending by cohort 2.Reduction in number of short sentences by cohort 3.Increase in compliance with associated orders/programmes 4.Increase in access and compliance with treatment services 5.Continuation of stable accommodation 6.Increase access to employment, training and education opportunities
Out of Court Disposals	<ol style="list-style-type: none"> 1.Reduction in re-offending rates (% of those accepting an O OCD) 2.Number known to be accessing needs specific support post O OCD (% of those accepting an O OCD) 3.Number who enter volunteering/training/employment 4.Increased level of victim satisfaction



Focused deterrence	<ol style="list-style-type: none"> 1. Reduce serious violence affecting young people 2. Reduce fear of crime and increase feelings of safety for all who frequent the City Centre for work and leisure 3. Young people identified through focused deterrence will be provided with support based on their individual needs 4. Cost benefit saving for statutory agencies 5. Improved life outcome for individuals within the cohort
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3. THE ILLEGAL DRUGS TRADE

Drug addiction destroys lives, spreads crime and fear, and puts money in the hands of organised criminals. The North East of England has had the highest rate of drug misuse for the past seven years.[1]

A new threat that has grown since the last Police and Crime Plan is the emergence of County Lines. These are drugs networks in which organised crime groups and professional criminals from elsewhere exploit children and vulnerable adults in rural locations, towns and smaller cities to sell drugs, often forcing people into committing criminal acts based on violence, debt, addiction and lies. For the people at the top of these networks this is a business and it can be a sophisticated operation. For the victims who are sucked in, this ruins lives and blights communities.

Part of the answer to the drugs misery we see on our streets is direct police action: investigating drug dealers, arresting them and taking them to court. But part of the response has to be about supporting those with addictions - those people who often turn to crime to fund their addiction. In the police and crime plan I committed to:

- Hold Northumbria Police to their commitment to target and disrupt the illegal drugs trade at all levels.
- Work with others to try and rebuild drug treatment programmes lost to austerity – including looking at wider help available to those suffering from substance abuse and mental health concerns.
- Ensure Northumbria Police use the full enforcement options available to break up County Lines, and punish the gangs responsible, whilst also finding those at risk and getting them out of a life of crime.

Current position:

- The North East of England has had the highest rate of drug misuse for the past seven years. Northumbria is one of the worst affected areas in the UK in relation to drugs related deaths.
- A total of 252 drug related deaths were reported between October 2019 and April 2022.
- The monthly average drug deaths for March 2020 to April 2021 have increased from 9 to 9.8 for the same period 2021/22.
- In the fiscal year 2020/21 Northumbria recorded 108 drug related deaths compared to 118 in the fiscal year 2021/22.

[1] ONS Data

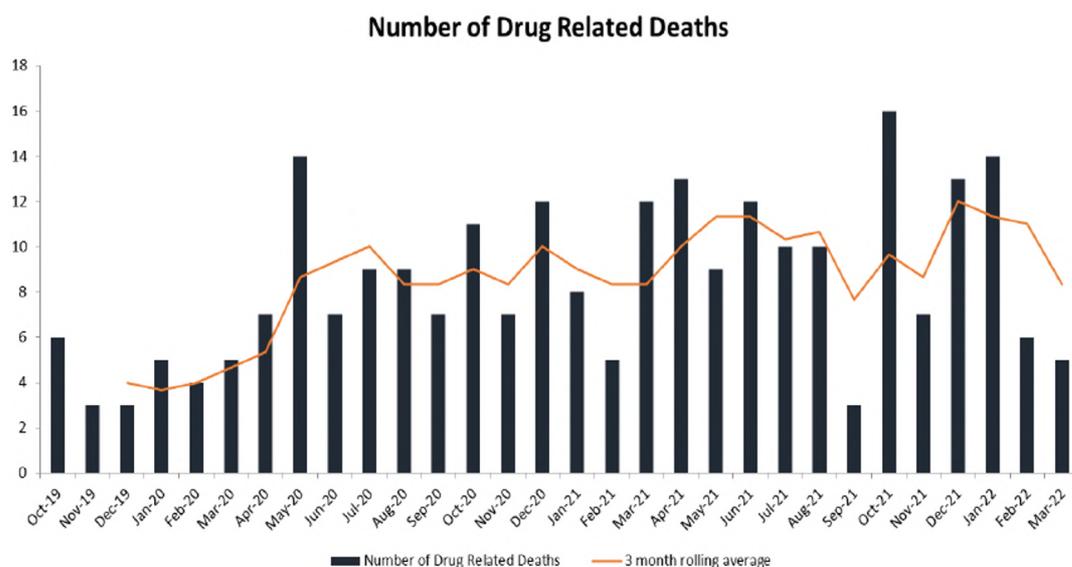


Table 4 showing the number of drug related deaths in the Northumbria Force area between October 2019 – March 2022.

Update on key work undertaken:

• Prioritisation

- Tackling illegal drug supply has been continually prioritised by the force; this criminality holds many different forms and can range from organised importation of multi-kilos of Class A drugs, industrial scale cannabis farms operated by OCGs from the UK and abroad, to low level street supply of prescription medication.

• Drugs threat desk

- The implementation of a drugs threat desk during the summer of 2021 has been designed to assist in the holistic understanding of the threat, harm and risk posed to our communities. The threat desk assists the force drugs lead in ensuring that an effective four P based response is delivered against the areas of highest harm.

• Successful force operations

- In February 2022, two operations were successfully executed resulting in significant drug seizures.
 - Operation Hercules resulted in 50 kg of cocaine and 30kg of crystal meth, with an estimated street value of up to £11 million, being seized. This is one of the largest seizures of its kind in the North East.
 - Operation Stoop resulted in the seizure of over 20kg of Heroin. A number of offenders have been charged and remanded in custody as a result of these operations.
- In the last 12 months overall Northumbria Police have executed 82 warrants and 307 arrests, seized £277,546.43 in cash and an estimated £1,564,565.00 in drugs.

• Qlik Sense SOC dashboard

- This new dashboard has been developed by the force to include partnership data and will for example provide information in relation to not just drug deaths and supply (police data), but drugs overdose 'near-miss' data from the North East Ambulance Service and intelligence from the private sector in relation to workplace drug testing (which shows levels of positive tests for Class A drugs).

- **Project ADDER** (Addiction, Diversion, Disruption, Enforcement and Recovery)

- Is a pioneering project which aims to tackle drug addiction and clampdown on the supply chain. In its first year of action in Newcastle 82 warrants and 307 arrests have been made and criminal assets worth more than £2,300,000 have been seized.
- Alongside this, there has been close work with Newcastle City Council and a range of local charities who help support residents and their families impacted by addiction, to stop the exploitation of vulnerable people, and dismantle the criminal organisations behind the supply of illegal and harmful drugs. In relation to supporting people into recovery, almost 1,000 people have engaged with treatment services including harm minimisation services, care coordinators and outreach teams.
- A total of 52 relatives of drug users have been provided with face-to-face support between January and March 2022, and 226 Naloxone kits – used to reverse the effects of an opiate overdose – have been distributed to treatment services through ADDER funding. These are wins that will benefit not just those struggling with addiction and their families, but also the communities and residents of Newcastle who have to deal with the consequences of these untreated addictions.

4. REDUCING BURGLARY

Burglary is a crime that often feels deeply personal, and many people taking part in my police and crime plan survey said they wanted to see those who commit this crime brought to justice. I'm proud to be Police Commissioner for a force that has a strong track record in tackling burglars.

In the Police & Crime Plan I committed to:

- Regularly publishing burglary data so the public can see that Northumbria continues to have a strong record on tackling burglary.
- Back home safety measures in the most at risk areas to help people feel more secure in their own home.

5. BUSINESS CRIME

In the North East we boast a strong, vibrant business community and it's vital we do all we can to protect it. The impact of business crime can be very damaging, particularly to small or medium sized enterprises – losses can ruin them. I'm pleased with how local business owners recognise the importance of working closely with our officers, sharing intelligence and making sure they're taking the right steps to prevent them from being targeted by criminals.

Update on work undertaken:

- **Business Crime Reduction Partnership**

- Northumbria Police have recently teamed up with Newcastle City Council and a number of high-profile retailers in Newcastle to form a new Business Crime Reduction Partnership. This follows a survey of NE1 business members which suggested that anti-social behaviour and retail crime in the city is an issue for businesses, but is rarely reported to the police. The partnership will see the city centre business improvement district create an online platform which, similar to a neighbourhood watch scheme, gives access to a members' forum to record incidents, share information, and raise alerts to help prevent and reduce crime, while also improving safety for businesses, staff, and visitors. The partnership will be free for all NE1 levy-paying businesses and is also available for companies outside the NE1 postcode area to join for a small annual fee.

- Under the partnership, NE1 is encouraging businesses to report incidents of anti-social behaviour or criminal activity via the platform, allowing the partnership to accurately determine the extent of the problem, and work with the police to allocate the resource to tackle the issues. As well as logging incidents of crime and anti-social behaviour, businesses will be able to review information on offenders operating in the city centre and keep abreast of criminal trends and activity. The platform will alert businesses to the presence of offenders in the city before they go into shops, or leisure venues, and enable businesses to manage the risk appropriately.

6. RURAL CRIME

Rural crime can have a devastating impact on the more isolated communities within our region. It is important to me that these communities feel heard, well-connected, and supported by their police force. Whilst recent reports have found that Northumbria continues to be amongst those least affected by rural crime, stolen farm equipment, livestock thefts and sheep worrying are all typical crimes known to impact those living in rural areas. I am determined to support rural policing and in the Police and Crime Plan I committed to:

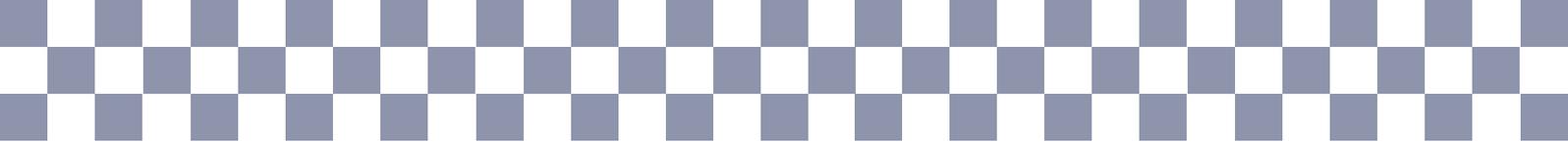
- Make sure that issues like domestic abuse aren't hidden crimes that get forgotten about in the remote parts of our region.
- Ensure the force remain proactive in policing rural crime to ensure communities are protected. In recent years we've seen Farm Watch and Operation Checkpoint, our network of rural crime volunteers, go from strength to strength and I am committed to building on this.

Update on work undertaken:

- **Operation Checkpoint**
 - The largest Operation Checkpoint to date ran in March 2022. Northumbria Police officers from the Rural Crime Team, Neighbourhood Policing Teams, Op Dragoon, and Operations Department worked with Rural Crime Volunteers, partner agencies such as the Environment Agency and neighbouring forces in Durham, Cleveland, Cumbria, Lancashire, North Yorkshire, and West Yorkshire to stop almost 70 cars, seize drugs and arrest suspects.
- **Engagement**
 - I will be hosting a rural engagement event alongside the force at Hexham Mart in June 2022 to engage with local residents, farmers, and business owners in the fight against rural crime. The force will also be hosting their second Rural Crime Open Day next month at Kirkley Hall.

Looking ahead:

- **Funding**
 - My office, in partnership with Northumbria Police, Forestry England, Northumberland Fire and Rescue Service, Northumberland County Council and Northumberland National Park Association, has recently applied to the latest round of Home Office Safer Streets funding. The bid will specifically address:
 - Neighbourhood crime: Burglary, Robbery, Vehicle Crime, Theft from the Person and ASB:
 - Environmental ASB, including litter and fly tipping and direct ASB associated with leisure use in rural areas,
 - ASB – anti-social use of motor vehicles (off roading etc),
 - Secondary matters such as Theft including Theft of plant and machinery, Poaching and Wildlife Crime.



If successful in obtaining funding, the project will tackle rural crime and make people feel, and be safer in Rural Northumberland by:

- Harnessing the potential of our rural communities in a Rural Action Partnership that is more responsive to the needs of those communities
- Creating a Virtual Hub as a platform for multi-agency data sharing, co-ordination and engagement
- Upskilling our partnership and utilising technology to help them tackle rural crime and ASB more efficiently
- Taking an evidenced led approach to tackling rural crime and improving our understanding of the problem

7. RESPONDING TO THE NEEDS OF THE PUBLIC

In order to fight crime, the public need to have the confidence that the force will respond when they are called upon. We know that satisfaction is linked to the experience at the first point of contact with the police and in keeping the caller updated.

When incidents come into our control room they are assessed using an approach called THRIVE (Threat, Harm, Risk, Investigation opportunities, Vulnerability and Engagement), which is used by policing nationally to determine how best to respond. This assessment allows a judgment to be made about the response required and places the needs of the victim at the centre of that decision.

In the Police and Crime Plan I committed to:

- Ensure that each call to the police is met with an appropriate response.
- Ensure the force continue to focus on response times.
- Publish regular information setting out call handling and response time data.

More in-depth data regarding call handling, responses, answer times and satisfaction can be found in the Performance Management Data in Appendix 1, however in summary, in the 12 months to March 2022:

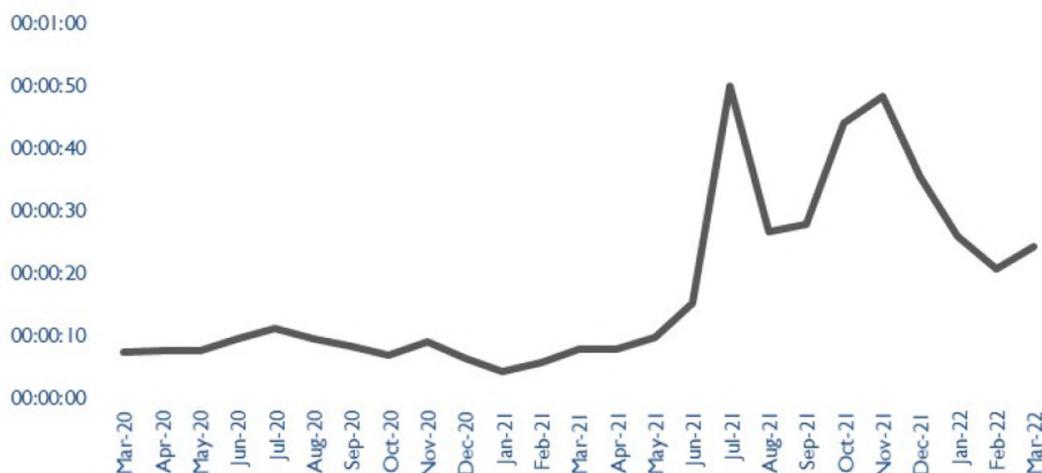
Call handling

- 77% of 999 emergency calls were answered within the call handling standard (10 seconds), on average within 29 seconds. In the 12 months to March 2021 88% of 999 calls were answered within the standard, with an average answer time of 8 seconds.
- 55% of 101 nonemergency calls were answered within the call handling standard (60 seconds), on average within 5 minutes 48 seconds. In the 12 months to March 2021 74% of 101 calls were answered within the standard, with an average answer time of 49 seconds.
- SmartContact, a new system replacing the existing command and control functionality, was introduced on 29 June 2021. As anticipated, following implementation, call handling times increased, as shown in the below graph. This has been as a result of a number of factors, some associated with SmartContact and some which have been compounded by other factors, such as higher than expected call demand. In the 12 months to March 2022 the number of 999 calls increased by 27% compared to the previous 12 months.
- In response to the increase in answer times:
 - The force is focussed on embedding SmartContact, as well as aligning future non-emergency demand to Digital and Social Media reporting.

- I am ensuring that the force recruits more call handlers, as set out above. The recruitment plan for call handlers is in place, with the second cohort of recruits in 2022 working independently to increase call handling coverage. The third cohort (18 staff) will commence on 9 May 2022. There is further recruitment activity underway to work towards the intended uplift of 32 FTE. In addition, 40 front office staff will be trained by the end of May 2022 to deal with both 101 and digital demand.
- A new system, Call-back Assist launched on 9 March 2022, which gives non urgent callers the ability to have a call-back at a more convenient time. Since launch there have been 1,800 call back requests, with an average call back time of 29 minutes. Feedback from both the public and staff has been very positive.
- There is ongoing analysis of calls via new customer relationship management (CRM) to build on and identify further partnership opportunities with a problem-solving approach to reduce inappropriate demand.

999 Average Answer Time

Table 5:
Graph showing
the average
999
emergency
call answer
times, March
2020 – March
2022



Response times

- In the 12 months to March 2022, the force responded to priority 1 urban incidents in 18 minutes, on average. 81% of responses were within the standard of 15 minutes.
- For priority 1 rural incidents, the response time standard is 20 minutes. In the 12 months to March 2022 the force responded to 62% priority 1 rural incidents within 20 minutes; responding on average in 31 minutes.
- Priority 2 incidents were attended on average in 4 hours 28 minutes – 59% within the standard of 60 minutes.
- All average response times have increased since the 12 months to March 2021. This is largely due to an increase in demand. Grade 1 incident demand remains high following the easing of COVID-19 lockdown measures. Between January to March 2022, there were 28% more grade 1 incidents (+ 3,783 incidents) compared to the same period in 2021 and +36% (+4,569 incidents) compared to the same period in 2020.
- Quality assurance processes are in place to ensure response officers complete an accurate assessment of vulnerability and risk (particularly for victims of domestic abuse and people with mental health conditions). A standardised assessment tool is now in place and the force Communications team have oversight of closures of shadow logs with appropriate additions such as Child Concern Notices, Adult Concern Notices, and DASH and the potential risk of incidents not being closed in a timely manner. A Crime and Incident Management Unit is in development to provide seamless management of all incidents and is anticipated to be implemented in the last quarter of 2022.
- I will continue to monitor progress through my regular Scrutiny meetings.

Satisfaction

- 83% of volume crime victims (managed by Area Commands) are satisfied with their overall experience.
- Whilst satisfaction levels for initial contact remain high, there is a statistically significant reduction when compared to the previous 12 months to March 2021. Victims less satisfied with this service aspect indicated the time taken to answer the phone, particularly the 101 service and the response time specified by the contact handler as explanation.
- There is a statistically significant reduction in response time satisfaction (87% reported satisfaction in the 12 months to March 2022, compared to 91% in the 12 months to March 2021). Although the expectations of victims vary, survey feedback showed that dissatisfied victims felt their response time was not proportionate for the type of incident that they were reporting. Several victims commented that their response time had been longer than the timeframe specified by the contact handler.
- Follow-up performance remains an area for improvement, although the decrease between the current and previous results is not significant, 64% of victims who wanted updates felt satisfied with the way they were kept informed (compared to 67% in the 12 months to March 2021). Not receiving updates and waiting long periods of time between contact drive dissatisfaction with follow-up.
- There is a statistically significant increase in the percentage of victims satisfied with the way they were treated (from 93% to 94%).

8. ONLINE CRIME

Cybercrime, including online fraud, is a growing threat both regionally, nationally and internationally. The type, frequency and sophistication of cyber-enabled crimes are continually increasing, ranging from organised crime groups to individuals targeting victims via social media. Many cyber-enabled crimes lead to complex investigations, and I'm committed to ensuring the force has the resources to carry these out. But we must recognise that online crime ignores all borders, and it's clear our response has to be part of a co-ordinated national approach.

In the Police and Crime Plan I committed to:

- Raise awareness of cybercrime and fraud and enhancing the force's investigation of these cases. I pledge to explore with the force the potential for more dedicated cyber fraud campaigns, and back the cyber volunteers who bring even more expertise to Northumbria Police.
- Ensure the force has the resources to carry out the complex investigations that many cyber-enabled crimes require.
- Work with the force to ensure those grooming children online and those who download or share images of abuse are found and those at risk are helped; ensuring early identification of child and adult sexual exploitation cases and provision of long-term support for victims to assist their recovery.

Current position:

Online crime overview

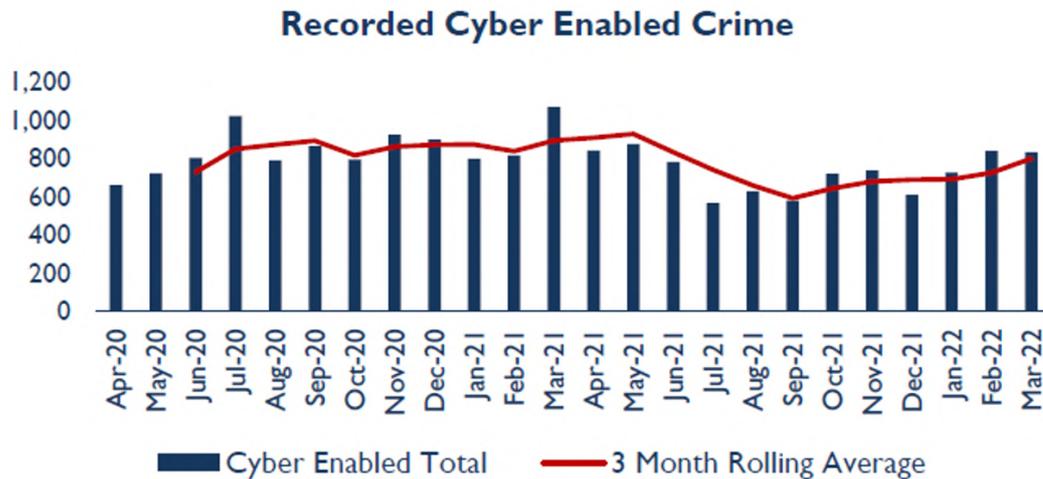
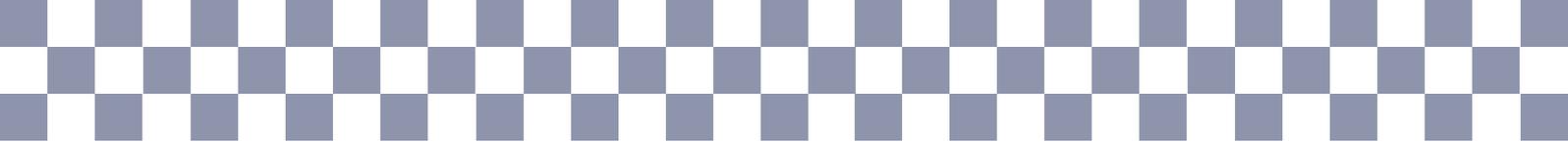


Table 6: graph showing the total cyber enabled crime recorded by Northumbria Police, April 2020 – March 2022.

- Northumbria Police has a dedicated, trained and well-equipped specialist Cyber Crime Unit who carries out all elements of the four Ps (Pursue, Prevent, Protect, Prepare). The Unit deals with various elements of online crime including fraud, financial investigation, cyber dependent crime, and indecent images of children (IIOC). The Team is allocated all cyber dependent crimes, which are often high profile, sensitive and complex investigations, and which can have significant consequences to the victim/organisation.
- There is positive interoperability and collaboration between forces and regional and national agencies across all areas of the Cyber Crime Unit and it is intrinsically linked with North East Regional Special Operations (NERSOU). The Protect and Prevent officers in specialist cyber also work closely with industry and academia.
- The Cyber Crime threat to Northumbria has decreased over the financial year 2021-22 with cyber dependant reported crimes down 36% and cyber enabled reported crimes down by 14%, which may be due to reluctance to report. However, the complexity of these offences continues to increase, and we are seeing overseas offenders causing higher harm.

Online fraud

- Northumbria Police has a Complex Fraud Team which works closely with the three north east forces and NERSOU via the Fraud Regional Development Officer, based within the Regional Organised Crime Unit (ROCU), as well as having enhanced links with the National Lead force, City of London Police.
- The Complex Fraud team continue to improve the consistency of fraud investigations across the Force, in line with the national Fraud Investigation Model (FIM). The FIM is a problem-solving approach and provides investigators with a structure focused on prioritising the prevention and disruption activity, such as asset recovery, to support the victim and prevent further criminality. It was designed to simplify fraud investigation and enable timelier and victim focused outcomes.
- In the 12 months to April 2022, there were a total of 5,906 reports to Action Fraud within the Northumbria area; with 13% of these victims identified as vulnerable and requiring intervention via Neighbourhood Policing Teams to deliver Operation Signature. Overall, this marks a 15% decrease in Action Fraud reports down from 6952 the previous year.



Action Fraud

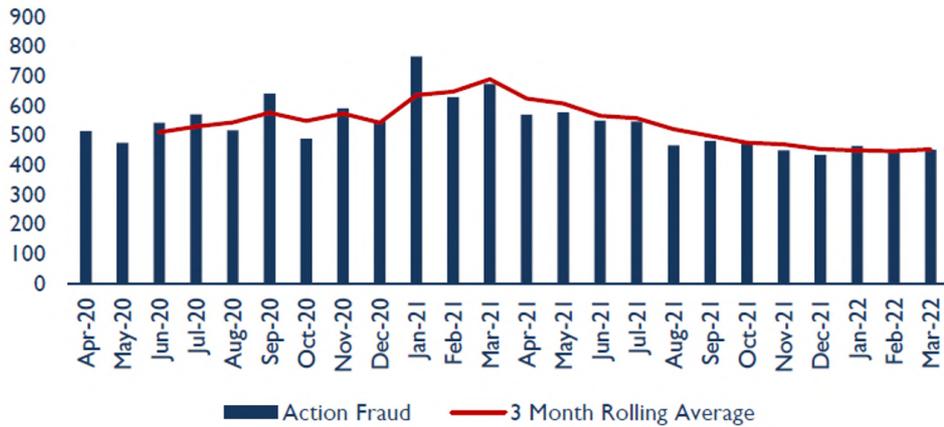


Table 7: graph showing the number of reports to Action Fraud within the Northumbria area, April 2020 – March 2022.

Cyber-enabled child abuse

Indecent Images of Children

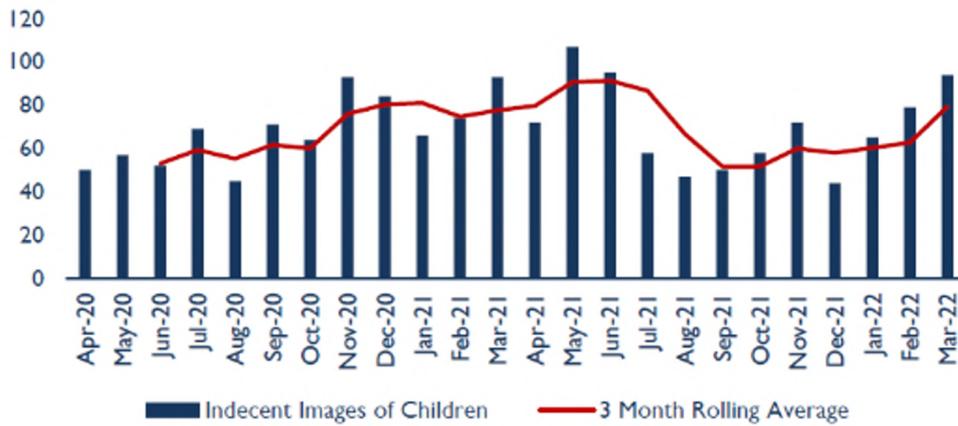
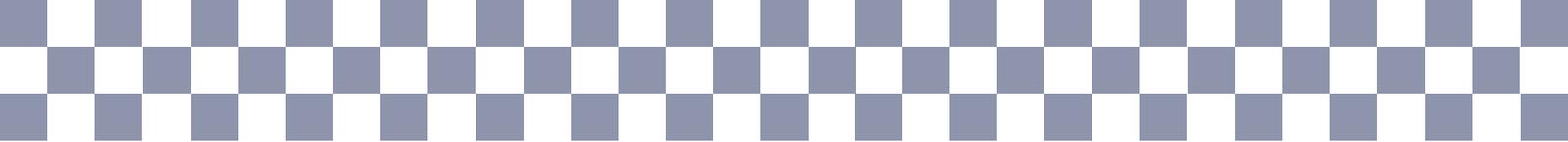


Table 8: Graph showing the volume of IIOC (Indecent Images of Children) offences recorded by Northumbria Police, April 2020 – March 2022

- The volume of recorded IIOC (Indecent Images of Children) offences is up 3% on the previous year. Continued increases in reporting from social media have also resulted in a backlog of IIOC intelligence unrepresented in the data in the above graph.
- Investigations are becoming more complex, labour intensive, protracted and often identifying serious contact offending.
- Recent investigations have necessitated cloud-based evidence recovery as the result of the use of encrypted storage solutions; specialist techniques and capabilities are required to capture crucial evidence, which are provided by the Paedophile Online Investigation Team (POLIT).

Work undertaken to combat online crime:

- **Early intervention**
 - Northumbria Police has adopted the regional ‘Cease & Desist’ supportive intervention tool, promoting voluntary engagement with subjects that have been identified as involved in or being on the periphery of cyber dependant crime, but not met the threshold for prosecution, to prevent possible offending or to stop ongoing offending.



- **Prevention**

- Work is ongoing within the force to ensure there are effective links between the cyber dependant Protect and Prevent staff and other operational and strategic leads across the Force who have responsibility for delivering protect material to our communities (e.g., through School Liaison Officers and Safety Works).

- **Volunteer support**

- Opportunities to utilise cyber volunteers on a national scale are being progressed with the launch of a national App in April 2022. The App contains a skills profile of all cyber volunteers across the country to enable them to nationally assist with investigations where they have specialist knowledge. Consideration is also being given on how to use the volunteers locally to enable those who are most vulnerable to protect themselves in the cyber arena.

- **Increasing capability**

- Improving the Force capability and response to cyber investigations is being addressed in a number of ways. This includes the use of media both internally and externally to raise awareness of cybercrime and the Cyber Crime Unit. In addition, there are drop-in advice sessions and contact facilities for officers outside the specialist cyber and fraud teams who require investigative support and ongoing training in the different aspects of cyber and fraud. The Force continues to support all national, regional, and local campaigns.
- With regard specifically to online child abuse, the POLIT (Paedophile Online Investigation Team) are in the process of expanding their Victim identification capability with recruitment of a further dedicated officer and updated digital equipment. This will ensure that Northumbria Police continue to lead the way in Victim identification and new technology is being used to identify and safeguard more victims of Child Sexual Exploitation and Abuse (CSEA).

- **Training**

- A Force training programme has been delivered in relation to fraud and work continues to increase awareness and confidence internally.

- **Education**

- In the past year POLIT worked with the Northumbria Violence Reduction Unit and Safety Works to develop a package delivered in schools, alternative education provision and voluntary groups to educate teachers, parents, and children.

- **Improving the force response to victims of fraud**

- In January 2021, Northumbria Police was one of the forces inspected by HMICFRS as part of the re-visit of the National Fraud thematic inspection. The re-visit involved a review of documentation and interviews and focus groups with strategic, tactical, and operational staff involved in dealing with fraud offences. Feedback was positive and both recommendations and four of the five areas for improvement (AFIs) previously made to Northumbria Police were assessed as complete following the inspection. The remaining AFI 'Chief constables should ensure that their force complies with the Code of Practice for Victims of Crime when investigating fraud' remained open following the revisit, however the sustained improvement in Code of Practice for Victims of Crime (VCoP) performance has resulted in this AFI being assessed by the Force as complete.
- The Force has undertaken significant activity to improve VCoP performance across all areas. For example, fraud victims will now receive an SMS or email which provides a reference for their crime and updates them regarding their rights as a victim of crime. Support is given to all investigations from the specialist fraud team and the National Economic Crime Victim Care Unit (NECVCU) has provided additional support to non-vulnerable victims of fraud within Northumbria which commenced in December 2021. Implementation has improved the service to all victims of fraud.

9. SERIOUS AND ORGANISED CRIME

Organised crime often operates at an international level, but its impact can be seen on our streets. Every part of the force has a role to play in tackling this, especially neighbourhood policing with their close links to the communities we serve. We know, for example, that criminals involved in serious and organised crime frequently commit 'low level' crimes in their local area, sometimes creating a climate of fear.

In the Police and Crime Plan I committed to:

- Back Northumbria Police to disrupt organised crime at every level, ensuring the public can see that those who try to profit from crime are targeted and inappropriate role models are stopped in their tracks.
- Ensure the force continue targeting the organised crime groups behind the illegal drugs trade, ensuring those who seek to profit from the misery of addiction are in our sights and brought to justice.

Current force position:

- The Force holds a bi-monthly SOC (Serious and Organised Crime) Governance Group, involving key internal and external stakeholders. This underpins delivery of Operation Sentinel, the collective response between Northumbria, Cleveland Police, Durham Constabulary and NERSOU to targeting offenders and preventing SOC activity from taking place.
- In 2020/21, NERSOU provided support to ongoing activity against OCGs in Northumbria on 110 occasions which could range from being involved in a problem-solving meeting to a full deployment via the gateway requests. They continue to provide support on 31 occasions from January 2022 to date.

Update on work undertaken to tackle Serious and Organised Crime (SOC):

- **Improving understanding and management of risk**
 - All mapped Organised Crime Groups (OCGs) and Priority Individuals (PIs) are currently being scored via the new MoRILE 2020 framework which facilitates common language, consistency, and an understanding of threat harm and risk. Each OCG or PI is then populated onto a SOC master-list, which is central to the National Crime Agency (NCA) SOC system tasking methodology. This system enables a greater understanding of organisational risk from SOC and provides a consistent grading in respect of how effectively each issue is being managed by the owning agency to support efficient tasking and coordination. The intention is that this SOC system tasking will, in time, replace tasking and coordination processes.
- **Qlik Sense SOC dashboard**
 - Significant work has been undertaken to develop a Qlik Sense SOC dashboard that uses a wide range of police and partnership data to provide an indication of community place-based harm emanating from SOC.
- **Operation Venetic**
 - Operation Venetic currently facilitates opportunities to fundamentally dismantle dozens of sophisticated OCGs involved in high level organised crime such as supply of firearms and drugs via an encrypted communications platform. Significant success has been achieved by Northumbria Police including recovery of circa 24.85kg of cocaine, 2.5kg of heroin, several firearms and ammunition, £1.164m in cash, the restraint of 19 bitcoin and 8 properties. To date 123 arrests have been made.



FIGHTING CRIME PRIORITY 2: REDUCING ANTI-SOCIAL BEHAVIOUR



Anti-social behaviour is a concern in many parts of our region; it is one of the most frequent issues reported to the police and undoubtedly impacts on the lives of many people. ASB is any behaviour that is capable of causing nuisance and annoyance; is likely to cause harassment, alarm, or distress; creates significant and persistent problems in a neighbourhood and leaves communities intimidated. It can come in variety of forms; from being inconsiderate, reckless, and abusive to committing crimes. It can refer to any situation where someone does something which has a harmful effect on another person or group's quality of life.

Examples of such behaviour would include noise, harassment, criminal damage, graffiti and fly tipping, nuisance neighbours, street drinking, illegal riding of motorbikes, intimidation and hate behaviour that targets members of their identified groups because of their perceived differences.

Northumbria police are committed to addressing anti-social behaviour in both urban and rural settings. We know that to do so effectively requires working with others including local councils, youth services, housing providers, schools and further education providers, businesses, and the voluntary sector to understand the causes and intervene to change behaviour.

We saw the benefits of working together like this during the Covid-19 pandemic, when reports of anti-social behaviour increased. The police deployed dedicated task forces and met weekly with each local authority to discuss the response in that area and coordinate work with businesses, public transport providers, education, and voluntary sector organisations.

That's why in my Police and Crime Plan I commit to improving ASB by:

- Working with your councils to build joint ASB task forces, ensuring every local organisation plays their part in working alongside the police to address concerns about ASB. I committed to support the roll out of this approach to some of our most affected communities.
- Ensuring your ASB concerns are acted on. The police and local authorities, in consultation with my office, have reviewed and re-developed the ASB case review process to ensure repeat incidents of ASB are identified and get a prioritised response. I will ensure these are used to their full effect to support victims of ASB and that you can find out about this easily.
- Continuing to hold senior police and local authority leaders to account for their response to community concerns around ASB. My expectation is that the public will get a prompt and effective response with these organisations jointly taking ownership to address the causes and prevent repeat incidents. I will continue to support investment in youth services and diversion programmes to provide young people with life opportunities.

Current position:

- Anti-social behaviour (ASB) is a serious concern in the community and is one of the issues frequently reported to the police. Our Neighbourhood Policing Teams work with local communities and Partners to address and tackle ASB by adopting a problem-solving approach to achieve sustained results.
- There has been a fluctuation in recorded ASB during the last 18 months to 2 years, which is largely impacted by the Covid-19 pandemic. A significant fall in reported ASB was observed at the end of the formal Covid restriction period. The force is now starting to see ASB levels return to a more stable and accurate reflection.
- ASB demand in 2021/22 was 33% lower than levels in the previous reporting year, demonstrating the impact of the Covid restrictions. The levels of ASB in 2021/22 were also 7% higher than in 2019/20.
- The highest proportion of ASB in the force is seen within Central Area Command, most notably Newcastle City Centre.

	12 months to February 2022	Comparison vs 2021		Comparison vs 2020	
Force	49,989	-24,607	-33%	+3,275	+7%
Northern	14,805	-8,730	-37%	+681	+5%
Central	21,862	-8,651	-28%	+1,657	+8%
Southern	13,260	-7,288	-35%	+875	+7%

Table 9: the number of ASB incidents reported in each force area command in the 12 months to February 2022 vs 2021 and 2020.

Across the force area, Newcastle local authority area has by far the highest ASB volumes, which is disproportionate to the population size, being only 20% on the Force total population.

Table 10: the number of ASB incidents reported in each local authority area in 5 separate months of 2021.

Area	July	August	Sept'er	Oct'er	Nov (Up to and inc. 15th)	Total
Newcastle	1423	1217	1109	1076	509	5334
Sunderland	677	696	606	606	320	2905
Northumberland	642	651	593	595	292	2773
Gateshead	555	601	526	396	206	2284
North Tyneside	529	562	427	362	184	2064
South Tyneside	400	375	340	288	143	1546
Total	4226	4102	3601	3323	1654	16,906

- Community engagement activity has highlighted that ASB remains a significant community concern and a priority area for the public. The development of the Northumbria Connect engagement product and survey results identifies ASB as the top priority for the public.
- The most frequent cause of reported ASB is shown as rowdy/inconsiderate behaviour. Further analysis is required to better understand the context, patterns, and solutions.
- The future projection of ASB levels is anticipated to level out and return to pre-pandemic levels as shown below:

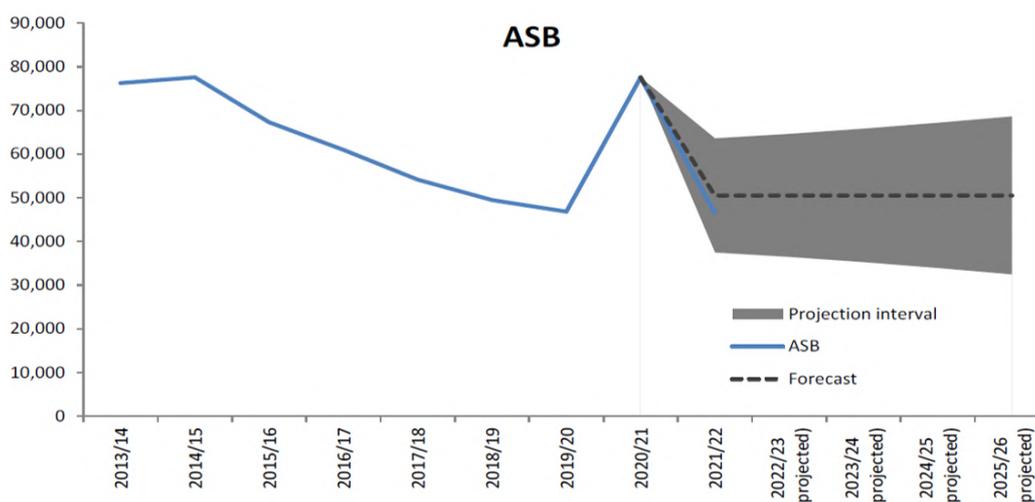


Table 11: Graph showing the number of reported ASB incidents in each financial year since 2013/4, and the predicted trend of future ASB incident reporting.

Update on work undertaken:

- **Northumbria ASB Champion**
 - I have employed an Anti-Social Behaviour Champion to work in my office, whose primary focus is to understand and champion the rights and needs of ASB victims, support the Northumbria Strategic ASB Board in the delivery of innovative projects, whilst also promoting a prevention and public health approach to reducing and tackling ASB with the main objective of improving lives.
- **Improving the response to ASB**
 - In 2022, the PCC and Northumbria Police launched the Strategic ASB Board and a multi-agency ASB Co-ordination group, bringing together Local Authorities, Fire Service, Transport providers and a number of other key partners. The Strategic Board has met twice with the Co-ordination group meeting monthly. The key priorities for the Strategic ASB Board will be to understand and improve:
 - Reporting ASB and the experience of Victims throughout ASB process
 - Early prevention and Intervention strategies to reduce ASB
 - The way we record and report on ASB and ensuring that there is consistency throughout our region
- **Community Trigger**
 - My office has worked closely with the ASB Strategic Board to re-develop and agree the new ASB Case Review process (also known as the Community Trigger). The revised process will identify vulnerable victims and provide residents with an easily accessible and transparent route to have a review of cases where they are persistently experiencing ASB. From July 2022 all requests to activate the Community Trigger will be coordinated by my office working in close partnership with the Community Safety Partnerships across our region.



- **Funding for ASB victims**

- I continue to contribute £30,000 per year to support ASB victim support services across the region. I am also in the process of review all Northumbria victim services to enhance and ensure consistency for these services by March 2023.
- In addition, I also this year made a £250,000 ASB Rapid Response Fund available for use by the ASB Strategic Board to support the approach to ASB and victims of ASB across the region. The vision of the board is to ‘create safe, strong, and resilient communities across Northumberland, Tyne and Wear through prevention, enhanced responses, and greater support for victims’. Since its development, and with further funding from each Local Authority and Nexus, we have used some of these funds to deploy youth outreach teams across our transport networks to prevent and deter incidents of ASB.

- **Future funding**

- My office has made a bid for £2m from the Home Office Safer Streets Fund Round 4, proposing detailed initiatives to make people feel safer. One of these bids focuses on ASB across our transport networks and how we can improve reporting mechanisms, prevent incidents occurring and respond to incidents swiftly and efficiently using our strong multi-agency partnerships.

- **Force training**

- Our Neighbourhood Policing Teams (NPT) have all received Objective, Scan, Analyse, Respond and Assess (OSARA) based problem solving training and continue to address local issues through joint partnership and community-based solutions. A new NPT performance framework has been launched in April 2022 and drives improvements on a senior and tactical policing level.

- **Engaging with communities**

- The Force rollout of Northumbria Connected and continued drive to increase membership, will increase our engagement opportunities with communities, particularly in relation to ASB. As we ask communities to identify problems in their local area, this is likely to highlight ASB concerns, which can then be addressed through Problem Solving. The Northumbria Connected product allows for targeted feedback to communities, with an expectation that NPTs will provide updates on their activities to address those concerns that have been highlighted.



APPENDIX 1: PERFORMANCE DATA

CORE PERFORMANCE DATA

FIGHTING CRIME

Many of the year on year figures shown here include comparisons with pandemic/lockdown crime rates.

RECORDED CRIME

Performance Headlines

Total crime has increased by 8% post-lockdown and is now returning to pre-pandemic levels, with an increase in the majority of crime categories. Violent crime categories: violence against the person, sexual offences and robbery have increased. As the above chart shows, there are spikes in crime types after lockdown restrictions eased.

Total Recorded Crime (Panel KPI)

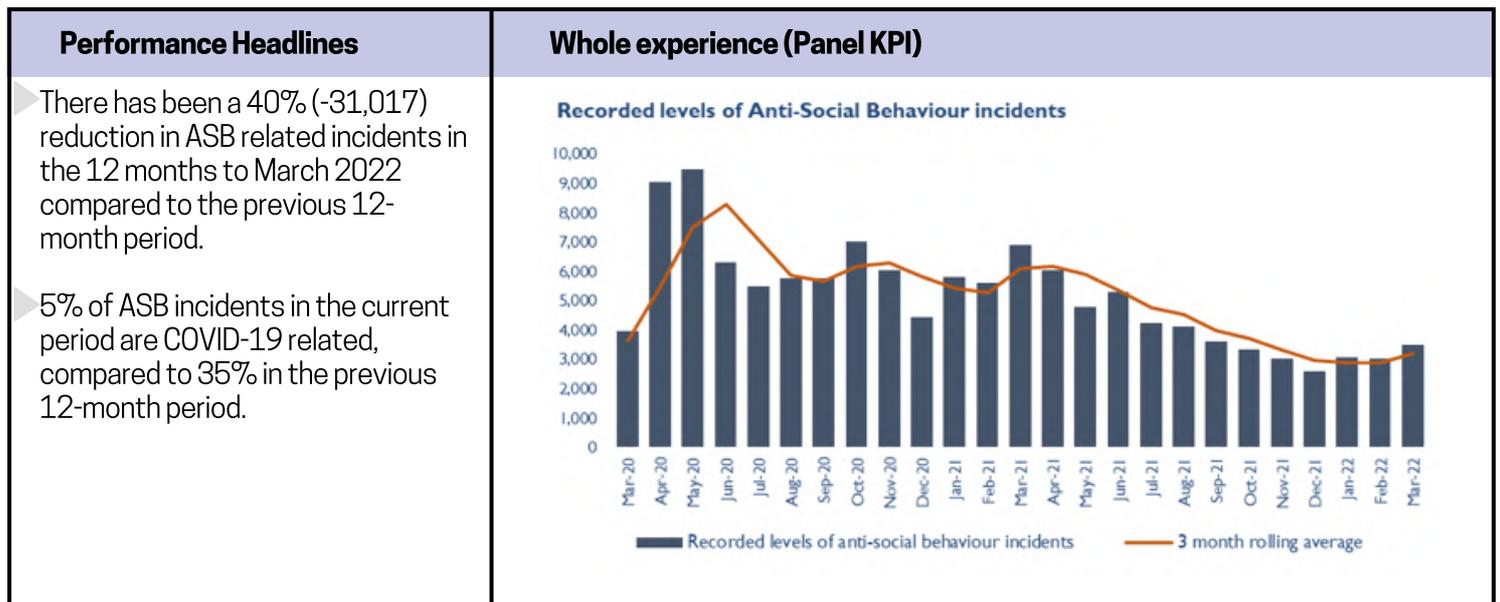
Total Recorded Crime



TOTAL RECORDED CRIME BY LOCAL AUTHORITY

	12 months to March 2019	12 months to March 2021	12 months to March 2022	% change against pandemic restrictions 21 vs 22	% change against pre-pandemic levels 19 vs 22
Total	158,084	125,965	136,387	+8%	-14%
Sunderland	32,915	27,357	27,983	+2%	-15%
South Tyneside	15,935	12,684	13,921	+10%	-13%
Gateshead	20,990	17,906	18,499	+3%	-12%
North Tyneside	20,590	16,869	17,659	+5%	-14%
Newcastle	42,446	29,278	35,524	+21%	-16%
Northumberland	25,208	21,871	22,801	+8%	-10%

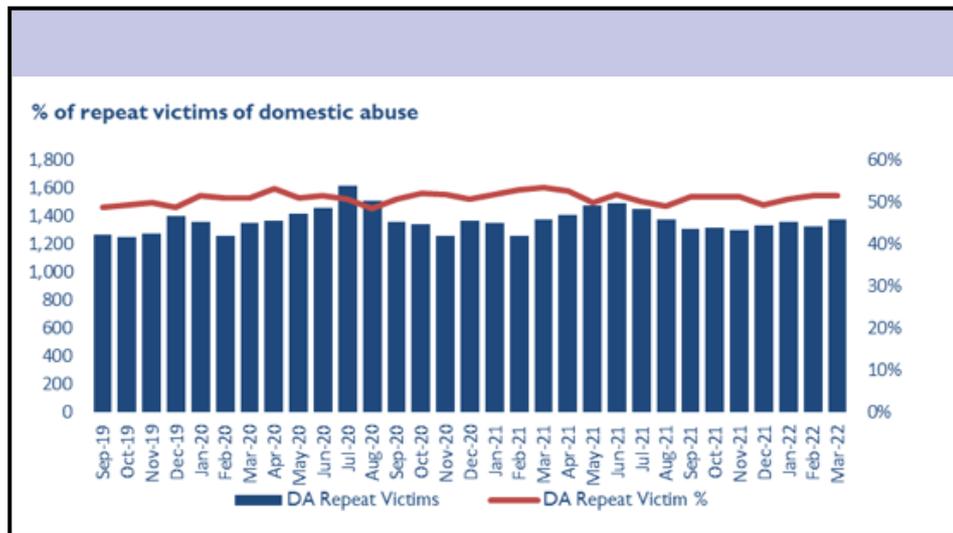
ASB INCIDENTS



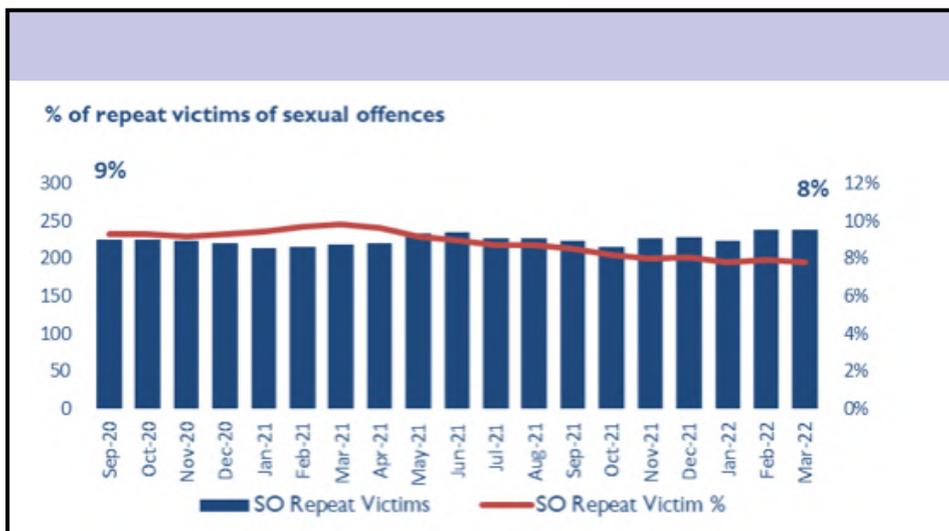
ASB SATISFACTION

Performance Headlines	Indicator	12 months to March 21	12 months to March 22
<ul style="list-style-type: none"> ▶ 76% of ASB victims feel satisfied with their experience of service as a whole. ▶ The satisfaction levels of ASB victims have deteriorated across most of the main aspects of service compared to the same period last year. Dissatisfied survey participants perceived that there had been a lack of action from police to resolve ongoing ASB issues. 	Satisfaction with police response	78%	76%

REPEAT VICTIMS - DOMESTIC ABUSE



REPEAT VICTIMS - DOMESTIC ABUSE

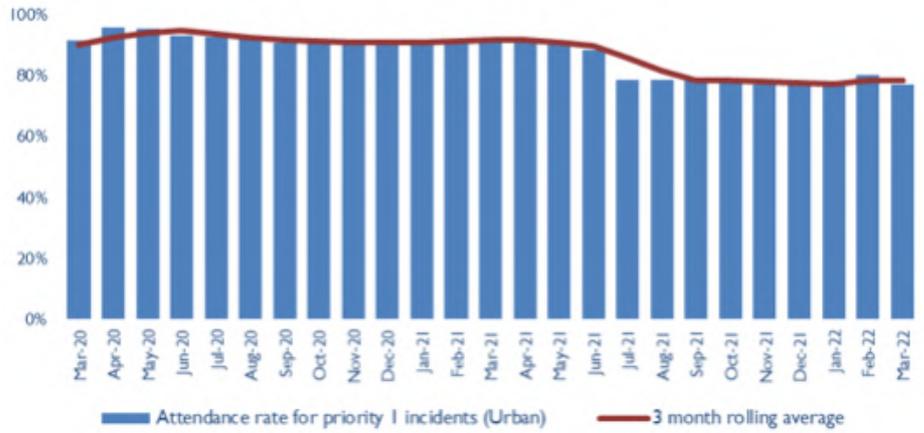


POLICE RESPONSE TIMES - GRADE 1 URBAN

Performance Headlines

Grade 1 incident demand remains high following the easing of COVID-19 lockdown measures. Between January to March 2022, there were 28% more grade 1 incidents (+ 3,783 incidents) compared to the same period in 2021 and +36% (+4,569 incidents) compared to the same period in 2020.

% Attended within standard - Grade 1 (Urban)



POLICE RESPONSE TIMES - GRADE 1 RURAL

Performance Headlines

The percentage of grade 1 incidents (rural) has attended within standard has remained consistent over the last 9 months.

The average response time for grade 1 urban in the 12 months to March 2022 was 17 minutes, and rural was 22 minutes. This is an increase from 8 minutes 26 seconds and 14 minutes 30 seconds respectively, in the previous period.

% Attended within standard - Grade 1 (Rural)



ANSWER TIMES - 999 EMERGENCY CALLS

Performance Headlines

- ▶ For the 12 months to March 2022 the number of 999 calls increased by 27% compared to the previous 12 months. There has been a reducing trend in the volume of emergency calls since October 2021, although call volumes remain higher when compared to the same period in 2020/21.
- ▶ The percentage of 999 calls answered within call handling standards has improved month on month, from October 2021 to February 2022. In March 2022, the percentage of calls answered within 10 seconds was 72%. The median time to answer 999 calls for the 12 months to March 2022 was up to 2 seconds.

999 Calls answered within standard



ANSWER TIMES - 101 NON-EMERGENCY CALLS

Performance Headlines

- ▶ For the 12 months to March 2022, 72% of 101 non-emergency calls were answered, with 55% answered within the call handling standard of 1 minute. The median time to answer 101 non-emergency calls for the 12 months to March 2022 was between 56 and 58 seconds.
- ▶ Similar to 999 calls, since October 2021 there has been an upward trend in performance for 101 non-emergency calls, although performance reduced in March 2022.

101 NE Calls answered within standard



- ▶ The recruitment plan for call handlers is in place, with the second cohort of recruits in 2022 working independently to increase call handling coverage. The third cohort (18 staff) will commence on 9 May 2022. There is further recruitment activity underway to work towards the intended uplift of 32 FTE. In addition, 40 front office staff will be trained by the end of May 2022 to deal with both 101 and digital demand.

PREVENTING CRIME

FIRST TIME ENTRANTS INTO CRIMINAL JUSTICE SYSTEM

Performance Headlines	Indicator	12 months to September 2020	12 months to September 2021
<p>There has been an overall reduction in the number of first-time entrants to the criminal justice system with a reduction in juvenile first-time entrants and an increase in adult first-time entrants. Nationally, there has been an increase from 88,699 to 92,842, again the number of juveniles has decreased, and adults have increased.</p>	Monitor the number of first-time entrants to the criminal justice system	2,060	2,013

SERIOUS VIOLENCE OFFENCES

Indicator % change	12 months to March 21	12 months to March 22	% Change
Serious violence offences	16,632	21,563	+30% (measured against pandemic lockdown period)
Knife enabled serious violence	852	822	-4%
Homicides	13	12	-7%
Hospital admissions (under 25s for assault with a sharp object)	87	108 (to Apr '21)	n/a

Performance Headlines		
<p>The number of serious violence offences has remained stable since the re-opening of the night-time economy in March/April 2021 with small peaks in October 2021 and March 2022.</p>	<p>Knife enabled serious violence was 3.8% of the total serious violence offences in the 12 months to March 2022, compared to 5.1% for the previous period.</p>	<p>For serious violent crime, the Force is placed 34th nationally for the 12 months to January 2022.</p>

IMPROVING LIVES

PUBLIC PERCEPTION

Performance Headlines	Indicator	12 months to March 21	12 months to March 22
<p>▶ Survey feedback also highlighted that some residents expressed a lack of confidence regarding the ability to effectively deal with non-emergency incidents. This was often based on the personal accounts of residents themselves or their perceptions of budget cuts and staff shortages.</p>	Percentage of people who think the police do a good or excellent job in their neighbourhood	82%	78%

OVERALL VICTIM SATISFACTION

Performance Headlines	Indicator	12 months to March 21	12 months to March 22
<p>▶ Analysis of the survey feedback shows that the length of time taken for police to answer the phone was the main source of dissatisfaction regarding initial contact.</p>	Whole experience	82%	76%

SATISFACTION - HATE CRIME

Performance Headlines	Indicator	12 months to March 21	12 months to March 22
<p>▶ There is a statistically significant decrease in whole experience satisfaction for victims of hate crime. Lack of communication and regular updates from police drives dissatisfaction with this service aspect.</p>	Whole experience	84%	76%

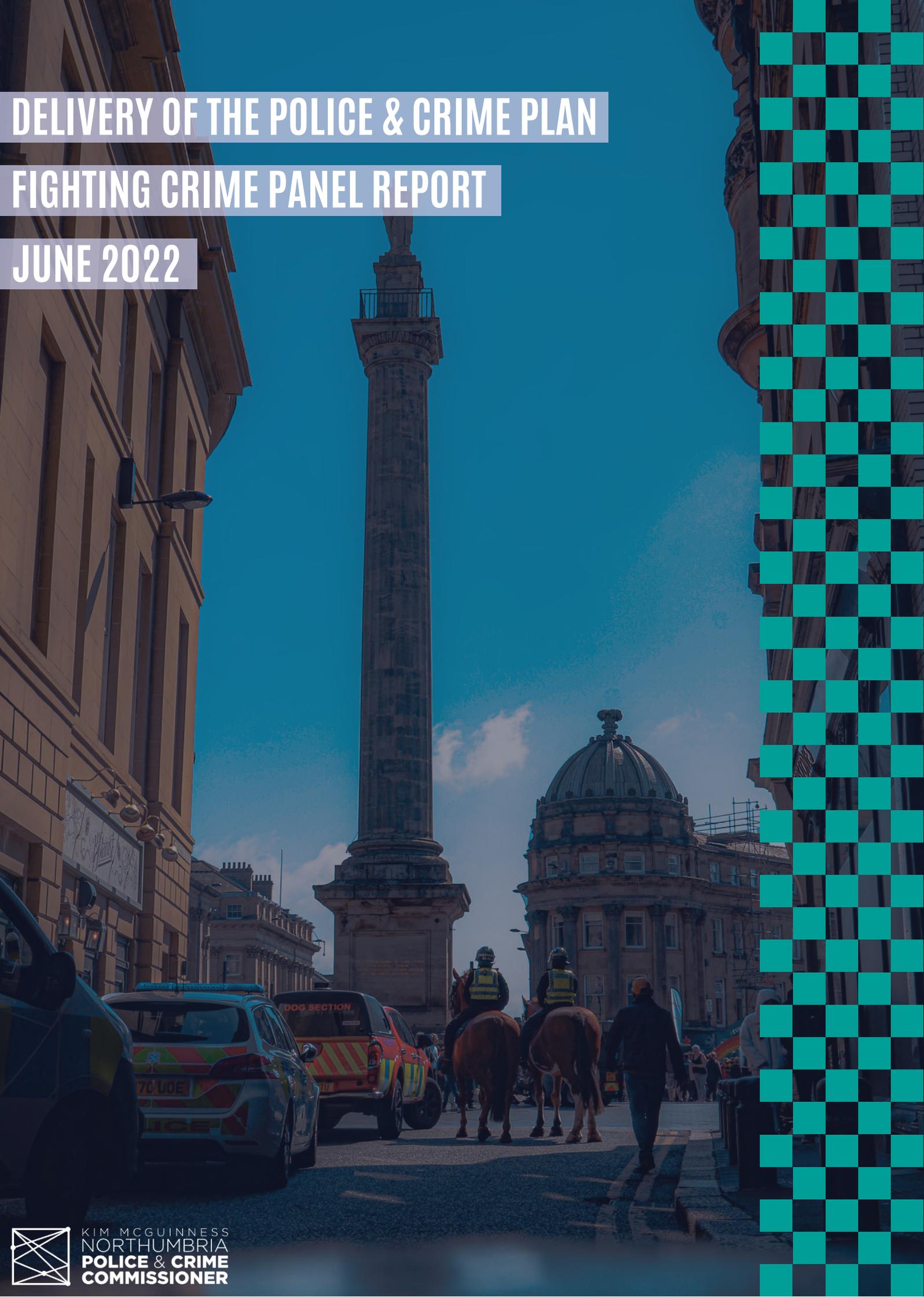
SATISFACTION - DOMESTIC ABUSE

Performance Headlines	Indicator	12 months to March 21	12 months to March 22
<p>▶ Domestic abuse victims continue to report high levels of satisfaction with the service with 89% of victims feeling satisfied with their overall service.</p>	Whole experience	89%	89%

DELIVERY OF THE POLICE & CRIME PLAN

FIGHTING CRIME PANEL REPORT

JUNE 2022



KIM MCGUINNESS
NORTHUMBRIA
POLICE & CRIME
COMMISSIONER