

NORTHUMBRIA POLICE AND CRIME PANEL AGENDA

Tuesday, 10 January 2017 at 2.00pm in the Whickham Room, Gateshead Civic Centre

From the Acting Chief Executive, Mike Barker

Item	Business
1.	Apologies
2.	<p>Queen's New Year's Honours 2017 - Dame Vera Baird DBE QC</p> <p>The Panel will be pleased to note that Vera Baird QC was appointed Dame Commander of the Order of the British Empire for services to women and equality in the 2017 New Year's Honours.</p>
3.	<p>Minutes</p> <p>The Panel is asked to approve the minutes of the last meeting held on 25 October 2016 (attached).</p>
4.	<p>Feedback from National and Regional Events</p> <p>Members are asked to give feedback on issues relevant to the Panel.</p>
5.	<p>Themed Report - Police Recorded Crime and Crime Survey for England and Wales</p> <p>Report of the Head of Corporate Development (attached).</p>
6.	<p>Complaints Against the Police and Crime Commissioner - Quarterly Report to December 2016</p> <p>Report of the PCC's Chief Executive and Monitoring Officer (attached).</p>
7.	<p>Police and Crime Commissioner - Progress and Update Report - December 2016</p> <p>Report of the PCC (attached)</p>
8.	<p>Delivery of the Police and Crime Plan - April to December 2016: Targets and Performance</p> <p>Report of the PCC (attached).</p>

- 9. Medium Term Financial Strategy 2017/18 - 2018/19**
Presentation by the Joint Chief Finance Officer to the Police and Crime Commissioner and the Chief Constable
- 10. Draft Annual Report 2015/16**
Report of the PCC (attached).
- 11. Key Issues in the Next Quarter**
The PCC will be asked to advise the Panel of the key issues she will be addressing in the next quarter.
- 12. Themed Topics**
Members are asked to suggest appropriate topics for discussion at future Panel meetings.
- 13. Date and Time of the Next Meeting**
The next meeting of the Panel will be held on Tuesday 7 February 2017 at 2.00pm in Gateshead Civic Centre.

Contact: Brian Wilson Tel: (0191) 4332145 Email brianwilson@gateshead.gov.uk
Date: Friday 30 December 2016



NORTHUMBRIA POLICE AND CRIME PANEL

25 October 2016

PRESENT:

Gateshead Council	Councillors J McElroy (Chair) and J McClurey
Newcastle City Council	Councillor J Robinson
North Tyneside Council	Councillors Burdis and Mulvenna
South Tyneside Council	Councillor G Kilgour
Sunderland City Council	Councillor H Trueman
Independent Co-opted Member	J Guy

ALSO IN ATTENDANCE:

Office of the Police and Crime Commissioner for Northumbria

V Baird QC	- Police and Crime Commissioner for Northumbria (PCC)
E Snaith	- Chief Executive

Gateshead Council

M Harrison	- Legal, Democratic and Property Services
B Wilson	- Democratic Services

APOLOGIES: Councillors N Kemp (Newcastle City Council), I Hutchinson and L Simpson (Northumberland County Council), J Welsh (South Tyneside Council), P Watson (Sunderland City Council) and S Isaacson

16. MINUTES

RESOLVED - That the minutes of the last meeting held on 26 July 2016 be approved as a correct record subject to minute 8 being amended to: the Chief Constable intends to introduce accreditation for officers to improve the quality of police files submitted to the Courts.

17. MATTERS ARISING FROM THE MINUTES

- (i) Minute 5(ii) – the Local Government Association did not propose to give any further responses to the questions not answered at the Police and Crime Panel conference in March.

- (ii) Minute 5(iv) – because of the costs involved, the Panel did not send any delegates to the fifth national police and crime panel conference in Birmingham.
- (iii) Minute 6(ii) – the Chair and Vice-Chair have discussed ways to enhance the Panel's scrutiny role with the PCC. It is proposed that a themed section be included on the Panel's future agenda with Members being asked to suggest appropriate topics.

18. FEEDBACK FROM NATIONAL AND REGIONAL EVENTS

There were no national and regional events reported.

RESOLVED – That the information be noted

19. COMPLAINTS AGAINST THE POLICE AND CRIME COMMISSIONER – QUARTERLY REPORT - OCTOBER 2016

In accordance with the agreed procedure, a report about the complaints and purported complaints against the Police and Crime Commissioner and every conduct matter recorded by the Monitoring Officer for the quarter ended October 2016 was submitted.

RESOLVED - That the information be noted.

20. POLICE AND CRIME COMMISSIONER – PROGRESS AND UPDATE REPORT

The Police and Crime Commissioner presented her update report to the Panel which covered the following:-

Supporting Victims Fund 2016-17
 Commissioning Intentions 2017-18
 Restorative Northumbria
 Police Transformation Fund
 Whole System Approach to Domestic Violence
 North East Transformation, Innovation and Collaboration
 Safeguarding Taxi Users
 Association of Police and Crime Commissioners
 Police Reform and Transformation Board
 Delivering Value for Money
 Engaging with Local Communities
 Understanding Dyslexia
 Mental Health and Policing
 Home Affairs Select Committee – Inquiry into Hate Crime and its violent consequences
 Living Wage
 Northumbria Police Recruitment Campaign – 'be the difference'

The Panel raised the following issues:-

It was asked if there had been any coercive control prosecutions as part of the whole system approach to domestic abuse. The PCC replied that there had been none so far but work on this was ongoing.

The Panel shared the PCC's concerns in relation to the issuing of taxi licensing and the need to safeguard taxi users and supported the request for the Government to take action.

It was suggested that 6th form centres in schools could be contacted when recruiting new police officers and police staff. The PCC replied that the careers services had been involved to engage with young people.

In response to a question, the PCC replied that the number of applications to be police officers from the BME community still needed to be improved. A number of initiatives were being undertaken to try and get more people to apply.

It was reported that Sunderland Council was concerned about the Government's proposals in regard to the supported housing grant and the effect this may have on groups, organisations and domestic abuse victims. The PCC was not aware of any similar concerns within the other constituent Authorities.

RESOLVED - That the Police and Crime Commissioner's update report be noted.

21. DELIVERY OF THE POLICE AND CRIME PLAN – JULY – SEPTEMBER 2016: TARGETS AND PERFORMANCE

Inspector Metcalfe gave a presentation on the performance and target information relating to the delivery of the police and crime plan for July - September 2016 which included:-

Victim's journey – initial contact, response, investigation, outcome

Safeguarding the vulnerable – prepare, prevent, protect, pursue

Community confidence – engagement and understanding, prevent, treatment, overall service

Crime statistics force wide and for the six constituent Councils

The Panel raised the following issues:-

It was asked if the reduction in the conviction rates was related to disappointing decisions from the Crown Prosecution Service not to prosecute as this could affect the force and victims. The PCC replied that she was aware that the police were at times disappointed with some of their decisions. There was an appeals process which the police hardly used and they should be encouraged to use it more.

It was commented that after a police officer leaves a victim of crime it may be difficult for the victim to get further details or feedback on their case. There could be no follow up or continuity which affected the link with the victim. The PCC replied that officers should not say they will contact a victim about their case and then fail to do so. She agreed that there should be continuity and victims kept updated.

The PCC reported that she had raised concern about the increased time to answer 101 calls and suggestions had been made to improve this. It was hoped that

improvements would be made in the next three months and then the new website as part of the 101 media campaign should be implemented in six months.

The number of repeat victims had increased. This was acknowledged. Victims were assessed and if they were considered high or medium risk then subsequent victim harm reduction plans were produced.

Reference was made to the decrease in the charging and conviction rates for rape, sexual offences, domestic violence and hate crime. The PCC reported that the police were aware of this and had agreed actions to be taken and the force's performance was to be reviewed.

It was commented that the crime figures from the force and the Office of National Statistics appeared to be different so it was difficult to get an accurate picture. It was replied that the increase in crime was mainly as a result of complying with the national crime recording standards.

- RESOLVED -
- (i) That the information be noted.
 - (ii) That an update on the actions taken to improve the time taken to answer 101 calls be submitted.
 - (iii) That further to minute 17(iii) above, the apparent differences in the force's and Office of National Statistics crime figures be suggested as a possible theme for a future meeting.

22. POLICE AND CRIME PANEL CONSULTATION ON THE POLICE AND CRIME PLAN

After being elected in 2012, the PCC following consultation with local people to understand what their priorities were around policing used this information to set out the following five priorities in her first Police and Crime Plan:-

- Putting Victims First
- Dealing with Anti-Social Behaviour
- Domestic and Sexual Abuse
- Reducing Crime
- Community Confidence

For each of these priorities a number of actions which have improved services to local people were identified. Towards the end of the PCC's first term in office, she was pleased that:

- 91% of victims are satisfied with the service provided by Northumbria Police – the highest level in England and Wales.
- Victims of crime are getting practical and emotional support from a new service, 'Victims First Northumbria'.
- 10,000 fewer anti-social behaviour (ASB) incidents in Northumbria from April 2015 to March 2016.
- Over half of the people suffering long term ASB in their neighbourhood had no further incidents after reporting it.

- Vulnerable people calling Northumbria Police are identified quicker and receive the right response from the force.
- More officers are in new neighbourhood bases, closer to where they are needed and by sharing premises with other organisations savings have been made.
- Domestic violence patrols continue on weekend evenings with domestic abuse experts and police officers working together to support victims.
- Recorded crime has increased in line with most other forces by 29%. This does not represent an increase in actual crime as recording standards are continually improving.
- By encouraging the reporting of domestic abuse and sexual offences, more victims have been supported who may have previously suffered in silence and at the same time increased the conviction rate for rape and domestic abuse offences.
- Frontline officers have more time available to deal with serious incidents as now, with the agreement of the caller, some incidents were resolved over the phone.

The PCC is now refreshing the Police and Crime Plan to see if the community feel Northumbria Police are tackling the issues that they want them to.

The Panel made the following suggestions:-

North Tyneside Council has a young Mayor and the other Councils have youth assemblies, etc. which the PCC could contact as part of her consultation with young people.

Also, the Councils have older people's forums, diversity forums and disability groups which could also be contacted by the PCC for their views on the police and crime plan priorities.

- RESOLVED -
- (i) That the information be noted.
 - (ii) That a further report on the police and crime plan consultation be submitted at the next meeting.

23. NEIGHBOURHOOD POLICING OPERATING MODEL

Assistant Chief Constable Farrell gave a presentation on the Neighbourhood Policing Operating Model which included: neighbourhood policing, shaping the new neighbourhood model, new neighbourhood model, neighbourhood focus and the new neighbourhood sectors.

RESOLVED - That the information be noted.

24. STATEMENT OF ACCOUNTS 2015/16 AND EXTERNAL AUDITOR'S CONCLUSIONS

The Panel has previously been advised of the requirements for the publication of the draft Statements of Accounts 2015/16, public scrutiny and the audit process (Minute 12 – 2016/17).

The audit completion reports both note two outstanding matters relating to the LGPS Pension Fund auditor (EY) assurance and standard closure procedures. Both matters were subsequently resolved and the auditor issued a notice of conclusion of

outstanding matters as required by International Standards on Auditing (UK and Ireland) on 23 September 2016.

The Joint Independent Audit Committee considered and recommended the Statements and the draft Audit reports at its meeting on 12 September 2016.

The Police and Crime Commissioner, Chief Constable and the Chief Finance Officer signed the accounts on 15 September 2016 and the auditor certified them as completed on 23 September 2016.

The Statements were published on the PCC's and Chief Constable's websites on 29 September 2016 together with the Notice of Conclusion of the Audit.

An event which occurred after the reporting period regarding an employment tribunal was noted in the draft accounts as a contingent liability. On 18 August 2016, the Court issued a judgement and an award of compensation to the claimant. As a result, an additional cost of £0.227m was recognised in the financial statements of the Chief Constable and the consolidated position in the Police and Crime Commissioner Group accounts.

RESOLVED – That the information be noted.

25. BUDGET SETTING PROCESS 2017/18

In February 2016, the PCC agreed the 2016/17 revenue and capital budgets and the 2016/17 – 2019/20 Medium Term Financial Strategy (MTFS).

The force is reviewing the assumptions which underpin the budget and MTFS estimates in relation to central government funding for police forces, future budget pressures and inflationary increases and the capital investment priorities over the medium term.

Since the MTFS was agreed in February 2016, the UK economic growth estimates have slowed against the 2015 Autumn Statement and the increased political and economic uncertainty following the Brexit vote has added to concerns of future budget pressures on Government Departments.

The Home Office also intend to re-launch the review of the police funding formula which determines how overall police funding is allocated between forces in England with any changes being brought in for 2018/19 at the earliest.

The process and timetable to set the 2017/18 revenue and capital budgets and complete the revision of the MTFS were outlined.

RESOLVED - That the information be noted

26. KEY ISSUES IN THE NEXT QUARTER

The PCC advised the Panel of the following key issues she would be addressing in the next quarter:-

- As Association of Police and Crime Commissioners' Chair - National Policing Vision/PHSE legislation

- Strengthening the Local Criminal Justice system – LCJB/Efficiency board/victim advocacy
- Developing the next Police and Crime Plan
- Reviewing the Violence Against Women and Girls strategy
- Further developing restorative justice provision in partnership HMP Northumberland
- Completing the Annual Report for 2015/16
- Engaging with other PCCs' offices in a Victims Services Peer Review programme challenging and scrutinising the core victims services that have been commissioned
- Working with Northumbria Police on effective/efficient use of Out of Court disposals

27. DATE OF NEXT MEETINGS

Tuesday, 10 January 2017 at 2.00pm

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VERA BAIRD_{QC}
POLICE & CRIME COMMISSIONER

**POLICE AND CRIME PANEL
REPORT OF THE HEAD OF CORPORATE DEVELOPMENT**

10 JANUARY 2017

**THEMED REPORT - POLICE RECORDED CRIME AND CRIME SURVEY FOR
ENGLAND AND WALES**

1. Purpose of the Report

- 1.1 To provide an overview of the differences between recorded crime levels and the alternative measure reported by the Office for National Statistics.

2. Background

The Crime Survey for England and Wales

- 2.1 The Crime Survey for England and Wales (CSEW) is conducted on behalf of the Office for National Statistics (ONS) with a sample size of 35,000 households (minimum of 650 per police force area). The survey asks people aged 16 and over living in households in England and Wales about their experiences of crime in the last 12 months. The key aim of the CSEW is to provide robust trends for personal and household crime for the population it covers; the survey does not aim to provide an absolute count of crime and has notable exclusions such as crimes against businesses, public sector bodies, homicides and sexual offences.
- 2.2 Although not included within the headline data, the survey has also included children aged 10 to 15 since January 2009. From October 2015, the ONS introduced questions on fraud and computer misuse; however, estimates derived from these elements of the survey do not contribute to the headline figures¹.

Police Recorded Crime

- 2.3 Police recorded crime is governed by the Home Office Counting Rules (HOCR) and the National Crime Recording Standard (NCRS). Following an assessment of crime statistics by the UK Statistics Authority, published in 2014, the

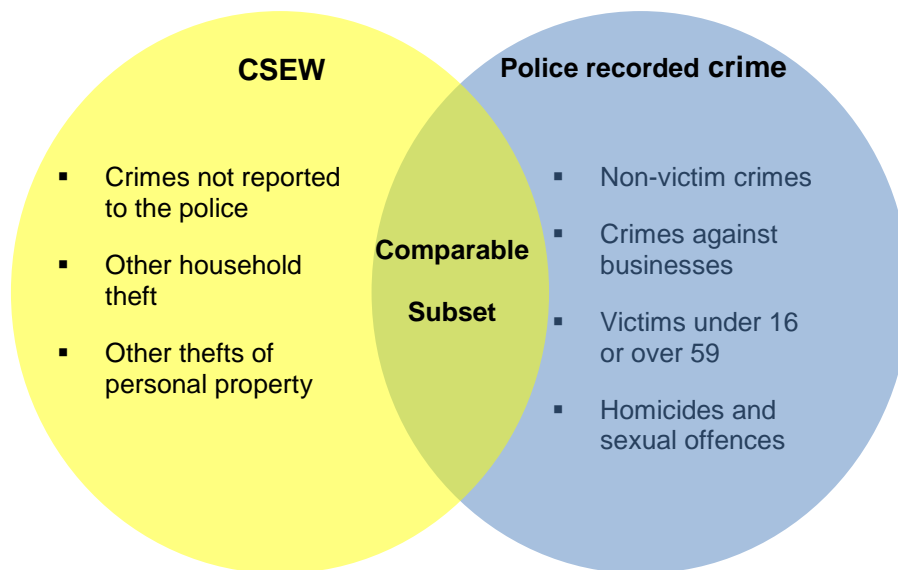
¹ The ONS intend to include estimates of fraud and computer misuse in their headline figures in the January 2017 bulletin. Based on experimental statistics, adults aged 16 or over experienced an estimated 5.6 million fraud and computer misuse incidents.

statistics based on police recorded crime data were found not to meet the required standard for designation as National Statistics.

- 2.4 Since the UK Statistics Authority decision, the Public Administration Select Committee reported that the cessation of regular audit of police force crime reporting in 2007 was a mistake and recommended the reinstatement of annual audits. Her Majesty's Inspectorate of Constabulary (HMIC) has undertaken a national inspection of the integrity of police recorded crime and concluded that, an estimated 1 in 5 offences (19%) that should have been recorded as crimes were not. This initial inspection has been followed up with a rolling programme of crime data integrity inspections at individual force level.
- 2.5 The renewed focus on the quality of crime recording means that caution is needed when interpreting statistics on police recorded crime; apparent increases may reflect a number of factors:
- Improvements in recording practices.
 - Increases in reporting by victims.
 - Genuine increases in the levels of crime.

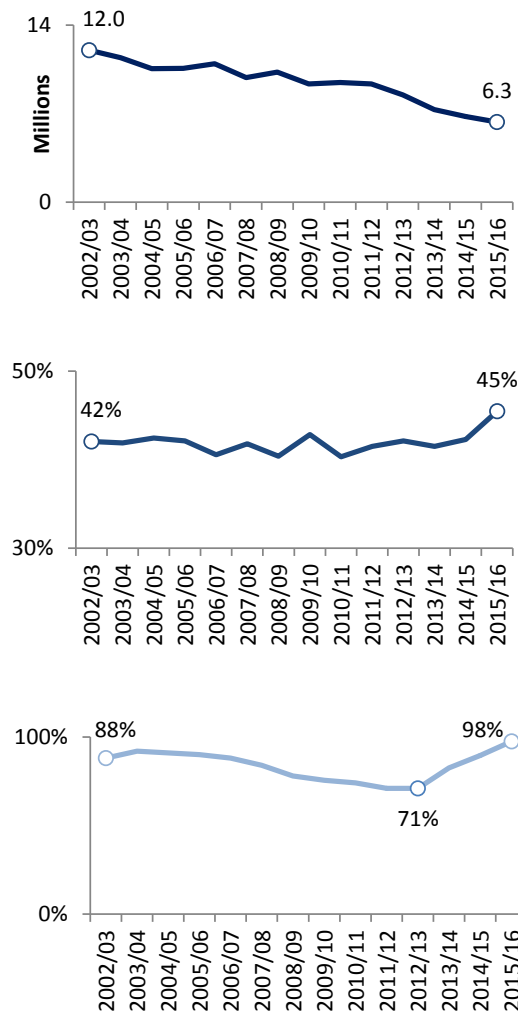
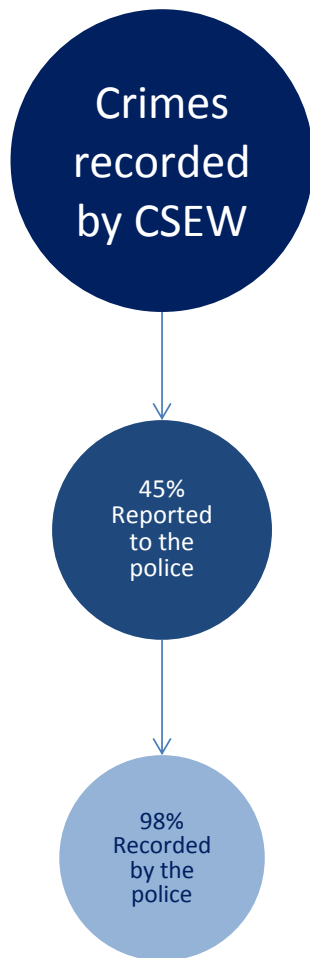
Comparing data sets

- 2.6 Each of the two data sources have different strengths and limitations and are not directly comparable.
- 2.7 The CSEW currently excludes fraud and crimes against society, for example, possession of drugs. The CSEW does not cover the population living in group residences (for example, care homes or halls of residence) or other institutions, nor does it cover crime against commercial or public sector bodies. While police recorded crime covers a broader range of offence types and victims, it is limited to only those offences reported to the police and is subject to NCRS compliance.
- 2.8 Although the mapping between CSEW categories and police recorded offence codes are approximate, it is possible to compare a subset of offence types that are covered by both measures (vehicle theft, burglary, bicycle theft, theft from the person, vandalism, assault without injury, assault with minor injury and wounding, and robbery).



2.9 The number of crimes identified by CSEW has reduced since 1995 with a reduction of 47% since the introduction of NCRS in April 2002. Over the same period (2002/03 to 2015/16), national police recorded crime reduced by 33%; Northumbria's recorded crime reduced by 43%.

2.10 Respondents who were a victim of crime are asked if they reported the offence to the police. Typically, 42% of public and household crimes are reported to the police (this varies by the type of offence from 9% for attempted theft from the person to 95% for theft of a vehicle). In 2015/16, the crime reporting rate increased to 45%; the offence types with a noticeable increase in reporting rate are violence involving a stranger and vehicle related theft.



2.11 It is possible to compare the volume of personal and household crimes reported to the police (as estimated in the CSEW) and the number of crimes recorded by the police. The HOCRs were introduced in 2002/03; at that time, 88% of those crimes reported to the police were recorded. This ratio reduced gradually to 71% in 2012/13, but has since increased to 98% in 2015/16.

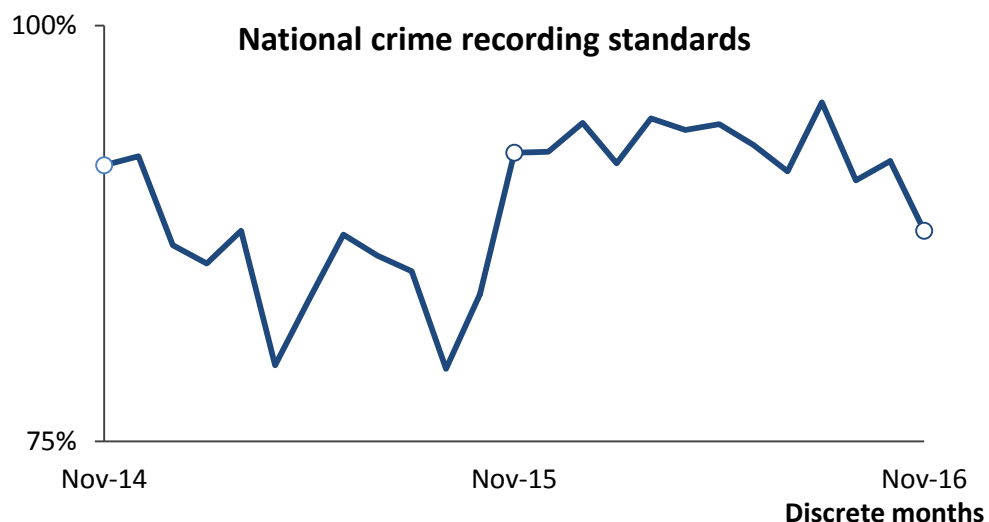
2.12 While the principle reason for the difference relates to compliance with NCRS, there are a few other considerations:

- Telescoping – Respondents often recall crimes outside of the 12 month reference period.
- Comparable periods – Owing to the timescales of conducting the survey, CSEW data is most comparable to police recorded crime from six months previous.
- Socially desirable responses – Non-disclosure of some offences and claiming they reported crimes to the police when they did not.

- Capping² – The treatment of high frequency repeat victimisation reduces the CSEW estimate of total crime.
- Age range – Changes in victimisation outside the 16-59 age range will affect the police recorded crime, but not CSEW (the comparable subset is not adjusted with respect the age of the victim).

NCRS compliance

2.13 Following renewed focus on the importance of accurate crime recording, the Force's compliance with NCRS has increased to 92% for the period April 2016 to November 2016 from 84% for the same period in the previous year.



Trends in offending

2.14 The most recent ONS bulletin for crime in England and Wales (year ending June 2016) estimates 6.4 million personal and household crimes; similar to the previous year.

2.15 Over the past five years, all offence categories covered by CSEW have reduced between 16% and 43%; all of which are statistically significant reductions with the exception of violence without injury.

2.16 The most recent CSEW findings show the long term reduction in violent crime may have ended with no statistical change from the previous year. Research from Cardiff University shows the number of people in England and Wales injured in serious violence (resulting in hospital treatment) has not decreased for the first time in seven years.

² The CSEW currently caps repeat victimisation at 5 crimes per person; repeat victimisation beyond this threshold is not included in the headline trend figures. Following consultation, the ONS will increase the cap to the 98th percentile.

- 2.17 Police recorded offences involving the use of knives increased by 9% and those involving firearms also rose, by 7%. While these figures may reflect general improvements in recording practices, there is some evidence to suggest there has been a small, but genuine increase.
- 2.18 The ONS reports that increases in police recorded sexual offences are believed to have resulted from both an improvement in recording and an increased willingness of victims to come forward and report these crimes to the police.
- 2.19 Police recorded crime in Northumbria increased by +29% in 2015/16 (94,002 crimes) compared to the previous year. This year, recorded crime has increased by +30% (as at 29/12/2016). There have been increases in the majority of crime types, most notably, assault without injury (+67%, 3,248 crimes), harassment (including stalking) (+128%, 3,523 crimes), public disorder (+127%, 5,044 crimes) and other theft and handling (+23%, 2,046 crimes). Total crime levels are similar to levels of crime recorded in 2009/10 (89,790) and 2008/09 (105,458).
- 2.20 As an alternative to police recorded crime, calls for service with the potential to involve a crime (incidents) can be used at a local level to analyse crime trends without the influence of changes in recording practices. Such incidents in Northumbria have reduced by 11% over the past five years.

Force Control Strategy

- 2.21 The Force completes an annual Strategic Assessment of the current and emerging threats and then sets a Control Strategy and Delivery Plans to mitigate the threats identified.

The current Control Strategy has identified six priority areas and also includes an intelligence requirement for modern day slavery, cyber related crime and the supply of firearms.

- Vulnerable ASB
- Child Sexual Abuse and Exploitation
- Signal Crime (Burglary)
- Domestic Abuse and Serious Sexual Offences
- Counter Terrorism and Domestic Extremism
- Organised Crime

The Control Strategy areas are monitored through the Force Tasking and Co-ordination process (FTCG). This identifies ongoing threats within the priority areas and makes recommendations to counter the issues. It also holds to account, progress on each of the delivery plans.

The Strategic Assessment is currently being refreshed and cyber enabled crime, fraud and modern day slavery linked to organised crime are highlighted as key emerging issues.

Cyber Related Crime

- 2.22 Levels of cyber related crime are increasing, this impacts upon many crime areas such as violence, exploitation and fraud, but the ease with which the crimes can be committed is greater when it is cyber enabled. One particular area that has seen an increase, not just in recording (as highlighted above) but also in real terms, is harassment. The increase is particularly apparent in relation to the use of social media such as Facebook. It is now much easier to harass a victim on social media. Preventative actions through an E-Safety campaign have been implemented, raising awareness of how to block people and maximise online safety.
- 2.23 The number of victims of fraud identified within the Northumbria area is increasing and some of these victims are very vulnerable. Again, this is a type of crime that is cyber facilitated and allows offenders to target people en masse.
- 2.24 Operation Halt is in place and includes bespoke crime prevention visits and advice to the most vulnerable victims. An action plan structured around Prepare, Prevent, Protect and Pursue has been developed. A dedicated Cyber Crime Unit deals with all online investigations in relation to 'paedophile hunters' and has overseen in excess of 30 investigations in the last 12 months.

Modern Slavery/Sexual Exploitation

- 2.25 Crime in which the commodities used are people is increasing (such as slavery and exploitation). The increase is partly based on raised awareness by both the public and partner agencies and new legislation (Modern Slavery Act), but is also due to the increasing movement and vulnerability of migrants throughout Europe and beyond. There is a growing intelligence case to suggest that certain communities (Eastern European) are more vulnerable to exploitation, slavery and trafficking. However evidence of slavery, servitude and exploitation are also apparent within other communities.
- 2.26 Preventative action is ongoing through Operation Sanctuary which also provides reactive investigative support to identified victims. Engagement with particularly vulnerable hard to reach communities is progressed through partner agencies such as the Children's Society and Girls Are Proud and is reinforced by Dedicated Liaison Officers for sex workers within Operation Sanctuary.
- 2.27 Operation Border is an investigation in response to Labour Exploitation within Newcastle involving the Roma /Polish community; victims were held in addresses before being transported to and from a place of work on a daily basis with workers' wages withdrawn by the main conspirators. Seven complainants have been accepted into the National Referral Mechanism. Five suspects have been charged and two are on bail pending charging decision.

3. Recommendation

- 3.1 The panel is asked to note the contents of the report.

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VERA BAIRD^{QC}
POLICE & CRIME COMMISSIONER

POLICE AND CRIME PANEL

10TH JAN 2017

REPORT OF THE CHIEF EXECUTIVE AND MONITORING OFFICER

**COMPLAINTS AGAINST THE POLICE AND CRIME COMMISSIONER –
QUARTERLY REPORT TO DECEMBER 2016**

1. Purpose of the Report

- 1.1 To provide the Police and Crime panel with information about the complaints and purported complaints received and every conduct matter recorded by the Monitoring Officer since November 2012.

2. Background

- 1.2 The Police and Crime Panel has the statutory role of overseeing all complaints against the PCC and informally resolving non-criminal complaints, as well as criminal complaints or conduct matters that are referred back to the Panel by the Independent Police Complaints Commission (IPCC).
- 2.2 The Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012 (the Regulations) make provision regarding the Panel's powers and duties in regard to complaints made about the conduct of the PCC. The aim of the complaints system is to deliver resolution as quickly and effectively as possible for the majority of complainants through local resolution.
- 2.3 In accordance with the Regulations, the Panel is required to maintain suitable arrangements for handling complaints, recording conduct matters where there is an indication that the PCC may have committed a criminal offence and prescribing the manner in which any complaints alleging conduct which constitutes or involves, or appears to constitute or involve, the commission of a criminal offence and conduct matters are handled.
- 2.4 A procedure for dealing with complaints against the PCC was approved by panel members in November 2012 appointing the Chief Executive of the Office of the Police and Crime Commissioner as the Monitoring Officer
- 2.5 In respect of record keeping the panel agreed in this procedure that the Monitoring Officer will keep records of: every complaint and purported complaint received and every conduct matter recorded by the Monitoring Officer. In addition the Monitoring Officer is to report, on a regular basis, the summary details (such as can be reported in public), on the exercise of any and all of these functions to the Police and Crime Panel for monitoring purposes. In this instance there have been no complaints received between October 2016 and December 2016.

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VERA BAIRD^{QC}
POLICE & CRIME COMMISSIONER

Northumbria Police & Crime Panel Report

January 2017

1	How is the PCC making commissioning decisions, and what are her future intentions?
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1.1 Commissioning Intentions – 2017/18

The Government continue to look at the further devolution of victim services to PCCs, the support services that are being considered for further devolution include those that are currently funded centrally by government:

- Adult victims of modern slavery;
- Families bereaved by homicide and road traffic crime;
- Victims of terrorism;
- Victims of female and male rape and sexual violence; and
- Victims and witnesses at criminal courts.

Dr. Philip Lee, Parliamentary Under Secretary of State for Victims, Youth and Family Justice confirmed late last month that the Ministry of Justice (MOJ) have decided to continue to fund existing nationally commissioned services for 2017-18, while MOJ will continue to work with PCCs to explore the potential for the future devolution of these services. Northumbria are taking an active part in this work and are helping to shape the national approach to devolution of services.

Our understanding is that the government will therefore continue to provide funding for victim services on an annual basis with a specified remit for PCCs to provide a core victim referral service and some specialist services. An announcement on the funding level was expected late last year. Unfortunately we are still awaiting confirmation of the final settlement for victim services. The one year funding settlement for victim services is unsatisfactory and the PCC and Association of Police and Crime Commissioners continue to lobby Ministers for this to change to a more sustainable solution for future years, bringing stability to the victim services sector and therefore victims of crime.

We have analysed crime and victim levels, demands for services and victimology to develop key themes for the grant fund to ensure the provision of suitable services to meet the demands of victims of crime in Northumbria. Findings from the Police and Crime Plan consultation and refresh of the Violence against Women and Girls (VAWG) Strategy have also been considered when developing the key themes and criteria. The Supporting Victims Fund 2017-18 will be launched in early January and will be mainly targeted at those victim services providers that can demonstrate how their service supports victims to cope in the aftermath of a crime and leads to long term recovery.

Section 2 - How is the PCC building effective partnerships?
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2.1 Refreshing the Regional Violence against Women and Girls Strategy

As you will be aware since 2013 we have been working alongside Durham and Cleveland PCCs to implement the 20 priorities set out in the first regional VAWG

strategy. Over the past 3 years we have made significant progress, and have provided updates to you as panel members on the progress made and projects linked to the implementation of the strategy. Working with the two PCCS from Durham and Cleveland we wish to refresh and prelaunch the strategy. To ensure that the priorities within the strategy reflect local needs, engagement events with partners have been held in Northumbria, Durham and Cleveland.

In Northumbria the event was attended by 65 partners and 7 workshops looked at key issues which relate to the current priorities and asked, What else can we do? Are we heading in the right direction? Have we missed anything?

Over the next few weeks we will analyse the findings alongside national issues identified in the Home Office Ending Violence against Women and Girls Strategy 2016 – 2020 published earlier this year and work with Durham and Cleveland to determine the priority areas for a new regional VAWG strategy.

2.2 Working with Partners, Nationally, Regionally and Locally

Since the last panel meeting I have attended a number of national, regional and community events.

As Chair of the Association of Police & Crime Commissioners, I have met with the Home Secretary, Amber Rudd MP and the Justice Secretary, Liz Truss MP. These meetings are an ideal opportunity for me to promote some of the work that is going on in Northumbria in a national context. It is important that government Ministers know what is happening in our region, I will continue to encourage Ministers to visit the region, to see the work that police officers undertake first hand to make a difference – whether it be the Mental Health Triage scheme or showcasing the work and achievements of the new Safeguarding Team.

I was pleased to welcome Cumbria's Police & Crime Commissioner to Northumbria in December, Peter McCall. During the visit he was interested to see the work we are doing to improve Northumbria Police response to complaints, and particularly the work of the new Safeguarding team. In 2017, I will be looking at how we can work closer with Cumbria, a natural progression as we share a border and many of the issues that face rural Northumberland are experienced in Cumbria.

In November, I also attended the APCC/ NPC National conference addressed by the Home Secretary where the topics included specialist services, Legitimacy and Police Reform Transformation Fund amongst many others. As Chair of the APCC, I was delighted that Rachel Lawson from my team was able to join the event to promote the excellent work of our Court Observation Panel, she did a brilliant job and impressed PCCs across England and Wales

Section 3 - How is the PCC scrutinising the force's performance against the police and crime objectives of the plan?

3.1 HMIC Peel Assessments 2016

PEEL is an annual assessment of police forces in England and Wales. Forces are assessed on their effectiveness, efficiency and legitimacy. They are judged as outstanding, good, requires improvement or inadequate on these categories (or pillars) based on inspection findings, analysis and Her Majesty's Inspectors' (HMIs) professional judgment across the year. The pillars each comprise three or four questions that focus on core areas of the work of the police. Judgments are also applied to these questions.

At the end of the PEEL year (in March 2017), HMIs will bring together all the judgments made throughout the year together with other findings and information to produce a rounded annual assessment of each force.

Since the last panel report HMIC have published two of the reports that will form the form the PEEL Assessment with a final report on Effectiveness due in the new year.

Efficiency

This pillar is concerned with the question: How efficient are the police at keeping people safe and reducing crime? The overall judgment for Northumbria Police is **GOOD** making them one of 33 forces assessed as GOOD overall. 8 forces are judged as requires improvement, and two as outstanding and no force was found to be inadequate.

HMIC in their report did not identify any areas of concern or make any specific recommendations, however they did identify three areas for improvements (AFIs). There were three questions asked by the inspectors and the findings are given below.

1. How well does the force understand its current and likely future demand? **GOOD**

HMIC found the force has a good understanding of current demand and has taken steps to reduce front-end demand. The Force has worked with partner agencies to explore ways to make working arrangements more efficient. However, more could be done to understand the impact of reduced budgets on partner agencies and the likely implications for demand on the force.

2. How well does the force use its resources to manage current demand? **GOOD**

The Force uses its resources well to manage current demand; resources are allocated appropriately (in line with priorities) to match demand and financial requirements. HMIC has concerns that the force has not fully considered enhancing its capacity and capability to meet the rising demands from cyber-crime. The force is keen to increase collaborative working and has a clear strategy. It already links with other police forces,

partner organisations and blue light agencies, and it is able to show savings and improved service provision as a result of joint working.

One AFI identified, that was also a national finding, was that the force should put in place better processes and governance to understand the benefits of projects, change programmes and collaborative work, and how they affect the force's ability to meet current and likely future demand.

3. How well is the force planning for demand in the future? **REQUIRES IMPROVEMENT**

Northumbria Police has plans in place to manage future demand. Financial plans align well with force priorities and can therefore target resources to areas of policing with the greatest risk.

The force has a comprehensive IT strategy which should help service provision and achieving efficiencies. However, HMIC has concerns that the current in-force capability to implement the strategy is limited.

Two AFIs were identified to ensure that the force has sufficient expertise to implement an effective ICT strategy to meet likely future demand for its services efficiently and that workforce planning covers all areas of policing and that there is a clear rationale, based on evidence, to re-organise staff to meet current and likely future demand. Workforce planning gaps were also identified nationally, with most forces having an unsatisfactory understanding of their workforce.

Legitimacy

This pillar is concerned with the question: How legitimate is the force at keeping people safe and reducing crime? A force is considered to have legitimacy if those working in it are seen by the public consistently to behave fairly, ethically and within the law. These are important factors in building and maintaining the trust and cooperation of the public.

The overall judgment for Northumbria Police is **GOOD** and HMIC did not identify any causes of concern and has therefore made no specific recommendations. Nationally, two forces are graded as outstanding, 36 as good and five as requires improvement. None were graded as inadequate. Seven areas for improvement (AFI) for Northumbria are identified in the final report. There were three questions asked by the inspectors and the findings are given below.

1. To what extent does the force treat all of the people it serves with fairness and respect? **GOOD**

HMIC judged the force as good regarding the extent to which it treats all the people it serves with fairness and respect. Staff from across the organisation showed a good understanding of both the 'proud to protect' programme and the Code of Ethics. Inspectors found the culture of the organisation fully understood the link between displaying strong values and the provision of an effective service. The force actively

seeks feedback from the community and uses perception surveys to reach a variety of groups and this has helped to shape the way in which Northumbria Police provides its service.

2. How well does the force ensure that its workforce behaves ethically and lawfully?
REQUIRES IMPROVEMENT

The force was judged as requiring improvement in the way it ensures that its workforce behaves ethically and lawfully. The force's vetting procedures comply with national guidance and all new recruits, volunteers and contractors are vetted to current national guidelines. There are however concerns over the capacity of the vetting unit to ensure that the backlog of vetting applications and reviews are completed in a more timely manner.

Northumbria Police understands corruptive influences and has a counter-corruption control strategy to mitigate any threat posed. The counter-corruption unit has a dedicated team that monitors police systems and investigates allegations of corruption. Northumbria Police is able to assess all intelligence relating to possible corruptive practices, and to review it in a timely manner. However, the force's assessment of strategic threat is outdated and this would limit the value of the action plan that is used to mitigate the threat posed by corruptive influences.

Northumbria complies with the requirement to inform both the public and the workforce about the outcomes of misconduct hearings. However, further work needs to be done to make this more effective.

Six AFIs are identified in the final report state that the force should:

- i. Ensure it complies with all aspects of the current national guidelines for vetting.
- ii. Produce an annual local counter-corruption strategic assessment and control strategy, to identify risks to integrity.
- iii. Ensure that it has the capability and/or capacity to monitor all its computer systems to identify risks to the force's integrity.
- iv. Improve how it communicates with its workforce about lessons learned.
- v. Improve how its workforce understands the issues identified from lessons learned.
- vi. Establish and operate effective processes for identifying and managing individuals at risk of corruption.

3. To what extent does the force treat its workforce with fairness and respect? GOOD

Northumbria Police has been graded as good in relation to the extent that it treats its workforce with fairness and respect. Following its staff survey in 2015 the command team has gone to great lengths to work with its workforce and create a culture of positivity, innovation and belief that all staff have the opportunity to develop their skills and experience.

Staff wellbeing is now central to force policy and the force has put considerable investment into awareness raising and the training of managers to identify mental health-related issues. It has signed up to the Workplace Wellbeing Charter and

developed a health and wellbeing action plan. It has adopted a proactive approach to addressing problems related to psychological and musculoskeletal issues, and this has had a further positive impact on the workforce.

The Performance Development Review (PDR) process has been re-energised. However, it is too early to say whether the new process will be appropriately adopted by all and used effectively to enhance career development.

One AFI has been identified, that the force should improve how it manages individual performance.

Leadership

Leadership was also inspected and HMIC looked at how well forces understand, develop and display leadership; and assessed how well led they are. Although a grading was not given HMIC provide each force with a report outlining their findings as outlined below.

1. Overview

HMIC found a good understanding of leadership expectations across the majority of the workforce (across all ranks and grades). Chief Officers from Northumbria Police are developing their leadership expectations with the workforce as part of its 'Proud to Protect' programme, launched during 2016. There is a well-considered and coherent approach to leadership development. While the force has several methods to identify and address gaps in leadership capability, these are yet to be evaluated.

Future leadership requirements are clear. The force is using recruitment to support the development of leadership and meet future requirements. Effective methods are in place to support potential senior leaders to develop a range of professional and leadership skills.

The force demonstrates an active search for new ideas and working practices from other police forces and organisations. The force is working to develop a culture of continuous improvement, and innovation is becoming part of the force ethos.

The understanding of diversity extends beyond protected characteristics and considers how diversity of background, experience and skills can strengthen teams.

Staff are encouraged to submit suggestions by using accessible and straightforward systems, and are given credit for their suggestions. The 'change in a day' programme is seen as an opportunity for all officers and staff to play a significant part in developing an efficient and effective police service.

2. How well does the force understand leadership?

HMIC was satisfied that staff from across the organisation understood the principles of creating a strong leadership culture, and that the values were widely displayed across

leadership teams. Nationally, considerable variations in workforce understanding are apparent.

HMIC found an overwhelming acceptance that the new leadership values had been adopted across the force and were recognised as having had a positive impact on the force's culture.

The force recognises that it does not yet fully understand the leadership capability across the force. A number of methods are being used to improve this and details are included within the People Strategy.

The force assesses individual officers using 360 feedback and neuro-linguistic personal development. Whilst it is too early to judge the success of the enhanced Performance Development Reviews (PDR) process, HMIC is satisfied that its introduction and importance are widely understood.

Nationally, HMIC found that in most forces, individual performance review processes are weak or still developing. HMIC expects that, given the amount of work being done in this area by a number of forces, the situation will improve.

3. How well does the force develop leadership?

Northumbria Police has the capability to solve leadership problems when they arise with the inspectors seeing a number of examples of swift and decisive interventions, which reinforced the message that standards of leadership must not drop.

The force has a well-considered and coherent approach to leadership development. All new Inspectors and Sergeants are trained in a variety of subject areas including safeguarding vulnerable adults and children, leadership expectations and wellbeing and assessor training.

Northumbria Police uses a range of recruitment methods to address skill gaps and is introducing a system of secondments which allow officers and staff to gain a wider range of experience. The force recognises that Police Now presents a good opportunity to attract members of minority communities and broaden its skill base.

The force has transparent and well-publicised systems which identify talent. Officers and staff that HMIC spoke to said that they believed that opportunities to enter the Lead, Excel and Develop (LEAD) Scheme were fair, transparent and open to all. This has been used as an example of good practice within the national report. Very few forces were able to demonstrate this or provide a robust assessment of the potential barriers to any member of the workforce seeking access to such schemes.

Northumbria Police has effective methods of supporting potential senior leaders and helping them to develop a range of professional and leadership skills. This includes arranging renewed access to the national senior leadership programme for newly-promoted Chief Inspectors, Superintendents and police staff equivalents.

4. How well does the force display leadership?

HMIC found that all ranks and grades felt they had an opportunity to influence and create a more efficient and effective police force; with officers and staff generally knowing about the various suggestion schemes. The importance of having balanced and diverse leadership is recognised and the Force is making concerted efforts to enhance leadership opportunities for female officers and staff. Northumbria Police is willing to look at other forces and organisations to identify best practice.

HMIC, in their national overview report have identified a number of areas which require improvement which Northumbria will have regard to in future planning.

- Forces are identifying and developing talented leaders drawn from high-performing officers and staff, but leadership development for the wider workforce (especially police staff) remains inconsistent.
- Force's expectations from its leaders are rarely included as part of an individual's performance review.
- Few forces are able to demonstrate a sufficiently broad understanding of the skills, background and experience of their leadership teams. This does not allow them to develop teams with a variety of leadership styles and approaches.
- Although almost every force has, or is developing, an individual performance review process, they are still weak in many forces.
- While some forces were able to demonstrate that they can identify and resolve leadership problems in parts of the force, very few have a process to identify/address poor leadership.
- HMIC found limited evidence that forces are developing sufficiently diverse leadership teams and need to work closely with the workforce to develop future leaders (e.g. future capability requirements for digital skills).

3.2 Scrutiny of HMIC Inspections

In response to these reports I have met with the Chief Constable to talk through the inspection reports and also written specifically congratulating him on the efforts made by him and his senior team over the last year in respect of leadership reflecting its importance in enabling force to be effective efficient and legitimate.

With regard to the legitimacy report I have congratulated the Chief Constable on the grading of GOOD, whilst also stressing that it is imperative that the last question, how well does the force ensure its workforce behaves ethically and lawfully is addressed. I have asked for an initial report of how he intends to tackle the issues identified and then a quarterly update.

In addition in respect of the AFI in the efficiency report on workforce planning I have asked the Chief Constable to present a report on Workforce Planning in January.

Section 4 - How is the PCC improving communication/consultation with the public?

4.1 PCC Advisory Groups 2017

The PCC Advisory Groups were first established by the PCC in autumn 2012 drawn from the communities which are protected by the Equality Act 2010. They consist of age, gender, religion and belief, disability, black minority ethnic (BME) and lesbian, gay, bisexual, transgender (LGBT). A victims groups was also established. All groups have met with the PCC regularly over the last four years and continue to do so.

The groups have helped to shape policy and practice for both my office and Northumbria Police including the Northumbria Police Hate Crime Action Plan, domestic abuse media campaigns, stop and search programme and the Police and Crime Plan 2017-22.

We are refreshing membership of the groups to best reflect the current landscape of communities and stakeholders and have put together a programme of work for the coming year which includes consultation on a wide range of issues including victim services, police recruitment and training.

Victims First Northumbria will host the PCC Victims Advisory Group where the voice of the victim and victim service providers will come together to shape future understanding of victim need, demands for services and views on the whole criminal justice system.

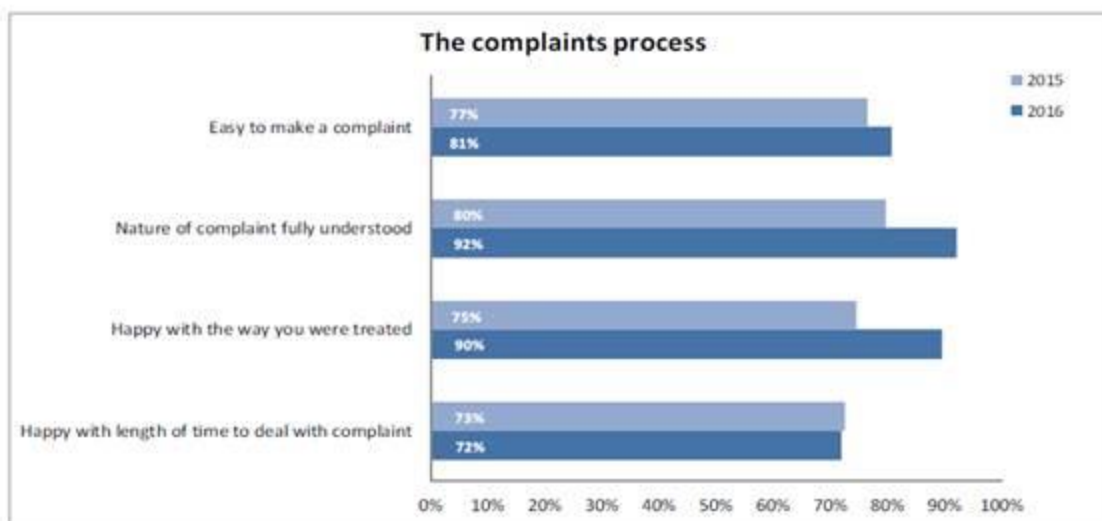
Streetwise North East will host a PCC Young Peoples Advisory Group which will consist of young people from each local authority area in Northumbria. The group will meet regularly and act as a sounding board for PCC and local police issues. The group will also carry out peer research on my behalf to canvass the views of young people on a wider scale when considering issues such as Northumbria Police's approach to stop and search and young victims of crime.

4.2 Complaints Triage Evaluation

You already know about the changes that have occurred since we introduced the complaints triage team in 2013. In November 2016, we received our latest customer feedback results which provide us with some updated research on the benefits and impact of this innovative approach to dealing with complaints.

To evaluate the effectiveness of the Complaints Triage Team in dealing with complaints telephone surveys were carried out with complainants. Whilst percentages are used for ease of comparison, this report is to be taken as qualitative in nature.

As you can see from the table below the triage team continue to provide an excellent complaints resolution service, with complainants continuing to be far more positive about the experience when complaints are resolved by the Triage Team.



Qualitative findings also show service users perceptions of the service showing satisfaction with the way that the Triage Team listened to and understood the complainant, kept in touch and provided a prompt response illustrated by a selection of comments:

“He showed empathy towards my situation and he gave a good explanation”

“She communicated... understood and listened. I was stressed about making the complaint ... It took me three weeks to pluck up the courage.”

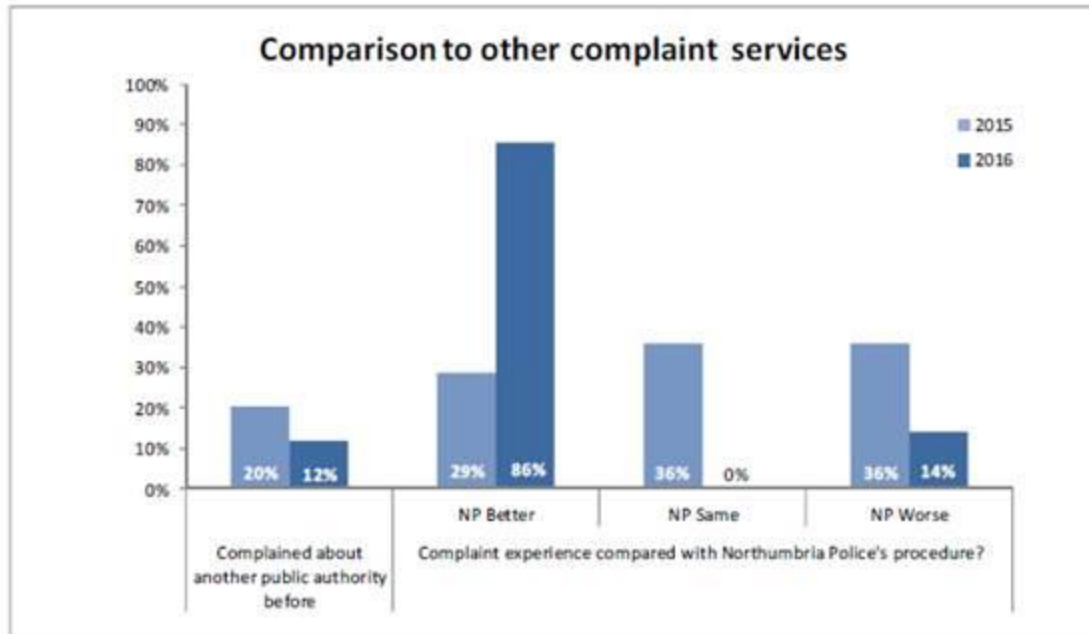
“She kept in touch with me and updated me....she kept me in the loop the whole way”.

“they kept in contact via email and I was happy with that”

As soon as I wrote the letter I received a quick response”

“It was really good I was impressed with how quickly it was dealt with”.

The survey also looked at how the response compared to that of other public authorities. Only 12% of participants had made a complaint to another public authority, compared to 20% in 2015, but they were more positive about their experience with Northumbria Police.



Complainants were also surveyed about the overall experience. Compared to 2015, more participants were satisfied with the whole experience and thought their complaint was taken seriously. There was a marginal reduction in those who think Northumbria Police link closely with the public, resolve issues and learn lessons.

Survey results showed that:

- 42% thought Northumbria Police genuinely resolve issues, compared to 44% in 2015.
- 77% thought their complaint was taken seriously, compared to 70% in 2015.
- 83% were satisfied with the overall experience, compared to 71% in 2015.

Section 5 - How is the PCC improving confidence in the Police across the area?

5.1 Anti-Social Behaviour Volunteer Networks

In 2014-15 I supported North Tyneside Council to launch their 'volunteer victim support group' to support victims of anti-social behaviour to cope and recover following an incident or sustained attacks. The project proved successful with ASB Volunteers trained to support those in need. Council-led tenant and victim satisfaction surveys showed a marked increase in the level of people who think that the council deal with ASB in the right way.

With agreement from Community Safety Partnership chairs, in April 2015 my office worked to establish similar projects across Northumbria, to strengthen and complement the overall support available for victims of ASB. Grants of £20,000 were awarded to

each of the council areas to establish the networks and £5,000 has been awarded to each area this year to further develop the networks.

All areas have different neighbourhood working arrangements in place with differing levels of support already in place for victims of ASB; these differences are reflected in the local arrangements that have been set up as part of this project. It is important that my grant strengthens and complements local arrangements already in place rather than supersede them.

An update from each area can be found below:

Gateshead - Five volunteers were successfully recruited and trained in the ASB volunteer role from July 2016 and have been supporting a number of victims who were referred from The Gateshead Housing Company. Evaluations of the involvement with these victims are currently being prepared which will include information on the support offered to victims and feedback from the volunteers on their experiences.

There were some issues identified with the original training being too time intensive and a number of volunteers dropped out before the training started or part of the way through due to the length of the course. In preparation for the next intake of volunteers, the training is being reviewed with a view to changing this to a shorter e-learning course which the volunteers can complete at home within a set time period before having an induction with will include introductions to key partners including Northumbria Police, The Gateshead Housing Company and Community Safety as well as meeting volunteers from the previous intake. There are twelve volunteers who are in place to complete this training once it has been developed.

All newly trained volunteers will be given a test case to work with before becoming fully accredited and able to support victims of ASB.

Newcastle - In Newcastle there have been 39 referrals into the ASB Volunteer Service and 38 have taken up the offer of support. The referrals into the service have mainly been made by Victims First Northumbria and from the Newcastle City Councils ASB Team. Emotional support provided can include a home visit, office appointment, phone contact and follow up support. Support can be on a daily basis for victims with intensive needs, once a week for vulnerable clients or a regular check up every couple of weeks to monitor the situation. Advocacy support is also offered and represents any work undertaken by the worker on behalf of the victim. This can include speaking to the ASB Team for updates, liaising with Your Homes Newcastle/landlords and speaking with the Police. Specialist support and referrals can also be made when a client has specialist needs who may be able to offer more targeted support (e.g. Tyneside Women's Health, Someone Cares). Information and advice is also provided on housing and ASB and give the victim realistic expectations of the procedures that may follow.

Many of the cases they are supporting in Newcastle are victims who have been exposed to prolonged ASB and feel targeted. 85% of victims supported report an increased feeling of safety and well-being following the ASB volunteer support intervention with 15% reporting they felt the same level of well-being.

North Tyneside - Supporting victims of crime and anti-social behaviour is a priority for North Tyneside Council. The volunteer victim and witness support scheme helps to ensure the most vulnerable victims are identified and provided with an enhanced level of personal support.

Sixteen trained volunteers complement the work of the councils housing neighbourhood and community protection teams, along with the neighbourhood policing teams. They listen and truly understand what people affected by anti-social behaviour are going through.

For those requiring further support the victim support officer within the council's community protection team finds a suitable volunteer who can help. This could be through offering practical advice, providing emotional support over the phone or in person, helping to complete incident diary sheets or referring to a specialist agency.

As a result of the volunteer project, victims are receiving a service that meets their needs and more people are coming forward to report anti-social behaviour. That in turn means that more robust action can be taken against perpetrators.

Since February 2015 around 130 victims have been provided with an enhanced level of personal support. ASB case closure satisfaction scores (where a volunteer has provided enhance support) have attracted 100% satisfaction in relation question that asks victims "how satisfied were you with the support given to you during the case".

Northumberland - After a very difficult start to the scheme in the first year Northumberland now have a more settled structure building on the initial investment to create a scheme. Seven volunteers signed up for the ASB volunteer's network with a range of backgrounds and ages. Northumberland have been working closely with North Tyneside and they are sharing training in January.

Victims First are delivering two sessions in January in relation to boundaries, lone working and safeguarding followed by two further sessions which will involve Northumbria Police and the North Tyneside volunteers for scenarios and Q&A sessions.

Northumberland do not currently have any young volunteers and are commissioning 18-25 year old volunteers from Children North East and Youth Link, discussions are progressing about level of provision and referral pathway.

Homes for Northumberland ASB team and Northumberland County Council ASB team provide the main referrals to the service and will help to strengthen referral pathways. The team are re-launching the scheme in early 2017 with a more embedded and settled structure.

South Tyneside - South Tyneside work with Victim Support to provide an Anti-Social Behaviour (ASB) Project Worker and the role and hours of this worker have been able to be extended by this grant to cover ASB volunteer co-ordination.

Victim Support recruited and trained 6 volunteers who now help provide emotional and practical support to victims of ASB across South Tyneside. Victim Support delivered a bespoke training package to volunteers (covering Listening & Support Skills and Anti-Social Behaviour) and the Project Worker provided further one to one coaching and mentoring. The volunteers also have access to Victim Support's ELearning programme and some have completed a range of other online training – and all have done the Victim Support Data Protection ELearning course. The Project Worker also monitors the casework of volunteers, allocating cases and providing ongoing supervision and training as necessary.

As a result of the recruitment of volunteers, the Anti-Social Behaviour project in South Tyneside now has the capacity to deal with a much larger number of cases and referrals into the service have increased significantly. In addition it is now possible to allocate more resources to each case meaning that victims are now receiving more face to face and outreach contact.

Between 1st April 2016 and 30th September 2016 the project dealt with a total of 99 referrals, an increase of 80% for the same period in 2015. South Tyneside were only able to cope with this number of increased referrals because of the input and commitment of their volunteer team. At the point of case closure during the above period, 95% of victims reported an increased feeling of safety and/or well-being.

Sunderland - To date Sunderland Council have recruited and trained 3 Anti-Social Behaviour Victim Volunteers from Sunderland & Northumbria University as part of a new pilot scheme within the council. They are all full-time students studying Criminology, Social Care (MA) and Psychology.

The volunteers have received intensive training provided by an external training provider and continue to receive internal training as well as a comprehensive induction programme consisting of shadowing ASB officers, police and meeting several key partners who work in this field. In training the volunteers have covered topics such as values and beliefs, equality and diversity, stereotyping, safeguarding, ethics, listening skills and confidentiality.

From December 2016 the volunteers have been supporting low and medium level ASB victims who contact the council to report issues. To date the volunteers have supported victims relating to low and medium level noise complaints and have shadowed council and police officers on visits to victims and perpetrators of ASB.

In June 2017 the council will carry out a small review of the scheme to measure its effectiveness in Sunderland. If proved successful we will commence a further recruitment drive and look to expand the project and build on its early success.

5.2 'Words Leave Scars Too'

On the 1st December we launched our 'Words Leave Scars Too' Campaign in association with Victims First Northumbria The awareness raising campaign ran from the beginning of December until New Year's Eve and aimed to dispel the notion that

domestic abuse is about bruises and scars and highlighted how emotional abuse can be just as damaging to victims, and in the eyes of the law is a serious, punishable offence.

It also aimed to educate victims who are unaware the abuse they are being subjected to is domestic abuse, and that this realisation will give them the confidence they need to seek help. At the same time, it was hoped that those committing emotional and psychological abuse, which is described as 'coercive and controlling' behaviour, will realise their behaviour is unacceptable and can lead to a custodial sentence of up to five years.

This emotional abuse is still the lesser-known side of domestic abuse - it's vital that everyone is made aware that domestic abuse doesn't just come in the form of scars and bruises - far from it. If he or she is telling you, time after time, that you're ugly, stupid, no one else will love you – they are guilty of committing a crime - domestic abuse.

The campaign was also supported by a victim of domestic abuse, who spoke about her experience, where she has been controlled emotionally and financially for over more than ten years. She contacted Victims First and is receiving support.

I was delighted that we were able to gain the support of North East actress and former Emmerdale star, Charlie Hardwick for the campaign as she is passionate about raising awareness of domestic violence.

The campaign posters were different to our normal designs, we tried to move away from police style posters. The creative team designed posters that are really impactful and tell a strong message.

Just before the launch of the Words Leave Scar Too campaign, I was pleased to support Northumberland Domestic Abuse Services (NDAS) to launch the "K(NO)W MORE" campaign to encourage gay, bi and trans men to find out more about violence and abuse. Responding to the need to provide accurate and appropriately tailored information, the campaign aims to help gay, bi-sexual and trans men understand how things can go wrong in relationships, and where they can turn to for help. NDAS supports all men and women, including lesbian, bi- and trans-women, but this campaign is particularly aimed at gay, bi and trans-men.

I was pleased to support this excellent new initiative, it is exactly the kind of specialist provision there should be, within the umbrella of support for all victims of domestic abuse which is now available in Northumbria. This campaign sends out a clear message that all victims of domestic abuse can reach out for help and it will be given to them. NDAS and the police work closely together, where it is in the interests of victims that they do so and this excellent relationship will continue to the benefit to all residents. The awareness campaign will run until March 2017, and more information can be found at the Facebook site KNOWMORENDAS or on the NDAS website, www.nda.services.

Proud
to serve

Proud
of our
people

Proud to
improve

Proud
to lead



8

Proud to Protect

PROUD OF WHAT WE DO • PROUD OF WHO WE ARE



Our Vision is:

To be outstanding in the service we provide

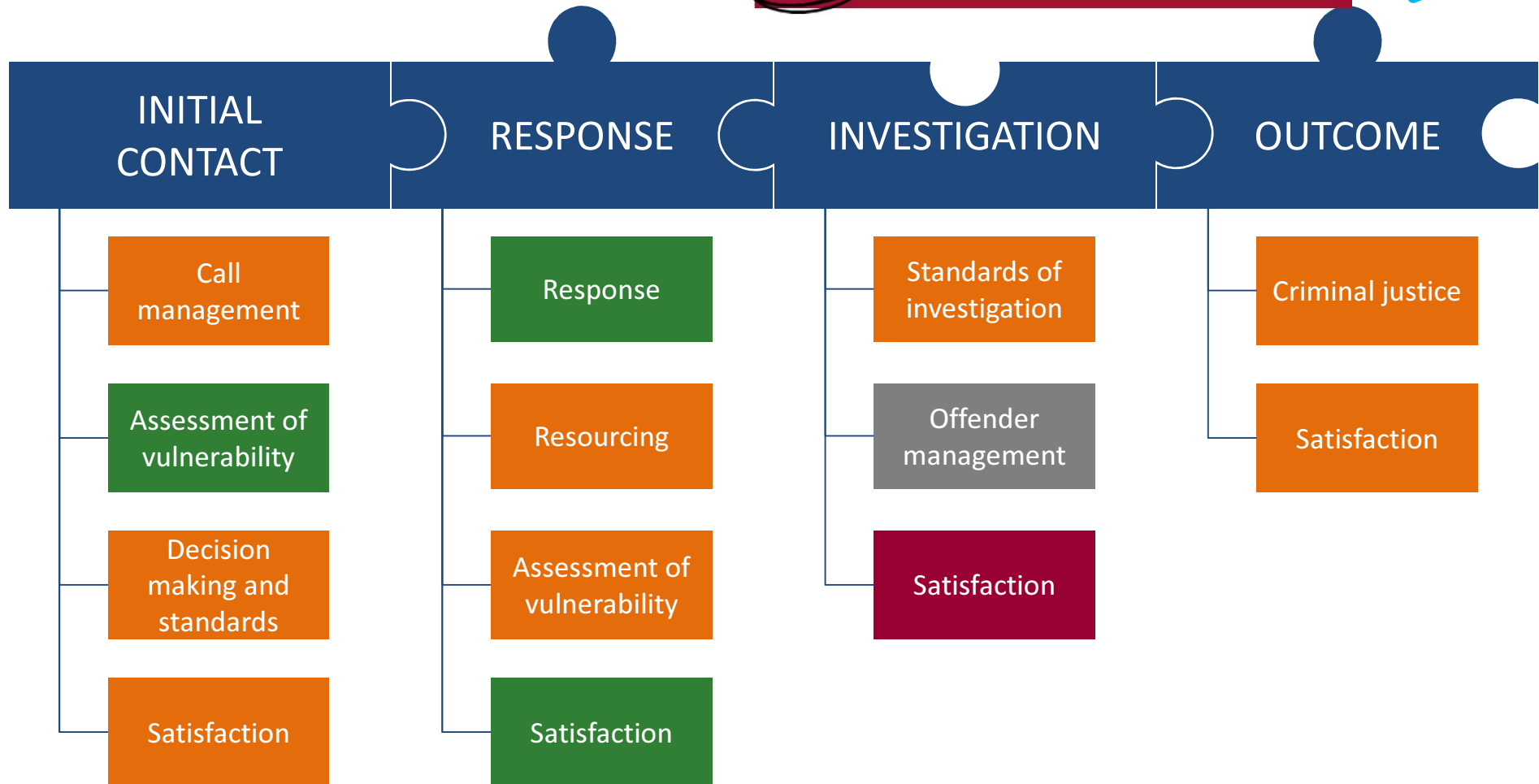


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2. Victim's journey

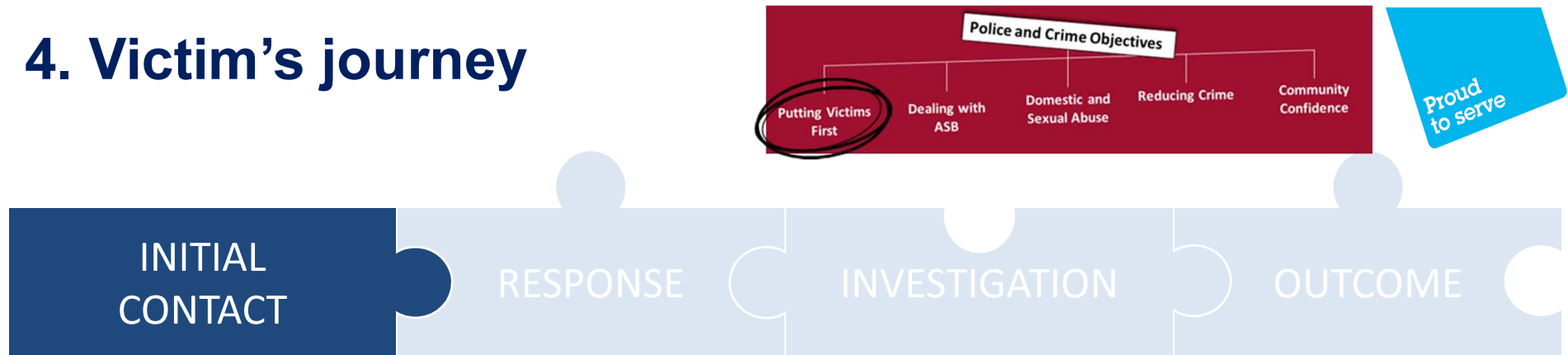


3. Victim's journey



Call management	999 call answering times remain similar to the previous year. Action plan is in place for 101 call handling; a recent improvement in the percentage of 101 calls answered and average answer time.
Assessment of vulnerability	Vulnerability, threat, risk and harm correctly assessed in 94% of occasions.
Decision making and standards	80% of incidents are allocated the most appropriate response. NCRS compliance is 92% for 2016/17.
Satisfaction	Satisfaction with ASB for ease of contact remains lower than last year.

4. Victim's journey



- Action plan developed and governed at the Force's performance management meeting, including:
 1. Improve the use of the website to encourage alternative contact.
 2. Develop a direct method of email contact to an officer from the website.
 3. Increase the options available for interactive voice response.
 4. Improve the provision of information to victims to reduce follow-up calls.
 5. Recruit to authorised establishment of contact handlers.
 6. Develop and implement a revised shift pattern for Communications Department to increase capacity.
 7. Implement a switchboard triage function.

5. Victim's journey



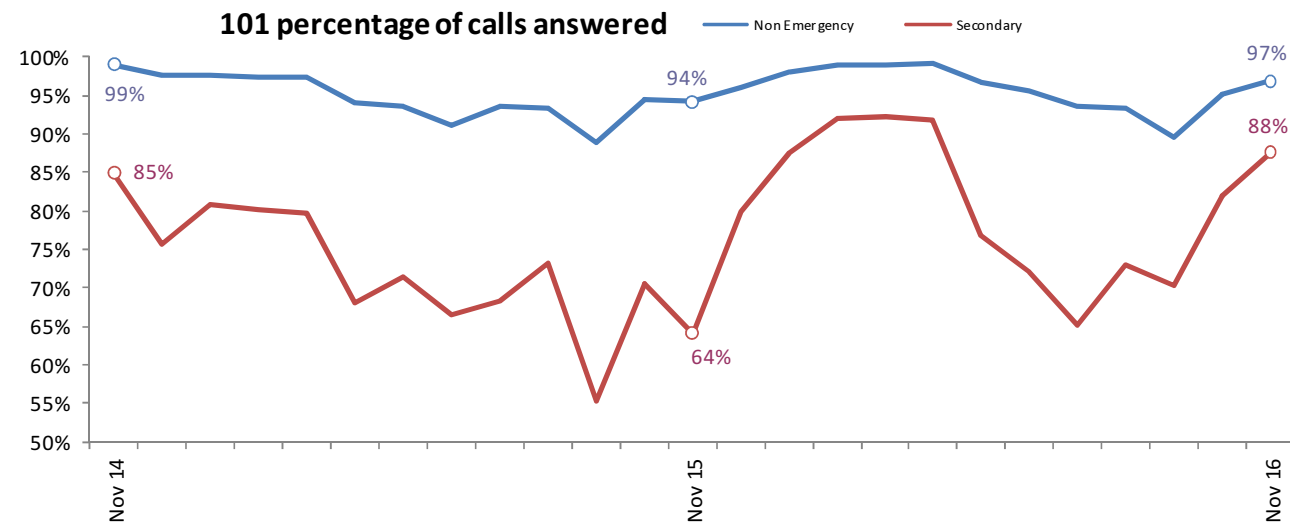
Proud to serve

INITIAL
CONTACT

RESPONSE

INVESTIGATION

OUTCOME



1. The percentage of secondary calls answered has increased (from 65% in July 2016 to 88% in November 2016).



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6. Victim's journey



Response

Time taken to respond to priority 2 vulnerable incidents has improved, but remains higher than non-vulnerable incidents.

Resourcing

Officer availability has remained similar to last year.

Assessment of vulnerability

86% of needs assessments satisfactorily completed.

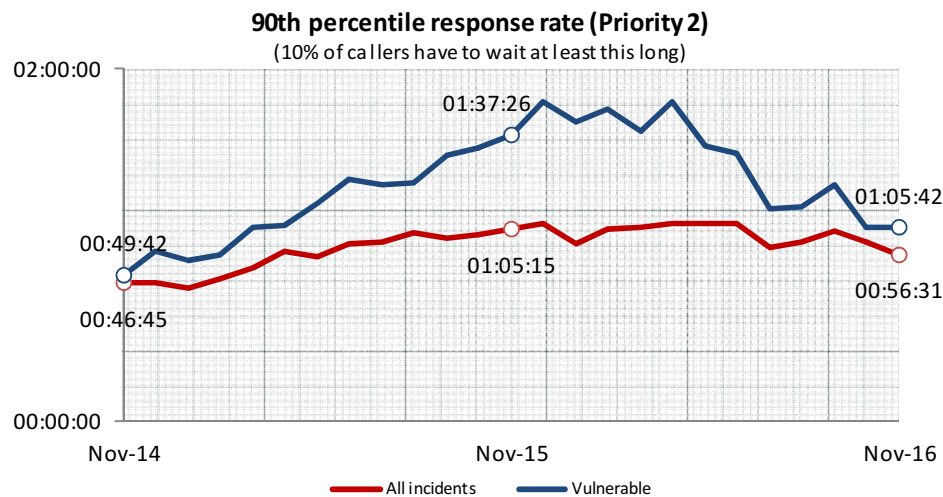
Satisfaction

Satisfaction with time of arrival remains high, with recent improving trend for ASB.

7. Victim's journey



1. 90% of priority 1 incidents with a vulnerable victim are allocated within 3 minutes and 37 seconds.
2. 90% of priority 2 incidents with a vulnerable victim are allocated within 45 minutes and 24 seconds.
3. Time taken to respond to priority 2 vulnerable incidents has improved.
4. The 90th percentile response rate to priority 2 incidents for vulnerable victims is 1 hour and 5 minutes in November 2016; the gap between vulnerable and non-vulnerable has narrowed.



5. A review has been undertaken enabling the identification of common administrative themes to be addressed.
6. In response, an aide memoire and clear escalation procedures have been implemented.
7. ICT changes have been implemented to improve the identification and prioritisation of vulnerable incidents.



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8. Victim's journey



Length of investigations continue to reduce.
Reduction in pre and post charge failures (file quality).

Measure of IOM to be introduced.

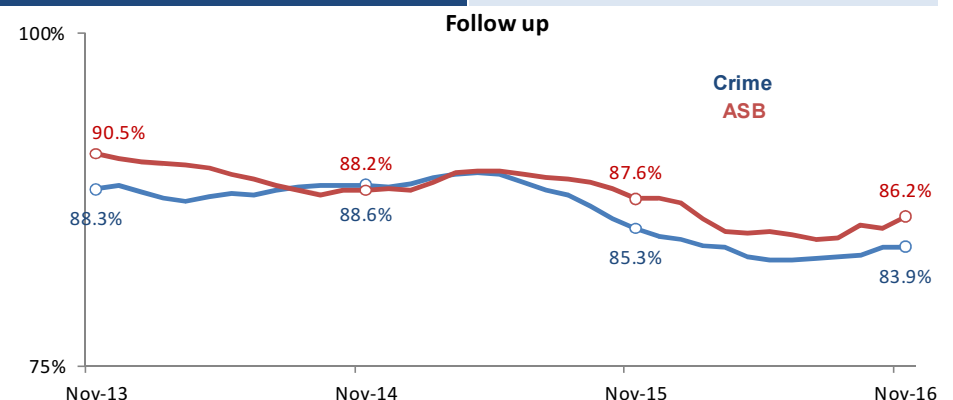
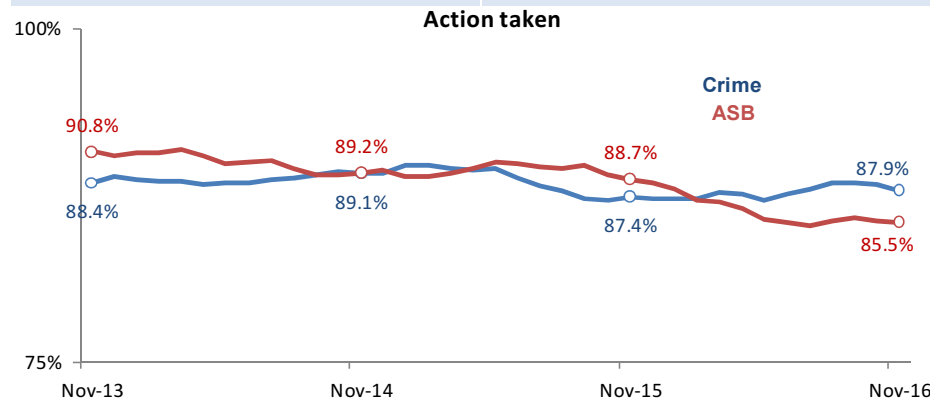
RWD satisfaction with action taken remains high.
Reduction in satisfaction with action taken for ASB and follow-up for both crime and ASB.

Standards of investigation

Offender management

Satisfaction

9. Victim's journey



1. Majority of respondents satisfied.

2. Common reasons for satisfaction.

- Police did everything they could
- Police were professional / had a good manner
- Informed about what the police would do
- Happy with contact arrangements
- Police kept me informed without asking

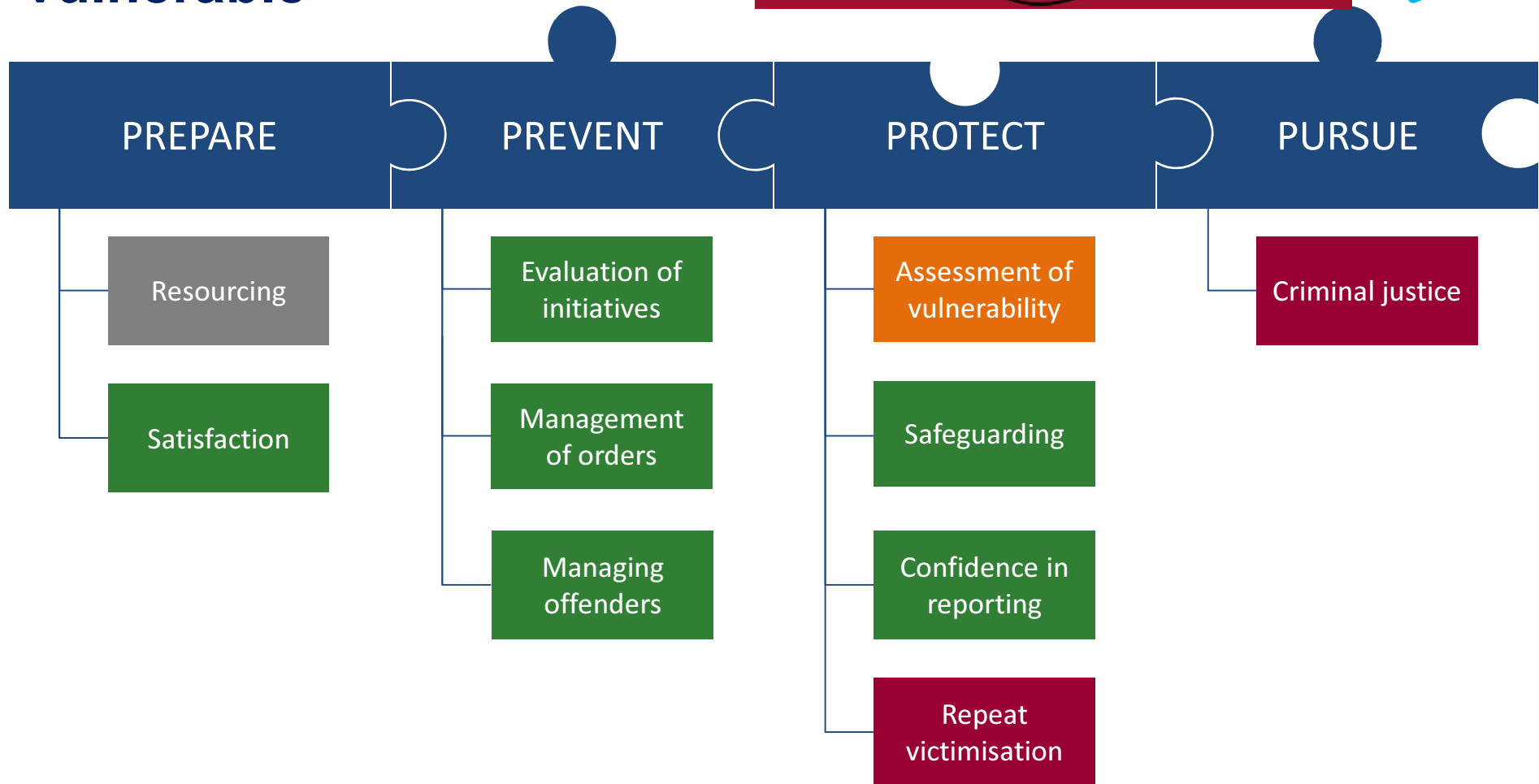
3. Common reasons for dissatisfaction.

- Lack of regular contact and updates.
- Not keeping promises.
- Not providing contact details.
- Not offering advice.
- Not referring to victims first when victim felt there was a need.
- Perceived poor response or investigation/little action against offender.

10. Victim's journey



11. Safeguarding the vulnerable



12. Safeguarding the vulnerable



Resourcing

Assessment of whether capacity and capability match demand.

Satisfaction

92% of hate victims are satisfied with the whole experience, placed 1st nationally. Improving trend in satisfaction for all aspects of service to hate crime victims. 94% of domestic abuse victims satisfied with the overall service, whilst 96% are confident to report a further incident.

13. Safeguarding the vulnerable



Evaluation of initiatives

Number of referrals to perpetrator programmes has increased compared to 2015/16.

Management of orders

Reduction in DVPO applications to court. Percentage of DVPOs substantiated increased. Higher rate of DVPO applications and those substantiated compared to average for England and Wales.

Managing offenders

68% of subjects managed through MATAC have reduced their offending.

14. Safeguarding the vulnerable



7% of victims sampled were not referred to VFN when they ought to have been.

88% of harm reduction plans considered to be good or outstanding.
Investigations of hate crime assessed as good or outstanding.

96% of domestic abuse victims are confident to report further abuse to the police.

Repeat victimisation of high and medium risk victims has increased.

Assessment of vulnerability

Safeguarding

Confidence in reporting

Repeat victimisation

15. Safeguarding the vulnerable



Charge rates have reduced.
Reduced quality of MG5s (police reports) in domestic abuse files.
Report to conviction rates have reduced.
76% of investigations (hate crime, domestic abuse and sexual offences) assessed as good or outstanding.

Criminal justice

16. Safeguarding the vulnerable



	Rape	Sexual offences	Domestic violence	Hate
Charge rate	17% ↓	17% ↓	23% ↓	15% ↓
Conviction rate	49% ↓	75% ↑	73% ↑	79% ↑
Report to conviction rate	8% ↓	13% ↓	17% ↓	12% ↓

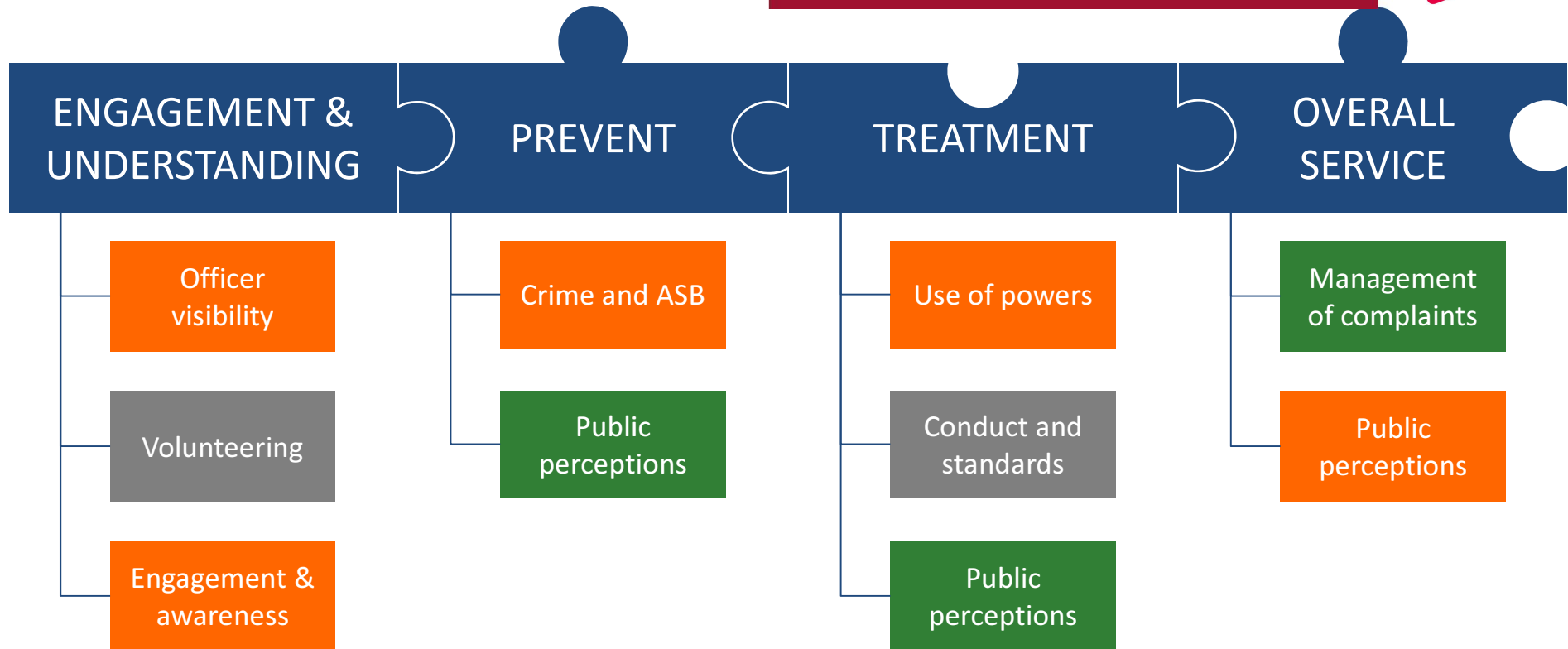
1. Reduction in charge rates; the Force is 5th nationally for sexual offences charge rate and 9th for rape.
2. With the exception of rape, conviction rates have improved, but are low compared to other force areas.
3. Reduction in charge rates influencing report to conviction rate.
4. Report to conviction rates have reduced and are now comparable to average national rates for 2015/16.

17. Safeguarding the vulnerable



- Review completed to identify themes that impact upon report to conviction rates.
- An action plan is being developed with the intention of being managed through the Local Criminal Justice Board, to include:
 1. Introduction of a gatekeeper role embedded within CPS Rape and Serious Sexual Offence section to improve file quality improvements.
 2. Feedback from independent viewpoints via prosecution counsel 'adverse outcome' reports, Rape Scrutiny Panel and OPCC Court Observer reports.
 3. Police and CPS monitoring of Preliminary Crown Court hearings to ensure cases are being progressed in a timely way and not delayed unnecessarily.
 4. Enhanced disclosure training for Safeguarding Detectives in order to limit delays through disclosure failures.
 5. Introduction of CCTV repository to reduce delays relating to CCTV footage provision.
 6. Improved dialogue between CPS and Police to clarify expectations regarding disclosure, and with Her Majesty's Courts and Tribunal Service and the Judiciary regarding the proportionate approach to disclosure.

18. Community confidence



19. Community confidence



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

20. Community confidence



21. Community confidence



Improvement in the percentage of stop and searches with sufficient grounds recorded.

Measures to be determined.

Perceptions of public confidence, respect and fair treatment high.

Use of powers

Conduct and standards

Public perceptions

22. Community confidence



Number of live complaints managed has increased slightly.
The percentage of IPCC investigation appeals upheld is 36%.

A significant reduction in the perceptions of police and councils dealing with ASB and crime issues that matter in their area.
High levels of perceptions of safety and whether police do a good job.

Management
of complaints

Public
perceptions


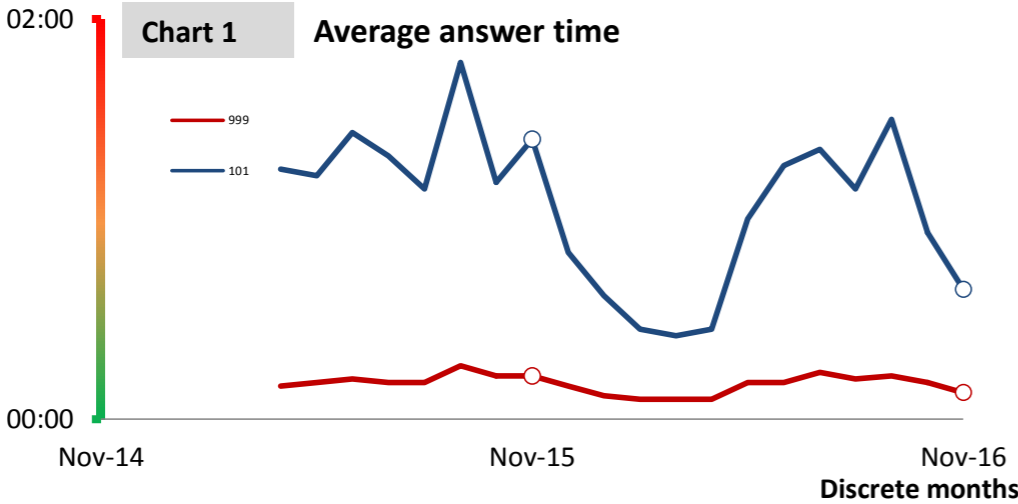
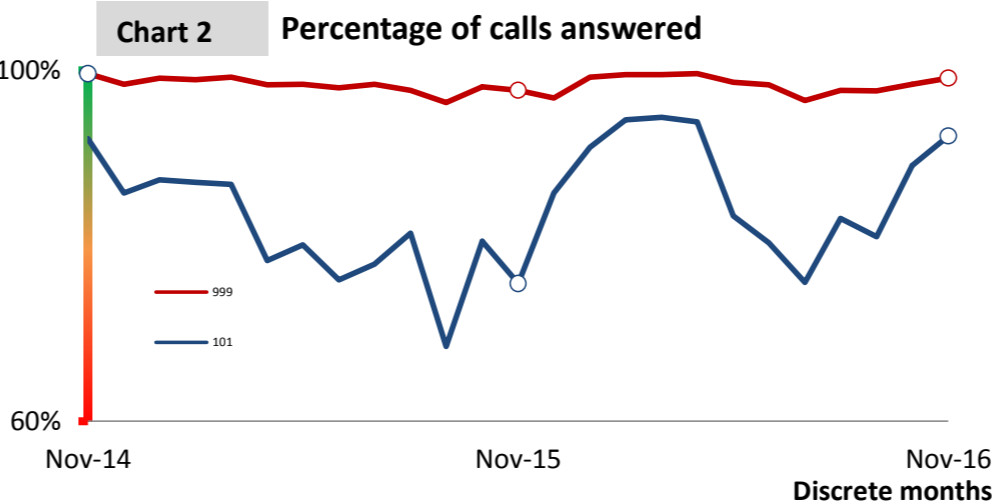
23. Community confidence



IPCC	2016/17 (April to November)						2016/2017 (April to September)	
	Appeals	Upheld	Rate	15/16 Rate	Change (from 2015/16)		MSG	National
Investigated	25	9	36%	53%	-17%	▼	30%	38%
Locally resolved	3	3	100%	100%	+0%	-	34%	81%
Non-recording	40	6	15%	41%	-26%	▼	46%	35%
Disapplied	0	0		0%	+0%	-	0%	18%
All appeal types	68	18	26%	54%	-28%	▼		
Force	2016/17 (April to November)						2016/2017 (April to September)	
	Appeals	Upheld	Rate	15/16 Rate	Change (from 2015/16)		MSG	National
Investigated	24	4	17%	16%	+1%	▲	22%	18%
Locally resolved	9	0	0%	6%	-6%	▼	8%	16%
Disapplied	5	0	0%	13%	-13%	▼	17%	6%
All appeal types	38	4	11%	12%	-1%	▼		

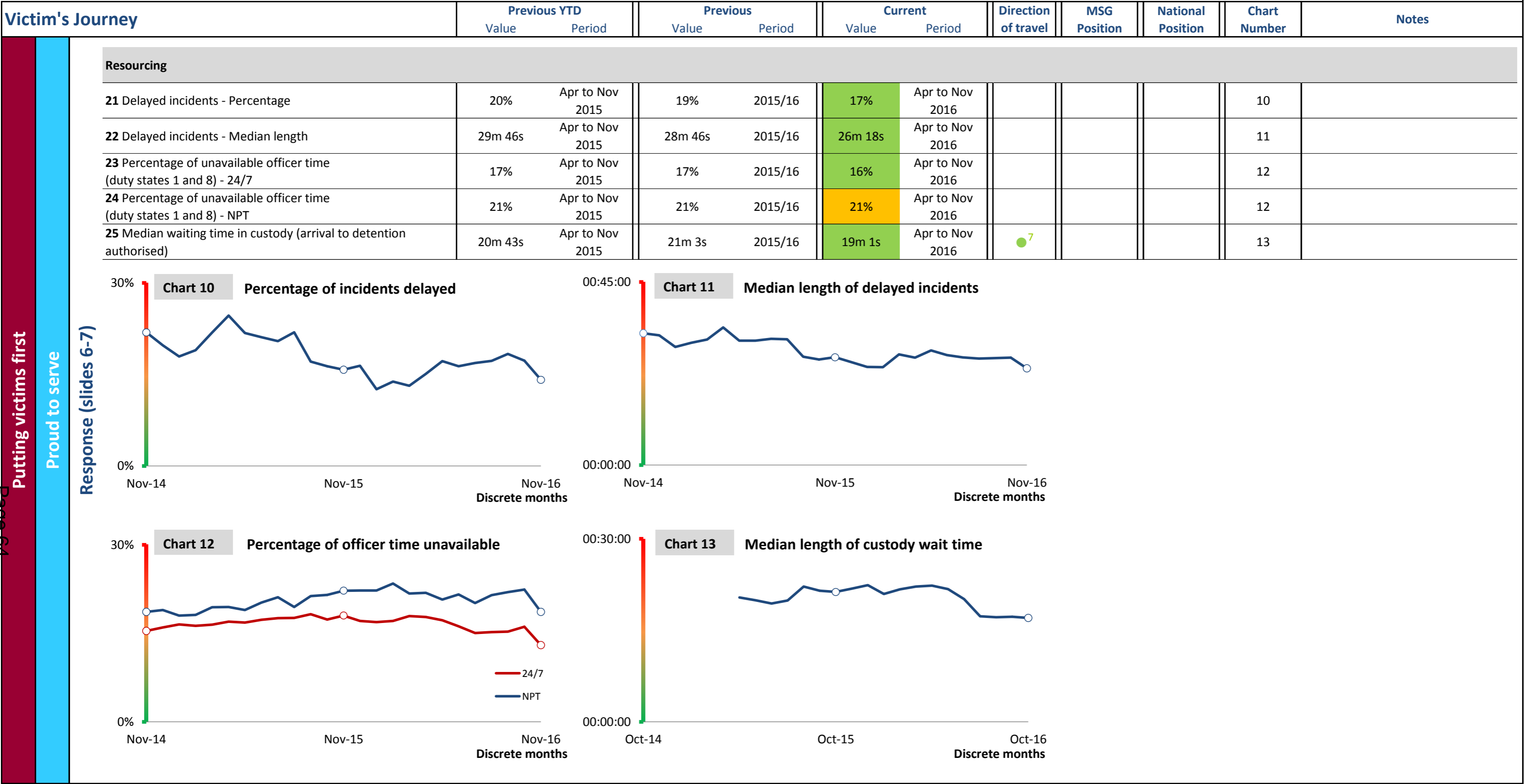
1. The percentage of IPCC investigation appeals upheld is 36% for 2016/17.
2. There has been a reduction in percentage of appeals upheld by IPCC for non-recording.
3. There has been a small increase in the number of live complaints; this is primarily due to a reduction in the timeliness of investigation, rather than a significant increase in new complaints.

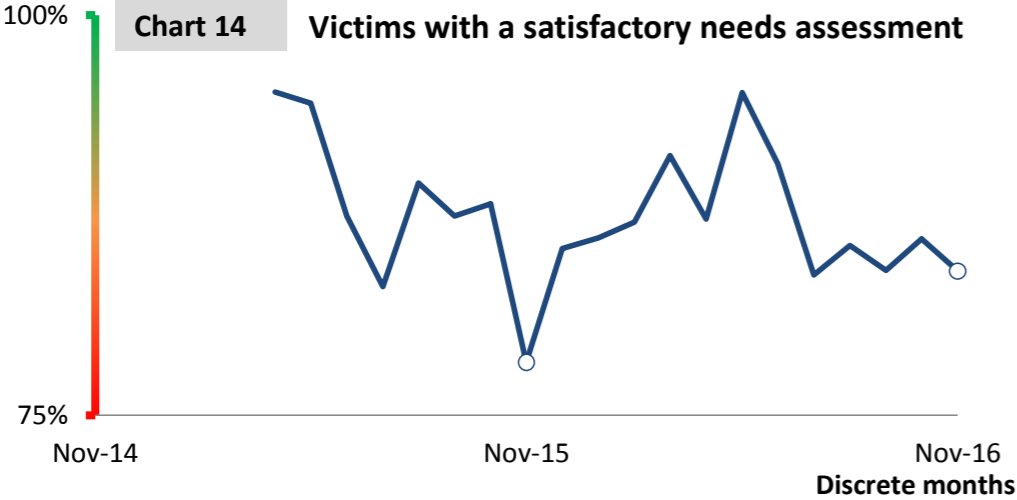
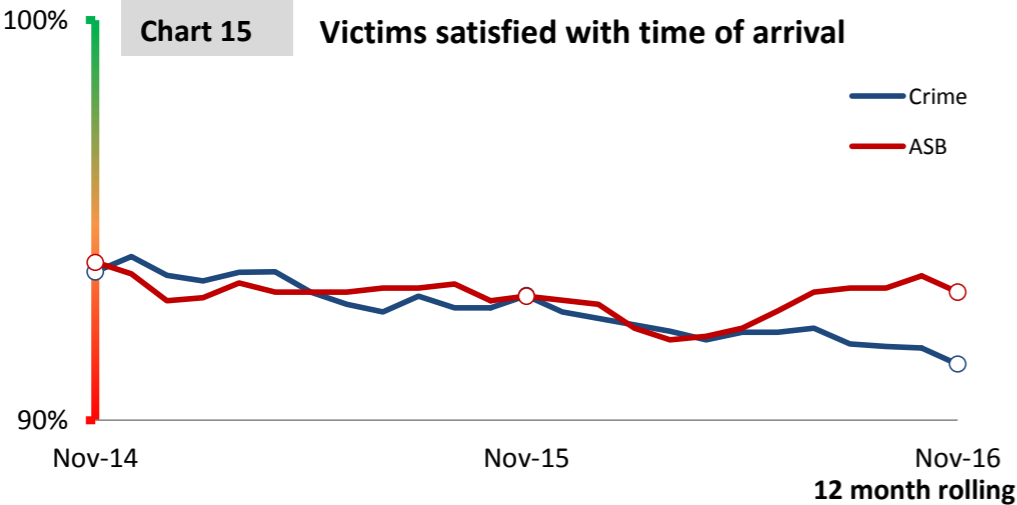
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Victim's Journey			Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes
			Value	Period	Value	Period	Value	Period					
<div> <div>Initial contact (slides 3-5)</div> <div> <div>Putting victims first</div> <div>Proud to serve</div> </div> </div>	Call management (slides 3-5)												
	1	Average time to answer 999 calls	0m 12s	Apr to Nov 2015	0m 11s	2015/16	0m 11s	Apr to Nov 2016				1	
	2	Average time to answer 101 calls	1m 20s	Apr to Nov 2015	1m 4s	2015/16	1m 2s	Apr to Nov 2016				1	
	3	Percentage of calls answered - 999	98%	Apr to Nov 2015	98%	2015/16	98%	Apr to Nov 2016				2	
	4	Percentage of calls answered - 101	77%	Apr to Nov 2015	79%	2015/16	84%	Apr to Nov 2016				2	
	5	Percentage of calls dealt with in a professional manner											
	5a	Correct greeting and overall politeness					93%	Apr to May 2016					The next THRIVE assessment is planned for February 2017.
	5b	An explanation of response was given					46%	Apr to May 2016					The next THRIVE assessment is planned for February 2017.
	5c	All information was recorded					78%	Apr to May 2016					The next THRIVE assessment is planned for February 2017.
	5d	Contact handler reassured the caller					76%	Apr to May 2016					The next THRIVE assessment is planned for February 2017.
	5e	Contact handler related with the caller					78%	Apr to May 2016					The next THRIVE assessment is planned for February 2017.
	5f	Contact handler resolved the caller's request					88%	Apr to May 2016					The next THRIVE assessment is planned for February 2017.
	<div> <div>Chart 1</div> <div>Average answer time</div>  </div>												
	<div> <div>Chart 2</div> <div>Percentage of calls answered</div>  </div>												
	Assessment of vulnerability												
	6	Percentage of calls correctly assessed for vulnerability, threat, risk and harm					94%	Apr to May 2016					The next THRIVE assessment is planned for February 2017.

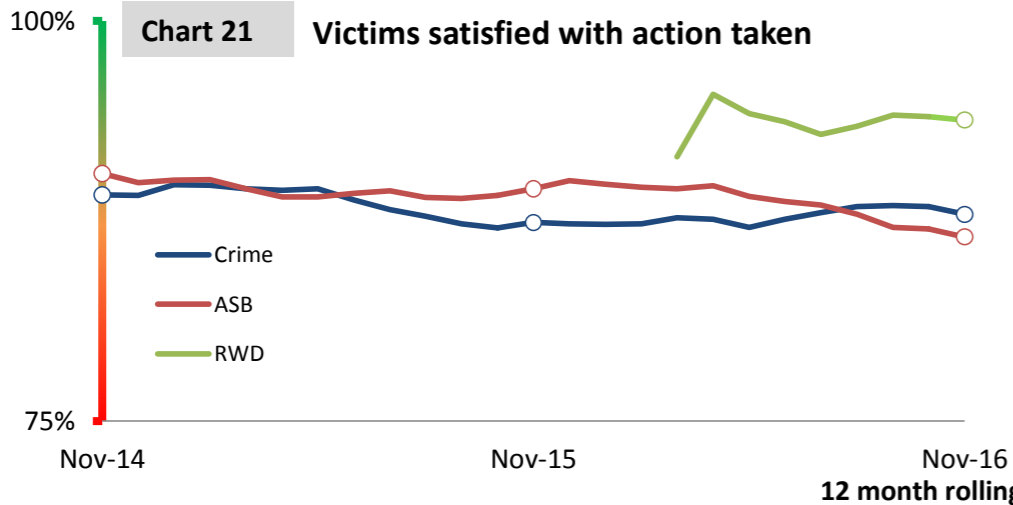
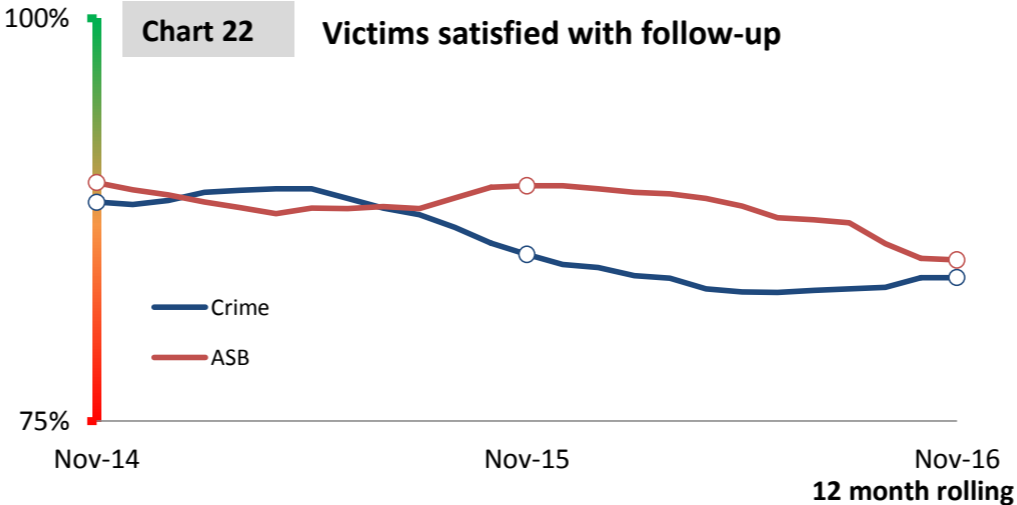
Victim's Journey		Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes
		Value	Period	Value	Period	Value	Period					
<div> <div>2016</div> <div>Putting victims first</div> <div>Proud to serve</div> </div> <div>Initial contact (slides 3-5)</div>	Decision making and standards											
	7 Percentage of incidents allocated the most appropriate response					80%	Apr to May 2016					The next THRIVE assessment is planned for February 2017.
	8 Compliance with National Crime Recording Standards	84%	Apr to Nov 2015	90%	2015/16	92%	Apr to Nov 2016	4			3	
	9 Percentage of crimes recorded within 24 hours	75%	Apr to Nov 2015	74%	2015/16	69%	Apr to Nov 2016				4	
	10 Percentage of sexual offences recorded within 24 hours			78%	2015/16	75%	Apr to Nov 2016					Includes those crimes where it is reasonable to record after 24 hours
	11 Percentage of rape offences recorded within 24 hours	95%	Apr to Nov 2015	95%	2015/16	86%	Apr to Nov 2016					
	12 Compliance with National Standards for Incident Recording											
	<div> <div>Chart 3</div> <div>National crime recording standards</div> </div> <div> <div>Chart 4</div> <div>Crimes recorded within 24 hours</div> </div>											
	Satisfaction											
	13 Percentage of victims satisfied with ease of contact - Crime			98%	12mths to Nov 2015	98%	12mths to Nov 2016		1st	2nd	5	User satisfaction survey - Crime
	14 Percentage of victims satisfied with ease of contact - ASB			97%	12mths to Nov 2015	95%	12mths to Nov 2016	13			5	ASB survey
	15 Percentage of callers satisfied where their call did not result in the creation of an incident log											
	<div> <div>Chart 5</div> <div>Victim satisfaction - ease of contact</div> </div>											





Victim's Journey			Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes
			Value	Period	Value	Period	Value	Period					
Page 65	Putting victims first	Proud to serve	Assessment of vulnerability										
			26 VCOP: Percentage of victims with a satisfactory needs assessment	88%	Apr to Nov 2015	87%	2015/16	86%	April to Nov 2016			14	Measure supports Victims' Code of Practice
			27 VCOP: Percentage of needs assessment completed within 24 hours.	81%	Apr to Nov 2015	82%	2015/16	93%	April to Nov 2016				Measure supports Victims' Code of Practice
			28 VCOP: Percentage of victims of sexual offences and domestic abuse with a victims needs assessment.	88%	Apr to Nov 2015	87%	2015/16	93%	April to Nov 2016				Measure supports Victims' Code of Practice
			<div>Chart 14</div> <div>Victims with a satisfactory needs assessment</div> 										
			Satisfaction										
			29 Percentage of victims satisfied with time of arrival - Crime			93%	12mths to Nov 2015	91%	12mths to Nov 2016	24		15	User satisfaction survey - Crime
			30 Percentage of victims satisfied with time of arrival - ASB			93%	12mths to Nov 2015	93%	12mths to Nov 2016			15	ASB survey
			<div>Chart 15</div> <div>Victims satisfied with time of arrival</div> 										

Victim's Journey		Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes
		Value	Period	Value	Period	Value	Period					
00 0621 Putting victims first Proud to serve	Standards of investigation											
	31 Proportionate investigation - Percentage of volume crimes finalised within 14 days	51%	Apr to Nov 2015	53%	2015/16	63%	Apr to Nov 2016	● ¹⁷			16	
	32 Proportionate investigation - Percentage of crimes with no suspect identified finalised on the same day	4%	Apr to Oct 2015	5%	2015/16	20%	Apr to Oct 2016	● ⁸			17	
	33 Assessment of the quality of investigative standards (volume crime)			70% of investigations considered to be a good or outstanding standard based on a review of 2016 volume crime investigations; burglary OTD and other theft (49), vehicle crime (27), harassment and assault (42), criminal damage (48) and shoplifting (42).								
	34 File quality - number of pre-charge failures			104 per month	Jan to Mar 2016	58 per month	Apr to Sep 2016				18	
	35 File quality - number of post-charge failures					84 per month	Jul to Nov 2016				18	
	36 VCOP: Post charge files where the requirement for special measures was incorrectly recorded.					6 per month	Jul to Nov 2016					
	37 VCOP: Post charge files where the victim personal statement was incorrectly recorded.					4 per month	Jul to Nov 2016					
	38 VCOP: Post charge files where the delivery method of the victim personal statement was incorrectly recorded.					10 per month	Jul to Nov 2016					
	39 Re-bail rate	33%	Apr to Nov 2015	31%	2015/16	30%	Apr to Nov 2016				19	
	40 Percentage of bails concluded in more than 28 days	64%	Apr to Nov 2015	62%	2015/16	63%	Apr to Nov 2016				20	
	41 Percentage of bails granted with conditions											
<div><div>Chart 16</div><div>Volume crimes finalised within 14 days</div></div> <div><div>Chart 17</div><div>Crimes finalised on the same day (no suspect identified)</div></div> <div><div>Chart 18</div><div>File quality</div></div> <div><div>Chart 19</div><div>Re-bail rate</div></div> <div><div>Chart 20</div><div>Bails concluded in more than 28 days</div></div>												

Victim's Journey		Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes
		Value	Period	Value	Period	Value	Period					
Putting victims first Proud to serve	Investigation (slides 8-9)	Offender management										
		42 IOM re-offending rate.										
		Satisfaction (slide 9)										
		43 Percentage of victims satisfied with action taken - Crime		87%	12mths to Nov 2015	88%	12mths to Nov 2016		1st	2nd	21	User satisfaction survey - Crime
		44 Percentage of victims satisfied with action taken - ASB		89%	12mths to Nov 2015	86%	12mths to Nov 2016	9			21	ASB survey
		45 Percentage of victims satisfied with action taken - RWD		92%	Feb to Mar 2016	94%	Apr to Nov 2016				21	RWD survey
		46 Percentage of victims satisfied with follow-up - Crime		85%	12mths to Nov 2015	84%	12mths to Nov 2016	18	1st	3rd	22	User satisfaction survey - Crime
		47 Percentage of victims satisfied with follow-up - ASB		88%	12mths to Nov 2015	86%	12mths to Nov 2016	12			22	ASB survey
		<div><div>Chart 21</div><div>Victims satisfied with action taken</div><div>100% 75%</div><div>Nov-14Nov-15Nov-16</div><div>12 month rolling</div><div>Crime ASB RWD</div></div> <div><div>Chart 22</div><div>Victims satisfied with follow-up</div><div>100% 75%</div><div>Nov-14Nov-15Nov-16</div><div>12 month rolling</div><div>Crime ASB</div></div>										

Putting victims first

Proud to serve

Victim's Journey

Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes
Value	Period	Value	Period	Value	Period					
Criminal justice										
48 Percentage of guilty pleas at first hearing	66%	Apr to Oct 2015	65%	2015/16	63%	Apr to Oct 2016			23	
49 Conviction rate at Magistrates Court	83%	Apr to Oct 2015	84%	2015/16	82%	Apr to Oct 2016			24	
50 Appropriate use of out of court disposals where a charge is the normal outcome			38%	Jan to Mar 2016	55%	Apr to Oct 2016				
51 Appropriate use of cancelled crimes			89%	Jan to Mar 2016	95%	Apr to Oct 2016				
52 Monitor the use of charge for a lesser offence										

Chart 23

Guilty pleas at first hearing

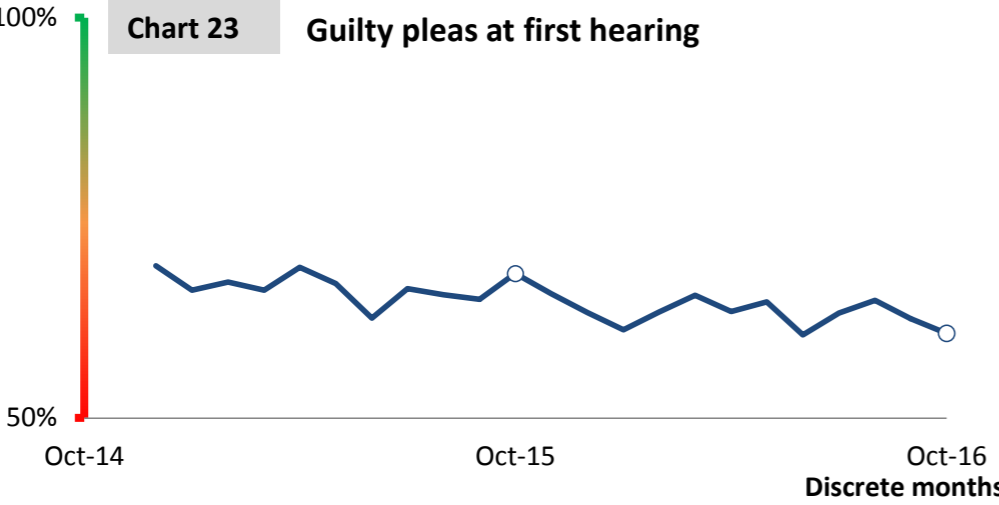
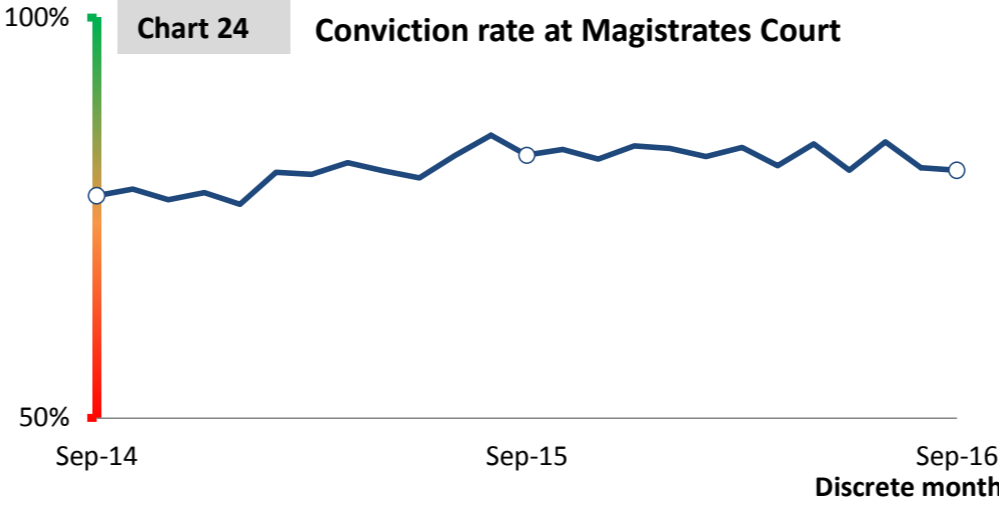


Chart 24

Conviction rate at Magistrates Court

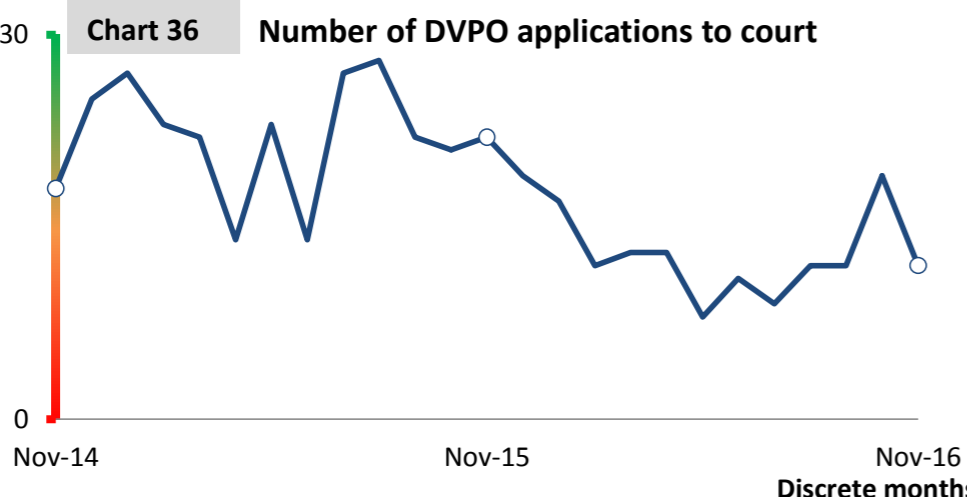
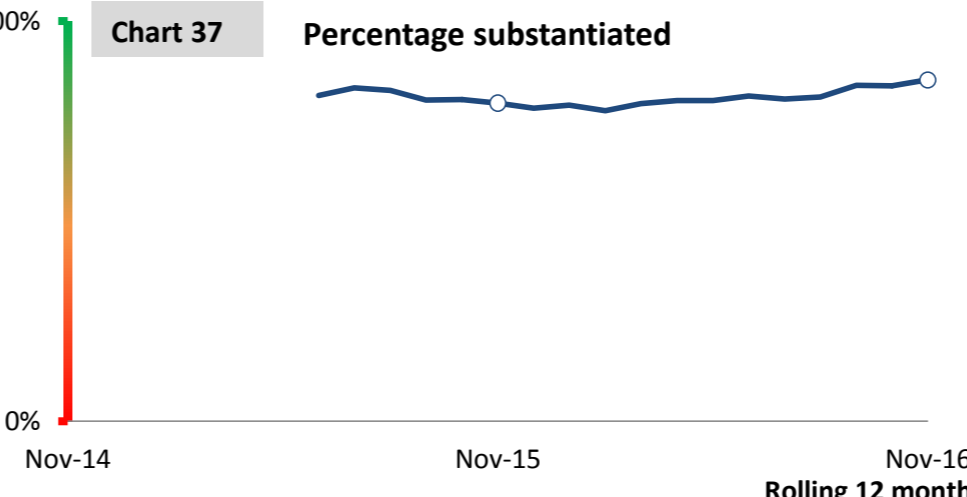
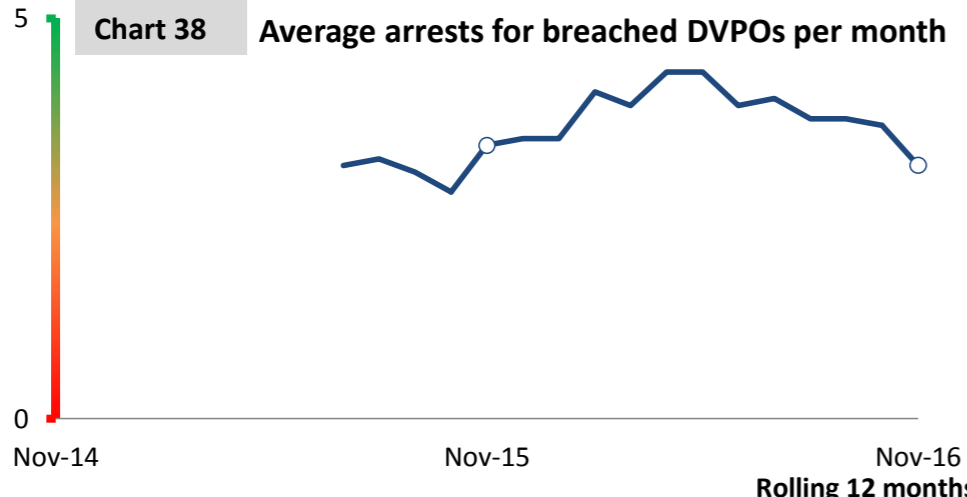
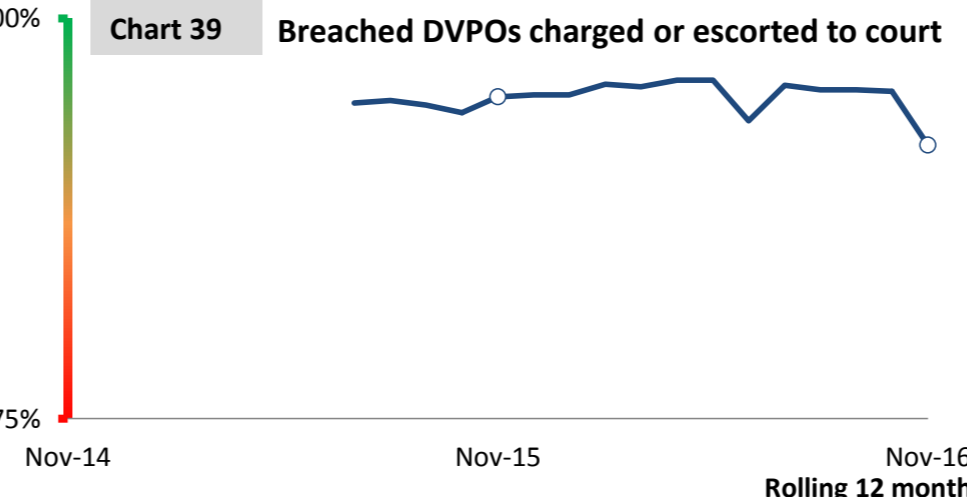


Victim's Journey		Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes																																												
		Value	Period	Value	Period	Value	Period																																																	
Outcome (slide 10)	Satisfaction																																																							
	53	Percentage of victims satisfied with treatment - Crime			96%	12mths to Nov 2015	97%	12mths to Nov 2016		1st	1st	25	User satisfaction survey - Crime																																											
	54	Percentage of victims satisfied with treatment - ASB			97%	12mths to Nov 2015	96%	12mths to Nov 2016				25	ASB survey																																											
	55	Percentage of victims who thought their incident was taken seriously - RWD			92%	February to March 2016	91%	April to Nov 2016				26	RWD survey																																											
	56	Percentage of victims satisfied with whole experience - Crime			91%	12mths to Nov 2015	90%	12mths to Nov 2016		1st	1st	27	User satisfaction survey - Crime																																											
	57	Percentage of victims satisfied with whole experience - ASB			87%	12mths to Nov 2015	85%	12mths to Nov 2016	●24			27	ASB survey																																											
	58	Percentage of victims satisfied with whole experience - RWD			90%	February to March 2016	89%	April to Nov 2016				27	RWD survey																																											
	59	Percentage of ASB victims who are confident to report further incidents to the police again			97%	12mths to Nov 2015	96%	12mths to Nov 2016	●12			28	ASB survey																																											
	<div><div>Chart 25</div><div>Victims satisfied with treatment</div><table><tr><th>Period</th><th>Crime</th><th>ASB</th></tr><tr><td>Nov-14</td><td>96%</td><td>97%</td></tr><tr><td>Nov-15</td><td>96%</td><td>97%</td></tr><tr><td>Nov-16</td><td>97%</td><td>96%</td></tr></table></div> <div><div>Chart 26</div><div>Victims who thought their incident was taken seriously - RWD</div><table><tr><th>Period</th><th>RWD</th></tr><tr><td>Nov-14</td><td>92%</td></tr><tr><td>Nov-15</td><td>91%</td></tr><tr><td>Nov-16</td><td>91%</td></tr></table></div> <div><div>Chart 27</div><div>Victims satisfied with whole experience</div><table><tr><th>Period</th><th>Crime</th><th>ASB</th><th>RWD</th></tr><tr><td>Nov-14</td><td>91%</td><td>87%</td><td>90%</td></tr><tr><td>Nov-15</td><td>91%</td><td>87%</td><td>90%</td></tr><tr><td>Nov-16</td><td>90%</td><td>85%</td><td>89%</td></tr></table></div> <div><div>Chart 28</div><div>ASB victims confident to report more incidents</div><table><tr><th>Period</th><th>ASB</th></tr><tr><td>Nov-14</td><td>97%</td></tr><tr><td>Nov-15</td><td>96%</td></tr><tr><td>Nov-16</td><td>96%</td></tr></table></div>												Period	Crime	ASB	Nov-14	96%	97%	Nov-15	96%	97%	Nov-16	97%	96%	Period	RWD	Nov-14	92%	Nov-15	91%	Nov-16	91%	Period	Crime	ASB	RWD	Nov-14	91%	87%	90%	Nov-15	91%	87%	90%	Nov-16	90%	85%	89%	Period	ASB	Nov-14	97%	Nov-15	96%	Nov-16	96%
	Period	Crime	ASB																																																					
Nov-14	96%	97%																																																						
Nov-15	96%	97%																																																						
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Period	ASB																																																							
Nov-14	97%																																																							
Nov-15	96%																																																							
Nov-16	96%																																																							

Safeguarding the Vulnerable		Previous YTD		Previous		Current		Direction	MSG	National	Chart	Notes		
		Value	Period	Value	Period	Value	Period	of travel	Position	Position	Number			
Domestic and sexual abuse	Proud to serve	Prepare (slide 12)	Resourcing											
			60	Assessment of whether capacity and capability match projected demand										
			Satisfaction											
			61	Percentage of domestic abuse victims satisfied										
			61a	Ease of contact			96%	May to Nov 2016					Domestic Abuse survey	
			61b	Time of arrival			91%	May to Nov 2016					Domestic Abuse survey	
			61c	Action taken			88%	May to Nov 2016					Domestic Abuse survey	
			61d	Follow-up			88%	May to Nov 2016					Domestic Abuse survey	
			61e	Treatment			94%	May to Nov 2016					Domestic Abuse survey	
			61f	Whole experience			94%	May to Nov 2016					Domestic Abuse survey	
			62	Percentage of hate victims satisfied										
			62a	Ease of contact		95%	12mths to Nov 2015	98%	12mths to Nov 2016	<div><div></div></div> 7	1st	5th	29	User satisfaction survey - Crime
			62b	Time of arrival		84%	12mths to Nov 2015	92%	12mths to Nov 2016	<div><div></div></div> 11			30	User satisfaction survey - Crime
			62c	Action taken		89%	12mths to Nov 2015	89%	12mths to Nov 2016		1st	3rd	31	User satisfaction survey - Crime
			62d	Follow-up		83%	12mths to Nov 2015	84%	12mths to Nov 2016		2nd	7th	32	User satisfaction survey - Crime
			62e	Treatment		93%	12mths to Nov 2015	97%	12mths to Nov 2016	<div><div></div></div> 12	1st	2nd	33	User satisfaction survey - Crime
			62f	Whole experience		84%	12mths to Nov 2015	92%	12mths to Nov 2016	<div><div></div></div> 12	1st	1st	34	User satisfaction survey - Crime



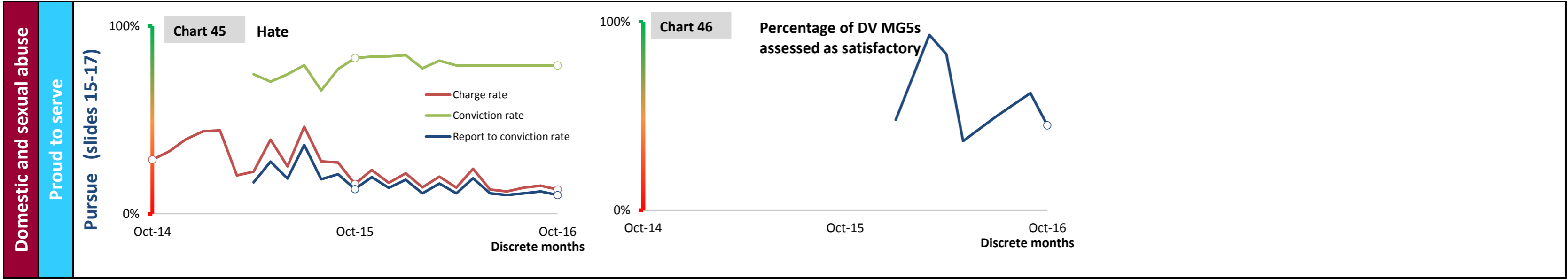
Safeguarding the Vulnerable		Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes																						
		Value	Period	Value	Period	Value	Period																											
Domestic and sexual abuse	Proud to serve	Evaluation of initiatives																																
		63	'Number of referrals into domestic abuse perpetrator programmes			442 referrals	2015/16	351 referrals	Apr to Nov 2016				35																					
		63a	'Sunderland BIG programme			135	2015/16	108	Apr to Nov 2016																									
		63b	'South Tyneside programme			86	2015/16	60	Apr to Nov 2016																									
		63c	'Newcastle programme			63	2015/16	49	Apr to Nov 2016																									
		63d	'Northumberland BIPP programme			39	2015/16	50	Apr to Nov 2016																									
		63e	'Gateshead DETER programme			119	2015/16	55	Apr to Nov 2016					Gateshead DETER re-introduced in September 2016																				
		63f	'North Tyneside programme			-	2015/16	29	Apr to Nov 2016																									
		<div><div>Chart 35</div><div>Number of referrals into domestic abuse perpetrator programmes</div><table><caption>Number of referrals into domestic abuse perpetrator programmes</caption><tr><th>Discrete months</th><th>Referrals</th></tr><tr><td>Nov-14</td><td>58</td></tr><tr><td>Jan-15</td><td>50</td></tr><tr><td>Mar-15</td><td>35</td></tr><tr><td>May-15</td><td>38</td></tr><tr><td>Jul-15</td><td>35</td></tr><tr><td>Sep-15</td><td>35</td></tr><tr><td>Nov-15</td><td>30</td></tr><tr><td>Jan-16</td><td>42</td></tr><tr><td>Mar-16</td><td>70</td></tr><tr><td>May-16</td><td>45</td></tr><tr><td>Nov-16</td><td>58</td></tr></table></div>											Discrete months	Referrals	Nov-14	58	Jan-15	50	Mar-15	35	May-15	38	Jul-15	35	Sep-15	35	Nov-15	30	Jan-16	42	Mar-16	70	May-16	45
Discrete months	Referrals																																	
Nov-14	58																																	
Jan-15	50																																	
Mar-15	35																																	
May-15	38																																	
Jul-15	35																																	
Sep-15	35																																	
Nov-15	30																																	
Jan-16	42																																	
Mar-16	70																																	
May-16	45																																	
Nov-16	58																																	

Safeguarding the Vulnerable		Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes		
		Value	Period	Value	Period	Value	Period							
Domestic and sexual abuse	Proud to serve	Management of orders												
		64	Number of DVPO applications to court	21 per month	Apr to Nov 2015	19 per month	2015/16	12 per month	Apr to Nov 2016				36	April to November 2016 - 96 DVPO applications. Force 1.8 DVPO applications per 100 domestic abuse flagged offences compared to 1.0 in England and Wales (12 months to June 2016)
		65	Percentage substantiated	80%	Apr to Nov 2015	79%	2015/16	91%	Apr to Nov 2016				37	Force 1.5 DVPOs granted per 100 domestic abuse flagged offences compared to 0.9 in England and Wales (12 months to June 2016)
		66	Number of arrests for breached DVPOs	4 per month	Apr to Nov 2015	4 per month	2015/16	3 per month	Apr to Nov 2016				38	April to November 2016 - 24 arrests for breached DVPOs
		67	Percentage of breached DVPOs charged or escorted to court	94%	Apr to Nov 2015	96%	2015/16	88%	Apr to Nov 2016				39	13 x charge, 8 x escort to court, 3 x NFA
		68	Number of Sexual Harm Prevention Orders (SHPOs) issued											
		69	Number of applications to magistrates courts for Sexual Risk Orders (SROs)											
		70	Percentage of breached Child Abduction Warning Notices (CAWNs)											
		<div><div>Prevent (slide 13)</div><div><div><div><div>Chart 36</div><div>Number of DVPO applications to court</div><div></div></div><div><div>Chart 37</div><div>Percentage substantiated</div><div></div></div><div><div>Chart 38</div><div>Average arrests for breached DVPOs per month</div><div></div></div><div><div>Chart 39</div><div>Breached DVPOs charged or escorted to court</div><div></div></div></div></div></div>												

Safeguarding the Vulnerable		Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes																												
		Value	Period	Value	Period	Value	Period																																	
Page 74	Domestic and sexual abuse	Proud to serve	Prevent (slide 13)	Management of offenders																																				
				71 Percentage of subjects through MATAC who have reduced offending			68%	Dec 2015 to Nov 2016					189 people are being or have been managed through the MATAC process. Offending rate based upon RFG scoring.																											
				72 Track a defined MAPPA cohort to monitor rehabilitation/offending rates																																				
				73 Disrupting and targeting offenders ensuring investigative opportunities		To date, there have been 370 charges for Operation Sanctuary North and South Investigations. Overall, 21 people have been convicted (16 North, 5 South). To date, 19 persons have been convicted for Operation Themis and 24 persons for Operation Mars. 4 persons have been charged for Operation Caspian and 5 for Operation Border. There have been 624 potential complainants identified from Operation Shelter, Operation Shield, Operation Jupiter, Operation Wren, Operation Optic, Operation Bluebell, Operation Fossil and stand-alone investigations. Disruption work continues to prevent offending within the taxi community (Operation Shield), and investigations in relation to human trafficking and modern slavery within Newcastle (Operation Caspian and Border) remain on-going.																																		
				Assessment of vulnerability																																				
74 Percentage of victims not referred to VFN when they ought to have been	6%	Apr to Nov 2015	5%	2015/16	7%	Apr to Nov 2016				40	Not statistically significant																													
<div><div>Chart 40</div><div>Victims not referred to VFN when they ought to</div><table><caption>Data for Chart 40: Victims not referred to VFN when they ought to</caption><tr><th>Discrete months</th><th>Percentage</th></tr><tr><td>Nov-14</td><td>0%</td></tr><tr><td>Jan-15</td><td>5%</td></tr><tr><td>Mar-15</td><td>15%</td></tr><tr><td>May-15</td><td>20%</td></tr><tr><td>Jul-15</td><td>10%</td></tr><tr><td>Sep-15</td><td>10%</td></tr><tr><td>Nov-15</td><td>0%</td></tr><tr><td>Jan-16</td><td>15%</td></tr><tr><td>Mar-16</td><td>5%</td></tr><tr><td>May-16</td><td>5%</td></tr><tr><td>Jul-16</td><td>15%</td></tr><tr><td>Sep-16</td><td>10%</td></tr><tr><td>Nov-16</td><td>10%</td></tr></table></div>													Discrete months	Percentage	Nov-14	0%	Jan-15	5%	Mar-15	15%	May-15	20%	Jul-15	10%	Sep-15	10%	Nov-15	0%	Jan-16	15%	Mar-16	5%	May-16	5%	Jul-16	15%	Sep-16	10%	Nov-16	10%
Discrete months	Percentage																																							
Nov-14	0%																																							
Jan-15	5%																																							
Mar-15	15%																																							
May-15	20%																																							
Jul-15	10%																																							
Sep-15	10%																																							
Nov-15	0%																																							
Jan-16	15%																																							
Mar-16	5%																																							
May-16	5%																																							
Jul-16	15%																																							
Sep-16	10%																																							
Nov-16	10%																																							

9 - Direction of travel and the number of months

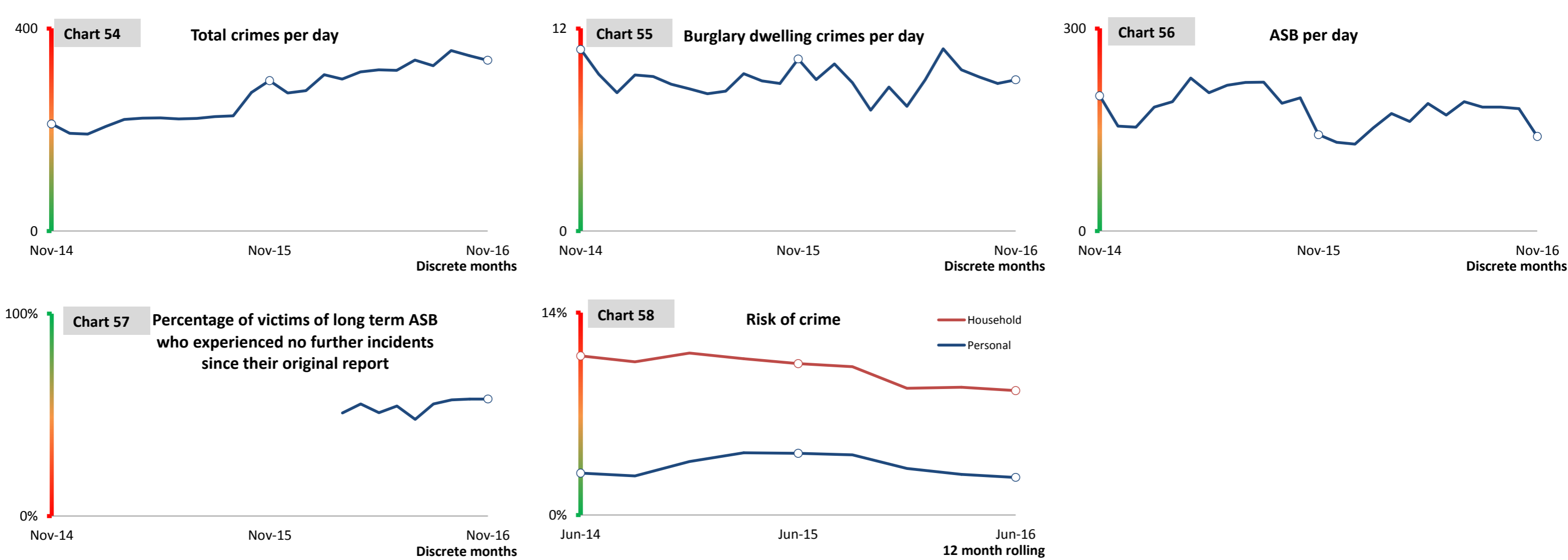
Safeguarding the Vulnerable			Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes	
			Value	Period	Value	Period	Value	Period						
Domestic and sexual abuse	Proud to serve	Pursue (slides 15-17)	Criminal Justice (slide 16)											
			83a Charge rate - Rape	23%	Apr to Nov 2015	21%	2015/16	17%	Apr to Nov 2016		2nd	9th	42	National/MSG positions based upon 12 months to October 2016
			83b Conviction rate - Rape	65%	Apr to Oct 2015	58%	2015/16	49%	Apr to Oct 2016		5th	32nd	42	National rape conviction rate (2015/16) - 57.9%
			83c Report to conviction rate - Rape	15%	YTD	12%	2015/16	8%	YTD		2nd	7th	42	National rape report to conviction rate (2015/16) - 9%
			84a Charge rate - Sexual offences	25%	Apr to Nov 2015	24%	2015/16	17%	Apr to Nov 2016		2nd	5th	43	National/MSG positions based upon 12 months to October 2016
			84b Conviction rate - Sexual offences	76%	Apr to Oct 2015	72%	2015/16	75%	Apr to Oct 2016		8th	39th	43	National sexual offences conviction rate (2015/16) - 78.0%
			84c Report to conviction rate - Sexual offences	17%	YTD	19%	2015/16	13%	YTD		1st	6th	43	National rape report to conviction rate (2015/16) - 13%
			85a Charge rate - Domestic abuse	40%	Apr to Nov 2015	35%	2015/16	23%	Apr to Nov 2016	●22	1st	2nd	44	National domestic abuse charge rate (2015/16) - 25% (Data sourced via a benchmarking request to all forces).
			85b Conviction rate - Domestic abuse	71%	Apr to Oct 2015	71%	2015/16	73%	Apr to Oct 2016	●25	8th	41st	44	National domestic abuse conviction rate (2015/16) - 74.5%
			85c Report to conviction rate - Domestic abuse	29%	YTD	25%	2015/16	17%	YTD	●22	1st	2nd	44	National domestic abuse report to conviction rate (2015/16) - 19%
			86a Charge rate - Hate	27%	Apr to Nov 2015	24%	2015/16	15%	Apr to Nov 2016		4th	15th	45	National hate crime charge rate (2015/16) - 24%
			86b Conviction rate - Hate	75%	Apr to Oct 2015	78%	2015/16	79%	Apr to Oct 2016		8th	39th	45	National hate crime conviction rate (2015/16) - 83%
			86c Report to conviction rate - Hate	21%	YTD	19%	2015/16	12%	YTD		5th	22nd	45	National hate crime report to conviction rate (2015/16) - 22%
			87 Percentage of DV MG5s assessed as satisfactory			74%	Jan to Mar 2016	53%	Apr to Oct 2016	●1			46	
			88 Increase the conviction rate for domestic abuse to 75% of cases charged	71%	Apr to Oct 2015	71%	2015/16	73%	Apr to Oct 2016	●25	8th	41st	44	National domestic abuse conviction rate (2015/16) - 74.5%
			89 Assessment of the quality and standards of file preparation and investigation of serious offences	A review of 148 investigations has been completed in July 2016 for hate crime (54), sexual offences (36) and domestic abuse (58). 76% (112) were assessed as a good or outstanding quality; hate (47), sexual offences (35) and domestic abuse (30).										
<div><div>Chart 42 Rape</div><div><div>Charge rate</div><div>Conviction rate</div><div>Report to conviction rate</div></div></div> <div><div>Chart 43 Sexual offences</div><div><div>Charge rate</div><div>Conviction rate</div><div>Report to conviction rate</div></div></div> <div><div>Chart 44 Domestic abuse</div><div><div>Charge rate</div><div>Conviction rate</div><div>Report to conviction rate</div></div></div>														



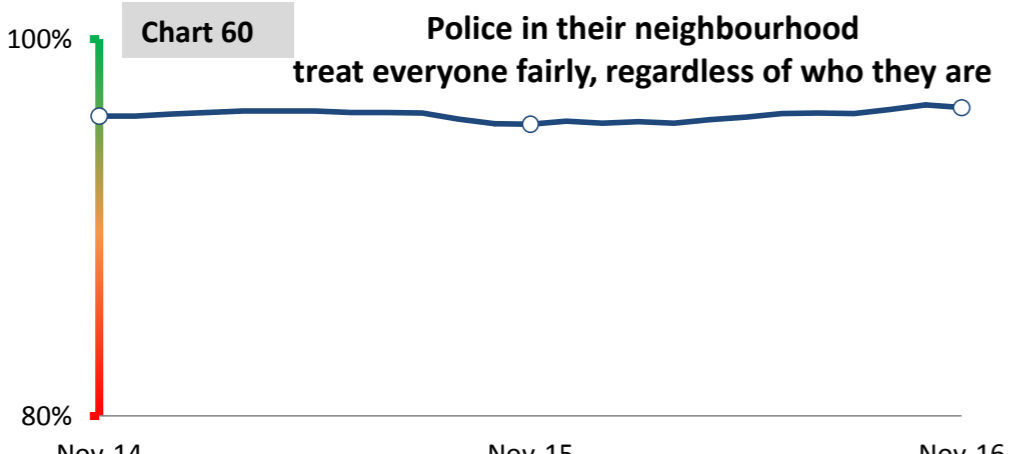
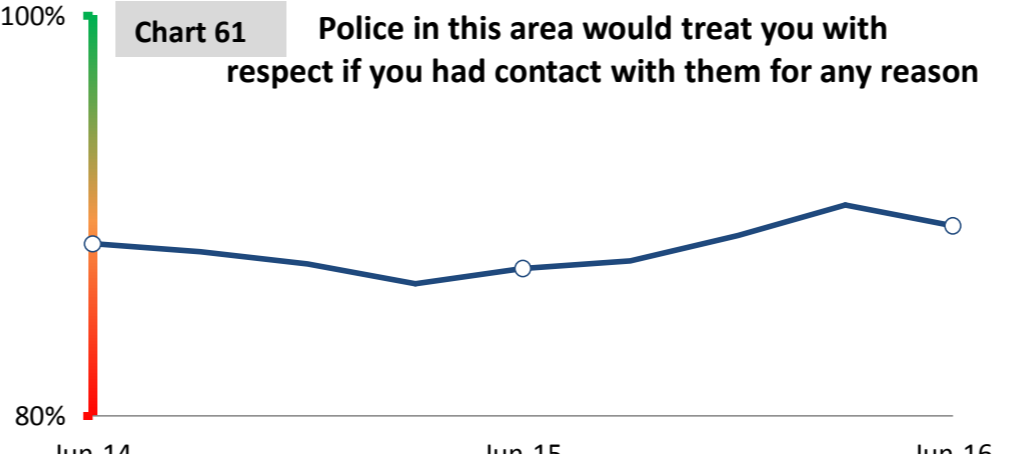
Community confidence		Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes
Value	Period	Value	Period	Value	Period	Value	Period					
Officer visibility												
90 Percentage of time neighbourhood officers spend outside a police station in their neighbourhood	47%	Apr to Sept 2015	48%	2015/16	49%	Apr to Sept 2016					47	
91 See Police or Community Support Officers at least once a week			21%	12mths to Nov 2015	15%	12mths to Nov 2016	●	19			48	Safer community survey
92 Number of times Police or Community Support Officers seen on foot in their neighbourhood is about right			61%	12mths to Nov 2015	59%	12mths to Nov 2016	●	16			49	Safer community survey
93 Police in their neighbourhood can be relied on to be there when needed			91%	12mths to Nov 2015	90%	12mths to Nov 2016					50	Safer community survey
<div> <div> <div>Community confidence</div> <div>Proud to lead</div> </div> <div>Engagement & understanding (slide 19)</div> </div> <div> <div> <div>Chart 47</div> <div>Percentage of time neighbourhood officers spend outside a police station in their neighbourhood</div> <div>Discrete months</div> </div> <div> <div>Chart 48</div> <div>See Police or Community Support Officers at least once a week</div> <div>12 month rolling</div> </div> <div> <div>Chart 49</div> <div>Number of times Police or Community Support Officers seen on foot in their neighbourhood is about right</div> <div>12 month rolling</div> </div> <div> <div>Chart 50</div> <div>Police in their neighbourhood can be relied on to be there when needed</div> <div>12 month rolling</div> </div> </div>												

Engagement & understanding (slide 19)

Community confidence		Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes
		Value	Period	Value	Period	Value	Period					
Crime and ASB												
99 Total crime		240 per day	1 Apr to 7 Dec 2015	256 per day	2015/16	332 per day	1 Apr to 7 Dec 2016	● ²²	6th	38th	54	+29% increase (+29% reported last month)
100 Signal crimes - Burglary dwelling		9 per day	1 Apr to 7 Dec 2015	9 per day	2015/16	9 per day	1 Apr to 7 Dec 2016		1st	14th	55	+3% increase (+3% reported last month)
101 ASB		200 per day	1 Apr to 7 Dec 2015	184 per day	2015/16	174 per day	1 Apr to 7 Dec 2016				56	-5% reduction (-3% last month)
102 Measures in support of the Force control strategy												
103 Percentage of victims of long term ASB who experienced no further incidents since their original report				51%	May 2015 to Mar 2016	58%	Apr to Nov 2016				57	Long term ASB survey
104 The estimated percentage risk of an adult being a victim once or more in 12 months - Personal crime				4%	12mths to Jun 2015	3%	12mths to Jun 2016	● ⁷	2nd	3rd	58	Crime survey for England and Wales Next update due 19 January 2017
105 The estimated percentage risk of a household being a victim once or more in 12 months - Household crime				11%	12mths to Jun 2015	9%	12mths to Jun 2016	● ²⁴	1st	10th	58	Crime survey for England and Wales Next update due 19 January 2017



Community confidence		Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes										
		Value	Period	Value	Period	Value	Period															
Community confidence	Proud to lead	Public perceptions																				
		106	Crime is a very or fairly big problem in their neighbourhood			8%	12mths to Nov 2015	7%	12mths to Nov 2016	● 24			59	Safer community survey								
		107	ASB is a very or fairly big problem in their neighbourhood			12%	12mths to Nov 2015	12%	12mths to Nov 2016	● 24			59	Safer community survey								
		<div><div>Chart 59</div><div>Very or fairly big problem in their neighbourhood</div><div><div>ASB</div><div>Crime</div></div><table><caption>Very or fairly big problem in their neighbourhood</caption><tr><th>Period</th><th>ASB (%)</th><th>Crime (%)</th></tr><tr><td>Nov-14</td><td>12.0</td><td>8.0</td></tr><tr><td>Nov-15</td><td>11.5</td><td>7.5</td></tr><tr><td>Nov-16</td><td>11.0</td><td>7.0</td></tr></table><div>12 month rolling</div></div> <div></div>											Period	ASB (%)	Crime (%)	Nov-14	12.0	8.0	Nov-15	11.5	7.5	Nov-16
Period	ASB (%)	Crime (%)																				
Nov-14	12.0	8.0																				
Nov-15	11.5	7.5																				
Nov-16	11.0	7.0																				

Community confidence		Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes
		Value	Period	Value	Period	Value	Period					
Community confidence	Proud to lead treatment (side 21)	Use of powers										
		108 Percentage of Stop & Searches resulting in an arrest / outcome other than NFA		24%	Jan to Mar 2016	26%	Jul to Oct 2016					
		109 Percentage of Stop & Searches with sufficient grounds recorded		68%	Jan to Mar 2016	72%	Jul to Oct 2016					
		Conduct and standards										
		110 Measures to be determined										
		Public perceptions										
		111 Police in their neighbourhood treat everyone fairly, regardless of who they are		96%	12mths to Oct 2015	96%	12mths to Nov 2016				60	Safer community survey Statistically significant
		112 Police in this area would treat you with respect if you had contact with them for any reason		87%	12mths to Jun 2015	90%	12mths to Jun 2016		1st	6th	61	Crime survey for England and Wales Next update due 19 January 2017
		<div><div>Chart 60</div><div>Police in their neighbourhood treat everyone fairly, regardless of who they are</div></div>										
		<div><div>Chart 61</div><div>Police in this area would treat you with respect if you had contact with them for any reason</div></div>										

Community confidence		Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes
		Value	Period	Value	Period	Value	Period					
Management of complaints (slide 23)												
113 Finalise 50% of complaint cases within 50 days	73%	Apr to Nov 2015	69%	2015/16	65%	Apr to Nov 2016					62	
114 Number of allegations relating to incivility, impoliteness or intolerance	18 per month	Apr to Nov 2015	19 per month	2015/16	19 per month	Apr to Nov 2016					63	
115 Number of allegations relating to breach of Code C PACE	10 per month	Apr to Nov 2015	9 per month	2015/16	7 per month	Apr to Nov 2016					64	
116 Ensure 100% of cases, the Investigating Officer makes contact with the complainant within 24 hours of registration of a complaint	100%	Apr to Nov 2015	100%	2015/16	100%	Apr to Nov 2016						
117 Number of live complaints being managed	106	As at 30th Nov 2015	170	As at 31st Mar 2016	187	As at 30th Nov 2016					65	
118 Percentage of complainants who are satisfied with the way their complaint was dealt with												
119 Percentage of appeals made	18%	Apr to Nov 2015	18%	2015/16	13%	Apr to Nov 2016					66	
120 Percentage of appeals upheld - Overall	29%	Apr to Nov 2015	30%	2015/16	21%	Apr to Nov 2016					67	
121 Percentage of appeals upheld - Force investigated	17%	Apr to Nov 2015	16%	2015/16	17%	Apr to Nov 2016					67	
122 Percentage of appeals upheld - Force locally resolved	5%	Apr to Nov 2015	6%	2015/16	0%	Apr to Nov 2016					67	
123 Percentage of appeals upheld - IPCC investigated	48%	Apr to Nov 2015	53%	2015/16	36%	Apr to Nov 2016	● 3				67	
124 Percentage of appeals upheld - IPCC non-recording	40%	Apr to Nov 2015	41%	2015/16	15%	Apr to Nov 2016	● 17				67	
<div><div><div>Overall service</div><div>Discrete months</div><div>Oct-14</div><div>Oct-15</div><div>Oct-16</div></div><div><div>Chart 62</div><div>Finalise 50% of complaint cases within 50 days</div><div>100%</div><div>0%</div></div><div><div>Chart 63</div><div>Number of allegations relating to incivility, impoliteness or intolerance</div><div>50</div><div>0</div></div><div><div>Chart 64</div><div>Number of allegations relating to breach of Code C PACE</div><div>30</div><div>0</div></div><div><div>Chart 65</div><div>Number of live complaints being managed</div><div>300</div><div>0</div></div><div><div>Chart 66</div><div>Percentage of appeals made</div><div>30%</div><div>0%</div></div><div><div>Chart 67</div><div>Percentage of appeals upheld</div><div>90%</div><div>0%</div><div>Overall Force investigated IPCC investigated IPCC non-recording Force locally resolved</div></div></div>												
<div>Direction of travel and the number of months</div>												

Force Wide	2016-17 April- December	2015-16	Change compared to 2015-16 daily average	
Total crime	91,485	70,611	+20,874	+ 30%
Violence against the person	24,932	16,849	+8,083	+ 48%
Robbery	558	412	+ 146	+ 35%
Sexual offences	2,491	2,088	+ 403	+ 19%
Vehicle crime	5,121	4,411	+ 710	+ 16%
Criminal damage	16,512	14,090	+2,422	+ 17%
Burglary dwelling	2,543	2,425	+ 118	+ 5%
Burglary OTD	3,878	3,766	+ 112	+ 3%
Shoplifting	9,408	8,065	+1,343	+ 17%
Theft from the person	818	715	+ 103	+ 14%
Other theft and handling	11,091	9,043	+2,048	+ 23%
ASB	47,137	50,681	-3,544	- 7%

Sunderland	2016-17 April- December	2015-16	Change compared to 2015-16 daily average	
Total crime	18,244	14,598	+3,646	+ 25%
Violence against the person	4,987	3,439	+1,548	+ 45%
Robbery	96	78	+ 18	+ 23%
Sexual offences	475	399	+ 76	+ 19%
Vehicle crime	952	924	+ 28	+ 3%
Criminal damage	3,282	2,967	+ 315	+ 11%
Burglary dwelling	538	503	+ 35	+ 7%
Burglary OTD	703	699	+ 4	+ 1%
Shoplifting	1,637	1,536	+ 101	+ 7%
Theft from the person	107	92	+ 15	+ 16%
Other theft and handling	2,644	2,252	+ 392	+ 17%
ASB	8,101	9,152	-1,051	- 11%

South Tyneside	2016-17 April- December	2015-16	Change compared to 2015-16 daily average	
Total crime	9,397	7,276	+2,121	+ 29%
Violence against the person	2,904	2,039	+ 865	+ 42%
Robbery	50	33	+ 17	+ 51%
Sexual offences	240	197	+ 43	+ 22%
Vehicle crime	505	361	+ 144	+ 40%
Criminal damage	1,925	1,603	+ 322	+ 20%
Burglary dwelling	207	190	+ 17	+ 9%
Burglary OTD	305	318	- 13	- 4%
Shoplifting	803	758	+ 45	+ 6%
Theft from the person	37	38	- 1	- 2%
Other theft and handling	985	784	+ 201	+ 26%
ASB	4,519	4,631	- 112	- 2%

Gateshead	2016-17 April- December	2015-16	Change compared to 2015-16 daily average	
Total crime	12,992	9,618	+3,374	+ 35%
Violence against the person	3,405	2,186	+1,219	+ 56%
Robbery	90	67	+ 23	+ 34%
Sexual offences	310	313	- 3	- 1%
Vehicle crime	788	772	+ 16	+ 2%
Criminal damage	2,538	2,052	+ 486	+ 24%
Burglary dwelling	362	365	- 3	- 1%
Burglary OTD	470	596	- 126	- 21%
Shoplifting	1,461	991	+ 470	+ 47%
Theft from the person	75	63	+ 12	+ 19%
Other theft and handling	1,511	1,151	+ 360	+ 31%
ASB	5,895	6,104	- 209	- 3%

North Tyneside	2016-17 April- December	2015-16	Change compared to 2015-16 daily average	
Total crime	12,002	7,874	+4,128	+ 52%
Violence against the person	3,506	2,064	+1,442	+ 70%
Robbery	36	49	- 13	- 26%
Sexual offences	319	234	+ 85	+ 37%
Vehicle crime	625	401	+ 224	+ 56%
Criminal damage	2,147	1,643	+ 504	+ 31%
Burglary dwelling	319	233	+ 86	+ 37%
Burglary OTD	582	297	+ 285	+ 96%
Shoplifting	1,079	856	+ 223	+ 26%
Theft from the person	57	52	+ 5	+ 10%
Other theft and handling	1,335	951	+ 384	+ 40%
ASB	5,849	6,695	- 846	- 13%

Newcastle	2016-17 April- December	2015-16	Change compared to 2015-16 daily average	
Total crime	24,703	20,235	+4,468	+ 22%
Violence against the person	6,220	4,528	+1,692	+ 37%
Robbery	238	154	+ 84	+ 55%
Sexual offences	715	579	+ 136	+ 24%
Vehicle crime	1,357	1,153	+ 204	+ 18%
Criminal damage	3,685	3,384	+ 301	+ 9%
Burglary dwelling	738	790	- 52	- 7%
Burglary OTD	912	900	+ 12	+ 1%
Shoplifting	3,392	3,003	+ 389	+ 13%
Theft from the person	474	402	+ 72	+ 18%
Other theft and handling	2,991	2,558	+ 433	+ 17%
ASB	14,120	15,351	-1,231	- 8%

Northumberland	2016-17 April- December	2015-16	Change compared to 2015-16 daily average	
Total crime	14,147	11,010	+3,137	+ 28%
Violence against the person	3,910	2,593	+1,317	+ 51%
Robbery	48	31	+ 17	+ 55%
Sexual offences	432	367	+ 65	+ 18%
Vehicle crime	894	800	+ 94	+ 12%
Criminal damage	2,935	2,440	+ 495	+ 20%
Burglary dwelling	379	343	+ 36	+ 11%
Burglary OTD	906	956	- 50	- 5%
Shoplifting	1,036	921	+ 115	+ 13%
Theft from the person	68	69	- 1	- 1%
Other theft and handling	1,625	1,346	+ 279	+ 21%
ASB	8,653	8,749	- 96	- 1%

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VERA BAIRD^{QC}
POLICE & CRIME COMMISSIONER

POLICE AND CRIME PANEL **10 JANUARY 2017**
REPORT OF THE POLICE AND CRIME COMMISSIONER FOR NORTHUMBRIA

DRAFT ANNUAL REPORT 2015-2016

1. Purpose

- 1.1 The purpose of this report is to present to Panel members the draft Annual Report 2015-16 of the Police and Crime Commissioner for Northumbria. This draft is attached at Appendix A and input from the Panel is welcomed.

2. Statutory Context

- 2.1 The Police Reform and Social Responsibility Act 2011 (chapter 3, section 12) specifies that a Police and Crime Commissioner must produce an annual report on the exercise of their functions in each financial year, including the progress made in meeting the priorities as set out in the Police and Crime Plan.
- 2.2 It is the role of the Police and Crime Panel under section 28(4) of the Police Reform and Social Responsibility Act to review the annual report and make a report or recommendations.
- 2.3 The annual report is currently in draft format to enable the Panel to make a report and /or recommendations as appropriate. The Commissioner will give a response to any report or recommendations on the annual report before sharing the final version with members of the Panel.

3. Content of the Annual Report 2015-16

- 3.1 The annual report includes an overview of the Commissioners activities and achievements since 1st April 2015 and provides a summary of year end 2015-16 performance data for Northumbria Police. A full break down of year end performance was provided to the panel for their scrutiny in July 2016.
- 3.2 The Commissioner's Police and Crime Plan 2013-18 was published at the end of March 2013 and provides the focus for the annual report.
- 3.3 The Police and Crime Plan is currently being refreshed to ensure that the work of Northumbria Police and the Police and Crime Commissioner is responsive to local needs and priorities.

4. Informing the public and key stakeholders

- 4.1 The report will be simply designed and will be made available on the Commissioner's website – www.northumbria-pcc.gov.uk . Hard copies of the report will be shared with Panel members and key stakeholders such as Community Safety Partnerships, health bodies, local councillors, MPs and key voluntary sector organisations.
- 4.2 A summary of the information in the annual report will be produced and shared with the public across Northumbria. The summary will include additional information such as local police performance, police contact details, good news stories from local areas and an encouragement to report crime and anti-social behaviour.

5. Recommendation

- 5.1 That the draft annual report be reviewed in line with the Panel's duties under section 28(4) of the Police Reform and Social Responsibility Act.

DRAFT

Police and Crime Panel - December 2017



VERA BAIRD^{QC}
POLICE & CRIME COMMISSIONER

**Annual Report 2015-16 of
Vera Baird QC
Police and Crime Commissioner for Northumbria**

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Introduction: A message from Vera Baird QC

Welcome to my Annual Report for 2015/2016, I am delighted that you have taken time to look at the work I have been involved in during the last year - it's certainly been a busy, but productive year.

Since my last Annual Report, I have completed my first term as Police & Crime Commissioner and I was delighted to have received an overwhelming mandate in the recent Police & Crime Commissioner elections to continue delivering innovative ideas that have a real positive impact in communities across Tyne & Wear and Northumberland.

As ever, this annual report focuses on some of the highlights of the last year and is by no means a comprehensive overview of all my work. You can keep up to date with my work by logging on to my website at www.northumbria-pcc.gov.uk

As you know, when I was elected, I consulted with thousands of people across the force area to find out what their priorities for policing were. The priorities of ***Putting Victims First, Dealing with Anti-Social Behaviour, Tackling Domestic and Sexual Abuse, Reducing Crime and Community Confidence*** have been at the heart of everything I do. In the year ahead, I will be consulting again with local communities to see if they feel the priorities are still relevant and whether you would like to see new priorities included - of course, that's a matter for next year's Annual Report, not this one.

Much has been achieved in my first term and we should all be rightly proud that Northumbria Police Force is seen as a trailblazer. We continue to be top when it comes to dealing with anti-social behaviour and we have the highest victims' satisfaction rate in England and Wales - this is something I am very proud of. We have revolutionised the way we handle complaints, the complaints team has continued to evolve and their skills' and dedication has resulted in many complaints (up to 60%) being resolved within just a few hours.

We will continue to ensure that tackling violence against women and girls remains a local, regional and national priority. We recognise that men can be victims of domestic abuse also and I have commissioned services to ensure that the very best support is available if they want it.

Reductions in funding continue to make delivering these priorities a challenge. Since 2010, our force has seen real-term funding reductions of 26%. In money terms this equates to a saving requirement of £108million.

My own small office has continued to make massive savings by reducing costs. In addition to my budget underspend of £1.2 million in 2014/15, last year I saved a further £1.4 million - this is on top of the £2.1 million budget savings I realised in my first full year in office.

Every single penny saved by my office has been reinvested back in to Northumbria policing. However, be under no illusion, funding Northumbria Police will continue to be a

challenge. As your Police & Crime Commissioner I will continue to ensure our region gets the best possible deal from government and I will speak up when they get it wrong and congratulate them when decisions they take benefit our communities.

When I was first elected, I gave an assurance that I would continue to do everything within my power to protect neighbourhood policing. Police officers are the eyes and ears of our communities - what better place to have them based than in the neighbourhoods they serve. You have my commitment that the assurance I gave when I was first elected, remains in place today.

I have ensured that Northumbria Police continues to tackle all crime in a caring and compassionate way, the force will continue to address new issues such as cyber-crime. We will use new technology and ensure that police officers have the skills needed to tackle such crimes head on. There are experts outside of policing that will support the work of Northumbria to deliver a leading service for local residents. My team and I will continue to influence the work of government, local authorities and regional commissions to ensure that Northumbria's voice is heard loud and clear.

Throughout the year, crime figures have been released - depending on which set you read, some crime goes up and some has gone down. What has remained steadfast is, that despite all the statistics, Northumbria is still one of the safest areas to live and will remain that way. This has been achieved due to the excellent services that our police officers and support staff continue to deliver day in day out and I would like to take this opportunity to thank them all for their efforts. In addition to this, our effective partnership working with local authorities, other emergency services and others has supported our desire to deliver effective policing whenever you need it.

I'm here to ensure that Northumbria Police continues to deliver for you and your family - if you need my help, contact me. My contact details are at the back of this annual report. Thank you for your continued support.

Best wishes

Vera

Vera Baird QC
Police and Crime Commissioner for Northumbria

1. An overview of key achievements in 2015-16

- **DELIVERED** further savings of £1.2m on the office budget of the Police and Crime Commissioner. This money has been re-invested in to Northumbria Police.
- **SAVED** many hours of police time through the introduction of hand held computer devices for frontline cops meaning more available time on the beat keeping our communities safe
- **LISTENED** to many local people, businesses, organisations and community groups to find out about and understand their policing needs and concerns.
- **TALKED** to frontline police officers to learn from their experiences to improve policing practices and deliver the best service for victims of crime
- **LOBBIED** MPs and Government Ministers on a range of issues including the abolition of the criminal court charge, banning what used to be legal highs and advocating changes to the law with regards to prostitution.
- **RESPONDED** to 1000s of emails and letters in relation to complaints (or compliments) about Northumbria Police. The Complaints Triage team is now well established and some months are able to resolve more than 60% of the complaints received within just a few hours.
- **AWARDED** the Living Wage Leadership Award 2015 in the North East region – we do everything we can to help lower paid workers as they face rising living costs.
- **SIGNED** the Newcastle Compact supporting how I work with people and communities to achieve positive and collaborative working relationships
- **HOSTED** a conference with key professionals and local communities highlighting the impact of hate crime and how the North East can tackle it together.
- **LAUNCHED** Victims First Northumbria a one stop shop for victims of crime and commissioned services to ensure victims of crime have a choice of high quality support.
- **EXPANDED** the network of workplace domestic violence champions, to support colleagues who may be victims of domestic abuse. Within the public, private and voluntary and community sector there are now over 600 workplace champions in Northumberland and Tyne and Wear.
- **WORKED** with other PCCs to drive down the cost of national schemes such as the National Police Air Service and providing further collaboration to reduce overheads.
- **CONTNUED** to scrutinise the work of the Chief Constable and Northumbria Police through a range of methods including my Rape scrutiny Panel, Court Observers Panel, Independent Custody Visitors, Complaints Scrutiny Panel and Advisory Groups.

2. My role and how I work

Since I became Police & Crime Commissioner for Northumbria I have endeavoured to ensure that Northumbria Police deliver the priorities set for them in my Police and Crime Plan. I closely work with Community Safety Partnerships on our joint aims and with criminal justice agencies to ensure an effective and efficient criminal justice system.

In the last year as Police and Crime Commissioner I have carried out my statutory duties and have held the Chief Constable to account for the provision of an efficient and effective police service where citizens feel safe both at home and on our streets.

I fulfil these obligations in many different ways. Some examples of my scrutiny programme include:

- Meeting the Chief Constable every fortnight to discuss important issues such as local priorities, crime levels, budgets, demand, innovation, digitisation and new ways of working.
- Attending the Northumbria Police Senior Management Board every month to assess how the police are delivering the Police and Crime Plan and truly making a difference for the communities in Northumbria.
- Organised but informal conversations with frontline officers; “Talking to the frontline”.
- Receiving regular updates on the Northumbria Police Budget.
- Working closely with key police leads to discuss in detail police performance and crime levels, identifying solutions and proposals for future action.
- Regularly scrutinising ‘out of court disposals’ alongside criminal justice partners.
- Receiving reports from volunteer Independent Custody Visitors who visit people detained in custody suites throughout Northumbria.
- Talking to my volunteers from the Independent Complaints Scrutiny Panel, Court Observers Panel and Rape Scrutiny panel to understand how we can improve services.
- Meeting with the Police Federation, Superintendents Association, Unison and GMB to discuss trade union and staff association issues.
- Attending meetings of my Advisory Panels to hear views and concerns direct from members of our communities across a range of subjects.
- Victims panel – we are supported to consult victims

There are also many discussions, visits and challenges that take place every day; bringing these together as part of my scrutiny programme helps me to be confident that the police and other key partners focus on the key issues that the people of Northumbria have identified as important.

All key decisions that I take are recorded alongside evidence and explanations that help you to understand why a decision has been reached – this information is then published on my website.

Supporting my scrutiny role

I do not do this job alone, I have a small team of dedicated staff that work alongside me to ensure that the plan is delivered and all of my statutory duties are met with regard to issues such as Freedom of Information requests, police appeals tribunals and access to information.

The Northumbria Police and Crime Panel

The Panel has scrutinised my work in a challenging and supportive way helping to ensure I carry out my role effectively. I regularly present my work to the Panel and have actively included them in my key decisions around the budget and future priorities. The Panel is made up of local politicians and independent people all working together to oversee my work and make Northumbria even safer. If you would like to find out more about the work of the panel please visit www.gateshead.gov.uk

Joint Independent Audit Committee

The independent committee works very closely with me to audit the work of my office and Northumbria Police. On a regular basis they meet and consider how we identify and manage strategic risks, manage the budget and accounts and operate within our governance frameworks. This added scrutiny of my work and the Chief Constable helps us to drive forward further improvements.

Independent Custody Visitors

I have a dedicated team of volunteers who help me scrutinise the work of Northumbria Polices custody provision. They carry out regular visits and ensure that the welfare of detainees is promoted. Any key issues or trends that emerge as part of this work is carefully securitised by myself and discussed with the Chief Constable, looking for solutions and future improvements.

Independent Complaints Scrutiny Panel

The panel look at upheld complaints made against Northumbria Police identifying where lessons could be learnt to improve future practice. Over the last year the panel have continued to read information about complaints and appeals and have submitted detailed reports which has helped me to improve the approach to complaints in Northumbria.

Court Observers Panel

The development of this panel is a key priority in the regional Police and Crime Commissioners Violence against Women and Girls Strategy, and it aims to increase the understanding between the courts and victims of abuse in the hope of building confidence to report rape and sexual abuse, and unpinning criminal justice processes where necessary.

The role of the panel is to collate and share with me their observations of how the cases are tried to see how well the courts are working to improve the trial of sexual offences. This will include considering whether a victim is provided with appropriate support in court and the use of myths and stereotypes about rape and abuse rather than focusing on facts.

Rape Scrutiny Panel

The Panel consider whether the service provided to victims is the best it can get with the aim of giving more victims the confidence to report rapes, knowing that they will get the support they need to go through the criminal justice system with aim of bringing offenders to justice.

They will do this by considering failed cases selected from every stage in the 'report to court' process, ranging from cases that have been 'no crimed' to those where the Crown Prosecution Service (CPS) has determined that there is not enough evidence to charge. This will mean considering such factors as:

- whether police and prosecutors apply existing legislation and rules of evidence effectively;
- record keeping and authorisation of decision making; and
- the quality of the investigation package presented to the CPS.

Joint Independent Audit Committee

Report from the Chair of the Joint Independent Audit Committee John Cooke MBE

The Joint Independent Audit Committee (JIAC) monitors, reviews, comments and makes recommendations to both the Police and Crime Commissioner and Chief Constable on a range of financial and governance matters as detailed in their Terms of Reference.

The Committee meets four times in each financial year and we are fully engaged in the strategic processes for risk, control and governance. We have also had close involvement in agreeing the Annual Internal and External Audit Plans, the Statements of Accounts and in the compilation of the Annual Governance Statement; as well as in reviewing specific matters that arise from time to time.

2015/16 has been the third year of operation of the JIAC and based upon our work and the findings of internal and external audit during the year, we are content that corporate governance arrangements are generally sound and effective.

We have continued our involvement in the monitoring of the Commissioners Treasury Management arrangements and Medium Term Financial Strategy (MTFS), which we are content has been delivered effectively.

We will continue to scrutinise delivery of the MTFS taking into consideration the financial constraints under which the Chief Constable and Police and Crime Commissioner are required to manage their budgets.

The Committee continues to monitor the shared strategic risk register, which we agree is the most appropriate way to effectively apportion and manage the level of risk and responsibility between the Police and Crime Commissioner and the Chief Constable. In addition, we are pleased to report that the internal audit findings this year have been generally satisfactory and where issues have been identified we are content that the right level of senior attention has been given promptly to addressing the internal audit

recommendations. The Committee follow up audit findings and we are pleased to report that the necessary improvement and reparatory work has been done in all cases. These major areas of business reflect the scope and nature of the work of the Committee.

We are confident that with the recent appointment of 2 new members, the Committee has people with the right mix of skills and experience and that it operates in an effective manner in support of the Police and Crime Commissioner, Chief Constable and their respective senior leadership teams.

John Cooke MBE
Chair of the Joint Independent Audit Committee

Sharing best practice

I work closely with my fellow Police and Crime Commissioners across the country and the North East to share best practice and encourage innovation. In the past year staff from many other Commissioners offices have visited Northumbria to learn from us, of particular interest has been the work we are doing to ensure that we commission and provide the right services for victims of crime, the end violence against women and girls strategy, our unique and now nationally adopted scheme to safeguard people in the night time economy and the good work we are doing to improve and put people first in the police complaints system.

3. Working together to make a difference

To make the difference that is needed to make people feel safer in their community and have confidence in Northumbria Police we work with others to tackle the policing, criminal justice and community safety challenges that we face.

How do we know what the issues are?

I meet with local residents, businesses and volunteers and I listen to what they are saying about policing in their areas, how they think the criminal justice is delivering. It's by listening to you that I am able to address the issues you care about – and your views have delivered real and lasting change.

I continue to work closely with my Advisory Groups covering the areas of gender, disability, age, LGBT, black minority ethnic, religion and belief and a large number of community and residents groups, business leaders, local councillors and MPs. I have also examined the results from Victims Satisfaction Surveys and the Northumbria Safer Communities Survey to understand the policing and community safety issues that matter most. In developing services for victims we listened to the victims voice in Northumbria through victims groups which included young people.

I have worked with and will continue to work with Her Majesty's Inspectorate of Constabulary (HMIC) to identify the key organisational issues Northumbria Police face. HMIC have this year found that Northumbria Police have performed well and in their overall assessment:

- Northumbria Police is good at reducing crime and preventing offending and at investigating offending and tackling anti-social behaviour
- The efficiency level in Northumbria Police is good; and
- Northumbria Police is acting to achieve fairness and legitimacy in most of the practices that were examined this year but this could be improved further.

HMIC believe that Northumbria Police is demonstrating leadership in its support for neighbourhood policing and its commitment to maintaining and improving support for victims, they are clear that it continuously has high levels of public satisfaction.

Taking action

Once I understand the key issues I then get to work with the people that can address them including, most importantly the police, local councils, health services, Community Safety Partnerships, the voluntary sector, local community groups and criminal justice agencies. Working together over the last year in this way has really made the difference on the ground to local people.

To help support this joint work I have provided funding where it was possible to do so and where it would benefit and make a difference to local people. I have given grants to Community Safety Partnerships, Youth Offending Teams, local community groups and many

other key organisations delivering services to people across Northumbria. Find out about my grant giving in section 6 of this report.

4. Delivering the Police and Crime Plan in 2015-16

This is my third Annual Report updating you about the progress that has been made to deliver my Police and Crime Plan 2013-18 for Northumbria. I am very proud of the achievements we have collectively achieved across policing, community safety and the criminal justice system.

In 2012 when I was first elected as PCC for Northumbria I talked to local people to understand their priorities were around policing and crime. I used this information to write my first Police and Crime Plan with five priorities:

- Putting Victims First
- Dealing with Anti-Social Behaviour
- Domestic and Sexual Abuse
- Reducing Crime
- Community Confidence

For each of these priorities the police identified a number of actions which would improve services to local people.

Thinking to the future I am now working with local communities, partner organisations and service providers to help me identify how we can further improve local policing. People I've talked to already are telling me that the five priorities are still relevant and there are still improvements to be made, but also there are some new issues that might need to be included in my new Police and Crime Plan 2017-2021 such as cybercrime, child sexual exploitation, indeed all exploitation of vulnerable people by criminals, and also the crime affecting rural communities are some of the suggestions that are being made.

An extensive programme of consultation has been developed and will delivered throughout the months of September and October 2016.

Putting Victims First

Putting victims first is at the heart of everything we do when providing a police service and it is vitally important to securing the right criminal justice outcomes and improve victim satisfaction.

In my Police and Crime Plan I promised to make a difference to victims by:

- Providing vulnerable victims of crime with personal support and firm action
- Involving victims of crime in the shaping of police responses to victims
- Ensuring victims are kept up to date with progress of their case
- Developing a tailored approach to victims of crime including restorative justice
- Improving our victims and witnesses experience at court

In 2015-16 I have worked to deliver those promises and have –

- 91% of victims are satisfied with the service provided by Northumbria Police – the highest level in England and Wales.
- Continued to speak up on behalf of victims on the national Victims Advisory Panel chaired by the Government, helping to make sure the needs and concerns of victims are listened to at the highest level and government policy and practice are developed to meet the needs of victims.
- Established and overseen the development of Victims First Northumbria the ‘one stop shop’ for victims of crime, ensuring victims are provided with a choice of high quality support to meet their individual needs.
- Provided support to those most vulnerable through mental health triage – whereby mental health professionals provide police officers with on the spot advice and guidance when dealing with people who have potential mental health problems. Ensuring people receive the most appropriate support for them in a timely way leading to better outcomes for individuals and a reduction in the inappropriate use of detentions. By deploying this swift and appropriate care we are saving on average 292 hours of police officers time per month.
- Supported the “We Believe You” campaign, helping to raise the profile of Rape Crisis and the good work it does – encouraging victims of rape and sexual assault to reach out for support to help them cope with and recover from their experience.
- Secured funding to establish intelligence led multi agency hubs that look to safeguard, protect and support both child and vulnerable adult victims of sexual exploitation and abuse both in the community and online.
- Improved the criminal justice experience for children and vulnerable adults – maximise the support available to children and vulnerable adults who are required to give evidence in criminal court proceedings by shielding them from as much stress of the process as possible through the introduction of remote evidence centres.
- Ensured all victims have access to high quality restorative justice closely aligned to the support services offered to those who have experienced crime.

- Organised a series of high profile campaigns to encourage reporting of under reported crimes such as female genital mutilation, child sexual exploitation, human trafficking and hate crime.

Working together in Northumbria...

The Ministry of Justice devolved funding for PCC's for the provision of victim services. I established Victims First Northumbria (VFN) in April 2015 so that the highest quality of services can be delivered to help victims cope and recover their experience.

The service is unique in that it gives victims a single point of contact for all their support needs. Some victims may not reach out for help until a later date and this service is available at any point for victims, and whatever point you make contact you will be offered a service to meet your individual needs.

VFN has gone from strength to strength in the last year and has provided support to over 17,000 victims of crime and has worked with even more to help assess their needs.

Approximately 64% of victims who come into contact with VFN go on to receive some form of support and referral to a specialist agencies. VFN has developed 'champion' roles within their workforce who take a lead on providing support for those with specialist needs in the areas of hate crime, youth related crime, domestic abuse, sexual violence, older people, and victims with mental health needs. Please be assured if you have experienced crime and would like to talk about what support is available to you, Victims First Northumbria is here to help and guide you through your recovery journey.

Northumbria Police play a key role in understanding the needs of victims of crime and they work very closely with VFN to ensure the needs of victims are captured at an early stage and they are supported on the right pathway to recovery.

For more information about Victims First Northumbria, visit the website

www.victimfirstnorthumbria.org.uk or contact the services dedicated free number on 0800 011 3116.

Some of the ways I will continue to make a difference in 2016-17...

- Maintain high satisfaction levels with the service we provide to victims;
- Continue to develop and enhance the service provided by Victims First Northumbria;
- Work with criminal justice partners to enhance support and advocacy provided to victims and witnesses at court;
- Establish a PCC Victims Advisory Group, encouraging victims and service providers to come together to share experiences and improve the overall support available to victims of crime;
- Continue to speak up at the highest level for the rights and entitlements of victims and ensure government policy takes account of victim's needs; and
- Fund key specialist organisation through the Supporting Victims Fund to ensure the services provided in Northumbria meet the needs of local communities.

Dealing with Anti-Social Behaviour

Anti-social behaviour (ASB) affects anyone and everyone. Although recorded ASB has fallen year on year it is still a major concern of local people in Northumbria.

In my Police and Crime Plan I promised to make a difference to you by:

- Ensuring all victims of ASB are contacted personally and their concerns investigated
- Recording repeat ASB complaints and ensuring officers are fully informed
- Providing vulnerable and targeted victims with tailor made support
- Local agencies work together to engage the victim in stopping the problem
- Using all appropriate powers to tackle ASB

During 2015-16 I have worked to deliver those promises and have....

- Scrutinised the reduction in ASB across the Northumbria area with 10,000 fewer incidents recorded in 2015-16.
- Introduced ASB Volunteer Networks across Northumbria – rolling out in every local authority area, specially trained victim support volunteers who provide additional support for the most vulnerable victims of ASB.
- Overseen the introduction of new ASB powers ensuring they are embedded and understood and are being used fairly and proportionately.
- Supported the development of an ASB task force – vulnerable people calling Northumbria Police are identified quicker and receive the right response from Northumbria Police.
- Over half of the people suffering long term ASB in their neighbourhood had no further incidents after reporting it.

Working together in Northumbria...

The introduction of ASB Networks across Northumbria has been a great example of partnership working and the need for local solutions to local problems. Last year North Tyneside Council and I joined forces to launch a support group for victims and recruited a network of fully-trained volunteers to offer advice and guidance to those affected by ASB in the area.

The aim of the initiative was to help victims of ASB to cope and recover following an incident or sustained attacks. The scheme was welcomed by local residents and has helped to improve satisfaction levels in the local tenant survey, which found that 100 per-cent of victims felt they had been supported throughout the duration of their case. Following this success I went on to fund an ASB Volunteer Network in all other local authority areas helping to address key priorities outlined in my Police and Crime Plan: - putting victims first, tackling ASB, and improving community confidence.

Some of the ways I will continue to make a difference in 2016-17...

- Target my Commissioners Community Fund at local projects that will help to reduce ASB, prevent crime and build community confidence – supporting local communities to come up with local solutions to local problems.
- Continue to support local authorities and their ASB Networks helping to provide tailored one to one support for those victims who suffer the most harm

Domestic and sexual abuse

Domestic and sexual abuse happens mostly behind closed doors meaning that it is something of a hidden crime. Therefore it's vitally important to raise awareness of what domestic abuse is, what help and support is available for those suffering from it, and making it easier for victims to contact someone to get help

In my Police and Crime Plan I promised to make a difference by:

- Taking an active personal lead on this issue
- Developing an integrated regional strategy on all aspects of violence against women and girls (VAWG)
- Ensuring victims of these crimes can report them in a straightforward way
- Listening to victims and ensuring the right support is offered
- Providing all high risk complainants with an experienced Independent Domestic/Sexual Violence Advisor.
- Investigating all incidents of domestic and sexual abuse and identifying repeat victims and perpetrators.
- Changing negative attitudes and behaviours and making early intervention the norm
- Promoting active police monitoring of perpetrators.

During 2015-16 I have taken a personal lead on this issue and worked to deliver those promises and have....

- Championed the new coercive control law by ensuring all front line police and community support officers are trained to understand the newly promoted understanding of abuse and are being more proactive in identifying victims who are frightened or controlled.
- Continued to support the Domestic Violence Support and Assistance (DVSA) car in Newcastle and Gateshead ensuring that victims of abuse are provided with specialist support at the point of crisis.
- Established, following a successful innovation fund bid a structured force wide operating model to investigate, target and disrupt child sexual exploitation, vulnerability and modern day slavery building on the foundations of Operation Sanctuary.
- Introduced Operation Encompass to further geographic areas in Northumbria helping to spread the good practice model for alerting schools when a domestic abuse incident has been reported to the police in a household where one of their pupil's lives, helping to quickly put in place school based support and extra care for the young person.
- Supported and safeguarded serial victims of domestic abuse who frequently get involved in multiple offender relationships, often representing those most at risk of homicide.
- Tackled domestic abuse perpetrators by the further enhancement of a multi-agency tasking and coordination approach to tackle serial perpetrators of domestic violence

leading to a reduction in offending behaviour and better wrap around support for victims.

- Launched a domestic abuse perpetrator GPS proximity device pilot scheme which is completely voluntary and uses technology to create alerts if a domestic abuse victim and perpetrator who live separately are in close proximity to each other – this aims to reduce incidents of domestic abuse and potentially saves victims lives.
- Further roll out of vulnerability training for hotel staff across the Northumbria area to remind staff of their duty around vulnerability and the identification and safeguarding of vulnerable customers.
- By encouraging the reporting of domestic abuse and sexual offences we have supported more victims who may have previously suffered in silence and at the same time increased the conviction rate for rape and domestic abuse offences.

Working together in Northumbria...

Ensuring that the criminal justice system responds to the needs of victims as well as offenders is vital and nowhere more so than those crimes, such as rape and sexual assault, that are known to have a devastating and long-term impact on the people involved.

For this reason, the Violence against Women & Girls Strategy that I developed during my early months in office included the creation of both a Rape Scrutiny Panel and a Court Observers Panel. Tasked with reviewing the way that sexual offences are handled by the police, the crown prosecution service and the courts, these panels are staffed by local volunteers who have been recruited from a wide variety of backgrounds and given the training they need to perform this important role.

Providing structured feedback on the handling of individual cases since early 2015, these panels have successfully identified a number of important practice issues that have been summarised in their interim reports and used to develop a series of formal recommendations; recommendations that, in the case of the Court Observers Panel for example, have already been discussed and agreed with members of the local judiciary.

Some of the ways I will continue to make a difference in 2016-17...

- I have secured funding for the safeguarding and engagement of sex workers and will establish a multi-agency hub with Changing Lives and Arch North East to actively engage with sex workers, promoting safeguarding and to encourage reporting of exploitation, assault or abuse. The hub will increase opportunities for intelligence gathering as well as providing sex workers with strategies to leave the industry.
- I plan to make sure that the DVSA car provision in Newcastle and Sunderland is made available to victims in other local authority areas of Northumbria that have high levels of reported domestic abuse.
- Reviewing my Violence against Women and Girls (VAWG) Strategy to ensure that our region continues to be responsive to the needs of victims and PCC continue to drive improvement in police and partner practices.

Reducing Crime

Northumbria still has one of the lowest crime rates in the country, however it is important to continue to seek to reduce crime and those crimes that have a particular cause for concern and impact badly in a personal way.

In my Police and Crime Plan I promised to make a difference by:

- Promoting crime prevention to reduce crime and its impact and cost
- Working with partners to cut crime and reoffending
- Bringing Community Safety Partnerships closer together across boundaries
- Enhancing investigations of serious violence, burglary, hate crime and rural crime to solve it and deter offenders.
- Boosting support for victims of these crimes to enable them to pursue their case to court and obtain satisfaction and justice.
- Targeting alcohol related crime and disorder.

During 2015-16 I have worked towards these promises and have....

- Played a key role in the Late Night Levy Partnership helping to ensure that Newcastle remains a safe and prosperous place where residents and visitors can enjoy the night time economy in a way that they want.
- Supported the introduction of burglary suppression groups which are held throughout the force area, bringing together the police, Probation and Crown Prosecution Service to devise and deploy tactics to disrupt prolific burglars and build confidence in the community.
- Integrating prevention services for safer communities – supporting Safetyworks to provide an innovative multi-agency safety centre founded on strong collaborative working between key partner such as the police, fire, local authorities and Nexus (to name but a few).
- Supporting veterans – by working with Northumbria Police and Walking with the Wounded we are now providing support for veterans who are taken into custody, putting them in direct contact with a support charity that understands the challenges a veteran faces and can help to rebuild their lives after their involvement with the armed forces.
- Brought together Victims First Northumbria and the Northumbria Community Rehabilitation Company to develop and deliver a model for restorative justice, helping victims to recover from their experience of crime and to reduce the likelihood of re-offending.
- Secured funding to provide programmes right across Northumbria for serial perpetrators of domestic abuse, helping to tackle those offenders who are most prolific and cause greatest harm.
- Recorded crime has increased in line with most other forces by 29%. This does not represent an increase in actual crime as recording standards are continually improving.

Working together in Northumbria...

The Late Night Levy Partnership in Newcastle is proving for another year to be a great example of the great things that can be achieved by working together. By liaising with the local authority, publicans and police, we have used the funding from the levy to provide extra visible resources in the city. I continue to continue to support the work of the Street Pastors who work closely with the police and colleagues in the Safe Haven, which is a staffed venue aimed at helping potentially vulnerable people late at night providing somewhere to go if they have lost their friends or mobile phones and unable to look after themselves.

Some of the ways I will continue to make a difference in 2016-17...

- Ensure that the extent of cyber-crime is fully understood and action is taken to disrupt those that are committing these crimes and bringing them to justice.
- Work with the police and Newcastle University to introduce testing of suspected sex offenders, helping to differentiate from low to high risk individuals, encouraging disclosure of information and resulting in improved behaviour.

Community Confidence

The public in Northumbria are the heart of our force, under my leadership we will continue to ensure that residents have the confidence to report crime, we will always offer the support and guidance needed to help them through what can be a very traumatic time.

I want Northumbria Police to get it right, first time, every time. I know at times this may not happen, but when we get it wrong we will do everything within in our power to put it right. Complaints against the force isn't a sign of weakness, it allows me to see where the public think improvements can be made.

I am tasked to ensure the police deliver a responsive service. My Police & Crime Plan clearly outlines how this will be achieved.

In my Police and Crime Plan I promised to make a difference by:

- Ensuring the police are highly visible in the community and engage with communities and build relationships
- Addressing your local road safety concerns.
- Improving the way complaints against the police are handled
- Driving the implementation of neighbourhood management models
- Relentlessly focusing on those involved with organised crime

During 2015-16 I have worked towards these promises and have....

- Championed Operation Dragoon – making the roads safer through a targeted programme of education, engagement and enforcement with those most prolific offenders on the road.
- Overseen the work of the North East Region Special Operations Unit to continue to dismantle organised crime groups, bringing them to justice whilst taking millions of pounds worth of illegal drugs off our streets.
- Made decisions about the estate to ensure that neighbourhood policing teams remain accessible and are based at convenient locations, supported by new technology and increased visibility. Helping to better identify and respond to community concerns and needs.
- Increased the profile of opportunities for the public to become involved in local policing through volunteering - hosting a conference for volunteers and promotion in the media and through our community and voluntary sector networks.
- Introduced a Complaints Charter to further improve the complaints process, reduce the number of appeals against Northumbria Police and increase satisfaction with how the complaint has been managed. My Complaints Triage Team some weeks resolve more than 60% of queries within a few days.
- Ensured that in 100% of complaint cases the investigating officer makes contact with the complainant within 24 hours of the registration of a complaint.
- Frontline officers have more time available to deal with serious incidents as we can now, with the agreement of the caller, resolve some incidents over the phone.

Working together in Northumbria...

As Police and Crime Commissioner, part of my role is to engage with the local community, to do this I hold public meetings, attend events to speak about policing and to listen to what local people say. I write newspaper columns/articles for the media to promote the good work we do here in Northumbria. I want the public to feel part of Northumbria Police – it is your force. When considering the police element of the council tax, I asked the public to let me know their thoughts as knowing what local residents think allows me to focus my thinking on how we can deliver to meet your needs.

Some of the ways I will continue to make a difference in 2016-17....

- Increase the number of police officers on the frontline – recruiting more officers to ensure that the police workforce represents the communities it serves and we maximise our visibility and impact on keeping our local communities safe.
- Continue to review the way that complaints are dealt with making, further enhancements to the timeliness and quality of responses and overall satisfaction with the management of complaints.
- Promoting opportunities for the public to be involved in policing through volunteering and for the public to help shape my thinking about future police and crime priorities.

5. A summary of performance

Putting Victims First

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.

Dealing with Anti-Social Behaviour

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.

Reducing Crime

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%.

Community Confidence

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%.

Domestic and Sexual Abuse

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 have 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 last year 442 referrals have been made into domestic abuse perpetrator programmes.

Governance

I attend the force's Strategic Management Board which is held on a monthly basis. The purpose of the Board is to drive performance and organisational change in support of the strategic objectives within the Police and Crime Plan. Performance against the Police and Crime Plan is reported at every meeting.

Performance is considered in a number of ways, for example:

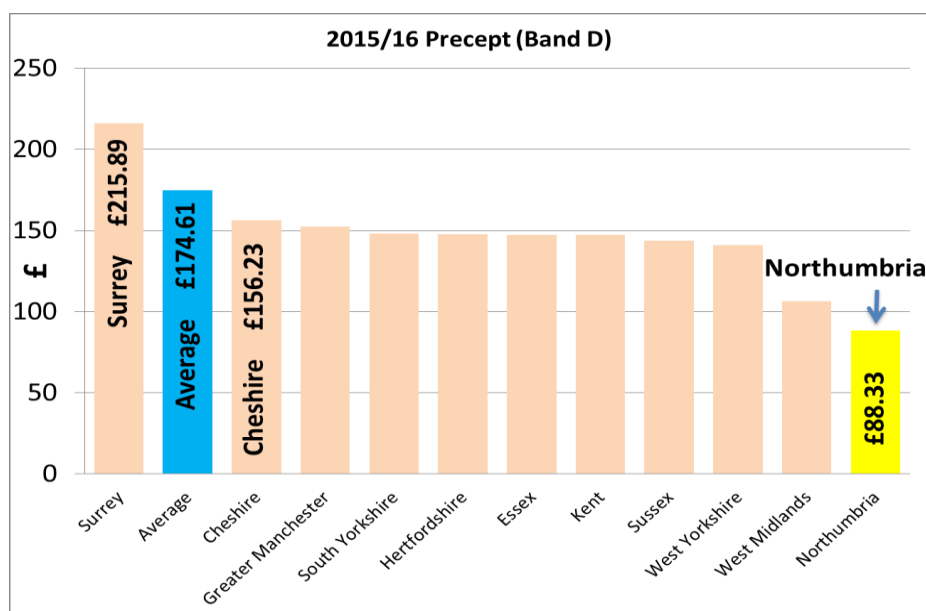
- Performance compared to previous years;
- Performance compared to agreed service standards or targets; and
- Performance compared to peers (geographic areas within Force, most similar group of forces (MSG) or nationally).

The Strategic Management Board also considers other business areas, including equality, the Strategic Policing Requirement, community consultation, risk management and progress against action plans to address recommendations from HMIC.

6. A focus on resources

The last 5 years have seen unprecedented cuts to the funding provided by the Government to Police and Crime Commissioners (PCCs) in England and Wales. Northumbria has had to make £108.1 million of cuts and efficiencies to head towards balancing its books (source: HMIC PEEL assessment and 2015/16 revenue budget). In addition it has also had its ability to raise additional tax revenue from the precept restricted by the excessiveness rules and limited council tax freeze grants.

Reductions in the Police Grant have represented a particularly difficult challenge for Northumbria. The Force receives the highest percentage contribution from central government funding and has the lowest council tax precept of all forces in England and Wales.

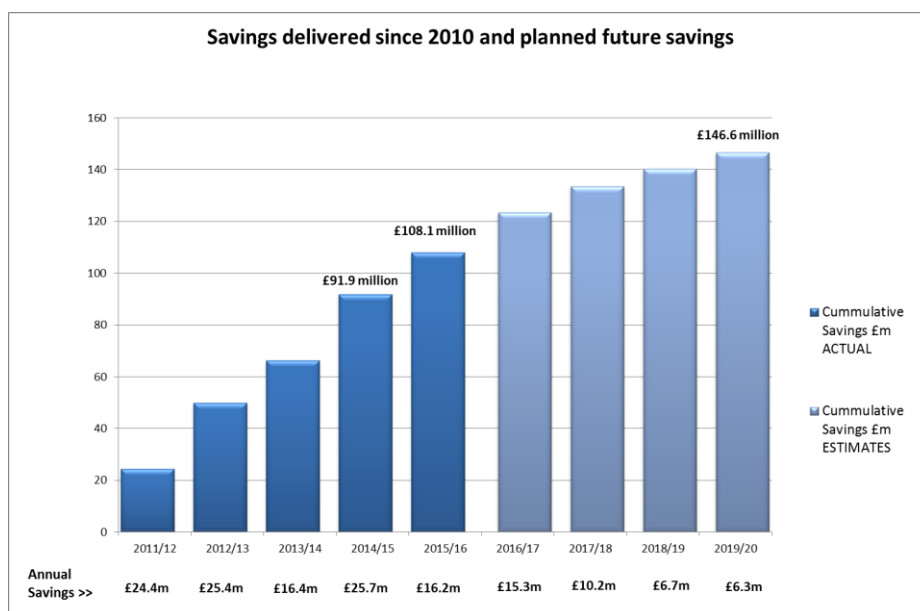


Northumbria has therefore been one of the hardest hit forces financially since the grant cuts were introduced and it has suffered the highest funding reduction in real terms out of all forces in England and Wales, and its reserves are amongst the lowest levels in the country (as a percentage of net revenue expenditure).

Over the period 2010/11 to 2015/16 the National Audit Office has stated that central government funding to police and crime commissioners has reduced by £2.3 billion in real-terms – a 25% cut. Northumbria's grant has actually been reduced by 26%

Grant vs Local Funding	
National	Northumbria
68% funding comes from central government (2015-16)	86% Government Funding
32% local taxation But these proportions vary between police forces	14% Local Taxation

To manage those cuts it has had to make £108.1 million savings as well as using reserves to balance the budget. Further significant cuts of are anticipated into the future too. Savings have been successfully achieved through extensive scrutiny of all non-pay budgets, robust budget management and planned workforce reductions. Reserves have been used alongside those savings delivered in order to mitigate workforce reductions where possible.



Capital Spend £9.155m

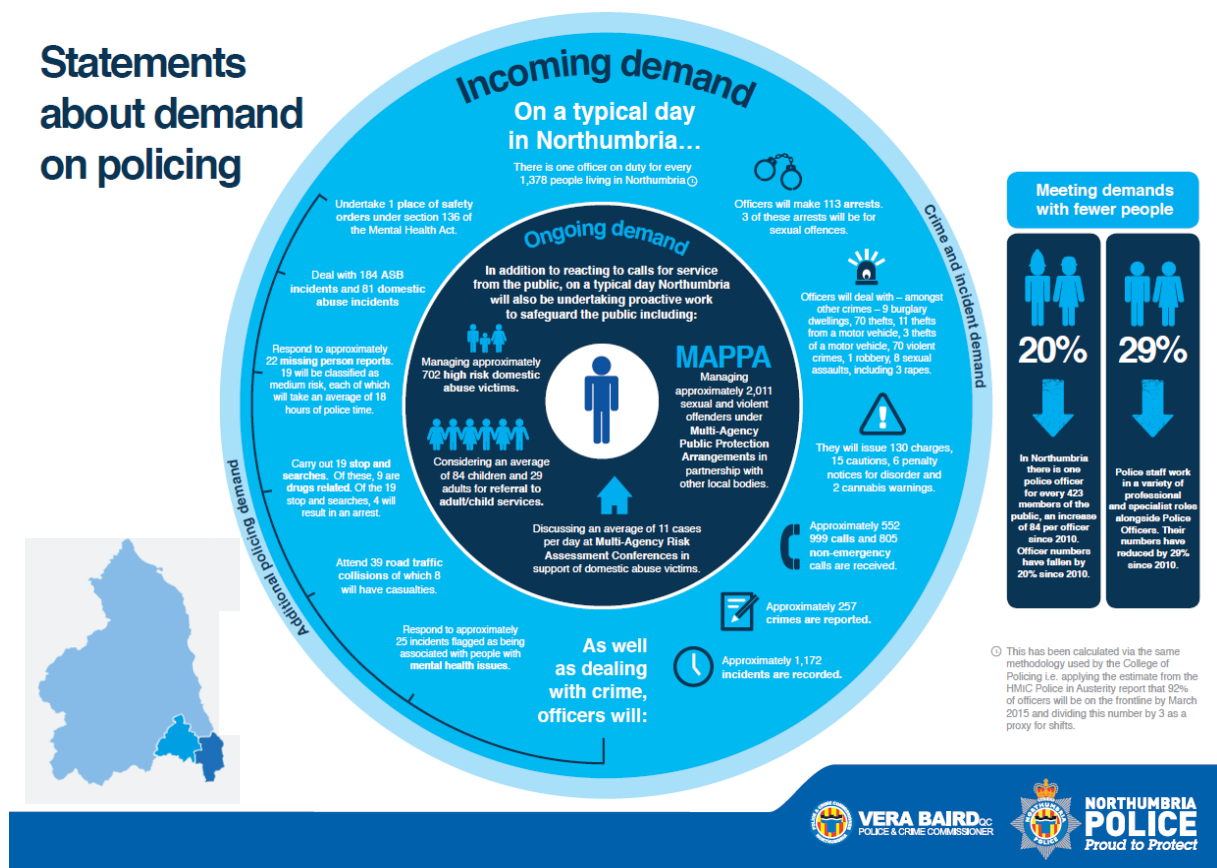
In addition to spending on day-to-day activities, the Commissioner incurs expenditure on the acquisition of fixed assets that will be used in providing services or that adds value to an existing fixed asset, such as buildings, technology and communications and other major items of plant and equipment.

During 2015/16 the programme of opening new neighbourhood offices, closing and selling unsuitable police stations continued and will continue into 2016/17. In 2015/16 neighbourhood bases were opened at Wooler, Amble, Morpeth, Blyth, Birtley, Sunderland Central, Hendon, Farringdon, Harton and Boldon.

Capital has also been used to help transform the way officers and staff work by providing the mobile technology, systems and management to allow officers to submit intelligence from, and disseminate information and reassurance to the communities which they police.

The Force have made significant investment in new technology to assist with the intelligence led policing capability and help better inform operational tasking and briefing to achieve the positive outcomes that make communities safer and build the public's confidence in the Force.

Demand for policing is changing as new types of crime emerge and require a different approach to policing often working closely with partners. These include protecting Vulnerable People, cyber-crime, victims of Domestic Violence, Antisocial Behaviour, Vulnerable Adults, Repeat Victims, Hate Crime, Honour Based Violence, Female Gender Mutilation, Child Sexual Exploitation and other Child Protection matters. The infographic below shows the demand on the force in a typical day.



Neighbourhood Policing remains at the heart of the delivery of Policing Services to communities within the Northumbria Police Area. Work has been undertaken to obtain a clearer understanding of demand for policing services. Analysis of data obtained both locally and nationally including crime and incident data, levels of deprivation, domestic violence and demography has identified areas of predicted demand and has informed a more accurate allocation of resources across a revised Neighbourhood Policing Team model. This approach to local policing will balance the response to emergencies with policing activity to prevent crime before it happens and reduce reoffending.

Effective partnership working, information sharing, integrated problem solving and the co-commissioning of services being delivered through the co-location of specialist resources in the form of Multi-Agency Safeguarding Hubs is also part of the strategy. The Hubs will coordinate all response and activity around the identification, assessment and management of vulnerable victims. This approach will also see the coordination of intervention opportunities around Troubled Families, Integrated Offender Management and Missing and

Absent reports. This will ensure single outcomes and a more consistent and effective service for the most vulnerable within our communities.

Underpinning this is the comprehensive workforce strategy that includes recruitment, training and development of officers and police staff whilst continuing to manage necessary change through the prudent use of reserves.

Our 2015/16 Budget

To note: a balanced financial table of information to be included here.

Grants Programme 2015-16

My grants programme during 2015-16 had two main focuses – the Supporting Victims Fund designed to administer funds as provided by the Ministry of Justice, specifically for victims of crime and the Commissioners Community Fund for grass roots project from my own small pot for grants financed through savings in my office costs.

Supporting Victims Fund

My Supporting Victims Fund was launched to help to strengthen the overall offer to victims of crime in Northumbria and to improve the victims journey in the criminal justice process.

Victims of crime can be any age, gender, race or sexual orientation and can be vulnerable due to these characteristics or a disability, mental health issues and some are made vulnerable by the type of crime committed against them. In Northumbria we are striving to ensure that victims with the greatest need have access to support tailored to them.

We want victims of crime to feel confident to seek help when they need it.

It is my responsibility to ensure that we have a core referral service so that victims can talk about their experience and get support, and specialist interventions where needed.

To complement Victims First Northumbria I have funded a wide range of specialist services for the most vulnerable victims in Northumbria – victims of domestic abuse and sexual violence, victims under 18, victims of hate crime and victims with mental health issues.

Some examples of the projects I have funded and the impact they have had on improving services for victims of crime are listed below –

Victims of Domestic and Sexual Abuse - The Angelou Centre

PCC funding has enabled the Angelou Centre to provide support for high and medium risk BME victims of domestic abuse and establish local community champions. The additional staff to the centre has allowed the Angelou Centre to deliver;

- Intervention and crisis support for 63 BAMER (Black, Asian, Minority Ethnic and Refugee) women and 42 children / young victims of domestic abuse.
- Training and accreditation of 24 women's champions.

- 8 community events and consultations with over 300 BAMER women and children.

In addition my funding has brought a number of strategic improvements in the area of Female Genital Mutilation (FGM), including new reporting systems with Northumbria Police, development work with the Crown Prosecution Service and a seminar about the current FGM reporting pathways for professionals and communities. Low numbers of FGM victims report to police but access resources provided by the Angelou Centre which can promote civil FGM protection orders.

“Grant funding has increased the Angelou Centre’s ability to support an increased number of high risk victims; have a broader geographical reach; build the capacity of non-specialist services and improve the referral pathways for BAMER women both in services and those directly from the community.”

Young victims aged under 18 - Children North East

My funding has helped Children North East to deliver individual counselling sessions, one to one therapeutic support for young people and their families and group based interventions for young victims. Through my funding they identified the need to develop tailored services for male victims of domestic violence and other crime, one to one counselling specifically for that group is now provided.

39 young people have engaged in the one to one counselling and 100% saw improvements in emotional wellbeing. The WEYES 2 Happiness course allows males to explore experiences and feelings and build activities into their lives that make them feel positive about themselves.

Children North East have also continued their Expect Respect girls group which provided help to 10 girls who had a history of being severely harassed and were at risk of sexual exploitation and abuse. This group work was delivered in partnership with the Young Domestic Violence Advocates from the West End Women and Girls Centre (also funded by my office).

“Our service and buildings are seen as safe places for young people to receive counselling and therapeutic support and this feeling is also transferred in to outreach locations where we deliver services. Young people’s willingness to engage in our interventions and feedback on services is testimony to this.”

Victims with Mental Health needs - Tyneside and Northumberland MIND

Funding enabled MIND to establish the REVOC – (Resilience for Victims of Crime) project aimed at providing wrap-around support to victims of crime with mental health problems and face complex challenges in coping and recovering from their experience. In response to victims needs the service provides both group support and in-depth 1-2-1 support and refers high risk clients for in-house counselling. The funding has allowed MIND to develop productive relationships with the Crisis Team at St Georges Hospital, Morpeth, identifying gaps in community based mental health service provision. They have jointly developed

robust referrals pathways so victims can easily access the REVOC service following hospital-based support.

MIND have delivered bespoke training to ensure that service providers understand the services on offer through REVOC.

“the grant we have received from the PCC has enabled a wide range of additional work with victims of crime who are facing mental health issues, it has enabled us to establish our first ‘Space Safe’ group in Alnwick which brings people together, reducing isolation and offering one to one support. Full assessments have been carried out on 7 clients and the majority of those have noted improvements in the aspects of their mental health that are identified as important in their recovery from crime”.

Hate Crime - North Tyneside Disability Forum

North Tyneside Disability Forum work in partnership with Northumbria Police and Victims First Northumbria to develop a youth led campaign to raise awareness of being at risk, to understanding of mindfulness in safety and support and prevention. The organisation has delivered 10 sessions each month of complementary intervention therapies to support victims of disability hate crime. Over 30 young disabled and vulnerable victims have been supported through individual and peer led group work by my funding.

The organisation has a strong relationship with local community police officers to provide an informal foundation to the work. The centre is also a reporting centre for Hate Crime and is used for case conferences for young people.

“The huge difference made by this funding has been that victims of disability hate crime have been able to build and re-build confidence and self- esteem and through group work has allowed them to build positive self-identity and group identity. For some of the young people we work with – they had lost all of this – if they had ever originally had it”.

Commissioners Community Fund

The Commissioners Community Fund allows local communities to design local solutions to the community safety problems they see in their neighbourhood. During 2015-16 I was supportive of well-designed schemes that helped to deliver against any of my five Police and Crime Plan priorities. I was also keen to support those organisations that support vulnerable people, part fund the scheme locally and have a successful track record for delivering projects.

I supported 58 organisations and groups to achieve a wide range of positive interventions, examples include –

Police and Crime Plan Priority: Tackling Anti-social behaviour (ASB) - People and Drugs LTD in Northumberland offer qualified experienced youth workers to provide educational / recreational activities and positive interventions to encourage participation and divert away from ASB related activities. “The street project has been very successful in engaging with 200+ young people who were not accessing formal youth provision.”

Police and Crime Plan Priority: Putting Victims First – Tyne Gateway Trust in North Tyneside delivered ‘buddy groups’ bringing people together to share their experiences and exchange ideas and advice. Self-esteem and confidence are built through the understanding of others who are going through a similar experience. “The one thing that stood out which had not been anticipated was people’s willingness to be open and honest and share their experiences.”

Police and Crime Plan Priority: Reducing Crime – Bright Futures in South Tyneside delivered a pilot programme for vulnerable young males over evenings and weekends, providing positive social activities and opportunities to engage in accredited programmes of work. “Funding from the PCC Commissioner’s Fund has enabled Bright Futures to build an evidence base for the need of this work to continue for young males in South Tyneside.”

Southwick Neighbourhood Youth Project delivered fun and creative education and information sessions including; a Visual Impairment System resource box to demonstrate the effects that alcohol has on vision, balance, spatial awareness and hand/eye co-ordination. They deal with the dangers of drugs and alcohol, sexual health and first aid training. “Thanks to the Commissioner we have established good relationships with the Red Cross and local Fire Station and will undertake further partnership working with them in the future.”

Police and Crime Plan Priority: Community Confidence - GemArts in Gateshead delivered high quality, community and school-based anti-discriminatory arts projects to tackle hate crime and discrimination, with specific focus on race, faith, ethnicity and nationality. “The feedback from the schools was very positive, and these positive experiences will influence the way pupils relate to and think about cultural diversity in the future.”

Police and Crime Plan Priority: Domestic and Sexual Abuse - Rape Crisis in Newcastle produced an awareness raising film called ‘We Believe You’, about what happens when you access a Rape Crisis Centre. “Other professionals will learn from this Film and get a flavour of what coming to RCTN is all about.”

The grants programme has also helped me to engage with local communities with a series of visits to better understand the work I am funding.

You can find further details about this programme on the grants and commissioning section of my website www.northumbria-pcc.gov.uk

7. Looking to the future

The demands on policing continue to change, only 23% on average of calls to the police concern crime and the remainder are about welfare issues, with up half of those calls concerning mental health. The government has to look at how it funds policing, the Policing Minister is currently consulting with organisations and forces to determine how central funding to police forces will be allocated in future years. Here in Northumbria we are unique, we have vast rural areas to police as well as ensuring effective policing in our towns and cities. You have my assurances that I will continue to do all that I can to ensure that Northumbria Police receives a fair funding settlement.

At the time of writing this report, I am currently engaging with local residents through public meetings, attending community groups and using on line services to find out what they want in their refreshed police and crime plan. I have worked hard to deliver the priorities that were set in 2012 and following my re-election in the summer, it is time to refresh the plan and ensure that Northumbria Police continues to tackle the issues that matter to you and your family. Since the last plan was written, we have seen an increase in newer type crimes such as on-line crime, child sexual exploitation and slavery so we will reflect these changes in the plan.

Northumbria Police officers and staff continue to go the extra mile and I would like to place on record my appreciation for all their efforts –without them we would not be one of the best forces in the country when it comes to tackling anti-social behaviour, it's thanks to our staff that over 90% of victims of crime are satisfied with the service that they received. I continue to meet the Chief Constable on a regular basis so he can update me with how the police are tackling the priorities that you set, how any concerns are being addressed. I will continue to support Northumbria Police in all that they do, but when they get it wrong, I will investigate and hold the Chief Constable to account for the actions of his force.

The Government is keen to bring “blue light” services together – this includes the fire service. Over the next few weeks and months you will read how some Police & Crime Commissioners wish to take on the governance of the fire service. Here in our region, I have decided not to do this – the requirements of the police and fire service are very different and the need for separate accountability is important. We can however work together to bring about savings through collaboration. I was at the forefront of creating a collaboration board between Northumbria Police, Tyne & Wear Fire Service and Northumberland Fire Service – our objective is to look for commonality and see where savings can be made whilst maintaining our unique identity.

The Chief Constable and I will continue to look at the needs of the police service to ensure we meet and exceed the expectations of local residents, we will continue to invest in technology that allows our officers to spend more time “on the beat” and ensure we continue to collaborate on shared services, such as we have with Durham in relation to forensic services, this partnership will allow us to invest in new technology whilst reducing costs.

Thank you for your continued support, together we will ensure that Northumbria Police delivers on what matters to you, and that when you need police officers –they are there when you need them most.

8. Key contacts and useful information

Office of the Police and Crime Commissioner

I have a small team of staff who support me to carry-out my role as Police and Crime Commissioner for Northumbria. If you have any queries or would like to speak to someone about how you can get involved and help shape my thinking about a range of policing issues please contact 0191 221 9800 or contact me by email enquiries@northumbria-pcc.gov.uk

To keep up to date with my latest work you can:

- visit my website www.northumbria-pcc.gov.uk
- follow me on twitter www.twitter.com/northumbriapcc
- like my Facebook page www.facebook.com/Vera.Baird.QC

Northumbria Police

In an emergency the number to dial is 999 and if you have a non-urgent query or information to share with the police please call 101.

If you would like to find out who your local neighbourhood police officer is or would like further information about policing in your neighbourhood please ring the 101 number and ask or visit www.northumbria.pnn.police.uk

I also work with many other key partners to help deliver the right policing and community safety provision to the public. You can find details of these organisations and contact details on my website www.northumbria-pcc.gov.uk

Victims First Northumbria

If you have been a victim of crime, Victims First Northumbria can offer you the support and advice you need. The service is free and totally confidential and can be accessed even if you have not reported your experience to the police.

Freephone – 0800 011 3116.

Website - <http://www.victimsfirstnorthumbria.org.uk/>

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