

Proud
to serve

Proud
of our
people

Proud to
improve

Proud
to learn

9

Delivery of the Police and Crime Plan,
April – June 2016 Targets and
Performance



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PROUD OF WHAT WE DO • PROUD OF WHO WE ARE



Our Vision is:

To be outstanding in the service we provide

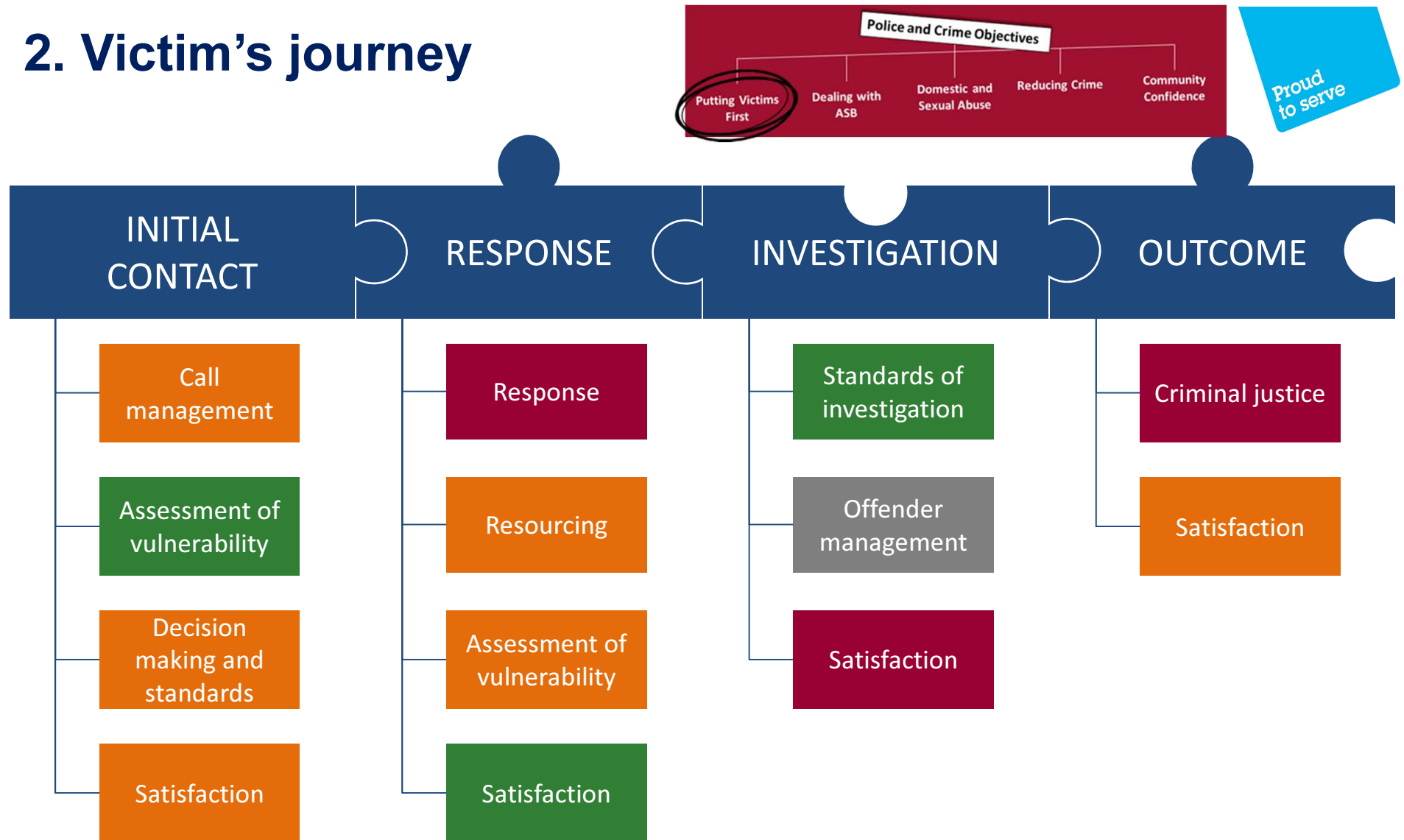


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2. Victim's journey



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3. Victim's journey



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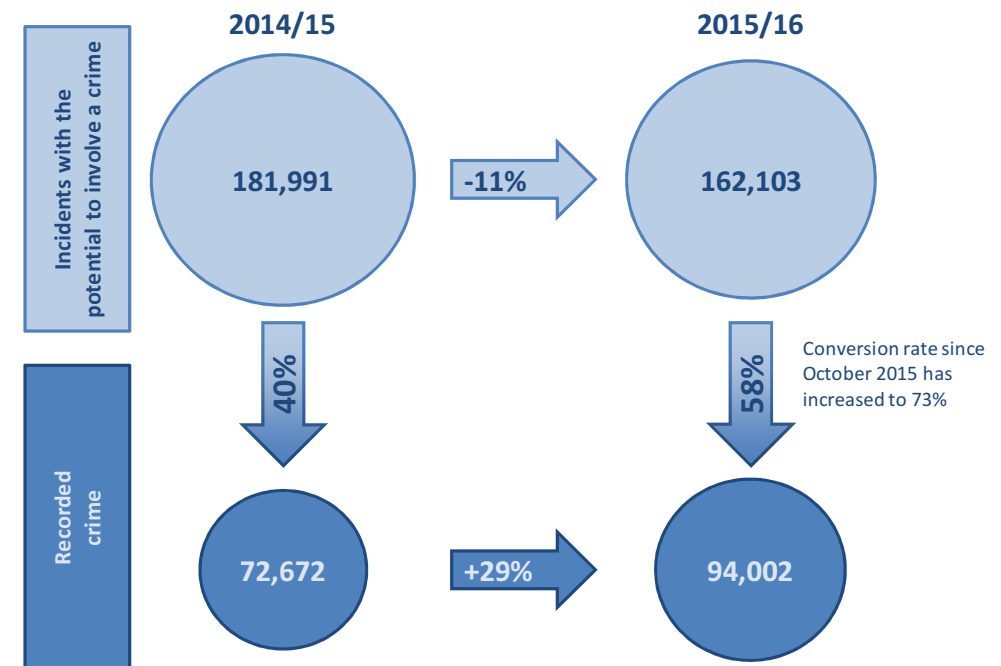
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4. Victim's journey



Decision making and standards

- Total recorded crime for April to June 2016 has increased by 24%.
- The increase in crime does not indicate a rise in offending, but improvements in crime recording standards.
- Most forces (39 out of 43) have recorded an increase in crime.
- Office of National Statistics stated 'most of the rise in crime is thought to be owing to improved crime recording by the police'.
- The only categories with an increase in reported incidents are sexual offences and theft.
- Only 6% of those surveyed think crime is a big problem in their neighbourhood.



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5. Victim's journey



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INITIAL
CONTACT

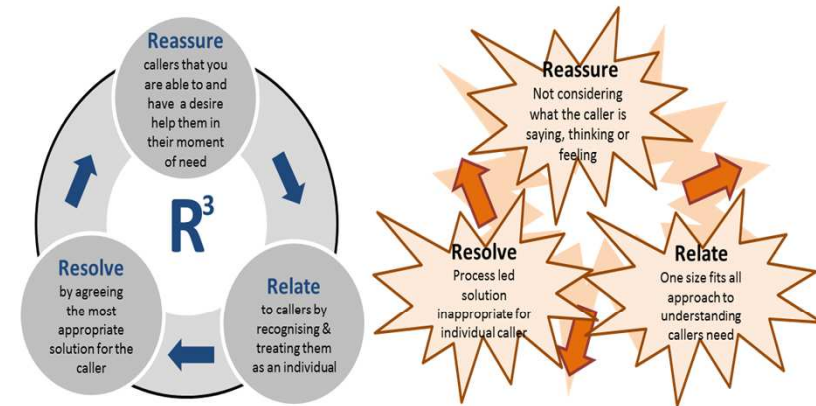
RESPONSE

INVESTIGATION

OUTCOME

Details				Save and close	
Contact handler details					
Name	Force number	Relief			
Team leader details					
Name	Force number	Relief			
Log details		<input type="checkbox"/> No Incident created			
FWIN	FWIN date	Call details	Call time	Call date	Call index
Welcome					
Did the contact handler use the appropriate Greeting? (Non-emergency - "Good morning/afternoon your through to Northumbria Police my name is X may I help you?" 999/HBV "Northumbria Police")					
Notes					
<div> <div>THRIVE: Has the contact handler correctly graded the call using THRIVE principles?</div> <div> <div>Threat, Harm, Risk (likelihood, level of harm, can we mitigate the risk)</div> <div>Investigative Opportunities (severity, offender, property, enquiries)</div> <div>Vulnerability (repeat victim, health, drugs/alcohol, etc.)</div> <div>Engagement Opportunities (caller's want/need? Hard to reach group?)</div> <div>Did the contact handler explain the level of response with the caller?</div> <div>What was the appropriate grading for the call?</div> </div> </div>					

R³: Reassure, Relate, Resolve



Did the contact handler record all information, endorse the log and include rationale if appropriate as to the action taken?

Did the contact handler **Reassure** the caller?

Did the contact handler **Relate** with the caller?

Did the contact handler **Resolve** the caller's request taking the caller's wishes into consideration?

Was the contact handler courteous and polite?

Summary of performance (to include correct use of THRIVE, Information recording and 3R's)

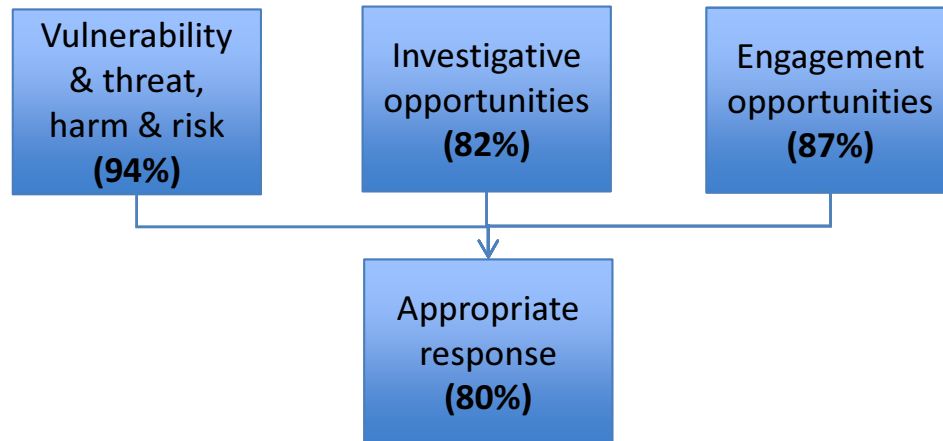


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6. Victim's journey



		Actual grade						
		1	2	3	4	5		
Most appropriate grade	1	49	11	0	0	0	Correct response	80%
	2	3	145	12	4	7	Enhanced response	10%
	3	0	0	20	3	2	Downgraded response	10%
	4	0	6	10	65	6		
	5	0	11	12	6	83		

1. 94% of callers are correctly assessed for vulnerability, threat, harm and risk.
2. For the remaining 6%, the main reasons were insufficient questioning by the Call Handler, not picking up on prompts from the caller or not recording all information provided on log.
3. 80% of callers receive an appropriate response with another 10% receiving an enhanced response, based on THRIVE assessment.
4. 10% of callers received a downgraded response, with some improvements to be made.



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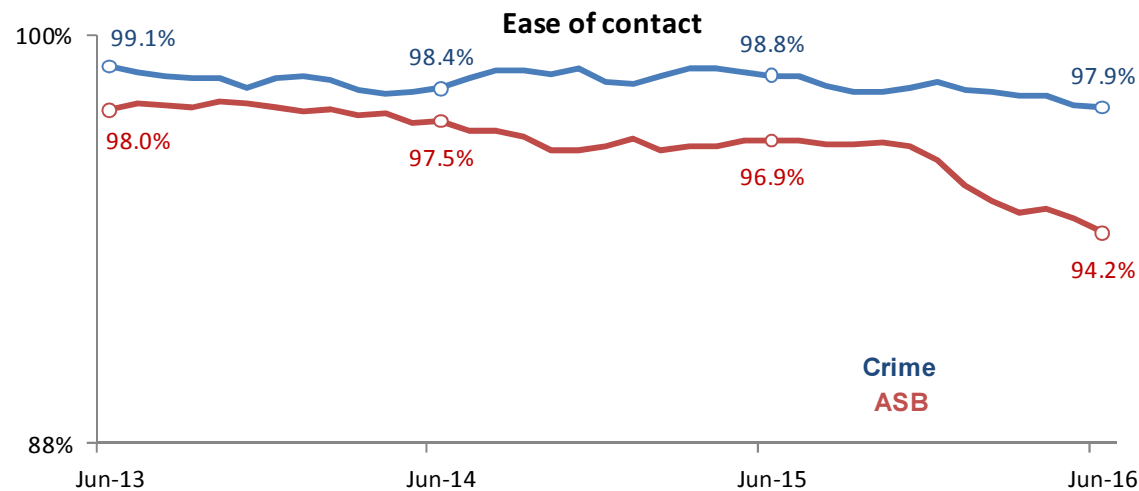


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7. Victim's journey



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1. Main reasons for reduction in satisfaction for ASB victims:

- No or little action taken and response not matching victim's expectation.

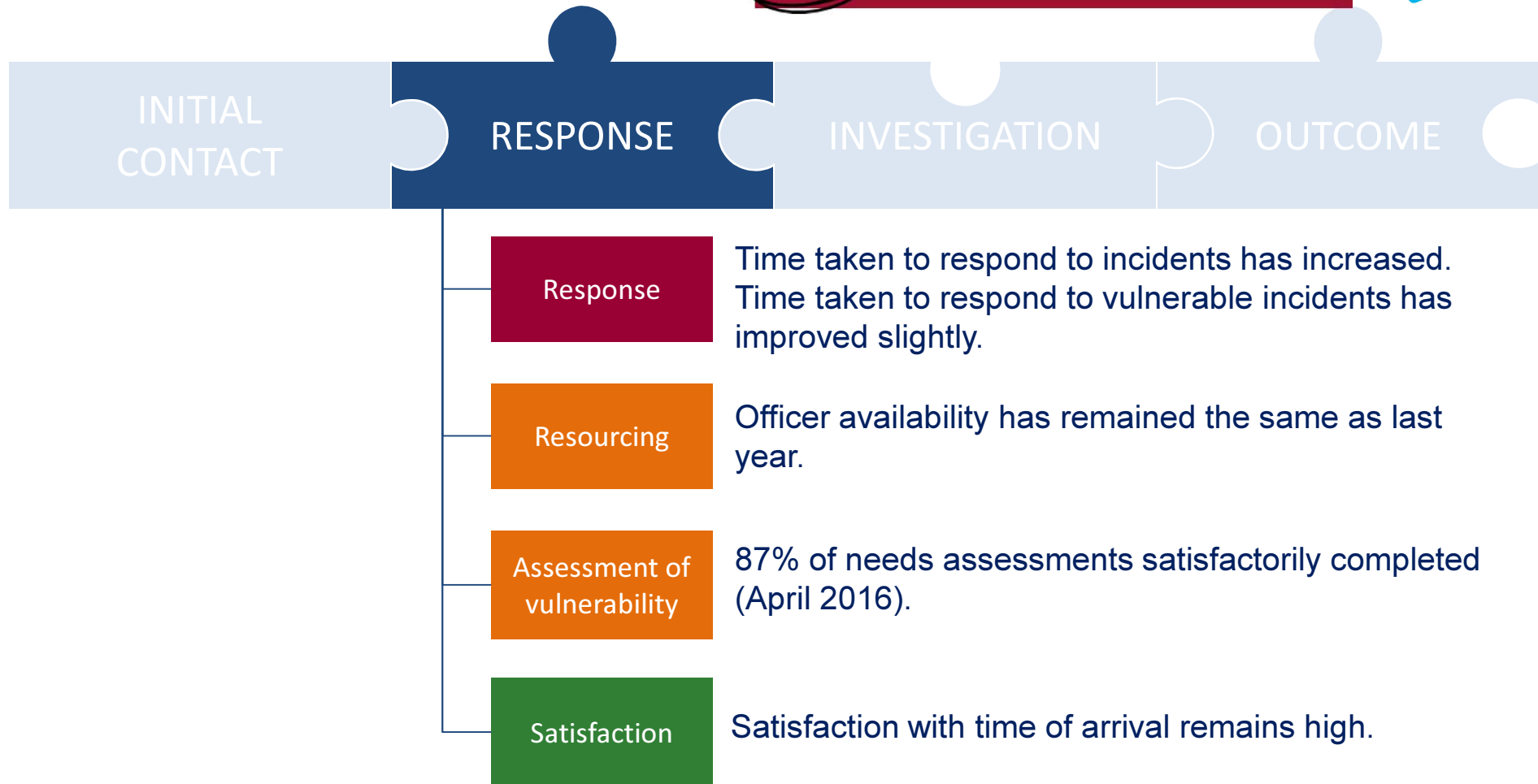


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8. Victim's journey

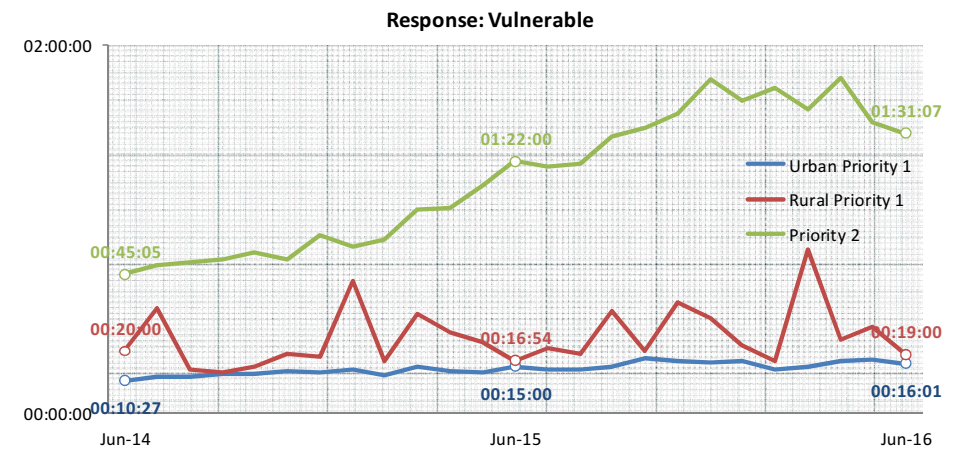
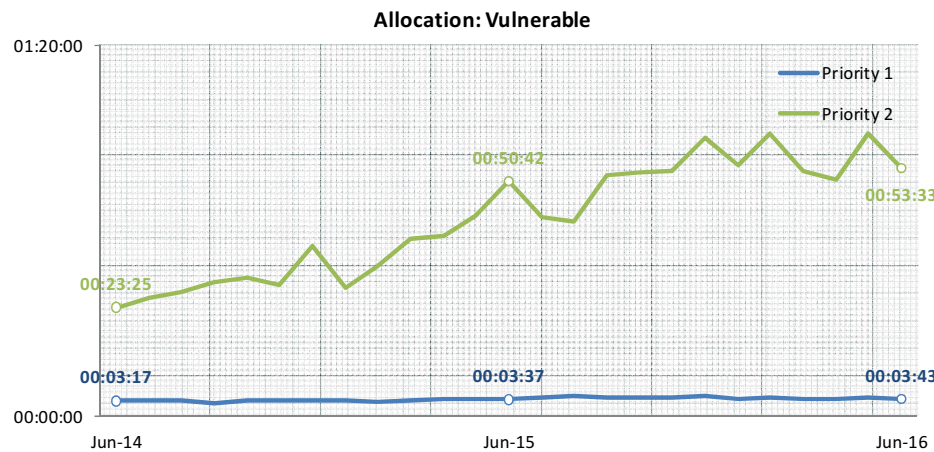


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9. Victim's journey



1. 90% of priority 1 incidents with a vulnerable victim are allocated within 3 minutes and 43 seconds.
2. 90% of priority 2 incidents with a vulnerable victim are allocated within 54 minutes.
3. The response rate for 90% of priority 1 incidents with a vulnerable victim in urban areas is 16 minutes and for priority 2 incidents is 1 hour 31 minutes.



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10. Victim's journey



Length of investigations reduced.
Reduction in post charge failures (file quality).
Assessment of investigations to be introduced and reported in September.

Measure of IOM to be introduced tracking 444 offenders identified within cohort across 6 LAs.

Satisfaction with action taken by RWD team is high.
Reduction in satisfaction with action taken and follow-up.

Standards of investigation

Offender management

Satisfaction

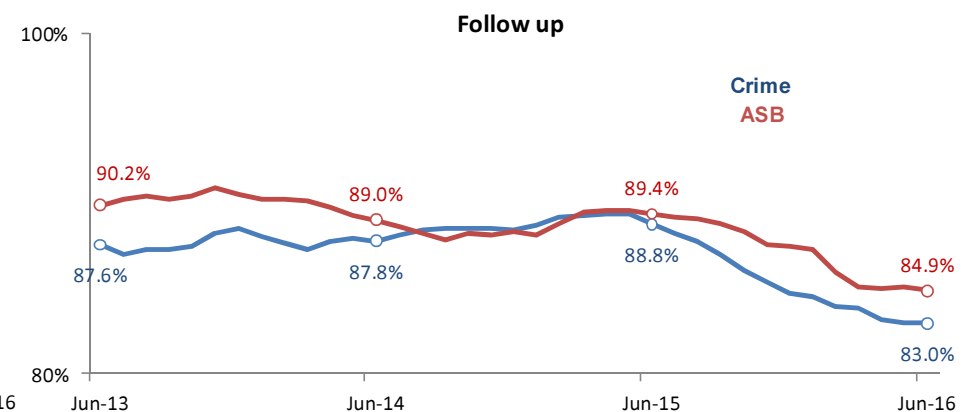
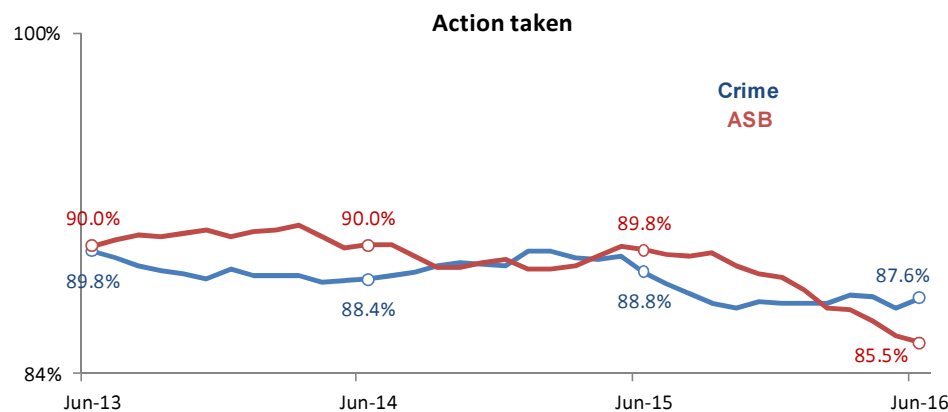


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11. Victim's journey



1. The main reasons for dissatisfaction:

- Lack of updates throughout investigation and of the outcome.
- Perceived poor response or investigation/little action against offender.
- Not keeping promises – not doing what we say we will do.

2. Victim satisfaction protocol implemented in July 2016.



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12. Victim's journey

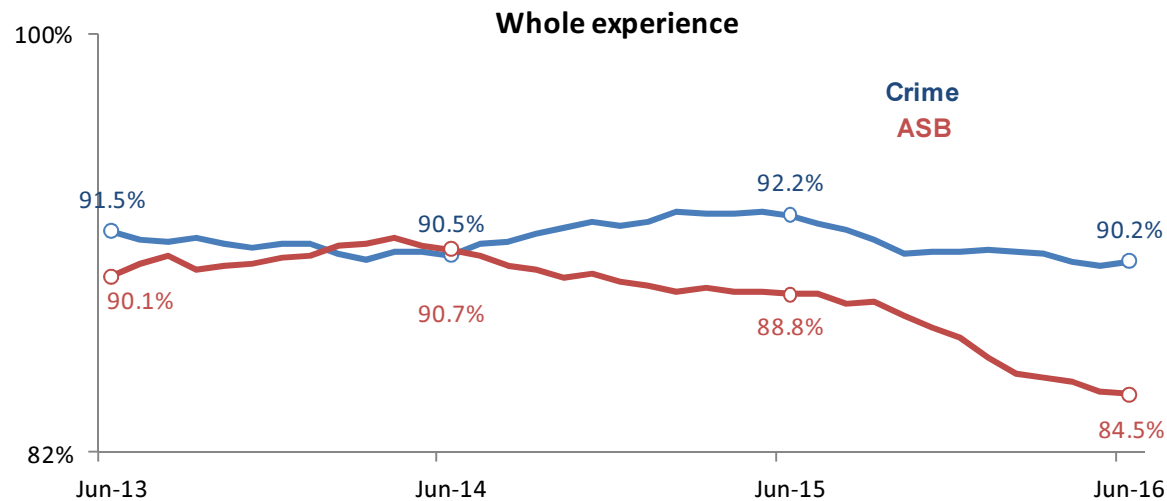
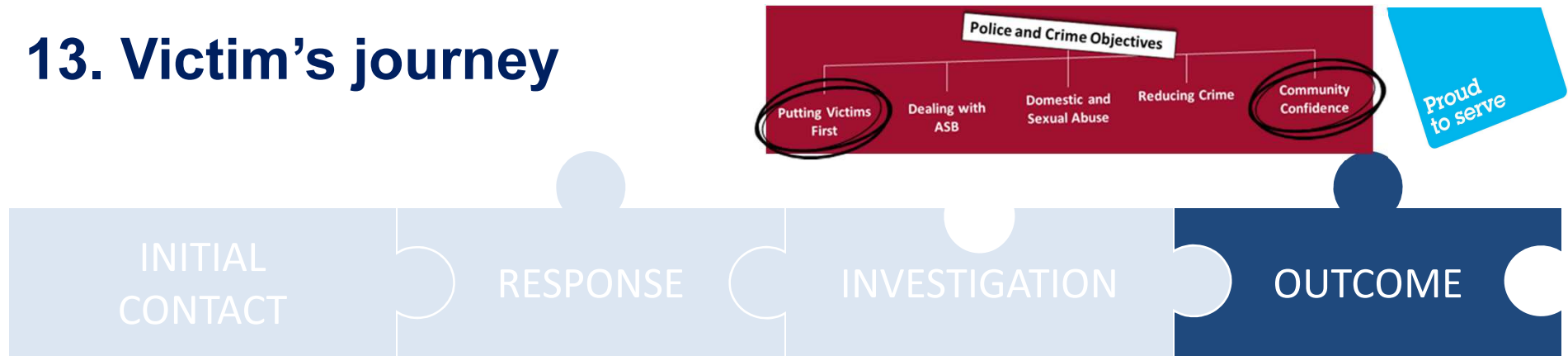


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13. Victim's journey



1. The reduction in satisfaction for whole experience is as a result of reductions in satisfaction in action taken and follow-up.
2. The Force remains in first position nationally for overall crime satisfaction.

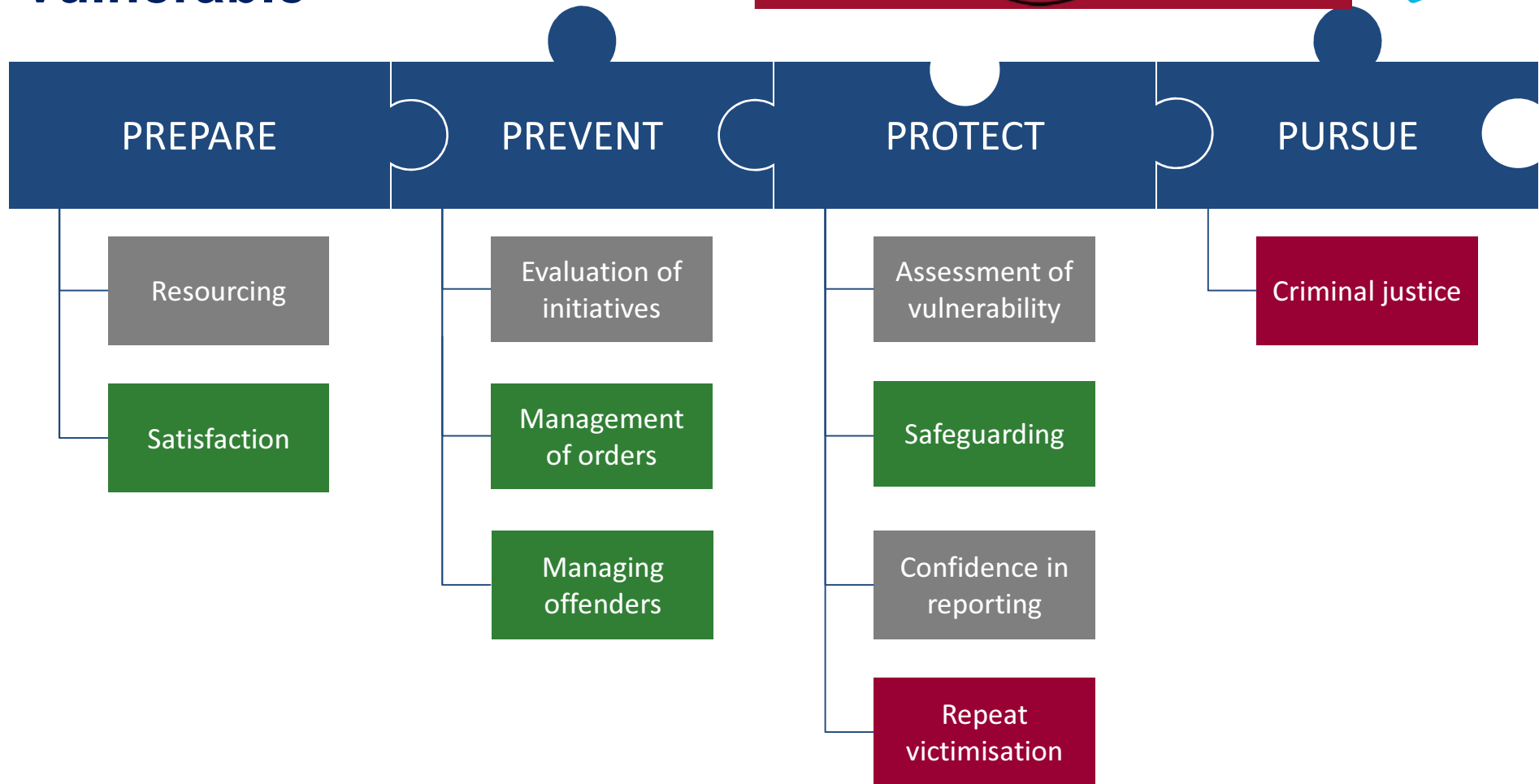


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14. Safeguarding the vulnerable



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15. Safeguarding the vulnerable



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PREPARE

PREVENT

PROTECT

PURSUE

Resourcing

Assessment of whether capacity and capability match demand.

Satisfaction

88% of hate victims are satisfied with the whole experience, placed 7th nationally. Domestic abuse survey implemented.



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16. Safeguarding the vulnerable



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Evaluation of initiatives

Evaluations of initiatives and plans.

Number of referrals to perpetrator programmes has remained similar to 2015/16.

Management of orders

Percentage of DVPO applications substantiated increased.

Reduction in charge rate for DVPO breaches (82%).
79% of DVPOs assessed as effective.

Managing offenders

In total, 120 people have been managed through the MATAC process.

68% of subjects have reduced their offending.



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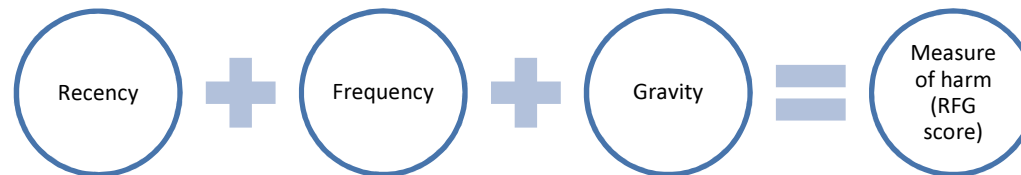
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17. Safeguarding the vulnerable



Background

1. Previous research identified 5,519 subjects who were categorised as serial perpetrators, where their combined offending resulted in more than 17,500 incidents.
2. A successful bid to the Police Innovation Fund secured the implementation of MATAC in April/May 2015 and the measure of harm caused by serial perpetrators based on Recency, Frequency and Gravity (RFG score).



3. Offenders are managed through a multi-agency forum (MATAC) with an aim to reduce reoffending and safeguard the victim.
4. A reduction in an individual's RFG score shows a reduction in the harm caused, and may indicate success of the interventions employed.
5. The cohort is revised at regular intervals and subjects may be discharged from the MATAC process for various reasons; more suitable schemes (such as MAPPA), reduced offending or non-engagement.
6. Offenders are monitored throughout the process and post discharge.



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18. Safeguarding the vulnerable



- 120 individuals have been subject to the MATAC process.
- There are 65 currently managed by MATAC.
- 68% (82 serial perpetrators) subject to the MATAC process have reduced their offending.



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19. Safeguarding the vulnerable



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PREPARE

PREVENT

PROTECT

PURSUE

Review of 35 DVPOs (January to June 2016)

- ✓ DVPO's appropriate, proportionate and recorded correctly in majority of cases (91%).
 - ✓ Good evidence of multi-agency approach.
 - ✓ Breaches dealt with robustly; all 10 arrested; 5 fined; 5 charged; and 2 convicted. One breach resulted in a victim-supported prosecution for stalking.
 - ✓ Overall 79% of DVPO's assessed as effective, those not effective due to victim resuming contact.
- X Opportunities for more proactive management of disruption activity.**

Eight surveys completed with DVPO victims.

- 6 felt the DVPO was necessary to keep them safe, two victims initiated contact during the DVPO period.
- 7 recalled being advised about the conditions of the DVPO.
- 6 were signposted to partner agencies, with 5 taking up the offer (higher than normal conversion rate).
- 1 victim said her children were safer as a result of the DVPO.
- 7 were happy overall that the DVPO was put in place.
- 1 thought the DVPO was unnecessary, preferring to 'work things out with my partner myself'.



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20. Safeguarding the vulnerable



9% of victim sample should have been referred to VFN. Further measures to be determined.

Assessment of domestic abuse and victims of crime cases were assessed to be of a good standard, with some learning.

To be informed by domestic abuse survey and focus groups, and potential revision to victims' of crime surveys.

Repeat victimisation increased.

Assessment of vulnerability

Safeguarding

Confidence in reporting

Repeat victimisation



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21. Safeguarding the vulnerable



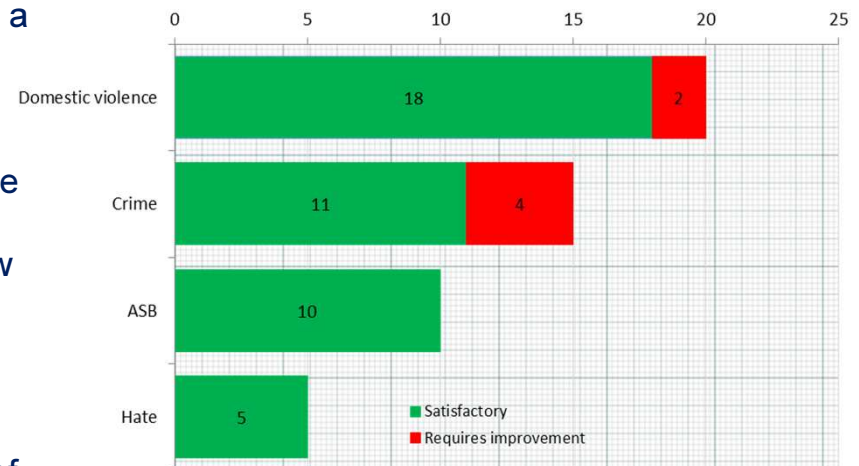
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1. A review of 50 harm reduction plans has been completed for domestic abuse (20), crime (15), hate crime (5) and ASB (10).
2. Overall, the majority of domestic abuse and victims of crime cases were assessed to be of a good standard, with some organisational learning to consider.
3. All the hate crime and ASB plans reviewed were considered good or outstanding.

Victims of Crime and ASB

- Partner agencies consistently utilised to support victims using a wide range of resources.
- Clear ownership by NPTs through transparent actions and regular contact with victims.
- Good evidence of the victim being involved in the design of the harm reduction plan and not just subject to it.
- Experience in safeguarding is evident, when some plans show a number of innovative ideas, such as involving mediation meetings, youth diversionary tactics and involving local charities to better support victims.
- Risk assessments not specific and lacked detailed rationale.
- Direction from supervisors on the creation and management of plans varied.
- Further awareness still required around benefits and options when working with partners.



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22. Safeguarding the vulnerable



Domestic Abuse

- Strong communications from response, to NPT, to Safeguarding Department and partner agencies.
- Good evidence of escalating support to the victim in preparation for court dates.
- Post court identified as risk periods to a victim, therefore good use of restraining orders, community orders and even rehabilitation orders to control perpetrator.
- Recognition in safety plans to safeguard against the family of the perpetrator, when a remand in custody is granted.
- Police Information Notices (PINS) used to good effect against neighbours, associates and family members who would risk the collapse of a strong case.
- Opportunities for initial safeguarding to be improved by response officer.
- Apparent disparity in the standard and application of proportionate investigation.
- Opportunity to improve contact between NPT and Safeguarding to ensure continuity of service to the victim, when high risk victims reassessed as medium.

23. Safeguarding the vulnerable



Assessments of hate crime, sexual offences and domestic abuse investigations have been undertaken.
Report to conviction rates have reduced.
Reduced quality of MG5s.

Criminal justice



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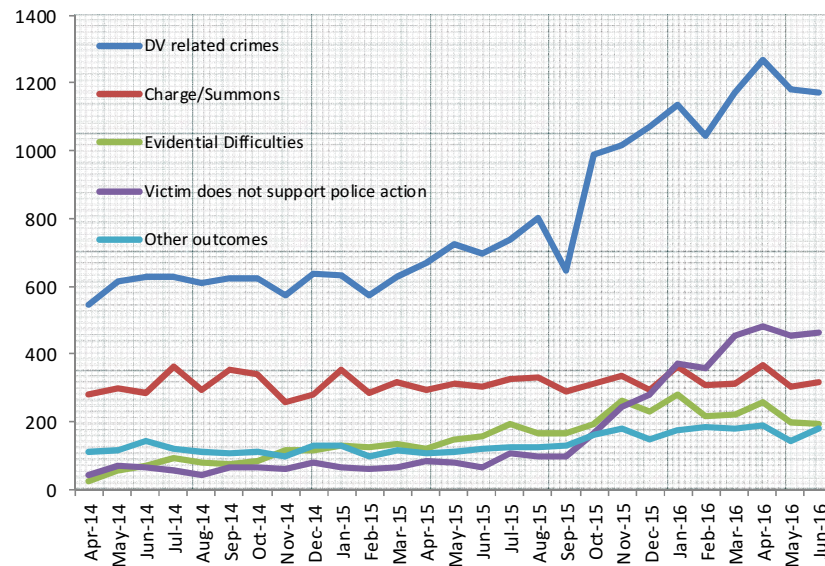


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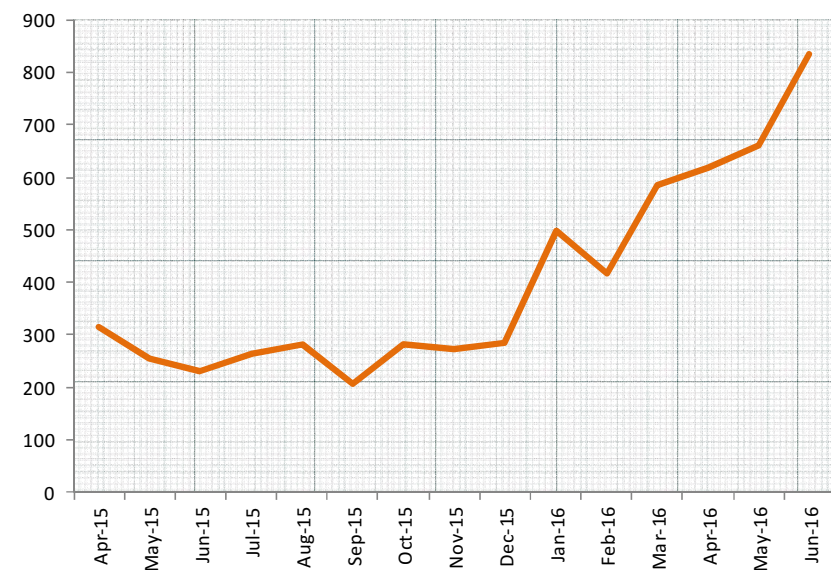
24. Safeguarding the vulnerable



DV related crimes and outcome volumes



DV victims referred to VfN



1. Increase in the number of domestic abuse victims referred to VfN.
2. Domestic abuse victims constitute 30% of all referrals.
3. Just over half of domestic abuse victims with identified needs consented for their details to be passed to VfN.



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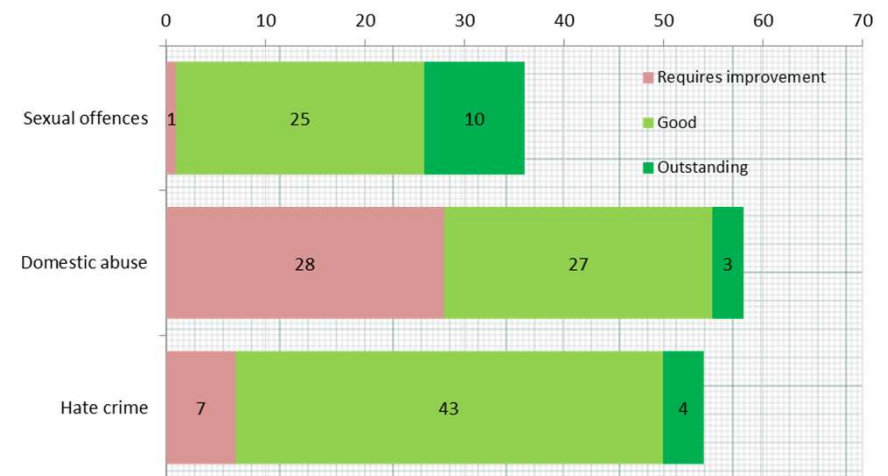
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25. Safeguarding the vulnerable



Review of investigations

1. A review of 148 investigations has been completed for hate crime (54), sexual offences (36) and domestic abuse (58).
2. Overall, the majority of hate crime and sexual offences were assessed to be of a good or outstanding standard.
3. The majority of domestic abuse investigations were assessed as good, with some organisational learning.
4. 12% of overall investigations lacked a clear investigation plan and supervisory oversight; occasionally resulting with inappropriate outcomes.



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26. Safeguarding the vulnerable



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PREPARE

PREVENT

PROTECT

PURSUE

Hate crime (54)

- Majority of cases assessed as good or outstanding.
- Good evidence of victim contact contracts being used effectively.
- Small examples of inappropriate use of Community Resolutions and Police Information Notices (PINs).
- Raised awareness required for Custody Sergeants when disposing suspects where the core offence is admitted but the hate element is denied.

Sexual offences (36)

- All cases investigated by CAVA (Child Abuse Vulnerable Adults) and RIT (Rape Investigation Team) were assessed as outstanding.
- Evidence that effective safeguarding is now embedded into investigation plans.

Domestic abuse (58)

- Majority of investigations assessed as good, with 3 outstanding and a number of cases requiring improvement.
- Good use of BWV when responding to domestic related incidents.
- Evidence of inappropriate application of proportionate investigation in 9 cases, where other investigative opportunities were available but not conducted fully.
- Emerging trend of PINs being used for domestic perpetrators of harassment as an outcome.

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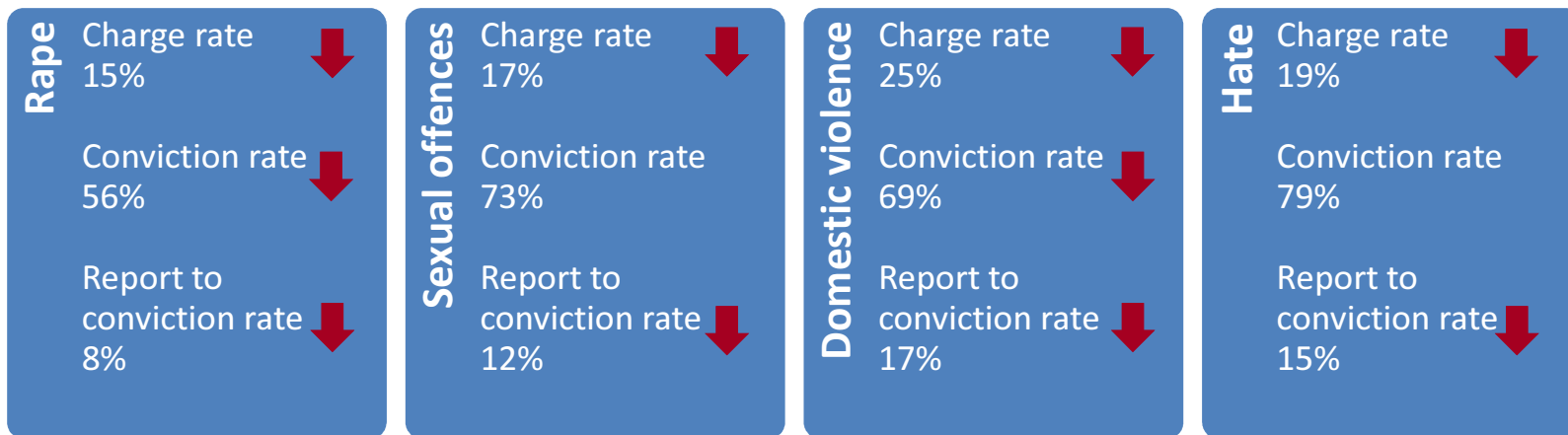


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27. Safeguarding the vulnerable



1. Reduction in report to conviction rates.
2. Reduction in charge rates influencing conviction rate and impacted by improved crime recording standards.
3. The Force remains in 2nd position nationally for rape and sexual offences charge rate.
4. Data for conviction rate based on April 2016 only.

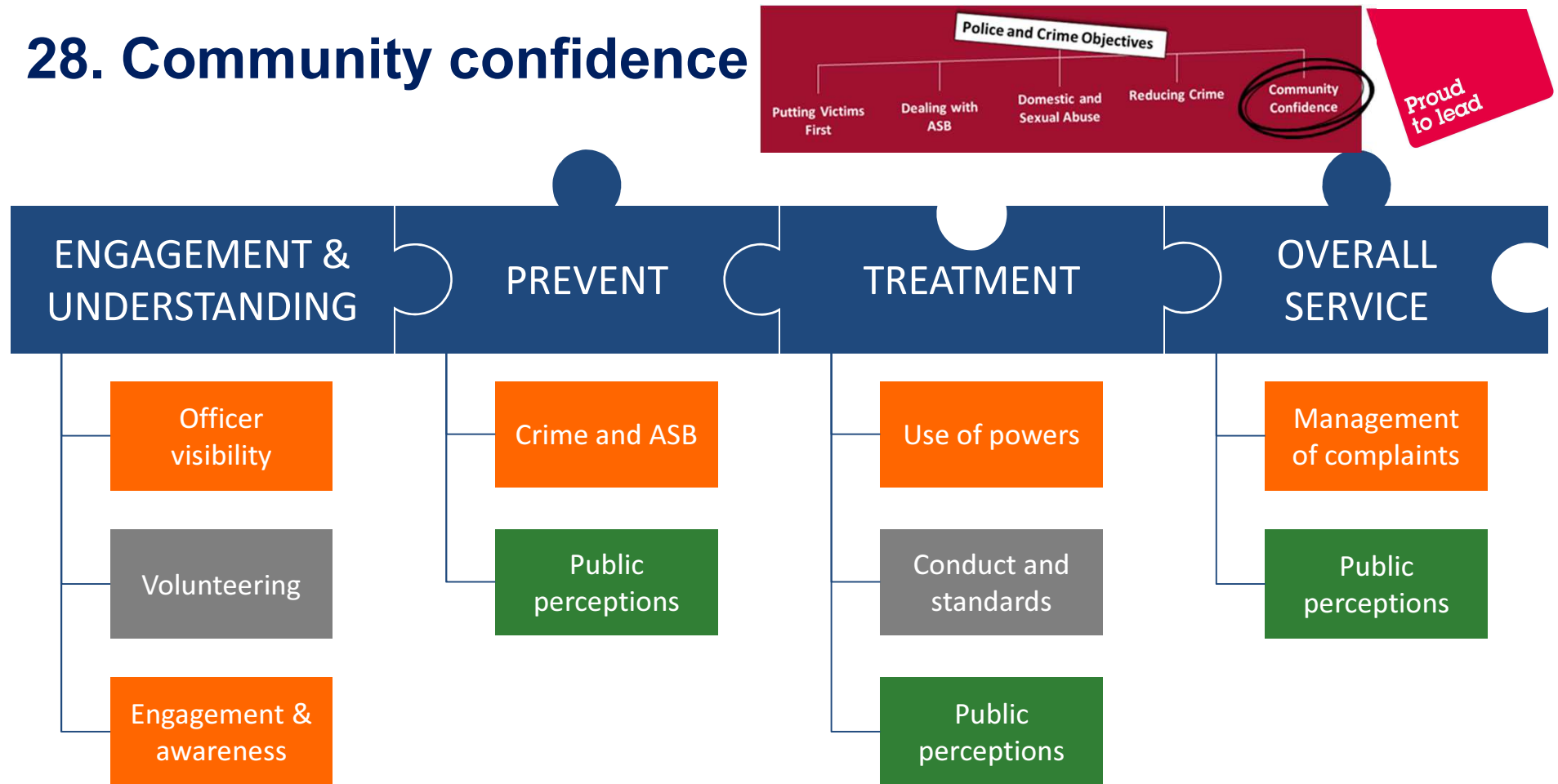


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28. Community confidence



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29. Community confidence



Officer visibility	Percentage of time spent out of the station has increased. Officer availability and perceptions of visibility have reduced.
Volunteering	Measures to be determined.
Engagement & awareness	Awareness of local meetings has reduced.

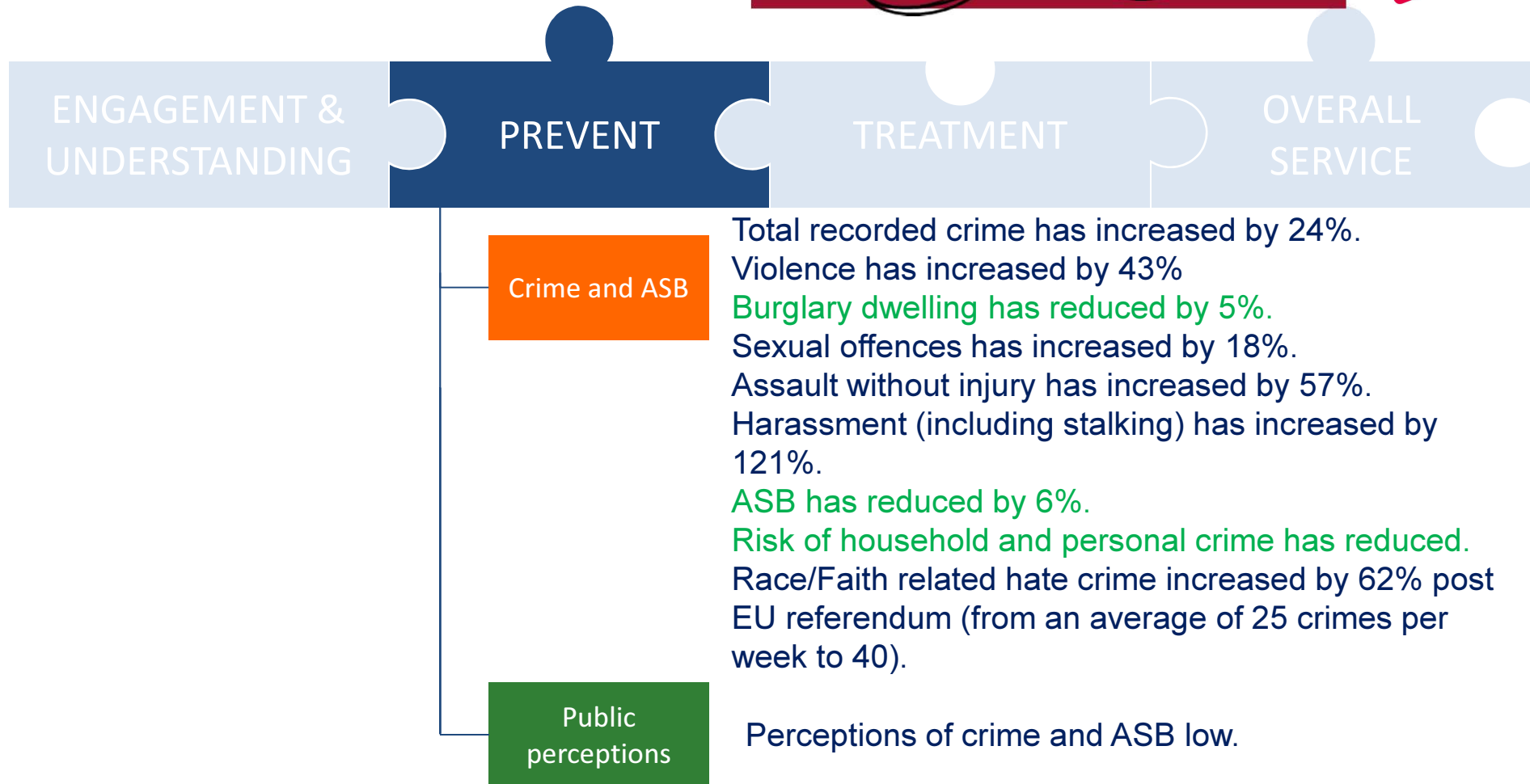


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30. Community confidence



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31. Community confidence



68% of stop and search grounds appropriate.
24% of searches resulted in an arrest/outcome other than NFA.

Measures to be determined.

Perceptions of fair treatment and respect high.

Use of powers

Conduct and standards

Public perceptions

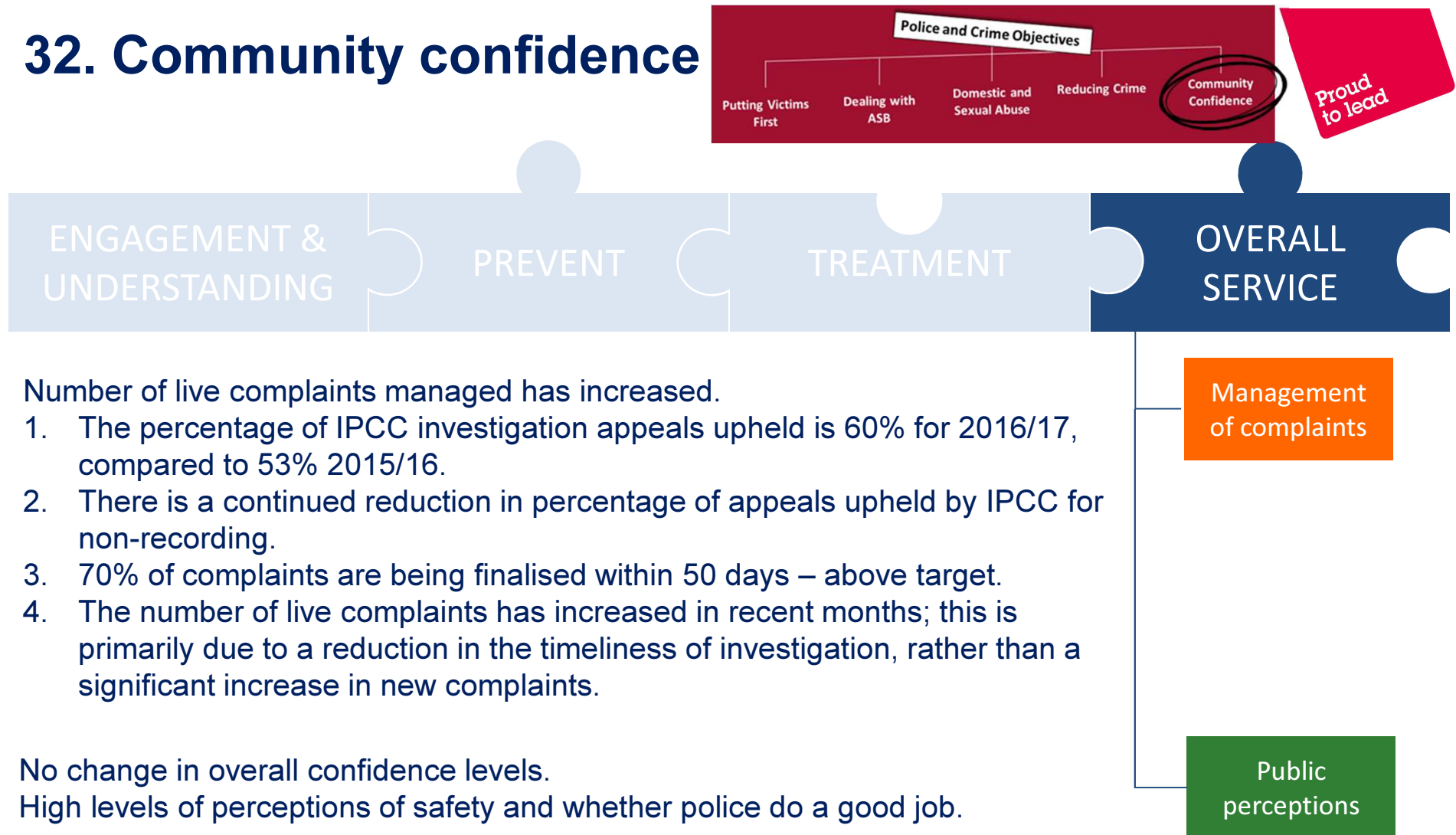


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32. Community confidence



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