

Police and Crime Plan – Annual Performance Report

Police and Crime Panel

2015/16

PUTTING VICTIMS FIRST

- 1. We will further enhance the way we deploy officers, providing the most appropriate response to meet individual needs.**
- 2. We will participate in the Victims' Hub, 'Victims First' by:**
 - Identifying and assessing the specific needs of victims.**
 - Working closely with partners to ensure a proportionate response, including safeguarding, investigation and coordinating the information flow to victims, in line with our joint obligations under the Victims' Code.**
 - In partnership, coordinate an integrated victim support service.**
- 3. We will ensure that crimes are recorded properly and that the matter is dealt with, where appropriate, in line with victim's wishes.**

Summary

The Force has maintained high levels of victim satisfaction over the last twelve months, reflecting the emphasis on being victim focused and delivering a high standard of service.

The percentage of victims of crime who were satisfied with the overall service provided by Northumbria Police is higher than all other forces in England and Wales. Her Majesty's Inspectorate of Constabulary (HMIC) found the Force had good supervisory oversight and scrutiny of incidents involving vulnerability and repeat victims; with excellent evidence being found in case files and incident logs.

The Force has maintained high satisfaction levels for each aspect of service:

- 98% Ease of contact
- 92% Time of arrival
- 88% Action taken
- 84% Follow up
- 97% Treatment
- 91% Whole experience

Victims First Northumbria was launched in April 2015 and provides practical and emotional support to help victims cope and recover from their experience. Officers conducted satisfactory assessments of victims' needs for 87% of victims although this was below the target of 90%.

89% of callers whose incident was dealt with without officer deployment were satisfied with the overall service provided by Northumbria Police.

Following the introduction of mental health triage, only two out of 222 people detained under the Mental Health Act, were taken to a police station.

Key achievements

- A number of initiatives have been implemented to identify individual victim needs and support them from initial contact and response, to keeping them informed and achieving the most appropriate resolution.
- Victims First Northumbria (VFN) was launched in April 2015 and provides practical and emotional support to help victims cope and recover from their experience. VFN is an independent victim referral service and registered charity.

- Contact handlers have been empowered to make decisions using the THRIVE (threat, harm, risk, investigative opportunities, vulnerability and engagement) model to improve early identification of vulnerability and ensure effective demand management.
- Resolution without deployment has been introduced to resolve incidents by telephone, if suitable for the caller, ensuring a customer focused service, whilst reducing demand on frontline officers.
- Mental Health Triage was implemented with two dedicated teams (North and South of the Tyne). The aim is to provide an enhanced service to those who need mental health treatment and avoid them being detained unnecessarily under the Mental Health Act.

DEALING WITH ANTI-SOCIAL BEHAVIOUR

- 1. We will complete an assessment to determine the most appropriate response to meet the individual needs of victims of ASB.**
- 2. We will prevent anti-social behaviour, by working with partners to resolve longer term local issues.**
- 3. We will identify vulnerable victims and assess their specific needs, ensuring an appropriate response.**
- 4. We will ensure that new ASB powers are embedded and understood and are being used fairly and proportionately.**

Summary

The number of ASB incidents reduced by 13% (over 10,000 fewer incidents) compared to last year with reductions in both youth and non-youth ASB. The public's perception of ASB has also reduced; only 12% of the community think ASB is an issue in their neighbourhood.

The percentage of ASB victims satisfied with the overall service has reduced compared to 2014/15 (from 89% to 85%); a statistically significant reduction. However, 96% of victims are confident to report further incidents to the police.

A survey of victims who have suffered long term ASB found over half experienced no further incidents since their original report.

Key achievements

- Area commands continue to undertake significant activity with partners to tackle ASB. A range of different methods are used, which include joint visits with the local authority, face to face apologies, mediation and warning letters; ensuring the delivery of an appropriate and often tailored response to meet each individual's needs.

Examples of local activity and initiatives include:

- A multi-agency task force (consisting of police, Newcastle City Council and the North East Ambulance Service) was established in Newcastle to identify and target those responsible for selling and distributing legal highs.

- The launch of an ASB task-force, which involved training for all call handlers, supervision and resource controllers, to make reporting ASB as easy as possible for victims.

DOMESTIC AND SEXUAL ABUSE

- 1. We will deliver the policing aspects of Violence against Women and Girls Strategy (rape, sexual violence and domestic abuse), and in particular:**
 - Encourage an increase in reporting.
 - Reduce the attrition from report to conviction.
 - Increase the conviction rate.
- 2. We will build on the learning from Operation Sanctuary, work with partners to identify individuals at risk of sexual exploitation and abuse, and develop joint safeguarding protocols for those identified.**
- 3. We will work with partners managing perpetrators through the criminal justice process, further develop domestic violence perpetrator programmes, and refer victims to support agencies, as part of the Respect Programme.**

Summary

The number of sexual offences recorded increased by 35% from 2014/15, this follows the national trend, with all forces reporting an increase.

The report to conviction rates for sexual offences and domestic abuse has reduced from 20% to 17% and from 34% to 26% respectively. The report to conviction rate for rape offences has increased from 9% to 13%. The conviction rate for domestic abuse cases has increased compared to 2014/15, however, is below the target of 75%.

During 2015/16, 442 referrals have been made into domestic abuse perpetrator programmes:

- Sunderland BIG programme – 135 referrals (15 police referrals)
- South Tyneside programme – 86 referrals (1 police referral)
- Newcastle programme – 63 referrals (7 police referrals)
- Northumberland BIPP programme – 39 referrals (1 police referral)
- Gateshead DETER programme – 119 referrals (7 police referrals)

Key achievements

- During 2015/16, the Force managed over 2,000 sexual and violent offenders under Multi-Agency Public Protection Arrangements (MAPPA) in partnership with other local bodies.
- The delivery of the policing aspects of the Violence against Women and Girls Strategy remains a high priority. The Force has invested in significant activity to raise awareness of domestic and sexual violence and worked with partners to deliver training on coercive control and child sexual exploitation – raising the profile of these issues and helping to identify and tackle abuse.
- Operations dedicated to safeguarding vulnerable victims of abuse have been expanded to cover the entire Force area. The Force has also been successful in securing funding to develop innovative programmes aimed at targeting the most harmful and serial domestic abuse perpetrators. Domestic abuse perpetrator services have now also been expanded across the Force area.

- In order to better inform our understanding of domestic and sexual abuse, a regular survey has been introduced and focus groups held with victims of domestic abuse throughout the year.
- Live domestic violence patrols continue across the Force area on Friday, Saturday and Sunday evenings involving joint patrols with partner agencies and officers using body worn video cameras.

PREVENTING CRIME

- 1. We will prevent crime, through the implementation of a Preventing Crime Strategy, responding to crime trends and actively deploying and tasking resources.**
- 2. We will encourage the increased reporting of under reported crimes, such as Female Genital Mutilation, Child Sexual Exploitation, Human Trafficking and Hate Crime.**
- 3. We will closely monitor crime trends and patterns and prioritise resources to address those crimes that cause the greatest harm and concern to communities.**
- 4. We will identify repeat victims and reduce the likelihood of further victimisation, focusing on those crimes that have a significant impact on the victim.**
- 5. We will tackle offenders, with partners, particularly those who are most prolific and cause the greatest harm to communities.**
- 6. We will work with partners to improve criminal justice related systems to reduce the likelihood of reoffending.**

Summary

Nationally, there has been an increased focus on improving crime recording with 39 out of 43 forces reporting an increase in crime over the past year. Northumbria Police recorded a 29% increase in 2015/16, while the number of incidents created with the potential to involve a crime reduced by 11% over the same period – suggesting the increase in recorded crime does not indicate a rise in offending. Compliance with National Crime Recording Standards (NCRS) has improved from 87% to 90%; renewed focus on NCRS in the last 6 months of 2015/16 gives a compliance rate of 94%.

Despite this increase, the level of crime compared to other forces in England and Wales remains low; similar to the national average and second lowest within the Force's MSG.

The percentage of residents in the Force area who think crime is a problem in their neighbourhood has reduced to 7%.

Key achievements

- The force-wide campaign 'Beat the Burglar' was promoted through social media channels, and activity carried out locally. For example:
 - Operation Merlin was introduced in Northern, to provide multi-agency support to offenders and reduce the risk of re-offending.
 - Operation Forager delivered targeted crime prevention advice to repeat and near repeat victims of burglary, in Bensham and Jesmond.

- Operations were carried out in Southern to target those suspected of committing/intending to commit crime, as well as those who drive burglary offences through the distribution of controlled drugs.
- As part of the national 'surrender a knife' initiative, Northumbria, Durham and Cleveland police promoted the dangers of knife-related crimes and provided the public the opportunity to surrender knives in their possession. Bins were located at police stations across the three forces.
- Night-Time Economy (NTE) campaigns 'Keys, Money, Phone, Plans to get Home?' and 'One Punch Can Ruin Two Lives', were promoted over the Christmas and New Year period. Both reinforced messages about alcohol-related violence, highlighted safety messages and encouraged people to think about their actions.
- In October 2015, Northern Area Command launched Operation Secure, aimed at safeguarding the vulnerable and targeting those offenders causing most harm. Themed areas focussed on youth vulnerability (particularly CSE), alcohol-related vulnerability, domestic abuse and disability hate crime, with an evaluation planned later in 2016.
- The Force continues to encourage the increased reporting of under reported crime and has supported a series of events and initiatives to raise awareness of different kinds of under reported crime, the work that police and partners do to tackle it, and the support available for victims. National and local campaigns have also been held to tackle specific crime issues such as domestic burglary, knife possession and crime related to the night-time economy.
- Hate Crime Awareness Week ran between 8 and 14 February 2016, with a series of local events held across the Force. Activity was based on the campaign, 'Being you is not a crime. Targeting you is', and highlighted key messages and on-going engagement work. Specific activity includes:
 - Southern Area Command held Community Opportunity events with representatives from Young Asian Voices¹ and Apna Ghar², allowing first-hand experience of how police deal with hate crime and highlighting the support available to victims.
 - A half day event was held in Cramlington with the Local Education Authority, to promote Hate Crime awareness and community cohesion. A number of exercises were held to allow children to look at the diversity of the population of Northumberland, and to discuss Hate Crime.
 - Northumbria Police Cadets have produced a hate crime package for delivery to colleges and sixth forms across Central Area Command.

¹ Young Asian Voices (YAV) supports the local and Asian community; in particular young members of the BME Community. YAV works for equality of opportunity and social justice by offering training, volunteering, outreach, integration and youth sessions.

² Apna Ghar is a support service for minority ethnic women in Sunderland.

COMMUNITY CONFIDENCE

- 1. We will ensure neighbourhood teams are accessible and based at convenient locations, supported by new technology to increase visibility.**
- 2. We will understand and respond to the issues affecting local communities.**
- 3. We will reassure communities and address community tensions.**
- 4. We will promote opportunities for the public to be involved in local policing through volunteering.**
- 5. We will work with partners to improve criminal justice related processes, ensuring a satisfactory outcome for victims of crime and increasing confidence in the criminal justice system.**
- 6. We will build on the success of the triage system, by introducing a complaints charter to improve the complaints process, reduce the number of appeals and increase satisfaction with how the complaint has been managed.**

Summary

Public confidence remains high. 65% of respondents to the Crime Survey for England and Wales (CSEW) agree that the police and local council are dealing with the ASB and crime issues that matter; this is higher than the national average. Similarly, the percentage of respondents to CSEW who agree that Northumbria police can be relied on to be there when needed is the highest in England and Wales. The majority of residents think the number of times they see officers on foot patrol is about right.

The number of allegations that relate to incivility, impoliteness or intolerance has reduced by 30% from 327 to 227. All complainants were contacted by the investigating officer within 24 hours of registration of a complaint. The time taken to finalise complaints has reduced; 78% of complaints were finalised within 50 days, compared to the target of 50%. The percentage of appeals made remains the same as last year (18%), whilst the percentage upheld (29%) is above 2014/15. The appeals considered by IPCC have a higher upheld rate; the IPCC upheld rate for those complaints investigated was 51%, above last year and above the national and MSG rates.

The conviction rate at Magistrates Court increased from 79% to 83%, but is lower than the target of 85%. The percentage of guilty pleas at first hearing has reduced from 68% to 65%, and is below the target of 70%.

Key achievements

- A number of new neighbourhood police bases have been established over the past year to ensure officers are based in accessible places where communities need them. Many of the bases are co-located with partner organisations, making them more visible and accessible to the communities they serve.
- To help officers to remain on patrol within communities, over 3,000 mobile devices have been distributed to officers, allowing mobile access to operational systems data. The devices have improved senior officer ability to effectively and efficiently supervise a more dispersed work force. Further investment in information technology has also allowed more officers to be briefed remotely, saving travelling time and allowing officers to be stationed within their communities for a greater period of time.
- A 'Community Opportunity' initiative was introduced with the aim of improving trust and confidence within communities. The scheme allows local residents to gain an

insight into police work by allowing them to join police on patrol and attend meetings with officers.

- Volunteering opportunities continue to be promoted, with applications encouraged from under-represented groups. Special Constables and Cadets support operational policing and local events by providing crime prevention advice and community reassurance. Key events within 2015/16 include: the Great North Run, the Rugby World Cup, Newcastle's Mela Festival, Newcastle and Sunderland Pride and Sunderland Air Show.
- Consultation has been carried out with disability agencies and disabled residents across the Northumbria force area, to better understand the gap that exists in the perceptions of policing between disabled and non-disabled residents and identify areas for improvement. This included a focus group with deaf and hearing impaired individuals.
- Northumbria Police continues to work with the Alzheimer's Society on the 'Dementia Friends' initiative. Specialist training has been provided to officers outlining the condition, how it can affect people, how to spot the signs and how to address an individual's needs. Adoption of this initiative has been recognised nationally.